



Third Quarter 2019

October 30th, 2019

Forward-Looking Statements

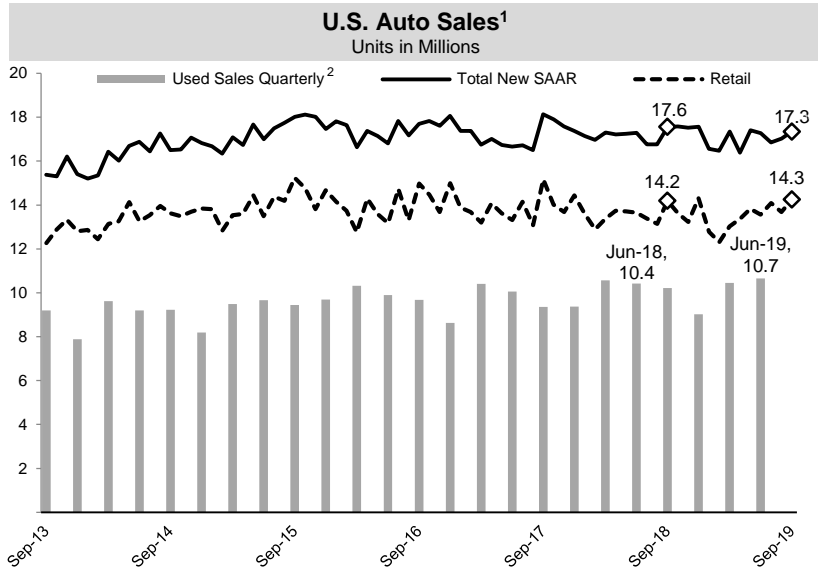
This presentation contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. Any statements about our expectations, beliefs, plans, predictions, forecasts, objectives, assumptions, or future events or performance are not historical facts and may be forward-looking. These statements are often, but not always, made through the use of words or phrases such as anticipates, believes, can, could, may, predicts, potential, should, will, estimates, plans, projects, continuing, ongoing, expects, intends, and similar words or phrases. Although we believe that the expectations reflected in these forward-looking statements are reasonable, these statements are not guarantees of future performance and involve risks and uncertainties that are subject to change based on various important factors, some of which are beyond our control. For additional discussion of these risks, refer to the section entitled Risk Factors and elsewhere in our Annual Report on Form 10-K and our Quarterly Reports on Form 10-Q filed by us with the U.S. Securities and Exchange Commission (SEC). Among the factors that could cause the forward-looking statements in this presentation and/or our financial performance to differ materially from that suggested by the forward-looking statements are: (a) the inherent limitations in internal controls over financial reporting; (b) our ability to remediate any material weaknesses in internal controls over financial reporting completely and in a timely manner; (c) continually changing federal, state, and local laws and regulations could materially adversely affect our business; (d) adverse economic conditions in the United States and worldwide may negatively impact our results; (e) our business could suffer if our access to funding is reduced; (f) significant risks we face implementing our growth strategy, some of which are outside our control; (g) unexpected costs and delays in connection with exiting our personal lending business; (h) our agreement with FCA US LLC may not result in currently anticipated levels of growth, and is subject to certain conditions that could result in termination of the agreement; (i) our business could suffer if we are unsuccessful in developing and maintaining relationships with automobile dealerships; (j) our financial condition, liquidity, and results of operations depend on the credit performance of our loans; (k) loss of our key management or other personnel, or an inability to attract such management and personnel; (l) certain regulations, including but not limited to oversight by the Office of the Comptroller of the Currency, the Consumer Financial Protection Bureau, the European Central Bank, and the Federal Reserve, whose oversight and regulation may limit certain of our activities, including the timing and amount of dividends and other limitations on our business; and (m) future changes in our relationship with Banco Santander which could adversely affect our operations. If one or more of the factors affecting our forward-looking information and statements proves incorrect, our actual results, performance or achievements could differ materially from those expressed in, or implied by, forward-looking information and statements. Therefore, we caution the reader not to place undue reliance on any forward-looking information or statements. The effect of these factors is difficult to predict. Factors other than these also could adversely affect our results, and the reader should not consider these factors to be a complete set of all potential risks or uncertainties. Any forward-looking statements only speak as of the date of this document, and we undertake no obligation to update any forward-looking information or statements, whether written or oral, to reflect any change, except as required by law. All forward-looking statements attributable to us are expressly qualified by these cautionary statements.

Q3 2019 HIGHLIGHTS

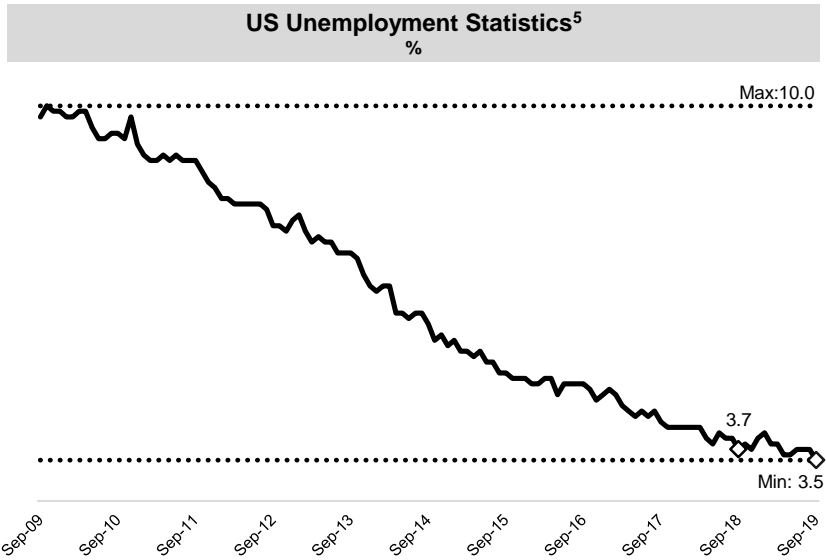
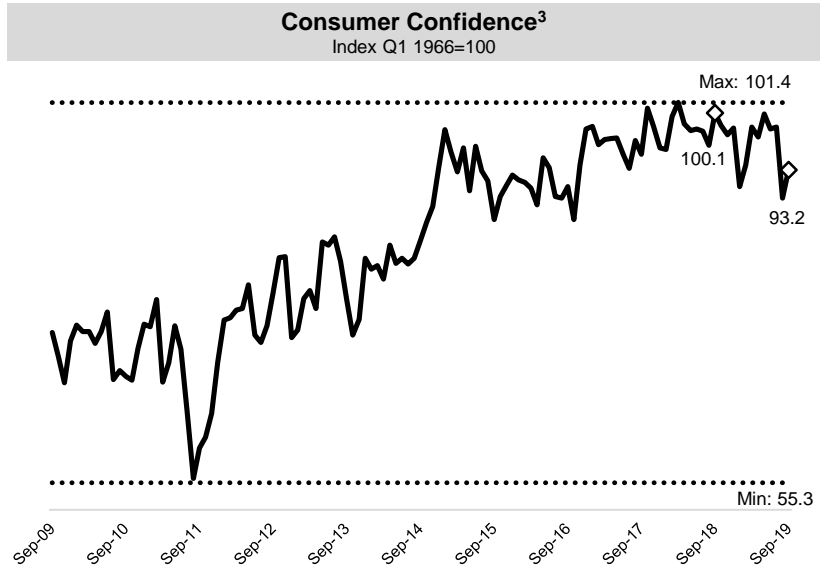
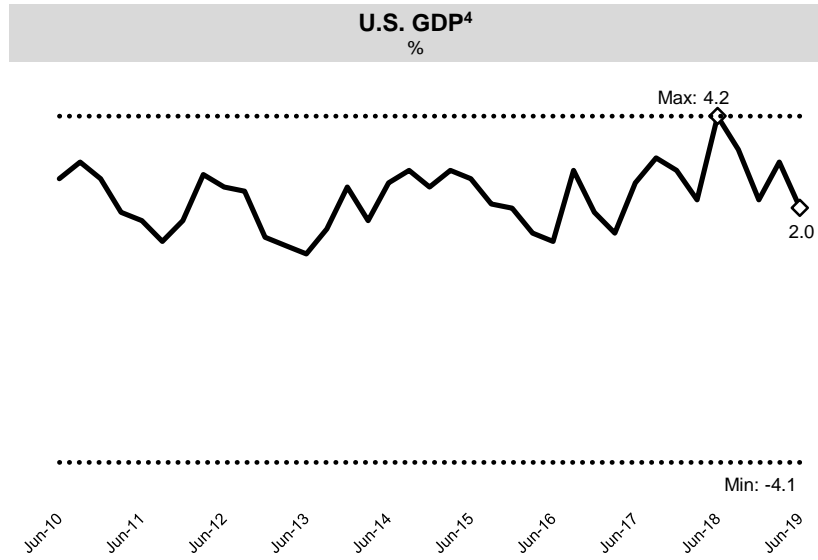
- » Net income of \$233 million, or \$0.67 per diluted common share
- » Total auto originations of \$8.4 billion, up 11% YoY
 - » Core retail auto loan originations of \$2.6 billion, up 11% YoY
 - » Chrysler Capital loan originations of \$3.6 billion, up 52% YoY
 - » Chrysler Capital lease originations of \$2.2 billion, down 23% YoY
 - » Chrysler average quarterly penetration rate of 36%, up from 31% YoY
 - » Santander Bank, N.A. program originations of \$2.1 billion
- » Net finance and other interest income of \$1.2 billion, up 5% YoY
- » 30-59 delinquency ratio of 9.5%, down 100 basis points YoY
- » 59-plus delinquency ratio of 4.7%, down 80 basis points YoY
- » Retail Installment Contract (“RIC”) gross charge-off ratio of 18.3%, up 70 basis points YoY
- » Recovery rate of 55.9%, up 590 basis points YoY
- » RIC net charge-off ratio of 8.1%, down 70 basis points YoY
- » Troubled Debt Restructuring (“TDR”) balance of \$4.2 billion, down 27% YoY
- » Return on average assets of 2.0%, down from 2.2% YoY
- » \$3.5 billion in asset-backed securities “ABS”
- » Expense ratio of 2.3%, up from 2.1% YoY
- » Common equity tier 1 (“CET1”) ratio of 15.4%, down from 16.4% as of September 30, 2018

