

PROSPECTUS



**Dividend Reinvestment and Stock Purchase Plan
Common Stock, Par Value \$0.01 Per Share**

This prospectus describes the Popular, Inc. Dividend Reinvestment and Stock Purchase Plan. The Plan promotes long-term ownership in Popular, Inc. by offering:

- A simple, cost-effective method for you to purchase shares of common stock of Popular, Inc., par value \$0.01 per share without paying brokerage commissions, service charges or other fees;
- A way to increase your Popular, Inc. holdings by reinvesting any cash dividends that may be paid by Popular, Inc.; and
- The opportunity for you to purchase additional shares of Popular, Inc. common stock by making optional cash payments.

You do not have to be a current Popular, Inc. shareholder to participate in the Plan. You can purchase your first shares of Popular, Inc. common stock through the Plan by making an initial investment of not less than \$100 or more than \$10,000. If you currently participate in the Plan, you will automatically continue to participate in the Plan, unless you request otherwise.

This prospectus relates to the shares of Popular, Inc. common stock offered for purchase under the Plan. Shares will be purchased at the prices described in Question 10 of this prospectus.

The shares of Popular, Inc. Common Stock are traded on the NASDAQ Global Select Market under the symbol "BPOP."

Investing in Popular, Inc. Common Stock involves a number of risks. See "Risk Factors" on page 1 before you make your investment decision.

Neither the Securities and Exchange Commission nor any Commonwealth of Puerto Rico or state securities commission has approved or disapproved these securities or has determined if this prospectus is accurate or complete. Any representation to the contrary is a criminal offense.

The shares of Popular, Inc. common stock purchased or held under the terms of the Popular, Inc. Dividend Reinvestment and Stock Purchase Plan are not savings accounts or deposits of any bank or savings association, are not insured by the FDIC or any other governmental agency and may lose value. You could lose all or part of your investment. There is no bank guarantee attached to these securities.

The date of this prospectus is June 21, 2021

Save this document. It sets forth the terms of the Popular, Inc. Dividend Reinvestment and Stock Purchase Plan and how it operates.

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You should rely only on the information incorporated by reference or contained in this prospectus or any prospectus supplement. Popular, Inc. has not authorized anyone to provide you with information different from that incorporated by reference or contained in this prospectus. This prospectus is not an offer to sell nor is it seeking an offer to buy these securities in any jurisdiction where the offer or sale is not permitted. You should not assume that the information incorporated by reference is accurate as of any date other than the date of the applicable document.

POPULAR, INC.

Popular is a diversified, publicly-owned financial holding company, registered under the Bank Holding Company Act of 1956, as amended (the “BHC Act”), and subject to supervision and regulation by the Board of Governors of the Federal Reserve System (the “Federal Reserve”). Headquartered in San Juan, Puerto Rico, Popular offers financial services in Puerto Rico, the mainland United States and the U.S. and British Virgin Islands. Popular was incorporated in 1984 under the laws of the Commonwealth of Puerto Rico and is the largest financial institution based in Puerto Rico, with consolidated assets of \$66.9 billion, total deposits of \$58.7 billion and stockholders’ equity of \$5.9 billion at March 31, 2021. Popular also owns, as of March 31, 2021 approximately a 16.15% interest in EVERTEC, Inc. which provides transaction processing services in the Caribbean and Latin America, including servicing many of Popular’s system infrastructures and transaction processing businesses, and a 15.84% interest in Centro Financiero BHD León, S.A, a diversified financial services institution operating in the Dominican Republic. At December 31, 2020, we ranked among the top 50 U.S bank holding companies by assets. Our executive offices are located at 209 Muñoz Rivera Avenue, Hato Rey, Puerto Rico 00918, and our telephone number is (787) 765-9800.

Unless the context requires otherwise, references in this prospectus to the “Company,” “Popular,” “Popular, Inc.,” “we,” “us” or “our” refer to Popular, Inc. and its subsidiaries.

RISK FACTORS

Investing in our common stock involves risk. See the risk factors described in our Annual Report on Form 10-K for our most recent fiscal year and our current and periodic reports filed pursuant to the Securities and Exchange Act of 1934, which are incorporated by reference in this prospectus. Before making an investment decision, you should carefully consider these risks as well as other information we include or incorporate by reference in this prospectus. These risks could materially affect our business, results of operations or financial condition and cause the value of our common stock to decline. You could lose all or part of your investment. See “Where you Can find More Information” in this prospectus.

DESCRIPTION OF THE PLAN

We have set forth the provisions of the Popular, Inc. Dividend Reinvestment and Stock Purchase Plan (the “Plan”) below in question and answer form.

Purpose

1. What is the purpose of the Plan and what use will be made of the proceeds?

The primary purpose of the Plan is to provide our shareholders and other investors with a simple, economical and convenient method of investing cash dividends and optional cash payments in shares of our common stock, par value \$0.01 per share (the “Common Stock”), without payment of brokerage commissions, service charges or other fees. When such shares are purchased directly from us, we will receive additional funds that we intend to use for general corporate purposes.

The Plan is intended for the benefit of long-term investors who want to increase their investment in our Common Stock, and not for the benefit of individuals or institutions who engage in short-term trading activities that could cause aberrations in the composite trading volume of our Common Stock.

Advantages and Disadvantages of Participating in the Plan

2. What are the advantages and disadvantages of the Plan?

Advantages

- You have the opportunity to purchase additional shares of Common Stock at 95% of the Average Market Price (as defined in Question 10) by automatically reinvesting all or part of your cash dividends (net of tax withholdings) on our Common Stock in the Plan.

- You have the opportunity to purchase additional shares of Common Stock by making optional cash payments of at least \$25 and not more than \$10,000 per calendar month. Participants may make optional cash payments by authorizing the Plan Administrator to debit their accounts through an ACH transaction with any US Bank.
- If you are not presently a shareholder of Popular, Inc., you may become a participant by making an initial cash investment of not less than \$100 and not more than \$10,000 to purchase shares of Common Stock under the Plan.
- You will not pay any brokerage commissions, service charges or other fees in connection with the purchase of shares of Common Stock under the Plan.
- Your funds (net of tax withholdings) will be fully invested because the Plan permits fractions of shares to be credited to your account.
- You may direct the Plan Administrator to sell all or a portion of your shares held in the Plan.
- You can avoid record keeping costs and the need for safekeeping of stock certificates for shares credited to your Plan account through the free reporting and custodial services provided under the Plan.

Disadvantages

- For U.S. federal and Puerto Rico income tax purposes, you will be treated as having received dividend income on each dividend payment date and such dividend will generally give rise to a tax liability in excess of the amount withheld, even if no cash was disbursed to you. See “Certain Tax Consequences of Participating in the Plan.”
- You will not be able to precisely time your purchases through the Plan and will bear the risk of loss and the benefit of gain associated with fluctuations in the price of the Common Stock pending investment of funds under the Plan. See Question 11 regarding the timing of the purchase of shares.
- Execution of sales of shares held in the Plan may be subject to delay. You will bear the risk of loss and the benefit of gain associated with fluctuations in the price of the Common Stock pending the sale of your shares pursuant to the Plan. Neither we nor the Plan Administrator can guarantee that shares of Common Stock purchased under the Plan will, at any particular time, be worth more or less than their purchase price under the Plan. See Question 18.
- You will not earn interest on funds held by the Plan Administrator pending reinvestment or on optional or initial cash payments pending investment. See Questions 11 and 12.
- You may not pledge the shares credited to your Plan account until you withdraw the shares from the Plan. See Question 21.
- We may, in our sole discretion, without prior notice to you, change our determination as to whether the Plan Administrator uses optional and initial cash payments to purchase shares of Common Stock directly from us or from third parties through market purchases or negotiated transactions. This determination will be made based upon general market conditions, the relationship between the purchase price and book value per share, regulatory requirements and other factors.

Participation

3. Who is eligible to participate?

Any interested investor, whether or not an existing shareholder of record of the Company, is eligible to participate in the Plan. If you are a “registered holder,” which means that you are a shareholder whose shares of Common Stock are registered in our stock transfer books in your name, you may participate in the Plan directly.

If you are a “beneficial owner,” which means that you are a shareholder whose shares of Common Stock are registered in the name of another person, for example, in the name of a broker, bank or other nominee, you must become a registered holder in order to participate in the Plan. You may become a registered holder by either (i) having your broker, bank or other nominee transfer the shares they own for your benefit into your own name or (ii) by making an initial cash investment in our Common Stock with the Plan Administrator.

In addition, if you are not currently a Popular, Inc. shareholder you may participate in the Plan by mailing an initial cash investment of not less than \$100 nor more than \$10,000 along with the enrollment documents. See Question 4.

Your right to participate in the Plan is not transferable to another person apart from a transfer of the underlying shares of Common Stock. We reserve the right to exclude from participation in the Plan persons who utilize the Plan to engage in short-term trading activities that could cause aberrations in the trading volume of our Common Stock.

If you live outside the United States, you should first determine if there are any laws or governmental regulations that would prohibit your participation in the Plan, or affect the terms of the Plan. We reserve the right to deny or terminate participation of any shareholder if we deem it advisable under any law or regulation. Tax consequences of Plan participation may vary under foreign laws or regulations, and you should determine the tax treatment of Plan features before you decide to invest through the plan.

The Plan is intended for the benefit of our investors and not for persons or entities who engage in transactions that cause or are designed to cause aberrations in the price or trading volume of our common stock. Notwithstanding anything in the Plan to the contrary, we reserve the right to exclude from participation in the Plan at any time any persons or entities, as determined in our sole discretion.

4. How do I enroll in the Plan?

Current registered holders. If you are already a registered holder you may join the Plan by completing and signing the enrollment documents and returning them to Banco Popular, the Plan Administrator. See Question 15. If your stock is to be registered in more than one name (for example, joint owners) all registered holders must sign exactly as their names appear on the account registration.

Current beneficial owners. If you are a beneficial owner, you must become a registered holder in order to participate in the Plan. You may become a registered holder by instructing your broker, bank or other nominee to register in your name the number of shares of our Common Stock that you want to include in the Plan. Once the Plan Administrator receives your transferred shares of Common Stock from your brokerage account, those shares will be registered in our stock transfer books in your name. Then, you may join the plan by completing and signing the enrollment documents and returning them to the Plan Administrator. Alternatively, if you do not want to re-register your shares of Common Stock, you can enroll in the Plan in the same manner as someone who is not currently a Popular, Inc. shareholder as described under “New investors who are not current shareholders” below. This will create a registered account in addition to your brokerage account.

New investors who are not current shareholders. If you are not currently a Popular, Inc. shareholder, you may join the Plan by making an initial investment in shares of Common Stock and completing and signing the enrollments documents and returning them, together with your initial investment, to the Plan Administrator at the address set forth in Question 15.

Enrollment documents and additional copies of this prospectus may be obtained through our website at <http://www.popular.com> or by contacting the Plan Administrator at: Banco Popular de Puerto Rico, Fiduciary Services Division (725), PO Box 362708, San Juan, Puerto Rico 00936-2708, Attention: Popular, Inc. Dividend Reinvestment and Stock Purchase Plan. The Plan Administrator may also be contacted by telephone at the following number 787-764-1893, or 1-877-764-1893, when calling from outside the San Juan Metropolitan Area, or by email at drip.administrator@popular.com.

We may appoint from time to time one or more information agents (the “Information Agent”) for the Plan. We will pay the fees and expenses of the Information Agent and may agree to indemnify the Information Agent for certain liabilities that it may incur in connection with the rendering of its services for the Plan.