ECONOMIC INDICATORS

ORIGINATIONS



CREDIT

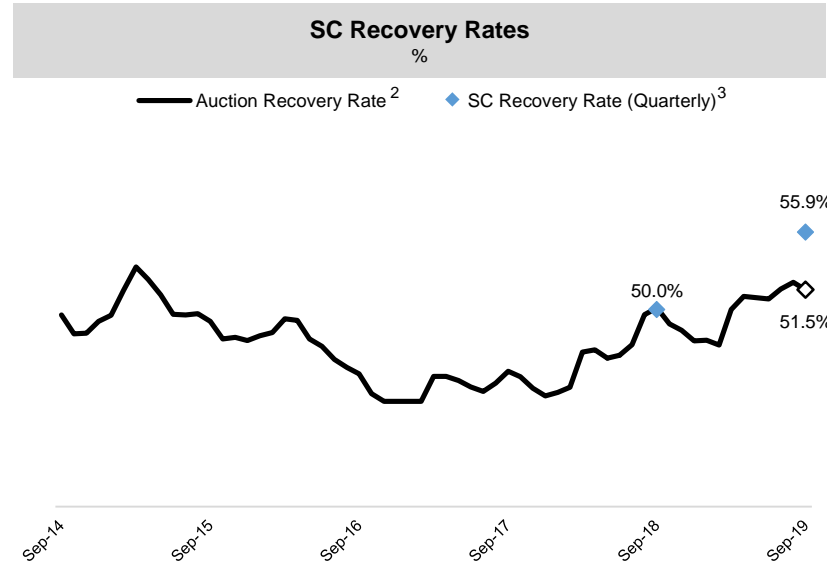
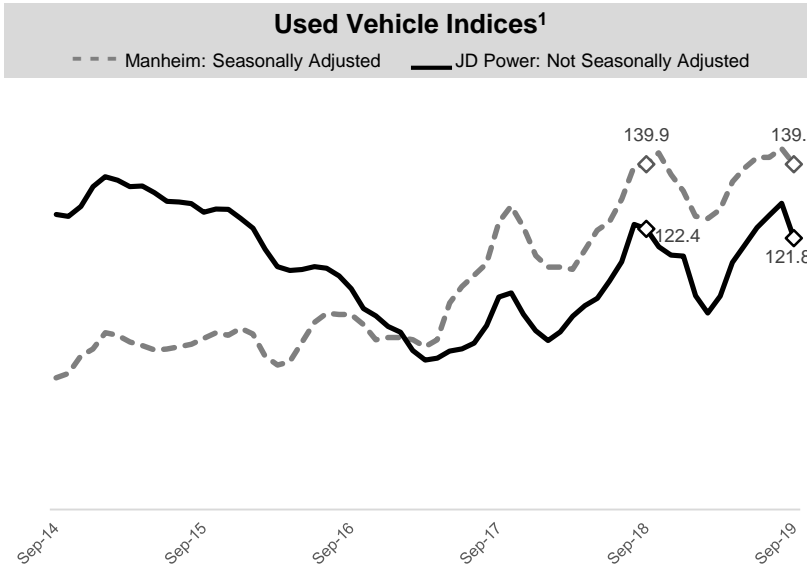


1 New car: JD Power Index, monthly data as of September 30, 2019
 2 Used car: Edmunds' data, one quarter lag, data as of June 30, 2019
 3 University of Michigan, monthly
 4 U.S. Bureau of Economic Analysis, one quarter lag, monthly data as of June 30, 2019
 5 U.S. Bureau of Labor Statistics, monthly

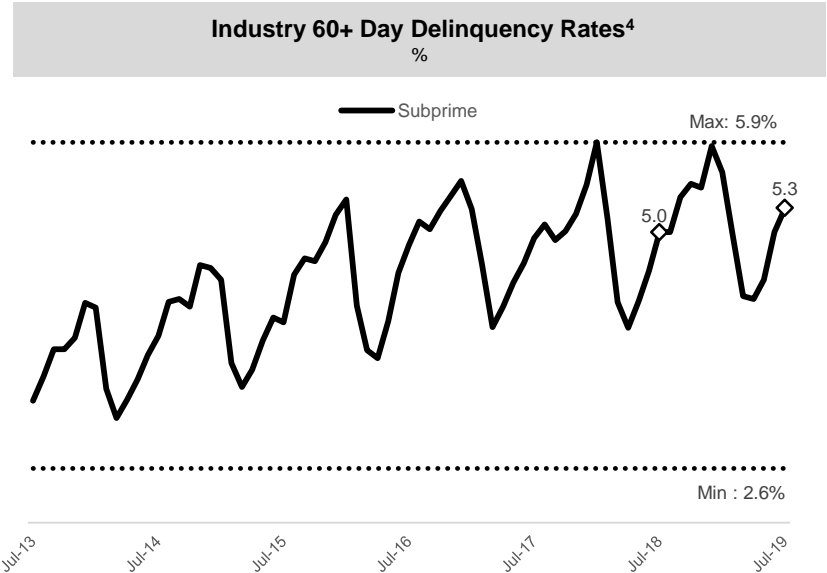
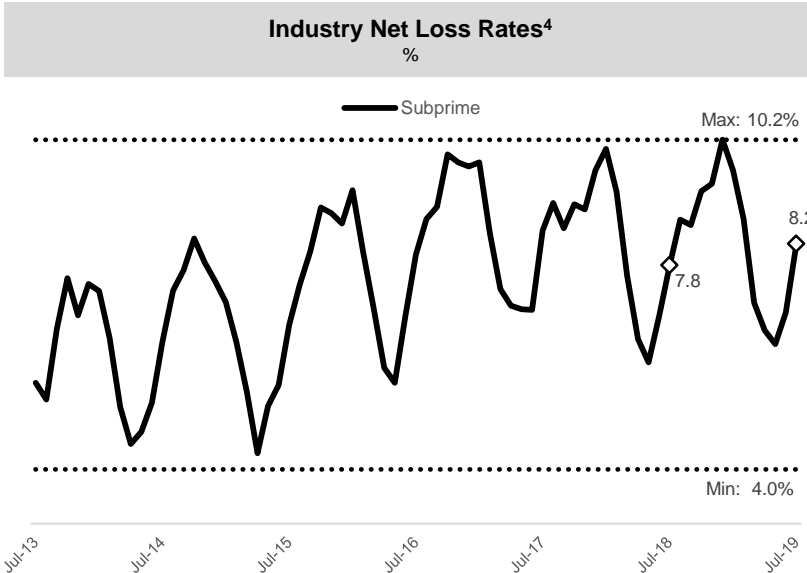