5. What are the options available under the Plan?

If you participate in the Plan you may choose from the following investment options:

- **FULL DIVIDEND REINVESTMENT.** Under this option, you direct the Plan Administrator to invest all cash dividends (net of tax withholdings) on all whole and fractional shares of Common Stock then or subsequently registered in your name, together with any optional or initial cash payments, towards the purchase of additional shares of our Common Stock in accordance with the Plan.
- **PARTIAL DIVIDEND REINVESTMENT.** Under this option, you direct the Plan Administrator to invest all cash dividends (net of tax withholdings) on only the number of shares of Common Stock registered in your name that you specified in the appropriate space on the enrollment documents, together with any optional cash or initial payments, in the purchase of additional shares in accordance with the Plan.
- **OPTIONAL CASH PAYMENTS ONLY (NO DIVIDEND REINVESTMENT).** Under this option, your dividends will not be reinvested. Instead, you will receive cash dividends on shares registered in your name in the usual manner. This option will also permit you to make optional cash payments for the purchase of additional shares of Common Stock in accordance with the Plan.

If you sign and return the enrollment documents with no investment option designated, you will be enrolled in the Full Dividend Reinvestment option.

6. May I change investment options after I enroll in the Plan?

Yes. You may change your investment option or the number of participating shares at any time by completing a new authorization form and returning it to the Plan Administrator at the address specified in Question 15.

7. When may I join the Plan?

Eligible shareholders and other interested investors may join the Plan at any time. If the Plan Administrator receives the enrollment documents requesting the reinvestment of dividends on or prior to the dividend record date established for a particular dividend, reinvestment will commence with that dividend. If the enrollment documents are received after the record date established for a particular dividend, then the reinvestment of dividends will not begin until the dividend payment date following the next record date.

See Questions 12 and 13 to determine when persons who select the Optional Cash Payments Only option will begin to participate in the Plan.

Purchases Under the Plan

8. What is the source of shares purchased under the Plan?

Shares of Common Stock purchased with reinvested dividends will be purchased directly from Popular, Inc. Shares purchased with optional cash payments will be purchased either through (1) direct purchases of newly issued shares or treasury shares from Popular, Inc. or (2) purchases from third parties on the open market or in negotiated transactions. All shares purchased on the open market or in negotiated transactions will be purchased by such independent broker-dealer or financial institution as we may appoint from time to time to act as purchasing agent for the participants (the "Agent"). Purchases of shares in the open market may be made in the over-the-counter market or on any securities exchange where our Common Stock may be traded.

9. How will shares purchased under the Plan be allocated to my account?

Your account will be credited with the number of shares, including fractions computed to three decimal places, equal to the total amount to be invested for you less any taxes withheld (see Question 20) divided by the applicable purchase price per share.

10. How will the price be determined for shares purchased under the Plan?

The price of shares purchased from Popular, Inc. with reinvested dividends under the Plan will be 95% of the average of the daily high and low sales prices of our Common Stock on the NASDAQ Global Select Market (or such other stock market on which our Common Stock principally trades at such time) for the last five reported trading days immediately preceding the relevant Investment Date, computed to three decimal points (the "Average Market Price"). See Question 11 for the definition of Investment Date. The price of shares purchased directly from Popular, Inc. with optional or initial cash payments will be equal to 100% of the Average Market Price on the relevant Investment Date, computed to three decimal points. The price of shares purchased in the open market or in negotiated transactions with optional cash payments will be the weighted average price paid for all shares of Common Stock purchased by the Agent for the relevant Investment Date, computed to three decimal points.

If there is no trading in the Common Stock for a substantial amount of time immediately preceding a dividend payment date, the price per share shall be determined by the Plan Administrator on the basis of such market quotations as it deems appropriate.

Participants do not have any authority or power to direct the price at which any market purchase is completed or as to the selection of a broker or a dealer through or from whom such purchases are to be made.

11. When will shares be purchased under the Plan?

Shares of Common Stock will be purchased for participants on the relevant Investment Dates. The Investment Dates for purchases of shares directly from Popular with reinvested dividends will be the Common Stock dividend payment dates, or the next trading date if the dividend payment date is not a trading date.

The Investment Dates for purchases of shares directly from Popular with optional or initial cash payments will be the fifteenth calendar day of the month, or the next trading date if the fifteenth day of the month is not a trading date. The Investment Dates for shares purchased by the Agent in the open market or in negotiated transactions with initial or optional cash payments are the dates on which the Agent makes such purchase. The Agent will make such purchases on the business day following the trading date that is either the fifteenth calendar day of each month or the next trading date if the fifteenth day of the month is not a trading date, or as soon as practicable thereafter. Shares of Common Stock purchased with initial or optional cash payments will be credited to a participant's account as of the Investment Date in which they are purchased.

Subject to any limitations imposed by federal or state securities laws, the Agent will have full discretion as to all matters relating to open market purchases, including determination of the number of shares, if any, to be purchased on any day or at any time of day, the price paid for such shares, the markets on which such shares are to be

purchased (including on any securities exchange, in the over-the counter market or in negotiated transactions) and the persons (including other brokers and dealers) from or through whom such purchases are made. Under certain circumstances, observance of the rules and regulations of the Securities and Exchange Commission (the “SEC”), including Regulation M under the Securities Exchange Act of 1934, may require temporary suspension of such purchases by the Agent or may require that purchases be spread over a longer period than indicated in Questions 11 and 12. Popular, Inc., the Plan Administrator, and the Agent will not be liable when conditions prevent the purchase of shares or interfere with the timing of purchases. Participants do not have any authority or power to direct the time at which any market purchase is completed.

For purposes of making purchases the Plan Administrator and the Agent will commingle the funds of the participants.

Optional Cash Payments

12. How do optional cash payments work?

If you participate in the Plan you may make optional cash payments for the purchase of additional shares of Common Stock at any time subject to the limitations described below and in Question 13. Checks, money orders and ACH transactions must clear prior to the Investment Date. All checks and ACH transactions must be in U.S. dollars and drawn on a U.S. bank. Checks, money orders or ACH transactions that have not cleared prior to the Investment Date, but that clear after the Investment Date, will be retained by the Plan Administrator and applied to the purchase of shares on the Investment Date in the following month. No interest will be paid on optional cash payments held pending investment. If any check or ACH transaction is returned for any reason by the financial institution, a \$25 administrative charge shall be applied as described in Question 33, and the check will be returned to the participant.

The minimum optional cash payment per month you can make is \$25 and the maximum amount is \$10,000, except that non-shareholders who wish to participate must make an initial investment of at least \$100. You do not have to invest the same amount of money each month, and you never have any obligation to make an optional cash payment. Optional cash payments will be refunded if a written request for a refund is received by the Plan Administrator at least 48 hours prior to the day when such investment is to be made. Optional cash payments of less than \$25 and that portion of any optional cash payment which exceeds \$10,000 will be returned to the participant without interest.

13. How can I make optional cash payments?

You may make an optional cash payment when enrolling in the Plan by enclosing a check or money order made payable to “Banco Popular de Puerto Rico” with the enrollment documents. All checks must be in U.S. dollars and drawn on a U.S. bank. Thereafter, you may make optional cash payments at any time subject to the limitations discussed in Question 12 by using the cash payment forms which will be attached to each participant’s statement of account.

Alternatively, you may make optional cash payments by executing a form authorizing the Plan Administrator to debit your account at a U.S. bank for the purchase of shares under the Plan. If you elect this automatic debit feature, funds will be withdrawn from your bank account within three business days of the relevant Investment Date.

If you desire to participate in the Plan but are not currently a Popular, Inc. shareholder, you may submit the enrollment documents and make an initial investment in our Common Stock through an optional cash payment.

Costs

14. What fees are applicable to participants in the Plan?

None. We pay all costs of administering the Plan. If you participate in the Plan you will not incur any brokerage commissions, service charges or other fees for shares purchased under the Plan. However, certain brokerage commissions, service charges or other fees applicable to the shares purchased for you under the Plan may be

considered a dividend for tax purposes. See “Certain Tax Consequences of Participating in the Plan.” Furthermore, as discussed in Question 18, if you withdraw shares from the Plan and request that the Plan Administrator sell the shares, you will be charged for related brokerage commissions and applicable transfer taxes on the sale, if any.

Administration

15. Who administers the Plan?

Our wholly-owned subsidiary, Banco Popular, acts as Plan Administrator. Banco Popular will acquire newly issued or treasury shares purchased directly from Popular, Inc., keep records, send account statements to each participant and perform other duties related to the Plan. As described in Question 8, any shares purchased from third parties on the open market or in negotiated transactions with optional or initial cash payments will be made by the Agent and delivered to Banco Popular. Banco Popular holds the shares of all participants together in its name or in the name of its nominee.

Banco Popular also acts as the dividend disbursing and transfer agent for our Common Stock.

Any questions and communications you may have regarding the administration of the Plan, requests for additional copies of this prospectus or the enrollment documents should be addressed to Banco Popular at the following address and telephone number:

Banco Popular de Puerto Rico
Fiduciary Services Division (725)
PO Box 362708
San Juan, Puerto Rico 00936-2708
Attention: Popular, Inc.
Dividend Reinvestment and
Stock Purchase Plan
Telephone: 787-764-1893, or
1-877-764-1893 when calling from outside the San Juan
Metropolitan Area
Email: drip.administrator@popular.com

Reports to Participants

16. How do I keep track of my account’s activity?

The Plan Administrator maintains a separate account for each participant. All shares of Common Stock purchased for you under the Plan will be credited to your Plan account. As soon as practicable after each purchase of shares, the Plan Administrator will mail to you an account statement. The statement will summarize the year-to-date transactions in your account, and will indicate the number of full and fractional shares purchased for you under the Plan, the price per share paid and will include any applicable tax information. You will also receive quarterly statements of account and an annual statement showing the amount of reinvested dividends as well as other transactions under the Plan. These statements should be retained by you for your records. You will be required to pay a fee for copies of previous statements. In addition, you will receive copies of the annual and quarterly reports to shareholders, proxy statements sent to all Popular, Inc. stockholders and information for income tax reporting purposes.

Certificates for Shares

17. Will I receive stock certificates for shares purchased under the Plan?

You will not receive stock certificates for shares purchased under the Plan unless you request them. Shares of Common Stock purchased for you under the Plan will be credited to your account in book-entry form. This custodial

service protects against loss, theft or destruction of stock certificates. The number of shares credited to your Plan account will be shown on your account statement.

You may obtain a stock certificate, without charge, by making a written request to the Plan Administrator. No certificates will be issued for fractional shares of Common Stock. Instead, the market value of any fractional share will be paid in cash. Until you sell the shares held in your account or change the number of participating shares, dividends on all such shares will continue to be invested under the Plan even though certificates were issued to you.

You are not permitted to pledge or transfer the shares credited to your Plan account to another person unless you have requested that the shares be withdrawn from the Plan and have received certificates for such shares registered in your name. Each account under the Plan is maintained in the name in which a participant's shares are registered at the time the participant enters the Plan.

Withdrawals, Sale of Shares and Termination

18. How may I withdraw or sell shares held in my Plan account?

You may withdraw any or all whole shares credited to your Plan account at any time, by notifying the Plan Administrator in writing and specifying the number of shares you want to withdraw. Certificates for the number of whole shares you request to be withdrawn will be issued to and registered in your name. Upon your request, the Plan Administrator, through the Agent, will sell all or a portion of the shares credited to your Plan account and remit the proceeds, less related brokerage commissions and applicable withholding or transfer taxes, if any, to you. The Plan Administrator will instruct the Agent to sell the shares in the open market at the prevailing market price within ten business days after receipt of the request or as soon as otherwise practicable. Any notice of withdrawal received by the Plan Administrator after a dividend record date will not be effective until dividends paid for such record date have been reinvested and the shares purchased have been credited to your account.

You should be aware that the Plan is not intended as a market timing vehicle and that you will not have the power to control the timing or price of the shares being sold. You will bear the market risk associated with any decrease in the price of the Common Stock during the period between a request for sale, its receipt by the Plan Administrator, and the ultimate sale on the market by the Agent. Instructions sent to the Plan Administrator to sell shares may not be rescinded.

Alternatively, you may sell your shares through a stockbroker of your choice or privately. In either case, you should request certificates for your shares as described above and, upon receipt, proceed as you would to sell any other stock for which you have certificates.