AUTO INDUSTRY ANALYSIS

SEVERITY



CREDIT



1 | Manheim, Inc.; Indexed to a basis of 100 at 1995 levels; JD Power Used-Vehicle Price Index (not seasonally adjusted)
 2 | Auction Only - includes all auto-related recoveries including inorganic/purchased receivables from auction lanes only
 3 | Recovery Rate – Per the financial statements includes insurance proceeds, bankruptcy/deficiency sales, and timing impacts
 4 | Standard & Poor's Rating Services (ABS Auto Trust Data – two-months lag on data, as of July 31, 2019)

DIVERSIFIED UNDERWRITING ACROSS THE CREDIT SPECTRUM

Continued strong originations across loan channels

| (\$ in Millions) | Three Months Ended Originations | | | % Variance | |
|--|---------------------------------|------------------|------------------|------------|-------|
| | Q3 2019 | Q2 2019 | Q3 2018 | QoQ | YoY |
| Total Core Retail Auto | \$ 2,572 | \$ 2,414 | \$ 2,314 | 7% | 11% |
| Chrysler Capital Loans (<640) ¹ | 1,500 | 1,473 | 1,550 | 2% | (3%) |
| Chrysler Capital Loans (≥640) ¹ | 2,119 | 1,980 | 836 | 7% | 153% |
| Total Chrysler Capital Retail | \$ 3,619 | \$ 3,453 | \$ 2,386 | 5% | 52% |
| Total Leases² | 2,230 | 2,525 | 2,893 | (12%) | (23%) |
| Total Auto Originations³ | \$ 8,421 | \$ 8,392 | \$ 7,593 | 0% | 11% |
| Total Personal Lending | 322 | 343 | 325 | (6%) | (1%) |
| Total SC Originations | \$ 8,743 | \$ 8,735 | \$ 7,918 | 0% | 10% |
| Asset Sales⁴ | \$ - | \$ - | \$ 275 | NA | NA |
| SBNA Originations⁴ | \$ 2,112 | \$ 1,917 | \$ 685 | 10% | 208% |
| Average Managed Assets | \$ 57,379 | \$ 55,546 | \$ 52,472 | 3% | 9% |

1 | Approximate FICOs

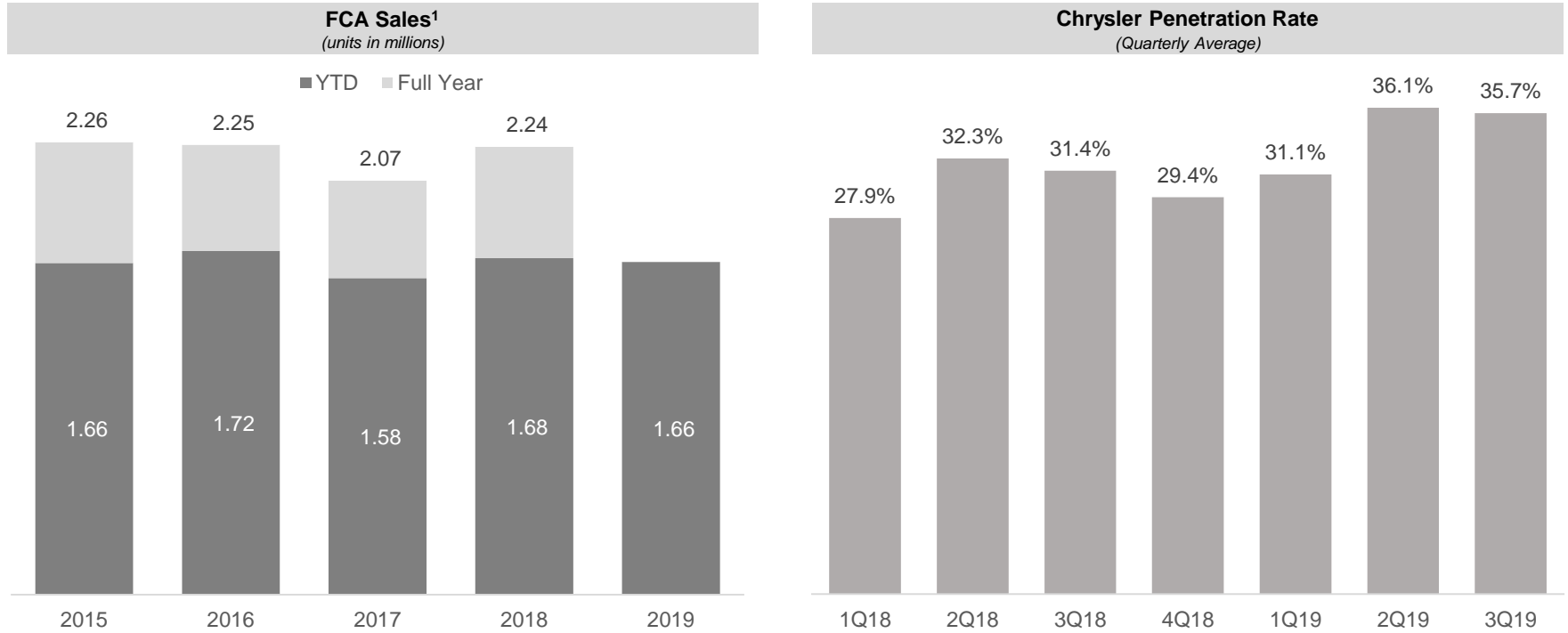
2 | Includes nominal capital lease originations

3 | Includes SBNA Originations

4 | Asset Sales and SBNA Originations remain off of SC's balance sheet, servicing rights retained

FIAT CHRYSLER (FCA) RELATIONSHIP

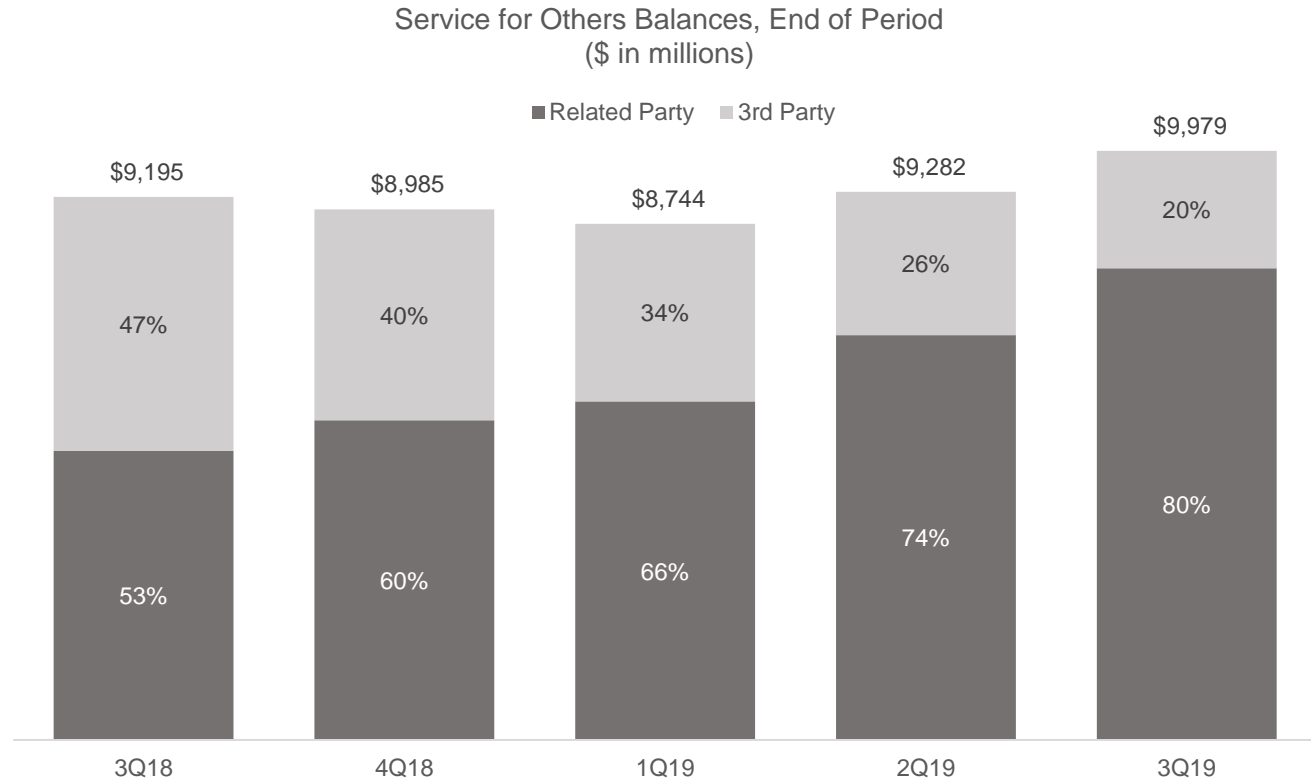
Chrysler Capital average quarterly penetration rate of 36% versus 31% YoY