Please note that if your account holds less than one full share, we may close your account, liquidate the fractional share and send you a check representing the value of the fractional share.

19. How and when may I close my Plan account?

You may close your Plan account at any time by written notice to the Plan Administrator. As soon as practicable following termination, the Plan Administrator will send you a certificate for the number of whole shares in your account and a check in an amount equal to the value of any fractional share based upon the average of the daily high and low sales prices of the Common Stock as reported on the NASDAQ Global Select Market (or other principal stock market on which the shares of Common Stock are listed for trading at such time) for the date of termination. If you so request, the Plan Administrator will sell all of the shares held in your account in the manner described in Question 18 and send you a check for the proceeds from the sale, less related brokerage commissions and applicable withholding or transfer taxes, if any.

Your account will normally be closed within 30 days after the Plan Administrator receives your written instructions. If your request to close your account is received on or after the record date for a dividend, cash dividends paid with respect to that record date will be reinvested in shares of Common Stock for your account. Any optional

cash payments sent by you to the Plan Administrator prior to your request for termination will be invested unless you expressly request return of this amount in the request to close your account and the request is received at least two business days prior to the time when such amount would otherwise be applied to purchase shares. If dividends or optional cash payments are invested after the Plan Administrator has received a request to close your account, the request will be processed as promptly as possible.

The Plan Administrator may also terminate a participant's participation in the Plan if it receives written notice of the death or adjudicated incompetency of a participant. Upon termination by reason of notice of death or adjudicated incompetency, no purchase of shares of Common Stock will be made for the participant's account and the participant's shares, any cash dividends paid thereon and any other unapplied funds will be retained by the Plan Administrator until such time as such participant's legal representative has been appointed and has furnished proof satisfactory to the Plan Administrator of the legal representative's right to receive payment.

After closing your account, all cash dividends will be paid to you in cash unless you choose to rejoin the Plan, which you may do at any time by completing and returning to the Plan Administrator the enrollment documents as described in Question 4.

Certain Tax Consequences of Participating in the Plan

20. What are the Puerto Rico and U.S. federal income tax consequences of participating in the Plan?

The following statements, which are based upon existing tax laws, regulations and rulings on the date of this prospectus, are intended to be a general outline of the likely Puerto Rico and U.S. federal income tax consequences to an individual or corporate participant in the Plan. All of the foregoing are subject to different interpretations and are also subject to change, which change could apply retroactively and could affect the continued validity of this summary.

The information herein provided is a summary and does not purport to be a complete description of the income tax consequences to any participant in the Plan. In particular, it does not address the income tax consequences to an individual participant who is a non-resident alien. Participants should consult their own tax advisors for further information concerning the tax consequences of participation in the Plan.

General Tax Consequences

(a) Plan participants who participate in the dividend reinvestment options will realize taxable dividend income under the Plan equal to the sum of: (i) the cash amount of the dividend received by the Plan participant which was not reinvested, if any; (ii) the average of the high and low sales price of the shares of Common Stock purchased directly from Popular, Inc. with reinvested dividends as of the Investment Date, without considering any discount granted under the Plan (the "Investment Date Average Market Price"); and (iii) any amount withheld from the dividend distribution, including Puerto Rico income tax withholding (the "Total Dividend Amount"). The participant's tax basis in the shares purchased from Popular, Inc. with reinvested dividends will be equal to the Investment Date Average Market Price of such shares.

(b) A participant acquiring shares of Common Stock through optional cash payments under the Plan will realize taxable dividend income on the purchase of shares for his or her account in an amount equal to any brokerage commissions or service fees paid by Popular, Inc. in the acquisition of such shares, if any. The tax basis of shares of Common Stock purchased for a participant's Plan account with optional cash payments will be the amount of the optional cash payments plus the brokerage commissions or service fees paid by Popular, Inc., if any, that constitutes dividend income.

(c) A participant's holding period for shares of Common Stock acquired pursuant to the Plan will begin on the day following the date the shares of Common Stock are acquired under the Plan.

(d) A participant will not realize taxable income when he or she receives certificates for whole shares of Common Stock credited to the participant's account, either upon the participant's request for such certificates or upon termination of the Plan or termination of his or her participation in the Plan.

(e) As a general rule, a participant will recognize gain or loss for income tax purposes when the shares of Common Stock are sold or exchanged, and in the case of a fractional share, when the participant receives a cash payment for a fraction of a share credited to the participant's account upon termination of participation in or termination of the Plan. The amount of such gain or loss will be the difference between the amount which the participant receives for the shares or fraction of a share and the tax basis thereof.

(f) In the case of holders of Common Stock whose dividends are subject to Puerto Rico income tax withholding, Popular, Inc. will withhold the tax from the full amount of the cash dividends (the "Cash Dividend Amount") and invest the balance in shares of Common Stock. Based on a private letter ruling issued by the Puerto Rico Department of the Treasury under the provisions of the Puerto Rico Internal Revenue Code of 2011, as amended, Popular, Inc. will not withhold taxes on the additional dividend resulting from: (i) the difference, if any, between the Total Dividend Amount and the Cash Dividend Amount; and (ii) any brokerage commissions or service fees paid by Popular, Inc. under the Plan (both items hereinafter jointly referred to as the "Additional Dividend Amounts"). Popular, Inc. will report the Additional Dividend Amounts to the Puerto Rico Department of the Treasury and to participants on a calendar year basis. In addition, Popular, Inc. will send participants a letter advising them of their obligation to file Puerto Rico income tax returns and to pay the tax due on the Additional Dividend Amounts. In the case of participants who qualify for the special tax of fifteen percent (15%) on dividends, such special rate will apply to the Additional Dividend Amounts.

Puerto Rico Income Tax Consequences

Individuals

(a) An individual participant in the Plan, whether a resident of Puerto Rico or a U.S. citizen who is not a resident of Puerto Rico (a "non-resident U.S. citizen"), will be subject to a special tax equal to fifteen percent (15%) of the amount of dividend income described in paragraphs (a) and (b) under General Tax Consequences above. This special tax is in lieu of the ordinary income tax. Popular, Inc. will automatically deduct and withhold such 15% with respect to the Cash Dividend Amount unless the participant has in effect on the date of the dividend distribution an election not to have the special dividend tax withheld. If such election is made the dividend will be subject to the ordinary income tax rates. In the case of individual participants who are non-resident U.S. citizens, in order for the fifteen percent (15%) special withholding income tax not to apply, they are also required to file with the Plan Administrator, in addition to the election not to have the special dividend tax withheld, a Withholding Exemption Certificate to the effect that the individual's gross income from sources within Puerto Rico for the entire calendar year (including the dividends distributed by Popular, Inc.) will not exceed \$3,500 if single, or \$7,000 if married and living with spouse.

Furthermore, a non-resident U.S. citizen will be required to file a Puerto Rico income tax return and will be subject to tax at the same tax rates as Puerto Rico residents if such individual's Puerto Rico source gross income exceeds the \$3,500 and \$7,000 limits. The tax withheld by Popular, Inc. may be credited in the return against the resulting Puerto Rico tax liability, if any, or refunded to the individual, as the case may be.

(b) In the case of the sale or exchange of Common Stock held as a capital asset for more than one year, an individual who is a Puerto Rico resident has the option to have his net long term capital gain taxed at a special fifteen percent (15%) rate or to include it in his gross income and be subject to the normal tax rates.

Individual participants in the Plan, whether residents of Puerto Rico or non-resident U.S. citizens, are subject to alternative minimum tax on the alternative minimum tax net income if the regular tax liability is less than the alternative minimum tax liability. The alternative minimum tax net income includes certain income exempt from the regular tax and income subject to special tax rates, such as (i) dividends subject to the 15% tax described above; and (ii) in the case of individual participants who are residents of Puerto Rico, long-term capital gains, if any, recognized

by these Puerto Rico resident individuals on the disposition of the Common Stock. The tax rates on net income subject to alternative minimum tax range from 1% (on alternative minimum taxable income in excess of \$25,000) to 24% (on alternative minimum taxable income in excess of \$250,000).

(c) An individual participant who is a non-resident U.S. citizen will not be subject to Puerto Rico income tax on the sale or exchange of Common Stock.

Corporations

(a) In the case of participant corporations organized in Puerto Rico (“domestic corporations”) and participant corporations organized outside Puerto Rico but that are engaged in trade or business in Puerto Rico (“resident foreign corporations”), the full amount of dividend income described in paragraphs (a) and (b) under General Tax Consequences above will be eligible for the eighty-five percent (85%) dividends received deduction provided the dividend deduction does not exceed eighty-five percent (85%) of the corporate taxpayer’s net taxable income reported in Puerto Rico. In the case of such participant corporations, the special fifteen percent (15%) tax on dividends discussed above will not apply.

(b) In the case of participant corporations organized outside Puerto Rico and not engaged in trade or business in Puerto Rico (“non-resident foreign corporations”), the full amount of dividend income described in paragraphs (a) and (b) under General Tax Consequences above will be subject to Puerto Rico income taxes at the rate of ten percent (10%). Popular, Inc. will automatically deduct and withhold at source ten percent (10%) with respect to the Cash Dividend Amount, and will report the Additional Dividend Amounts to the Puerto Rico Department of the Treasury and to participant non-resident foreign corporations on a calendar year basis. In addition, Popular, Inc. will send participant non-resident foreign corporations a letter advising them of their obligation to file Puerto Rico income tax returns and to pay the tax due on the Additional Dividend Amounts at the special ten percent (10%) tax rate. The sale or exchange of Common Stock by these non-resident foreign corporations will generally not be subject to Puerto Rico income tax.

(c) In the case of a domestic corporation holding the Common Stock as a capital asset for more than one year, gain from the sale or exchange of Common Stock will be subject to a twenty percent (20%) maximum tax on the capital gain. To the extent the gain constitutes income effectively connected with a Puerto Rico business, a resident foreign corporation holding the Common Stock as a capital asset for more than one year will also be subject to this maximum twenty percent (20%) tax rate.

Federal Income Tax Consequences

(a) In the case of a participant who is a U.S. citizen not a resident of Puerto Rico, the amount of dividend income described in paragraphs (a) and (b) under General Tax Consequences above and the gain from the sale of Common Stock will have to be included in full in his or her federal income tax return. However, Puerto Rico taxes paid may generally be taken as a foreign tax credit against the United States income tax liability, or in the alternative, as an itemized deduction.

(b) In the case of a participant who is a U.S. citizen and a bona fide resident of Puerto Rico for the entire taxable year, dividend distributions from Popular, Inc. and gains from the sale of Common Stock should be excludable from federal income taxation.

(c) In the case of a participant which is a United States corporation, the amount of dividend income described in paragraphs (a) and (b) under General Tax Consequences above will be included in gross income and not be eligible for the dividends received deduction for federal income tax purposes. However, income taxes paid in Puerto Rico may generally be taken as a foreign tax credit or as a deduction in determining the federal income tax responsibility of said participant.

Other Information

21. Can I pledge or transfer the shares held in my account?

You may not pledge or transfer the shares credited to your account unless you have requested that the shares be withdrawn from the Plan and have received certificates for such shares registered in your name. Refer to Question 18 to see how you can sell the shares credited to your Plan account.

22. What happens if I sell or transfer some or all of the shares registered in my name?

If you sell or transfer a portion of the shares registered in your name and you are enrolled in the Full Dividend Reinvestment option, dividends on all shares remaining registered in your name will continue to be reinvested. If you have chosen the Partial Dividend Reinvestment option, dividends on a number of shares remaining registered in your name up to the number of shares originally authorized will continue to be reinvested.

23. What happens if Popular, Inc. has a rights offering?

A rights offering takes place when Popular, Inc. issues to existing shareholders the right to purchase additional shares of Common Stock in proportion to the shares they already own. In the event of a rights offering, you will receive rights based upon the total number of whole shares you own, whether the shares are held in the form of a physical certificate or held in your Plan account.