1 | FCA filings; sales as reported on 09/30/2019

SERVICED FOR OTHERS (SFO) PLATFORM

QoQ balance increase driven by strong Chrysler Capital originations and the SBNA program



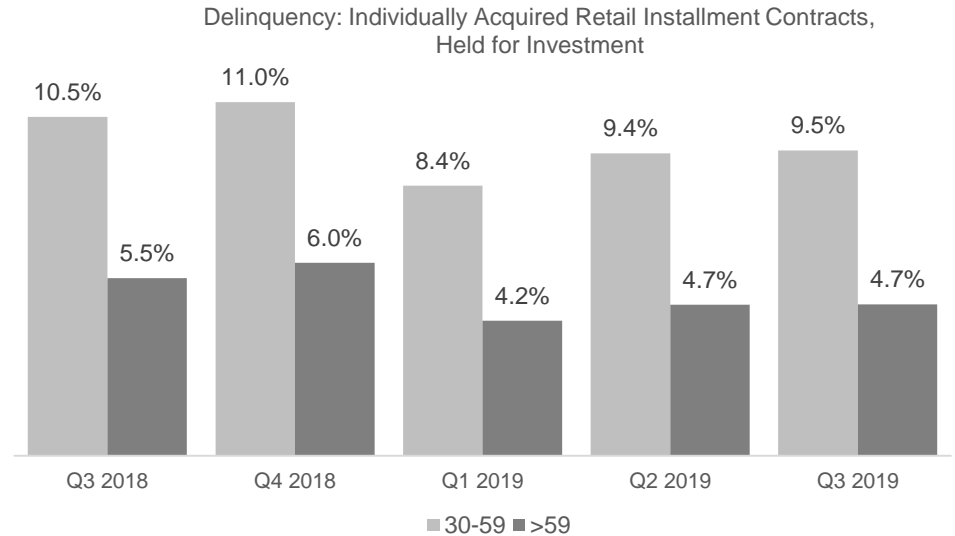
| | | | | | |
|----------------------|-------|---------|---------|---------|---------|
| Santander Flow Sales | \$275 | | | | |
| SBNA Originations | \$685 | \$1,116 | \$1,036 | \$1,917 | \$2,112 |

Q3 2019 FINANCIAL RESULTS

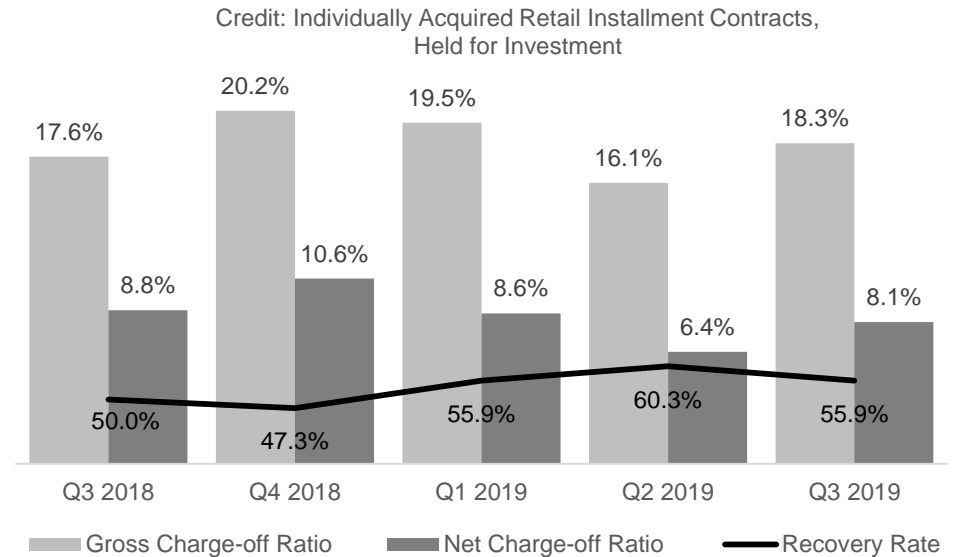
| | Three Months Ended (Unaudited, Dollars in Thousands, except per share) | | | % Variance | |
|---|---|---------------|--------------------|------------|------|
| | September 30, 2019 | June 30, 2019 | September 30, 2018 | QoQ | YoY |
| Interest on finance receivables and loans | \$ 1,273,022 | \$ 1,261,099 | \$ 1,227,129 | 1% | 4% |
| Net leased vehicle income | 250,109 | 231,795 | 194,021 | 8% | 29% |
| Other finance and interest income | 9,926 | 11,437 | 8,522 | (13%) | 16% |
| Interest expense | 335,212 | 330,039 | 285,583 | 2% | 17% |
| Net finance and other interest income | \$ 1,197,845 | \$ 1,174,292 | \$ 1,144,089 | 2% | 5% |
| Provision for credit losses | 566,849 | 430,676 | 597,914 | 32% | (5%) |
| Profit sharing | 18,125 | 13,345 | 1,652 | 36% | 997% |
| Total other income | 31,293 | 30,411 | 24,641 | 3% | 27% |
| Total operating expenses | 329,470 | 280,650 | 272,342 | 17% | 21% |
| Income before tax | \$ 314,694 | \$ 480,032 | \$ 296,822 | (34%) | 6% |
| Income tax expense | 82,156 | 111,764 | 64,874 | (26%) | 27% |
| Net income | \$ 232,538 | \$ 368,268 | \$ 234,948 | (37%) | (1%) |
| Diluted EPS (\$) | \$0.67 | \$ 1.05 | \$ 0.64 | (36%) | 5% |
| Average total assets | \$ 46,915,965 | \$ 45,700,887 | \$ 41,985,751 | 3% | 12% |
| Average managed assets | \$ 57,379,308 | \$ 55,545,502 | \$ 52,472,270 | 3% | 9% |

DELINQUENCY AND LOSS

- » 30-59 delinquency ratio down 100 basis points YoY
- » >59 delinquency ratio is down 80 basis points YoY



- » Gross charge-off ratio increased 70 basis points YoY
- » Net charge-off ratio decreased 70 basis points YoY
- » Recovery rate increased 590 basis points YoY



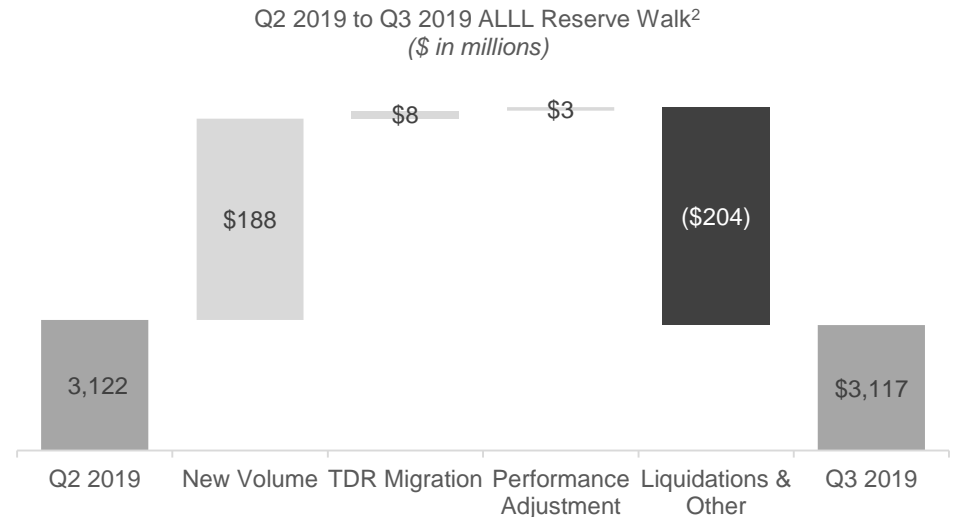
CREDIT QUALITY: LOSS DETAIL

Q3 2018 to Q3 2019 Retail Installment Contract
Net Charge-Off Walk
(\$ in millions)