24. What happens if Popular, Inc. issues a stock dividend or declares a stock split?

Any stock dividends or split shares distributed by Popular, Inc. on shares registered in your name or credited to your Plan account will be added to your Plan account and reflected in the account statement described in Question 16.

25. May I vote the shares credited to my Plan account at shareholders' meetings?

Yes. You will receive proxy materials in connection with all Popular, Inc. annual or special meetings of shareholders which will instruct you how to vote your shares of Popular, Inc.

26. What are the responsibilities of Popular, Inc., the Plan Administrator, the Agent and the Information Agent under the Plan?

Popular, Inc., the Plan Administrator, the Agent and any Information Agent appointed by Popular, Inc. will not be liable under the Plan for any act done in good faith or for any good faith omission to act, including, without limitation, any claim of liability arising out of failure to terminate a participant's account upon the participant's death, the prices at which shares are purchased or sold for your account, the times when purchases or sales are made, check clearing or fluctuations in the market value of Popular, Inc. Common Stock. Popular, Inc., the Plan Administrator, the Agent and any Information Agent cannot provide you with any assurance of a profit or protection against a loss on the shares of Common Stock purchased or held for you under the Plan. Popular, Inc., the Plan Administrator, the Agent and any Information Agent and their agents will not have any responsibility beyond the exercise of ordinary care for any action taken or omitted to be taken in connection with the Plan, nor do they have any duties, responsibilities or liabilities other than those expressly set forth in the Plan.

All notices from the Plan Administrator to a participant will be mailed to the participant's last address of record, which will satisfy the Plan Administrator's responsibility to give notice.

27. What happens if the Agent cannot purchase shares for the Plan in the open market?

In the event that applicable law or the closing of securities' markets requires the temporary curtailment or suspension of open market purchases of shares under the Plan, the Agent will not be accountable for its inability to make purchases at such times. If shares of Common Stock are not available for purchase for a period longer than

thirty-five days, the Plan Administrator will promptly mail you a check payable to your order in the amount of any unapplied funds in your account.

28. May the terms of the Plan be changed or the Plan suspended or discontinued?

Yes. We reserve the right to modify the terms of the Plan at any time and from time to time, and we may suspend or terminate the Plan at any time, including the period between a record date and a dividend payment date, in each case in our sole discretion. All participants will be notified by mail as soon as practicable of any material amendment or modification, or of any suspension or termination.

Upon termination of the Plan, the Plan Administrator will return any uninvested optional cash payments, issue a certificate for the whole shares of Common Stock credited to your Plan account, and make a cash payment equal to the net proceeds from the sale of any fractional share credited to your account.

29. Can Popular, Inc. name successor Plan Administrators or Agents?

Yes. We may from time to time designate a bank, trust company, brokerage firm or other financial institution as successor Plan Administrator or Agent under the Plan.

30. Can my interest in the Plan be terminated by Popular, Inc. or the Plan Administrator?

Yes. Popular, Inc. or the Plan Administrator may terminate any participant's participation in the Plan at any time for any reason, including, without limitation, arbitrage-related activities or transactional profit activities, by notice in writing mailed to the participant. The Plan Administrator will follow the procedures for termination set forth in Question 19 in connection with any termination.

31. Does the Plan offer safekeeping services?

Yes. If you own Popular, Inc. stock certificates, you may send them to the Plan Administrator for deposit as book-entry shares held in your Plan account. Such certificates should be sent by registered mail in transferable form and must be accompanied by your written request that the shares of Common Stock evidenced thereby be added to your Plan account.

32. May I use the safekeeping services even if I don't participate in other features of the Plan?

Yes. Shareholders, whether or not they participate in other features of the Plan, may deposit some or all of their certificates of Common Stock with the Plan Administrator for safekeeping. There is no cost for this service. To use this service, you should send your certificates to the Plan Administrator by registered mail in transferable form with written instructions to deposit them in safekeeping. Unless you are enrolled to have your dividends reinvested in accordance with the terms of the Plan, dividends on all the shares deposited for safekeeping will be paid in cash.

33. What is the policy on returned checks and insufficient funds?

In the event that any check or other deposit is returned unpaid for any reason or your designated bank account does not have sufficient funds for an automatic debit, the Plan Administrator will consider the request for investment of that purchase null and void and will immediately remove from your account any shares already purchased in anticipation of receiving those funds. If the net proceeds from the sale of those shares are insufficient to satisfy the balance of the uncollected amounts, the Plan Administrator may sell additional shares from your account as necessary to satisfy the uncollected balance. There is a \$25 administrative charge for any check or other deposit that is returned unpaid by your bank. This fee will be collected by the Plan Administrator through the sale of the number of shares from your account necessary to satisfy the fees.

34. What is sufficient notice to a participant?

Any notice or certificate which by any provision of the Plan is required to be given by the Plan Administrator to a participant shall be in writing and shall be deemed to have been sufficiently given for all purposes by being

deposited postage prepaid in a post office letter box addressed to the participant at the participant's address as it shall last appear on the Plan Administrator's records.

35. Who interprets the Plan and what law governs?

We reserve the right, without notice to participants, to interpret and regulate the plan as we deem necessary or desirable. Popular, Inc. will determine any question of interpretation under the Plan under the laws of the Commonwealth of Puerto Rico, and any such determination will be final. The terms and conditions of the Plan and its operation are governed by the laws of the Commonwealth of Puerto Rico.

36. Does the Plan reflect a change in Popular, Inc.'s dividend policy?

No. This prospectus does not represent a change in our dividend policy or a guarantee of future dividends, which will continue to depend upon Popular, Inc.'s earnings, financial requirements, government regulations and other factors.

USE OF PROCEEDS

We may use the net proceeds from the sale of any shares of Common Stock purchased directly from us for:

- general corporate purposes, including investments in, or extensions of credit to, existing and future subsidiaries, and
- repayment of outstanding borrowings.

We will not receive any proceeds from purchases of Common Stock made by the Agent in the open market with initial or optional cash payments. We are unable to estimate the number of shares that will be purchased directly from Popular, Inc. under the Plan or the amount of proceeds from the sale of such shares.

INCORPORATION OF INFORMATION WE FILE WITH THE SEC

The SEC's rules allow us to incorporate by reference information into this prospectus. This means that we can disclose important information to you by referring you to another document. Any information referred to in this way is considered part of this prospectus from the date we file that document. Any reports filed by us with the SEC after the date of this prospectus and before the date that the offering of the securities by means of this prospectus is terminated will automatically update and, where applicable, supersede any information contained in this prospectus or incorporated by reference in this prospectus.

We incorporate by reference into this prospectus the following documents or information filed with the SEC (other than, in each case, documents or information deemed to have been furnished and not filed in accordance with SEC rules):

1. The Annual Report on Form 10-K for the year ended December 31, 2020;
2. Quarterly Report on Form 10-Q for the quarter period ended March 31, 2021;
3. The Current Reports on Form 8-K, filed with the SEC on February 26, 2021, April 12, 2021, May 3, 2021, May 6, 2021 and May 10, 2021; and
4. The descriptions of our Common Stock set forth in our Registration Statements filed pursuant Section 12 of the Exchange Act and any amendment or report filed for the purpose of updating those descriptions.

We also incorporate by reference each of the following documents that Popular, Inc. will file with the SEC after the date of this prospectus until this offering is completed:

- reports filed under Sections 13(a) and (c) of the Exchange Act;
- definitive proxy or information statements filed under Section 14 of the Exchange Act in connection with any subsequent stockholders meeting; and
- any reports filed under Section 15(d) of the Exchange Act.

You should assume that the information appearing in this prospectus is accurate as of the date of this prospectus only. Our business, financial condition and results of operations may have changed since that date.

You may request a copy of any filings referred to above (excluding exhibits, other than exhibits that are specifically incorporated by reference in those filings), at no cost, by contacting us at the following address: Corporate Communications, Popular, Inc., P.O. Box 362708, San Juan, Puerto Rico 009396-2708. Telephone requests may be directed to (787) 765-9800. You may also access this information at our website at <http://www.popular.com>.

WHERE YOU CAN FIND MORE INFORMATION

We are required to file annual, quarterly and current reports, proxy statements and other information with the SEC. The SEC maintains an internet site that contains reports, proxy and information statements, and other information regarding issuers that file electronically with the SEC. Our filings with the SEC are also available to the public through the SEC's website at <http://www.sec.gov>.

We have filed a registration statement on Form S-3 with the SEC relating to the securities covered by this prospectus. This prospectus is a part of the registration statement and does not contain all the information in the registration statement. Whenever a reference is made in this prospectus to a contract or other document, please be aware that the reference is only a summary and that you should refer to the exhibits that are part of the registration statement for a copy of the contract or other document. You may review a copy of the registration statement at the SEC's public reference room in Washington, D.C., as well as through the SEC's website.

FORWARD-LOOKING STATEMENTS

This prospectus contains forward-looking statements within the meaning of the U.S. Private Securities Litigation Reform Act of 1995 about Popular, Inc. (the "Corporation," "Popular," "we," "us," "our"), including, without limitation, statements about Popular's business, financial condition, results of operations, plans, objectives and future performance. These statements are not guarantees of future performance, are based on management's current expectations and, by their nature, involve risks, uncertainties, estimates and assumptions. Potential factors, some of which are beyond the Corporation's control, could cause actual results to differ materially from those expressed in, or implied by, such forward-looking statements. Risks and uncertainties include without limitation the effect of competitive and economic factors, and our reaction to those factors, the adequacy of the allowance for loan losses, delinquency trends, market risk and the impact of interest rate changes, capital markets conditions, capital adequacy and liquidity, and the effect of legal and regulatory proceedings and new accounting standards on the Corporation's financial condition and results of operations. All statements contained herein that are not clearly historical in nature are forward-looking, and the words "anticipate," "believe," "continues," "expect," "estimate," "intend," "project" and similar expressions and future or conditional verbs such as "will," "would," "should," "could," "might," "can," "may" or similar expressions, as well as variations or negatives of these words, are generally intended to identify forward-looking statements. You can also identify forward-looking statements by the fact that they do not relate strictly to historical or current facts. Such forward-looking statements are based on current expectations and involve inherent risks and uncertainties, including factors that could delay, divert or change any of them, and could cause actual outcomes to differ materially from current expectations.

Forward-looking statements are not guarantees of future performance and our actual results could differ materially from the results discussed in the forward-looking statements we make. Various factors, some of which are beyond Popular's control, could cause actual results to differ materially from those expressed in, or implied by, such

forward-looking statements. In particular, you should consider the risks described in the “Risk Factors” section and the “Note Regarding Forward-Looking Statements and Certain Risks” section of our most recent Annual Report on Form 10-K and in subsequent Quarterly Reports on Form 10-Q, which are incorporated by reference in this prospectus, and the risk factors contained in any applicable prospectus supplement or free writing prospectus. See “Where You Can Find More Information.”

As a result of these and other factors, we may not actually achieve the plans, intentions or expectations disclosed in our forward-looking statements, and you should not place undue reliance on our forward-looking statements. The forward-looking statements contained in this prospectus reflect our views as of the date hereof. We do not assume any obligation to update any forward-looking statements, whether as a result of new information, future events or otherwise, except as required by law.

LEGAL MATTERS

Javier D. Ferrer, Executive Vice President and Chief Legal Officer of Popular, Inc., has passed upon the validity of the Common Stock to be issued pursuant to the Plan. As of June 21, 2021, he owned directly or indirectly approximately 54,378 shares of Popular, Inc. Common Stock pursuant to Popular, Inc.’s employee stock ownership plan and otherwise.

EXPERTS

The financial statements and management’s assessment of the effectiveness of the internal control over financial reporting (which is included in the Report of Management on Internal Controls over Financial Reporting) incorporated in this Prospectus by reference to Popular, Inc.’s Annual Report on Form 10-K for the year ended December 31, 2020 have been so incorporated in reliance on the report of PricewaterhouseCoopers LLP, an independent registered public accounting firm, given on the authority of said firm as experts in auditing and accounting.