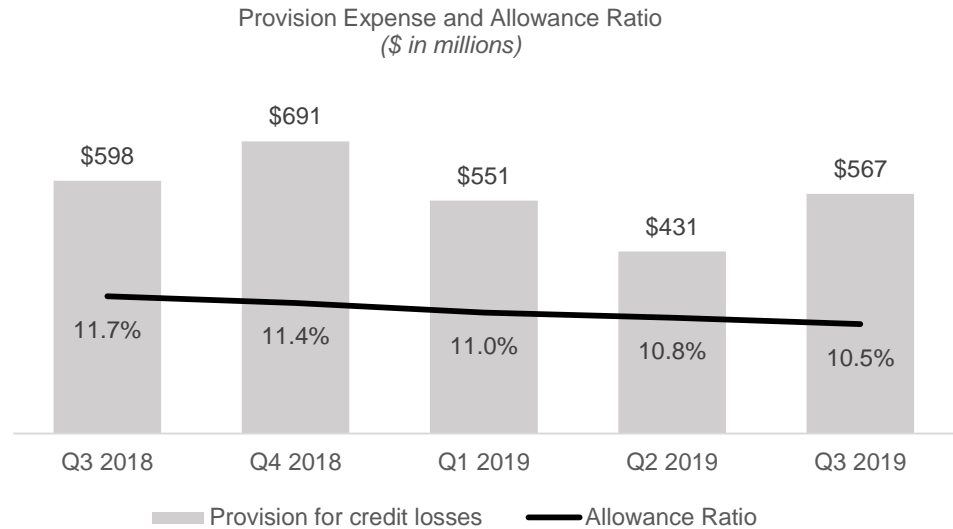


PROVISION AND RESERVES

- » QoQ allowance decreased \$5 million
 - New volume, TDR migration¹, and performance adjustment were offset by liquidations and other



- » Allowance ratio decreased 30 bps to 10.5%, driven by lower TDR balances QoQ
- » Provision for credit losses decreased \$31 million YoY

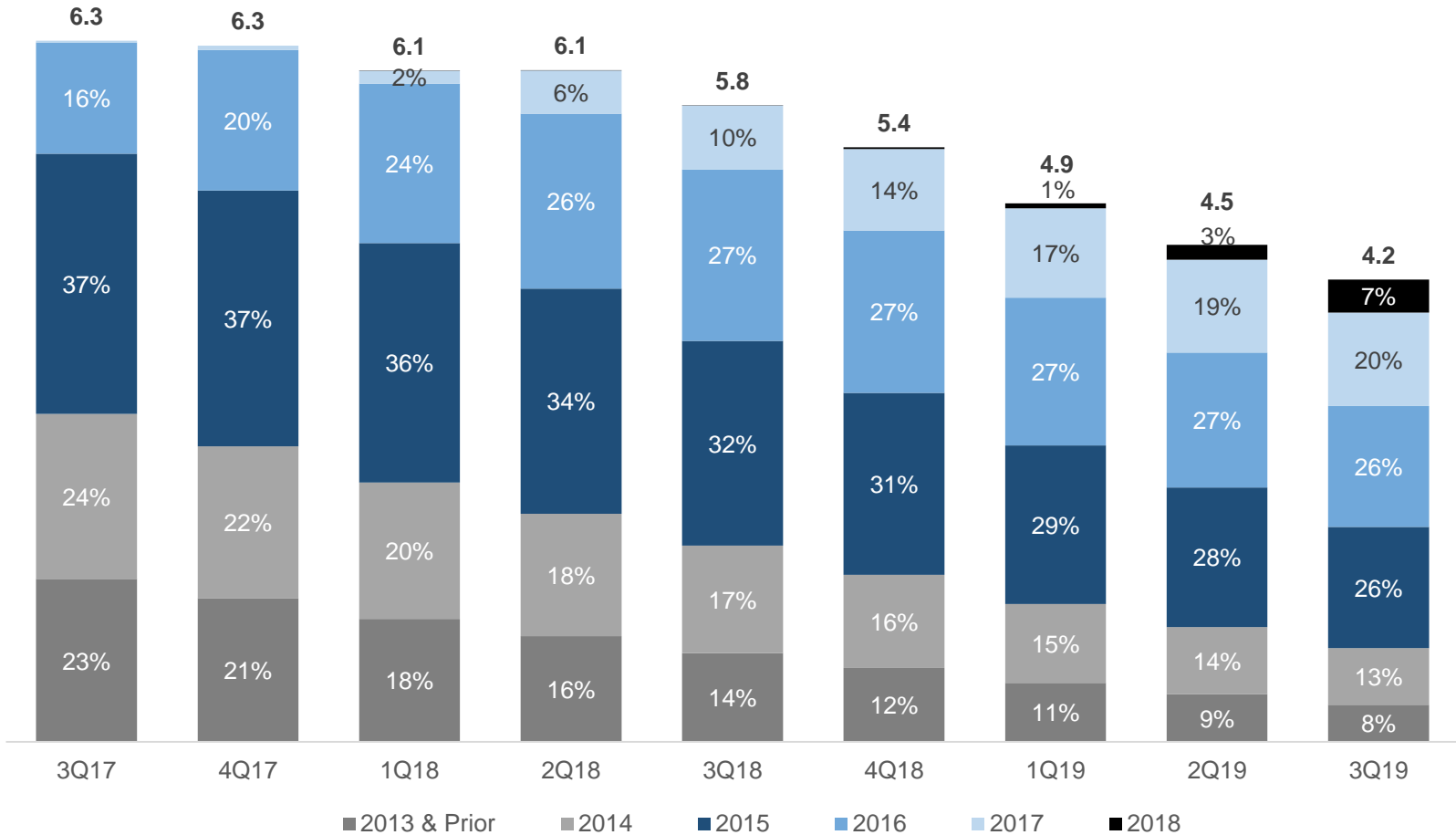


¹ TDR migration – the allowance for assets classified as TDRs or “troubled debt restructuring” takes into consideration expected lifetime losses, typically requiring additional coverage

² Explanation of quarter over quarter variance are estimates

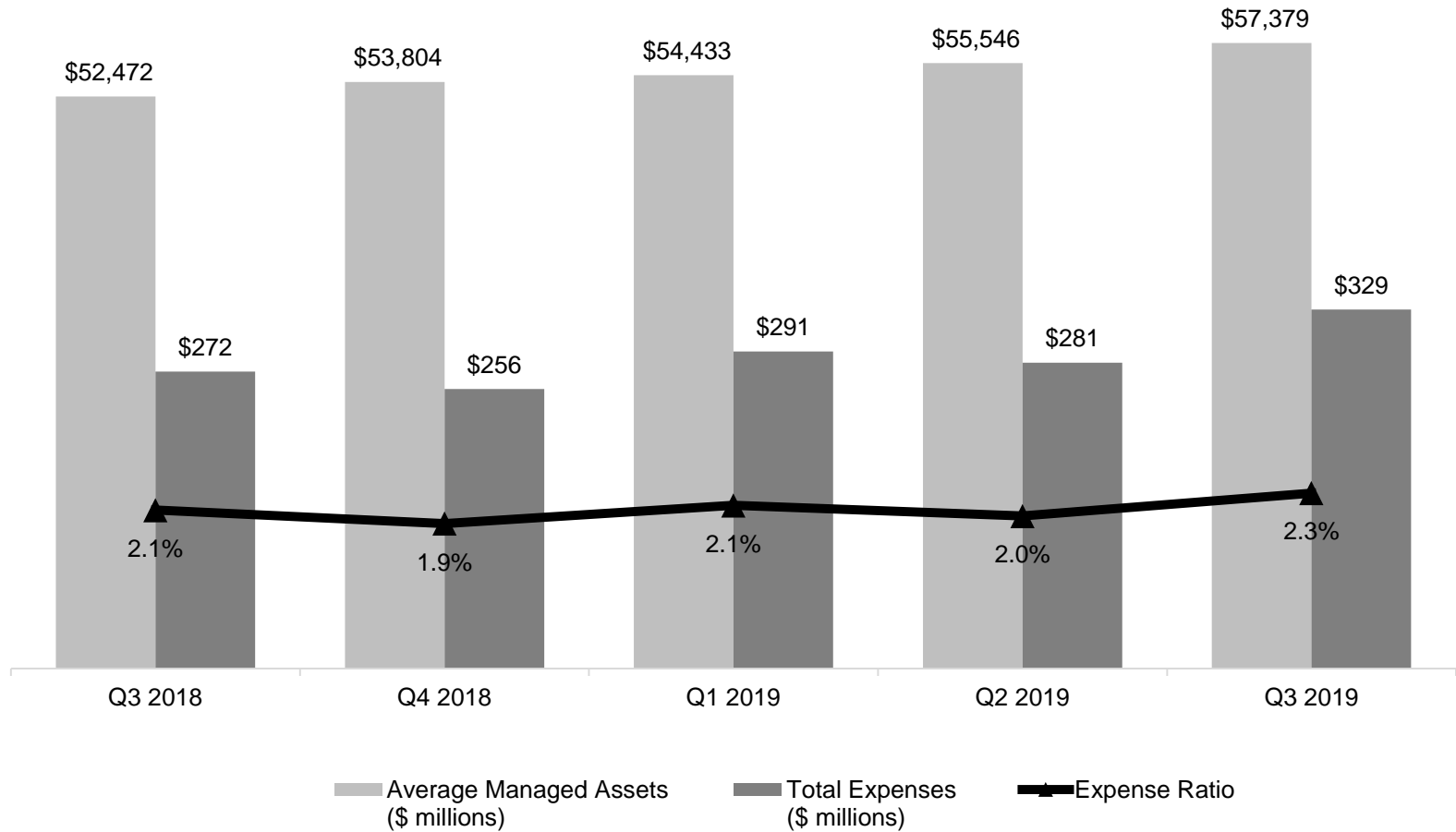
TDR BALANCE COMPOSITION BY VINTAGE

TDR Balance by Origination Vintage
(\$ billions)



EXPENSE MANAGEMENT

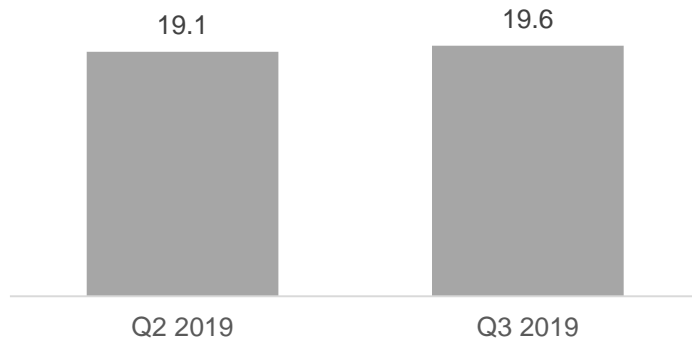
Operating expenses totaled \$329 million, an increase of 20 bps in the expense ratio YoY



FUNDING AND LIQUIDITY

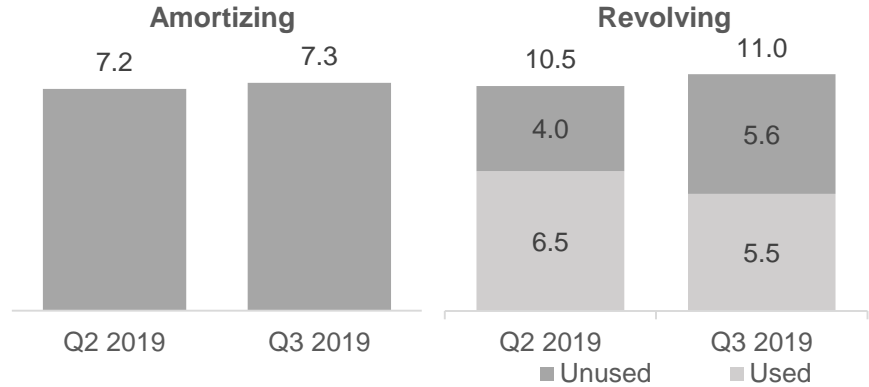
Total funding of \$48.8 billion at the end Q3 2019, up 6% from \$46.1 billion at the end of Q2 2019

Asset-Backed Securities (\$ Billions)



» \$3.5 billion in 1 SDART, 1 DRIVE, and 1 SRT transaction

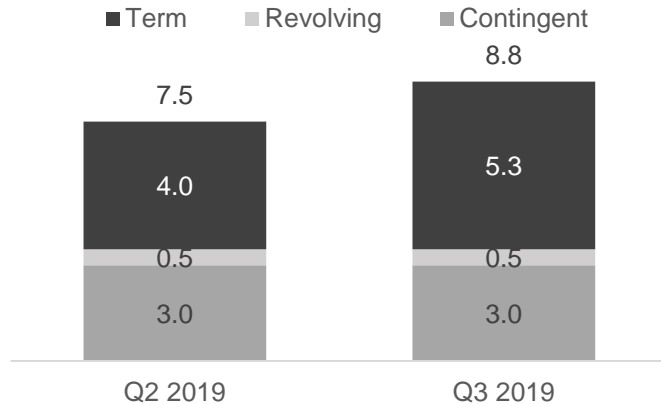
Financings (\$ Billions)



» \$18.3 billion in commitments from 12 lenders¹

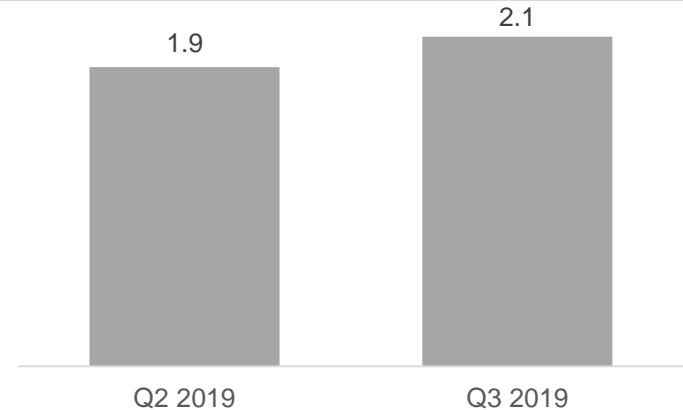
» 50% unused capacity on revolving lines as of Q3 2019

Santander (\$ Billions)



» \$8.8 billion in total commitments

SBNA Originations (\$ Billions)

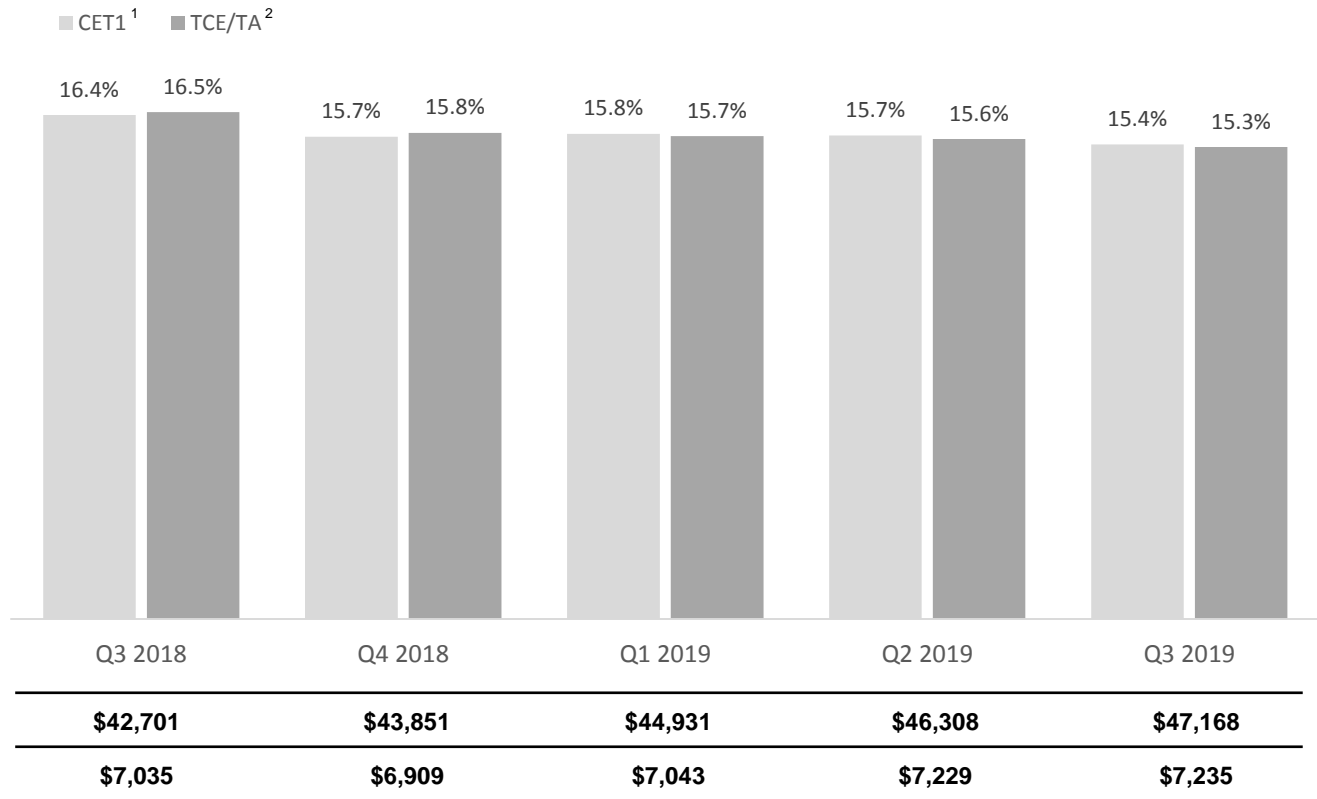


» Strong originations through the SBNA program

¹ Does not include repo facilities

CAPITAL RATIOS

SC has exhibited a strong ability to generate earnings and capital, while growing assets



\$ in millions

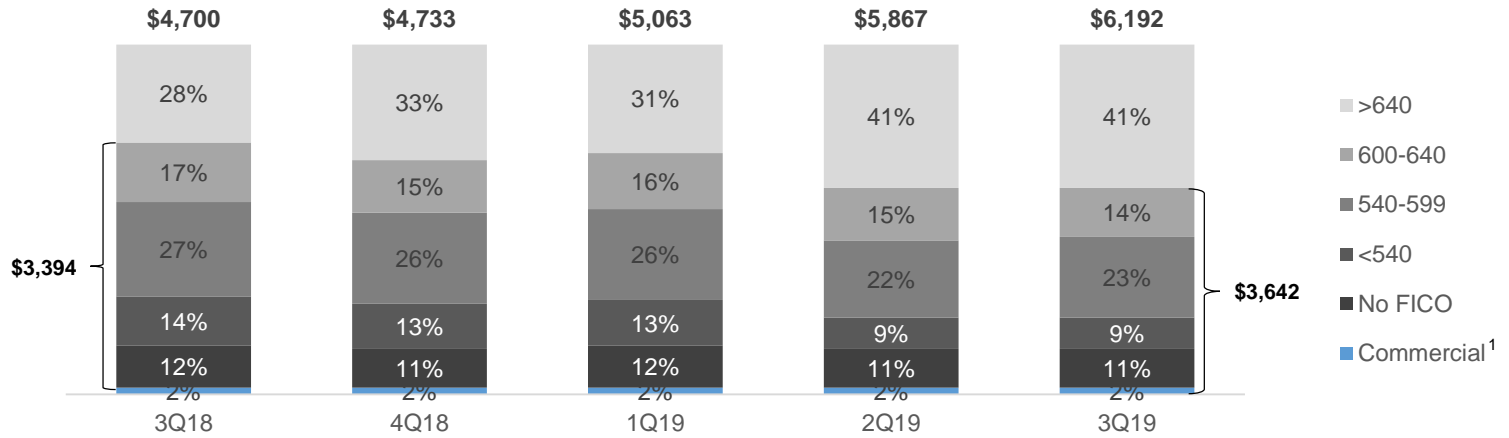
1 Common Equity Tier 1 (CET1) Capital Ratio is a non-GAAP financial measure that begins with stockholders' equity and then adjusts for AOCI, goodwill/intangibles, DTAs, cash flow hedges and other regulatory exclusions over risk-weighted assets. See appendix for further details.

2 Tangible common equity to tangible assets is a non-GAAP financial measure defined as the ratio of Total equity, excluding Goodwill and intangible assets, to Total assets, excluding Goodwill and intangible assets

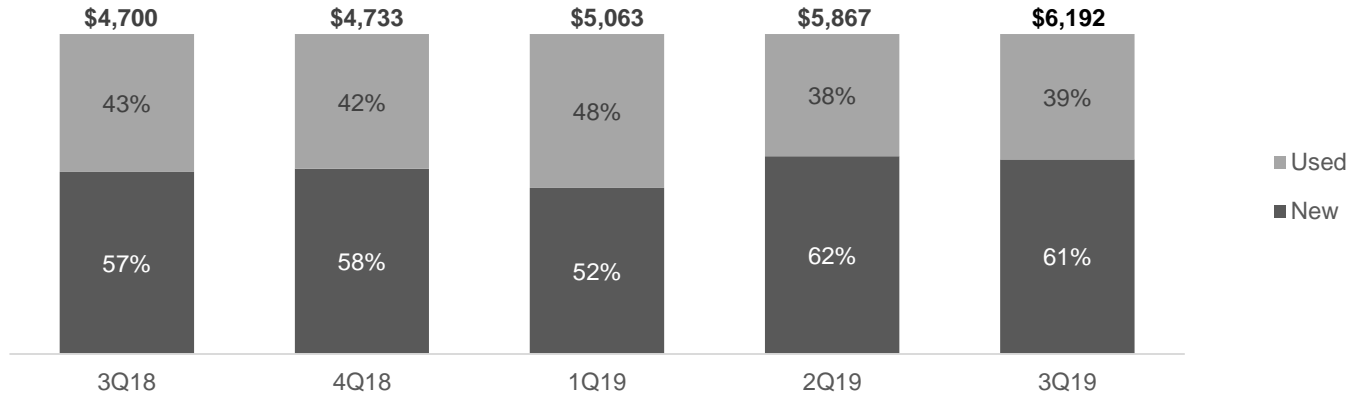
APPENDIX

DIVERSIFIED UNDERWRITING ACROSS THE CREDIT SPECTRUM

Originations by Credit (RIC only)
(\$ in millions)



New/Used Originations (RIC only)
(\$ in millions)

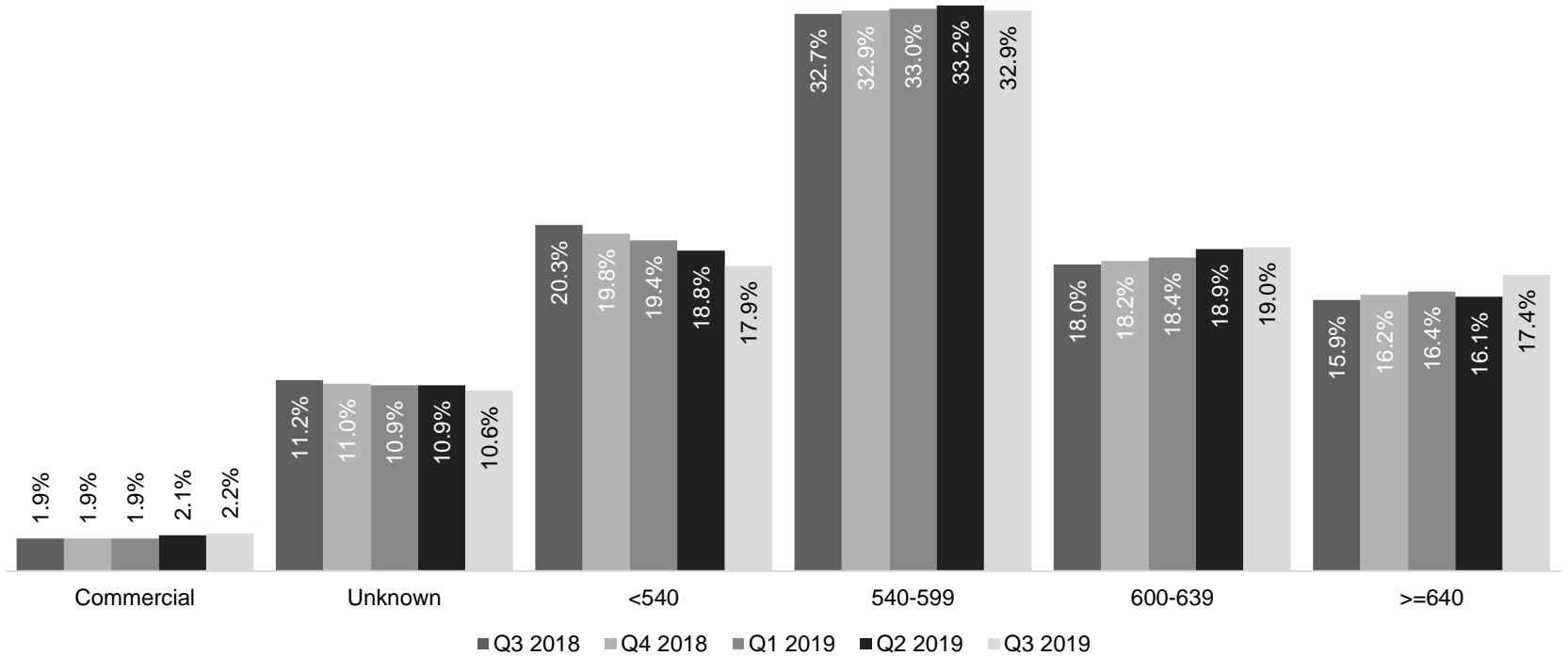


| Average loan balance in dollars | 3Q18 | 4Q18 | 1Q19 | 2Q19 | 3Q19 |
|---------------------------------|----------|----------|----------|----------|----------|
| | \$23,110 | \$24,097 | \$23,274 | \$25,565 | \$25,627 |

1 | Loans to commercial borrowers; no FICO score obtained

HELD FOR INVESTMENT CREDIT TRENDS

Retail Installment Contracts, HFI



EXCLUDING PERSONAL LENDING DETAIL

Personal lending earned \$38 million before operating expenses and taxes

| | As of and for the Three Months Ended (Unaudited, Dollars in Thousands) | | | | | | | | |
|---|---|------------------|----------------------------|---------------|------------------|----------------------------|--------------------|------------------|----------------------------|
| | September 30, 2019 | | | June 30, 2019 | | | September 30, 2018 | | |
| | Total | Personal Lending | Excluding Personal Lending | Total | Personal Lending | Excluding Personal Lending | Total | Personal Lending | Excluding Personal Lending |
| Interest on finance receivables and loans | \$ 1,273,022 | \$ 88,449 | \$ 1,184,573 | \$ 1,261,099 | \$ 90,323 | \$ 1,170,776 | \$ 1,227,129 | \$ 84,029 | \$ 1,143,100 |
| Net leased vehicle income | 250,109 | - | 250,109 | 231,795 | - | 231,795 | 194,021 | - | 194,021 |
| Other finance and interest income | 9,926 | - | 9,926 | 11,437 | - | 11,437 | 8,522 | - | 8,522 |
| Interest expense | 335,212 | 11,419 | 323,793 | 330,039 | 12,099 | 317,940 | 285,583 | 11,210 | 274,373 |
| Net finance and other interest income | \$ 1,197,845 | \$ 77,030 | \$ 1,120,815 | \$ 1,174,292 | \$ 78,224 | \$ 1,096,068 | \$ 1,144,089 | \$ 72,819 | \$ 1,071,270 |
| Provision for credit losses | \$ 566,849 | \$ (14) | \$ 566,863 | \$ 430,676 | \$ 1,070 | \$ 429,606 | \$ 597,914 | \$ (135) | \$ 598,049 |
| Profit sharing | 18,125 | - | 18,125 | 13,345 | - | 13,345 | 1,652 | (5,054) | 6,706 |
| Investment gains (losses), net ¹ | \$ (86,397) | \$ (87,454) | \$ 1,057 | \$ (84,787) | \$ (84,021) | \$ (766) | \$ (86,320) | \$ (86,775) | \$ 455 |
| Servicing fee income | 21,447 | - | 21,447 | 25,002 | - | 25,002 | 26,409 | - | 26,409 |
| Fees, commissions and other | 96,243 | 48,097 | 48,146 | 90,196 | 46,800 | 43,396 | 84,552 | 48,003 | 36,549 |
| Total other income | \$ 31,293 | \$ (39,357) | \$ 70,650 | \$ 30,411 | \$ (37,221) | \$ 67,632 | \$ 24,641 | \$ (38,772) | \$ 63,413 |
| Average gross individually acquired retail installment contracts, held for investment and held for sale | \$ 29,450,778 | - | - | \$ 29,070,738 | - | - | \$ 28,060,492 | - | - |
| Average gross personal loans | - | \$ 1,343,098 | - | - | \$ 1,375,306 | - | - | \$ 1,350,852 | - |
| Average gross operating leases | \$ 16,902,932 | \$ - | - | \$ 16,043,654 | \$ - | - | \$ 13,607,010 | \$ - | - |

¹ The Personal Lending portfolio recorded net investment losses of \$87 million in Q3 2019, flat compared Q3 2018, primarily driven by lower of cost or market adjustments which included \$102 million in customer default activity, partially offset by a \$15 million decrease in market discount, consistent with typical seasonal patterns.

RECONCILIATION OF NON-GAAP MEASURES

(Unaudited, dollars in thousands)

| | <u>September 30, 2019</u> | <u>June 30, 2019</u> | <u>March 31, 2019</u> | <u>December 31, 2018</u> | <u>September 30, 2018</u> |
|---|---------------------------|----------------------|-----------------------|--------------------------|---------------------------|
| Total equity | \$ 7,345,202 | \$ 7,337,261 | \$ 7,158,530 | \$ 7,018,358 | \$ 7,141,215 |
| Deduct: Goodwill and intangibles | 110,683 | 108,173 | 115,256 | 109,251 | 106,233 |
| Tangible common equity | <u>\$ 7,234,519</u> | <u>\$ 7,229,088</u> | <u>\$ 7,043,274</u> | <u>\$ 6,909,107</u> | <u>\$ 7,034,982</u> |
| Total assets | \$ 47,279,015 | \$ 46,416,093 | \$ 45,045,906 | \$ 43,959,855 | \$ 42,806,955 |
| Deduct: Goodwill and intangibles | 110,683 | 108,173 | 115,256 | 109,251 | 106,233 |
| Tangible assets | <u>\$ 47,168,332</u> | <u>\$ 46,307,920</u> | <u>\$ 44,930,650</u> | <u>\$ 43,850,604</u> | <u>\$ 42,700,722</u> |
| Equity to assets ratio | 15.5% | 15.8% | 15.9% | 16.0% | 16.7% |
| Tangible common equity to tangible assets | 15.3% | 15.6% | 15.7% | 15.8% | 16.5% |
| Total equity | \$ 7,345,202 | \$ 7,337,261 | \$ 7,158,530 | \$ 7,018,358 | \$ 7,141,215 |
| Deduct: Goodwill and other intangible assets, net of deferred tax liabilities | 150,644 | 152,264 | 163,444 | 161,516 | 162,643 |
| Deduct: Accumulated other comprehensive income, net | <u>(31,836)</u> | <u>(21,568)</u> | <u>12,938</u> | <u>33,515</u> | <u>56,601</u> |
| Tier 1 common capital | \$ 7,226,394 | \$ 7,206,565 | \$ 6,982,148 | \$ 6,823,327 | \$ 6,921,971 |
| Risk weighted assets (a) | <u>\$ 46,870,019</u> | <u>\$ 45,849,574</u> | <u>\$ 44,260,896</u> | <u>\$ 43,547,594</u> | <u>\$ 42,256,218</u> |
| Common Equity Tier 1 capital ratio (b) | 15.4% | 15.7% | 15.8% | 15.7% | 16.4% |

- a) Under the banking agencies' risk-based capital guidelines, assets and credit equivalent amounts of derivatives and off-balance sheet exposures are assigned to broad risk categories. The aggregate dollar amount in each risk category is multiplied by the associated risk weight of the category. The resulting weighted values are added together with the measure for market risk, resulting in the Company's and the Bank's total Risk weighted assets
- b) CET1 is calculated under Basel III regulations required as of January 1, 2015.

THANK YOU.

Our purpose is to help people
and businesses prosper.

Our culture is based on believing
that everything we do should be:

Simple Personal Fair

