

Fixed Income Presentation

1Q25



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CAIXABANK GROUP AT A GLANCE

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1Q25 RESULTS & 2025-27 STRATEGY

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CAPITAL, LIQUIDITY AND FUNDING

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APPENDIX

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1



CAIXABANK GROUP AT A GLANCE



CaixaBank Group at a glance

> LEADING BANCASSURANCE FRANCHISE IN SPAIN + PORTUGAL

**20.4 M**

Clients

**€636 Bn**

Total assets

**€364 Bn | €691 Bn**Client loans⁽¹⁾ | Client funds**25.2%**Market share in Spain
by business volume⁽²⁾

> A ONE-STOP SHOP FOR LIFETIME FINANCE AND INSURANCE NEEDS WITH AN OMNI-CHANNEL DISTRIBUTION PLATFORM

**4,111**

Branches

**12,334**

ATMs

**83%**% digital individual
clients in Spain⁽³⁾**#1**Life-insurance and
AM factories, in Spain

> FINANCIAL STRENGTH BACKED BY SOLID BALANCE SHEET

**19.4%**RoTE ttm⁽⁴⁾**37.7%**

C/I ttm

**2.5% | 70%**

% NPL | % NPL coverage

**12.5% | 197%**

% CET1 | % LCR (eop)

> A UNIQUE WAY OF BANKING DEEPLY ROOTED IN OUR DNA

**> 360k**

Clients with basic accounts

**€547 M**Micro-credit granted in
1Q25⁽⁵⁾**€6.9 Bn**Mobilisation of sustainable
finance⁽⁶⁾ in 1Q25**Upgraded to AA** by MSCI

(1) Gross loans. (2) Combined market share including private sector loans and deposits; mutual funds; pension plans; and savings insurance in Spain. Based on latest available data from ECB, INVERCO, and ICEA (March 2025). Sector data for savings insurance are internal estimates and, for deposits and credits, are based on preliminary ECB data. (3) % of individual clients 18-65 years old with at least one access to Digital Banking in the last 6 months. (4) 18.1% RoTE PF including the banking levy accrued on a linear basis in 2024 (for consistency with accrual in 2025). (5) In Spain. (6) Group.



The bank of choice for Spanish retail customers with a growing franchise in Portugal



Market share in key products: % in Spain⁽¹⁾



25.2%

Business volume⁽²⁾



23.3%

Loans to the private sector⁽³⁾



24.7%

Deposits (private sector)⁽³⁾



23.5%

Mutual funds



34.1%

Pension plans



37.5%

Savings insurance⁽⁴⁾



26.9%

Life-risk insurance



29.2%

Wealth Management⁽⁵⁾



31.0%

Credit card⁽⁶⁾ turnover



Market share in key products:
BPI, % in Portugal⁽⁷⁾



11.7%

Loans to the private sector⁽³⁾



10.6%

Deposits (private sector)⁽³⁾



14.7%

Mortgages



11.1%

Customer funds



12.0%

Pension plans



18.3%

Savings insurance

Premium brand reputation



Bloomberg

Member of
Dow Jones Sustainability Indices
Powered by the S&P Global CSA



(1) Based on latest available data (March 2025) from Bank of Spain, ICEA, INVERCO, Social Security, Cards and Payments System. (2) Loans and deposits from other resident sectors (households and non-financial businesses), mutual funds, pension plans, and savings insurance. (3) Resident households and businesses (excluding financial institutions and public sector). (4) Based on ICEA data. Sector data are internal estimates. (5) Combined market share including mutual funds, pension plans, and savings insurance. Based on latest ICEA and INVERCO data as of March 2025 (for savings insurance, sector data are internal estimates). (6) Including credit and debit cards. (7) Source: BPI and Bank of Portugal, latest available data (February 2025).



The #1 bancassurance Group in Spain

NUMBER OF CLIENTS

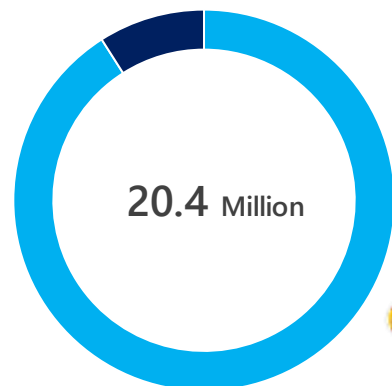
Breakdown by country, in Million



1.8



Portugal



18.6

Spain

TOTAL ASSETS

Breakdown in % over total



7%



Portugal



93%

Spain

> TOTAL ASSETS IN SPAIN⁽¹⁾

€Bn

CaixaBank



595



Peer 1

517

Peer 2

405

Peer 3

199

Peer 4

124

Peer 5

97

⁽¹⁾ Based on information reported by different entities. Peers: Banco Sabadell, Banco Santander, Bankinter, BBVA, and Unicaja.

The #1 bank by # of clients, total assets, and key retail products in Spain

A fully integrated bancassurance model, with leading distribution platform and factories



A one-stop shop for lifetime finance and insurance needs

with a highly-segmented business model based on convenience, specialisation, and quality of service

Key enablers



SCALE

OMNI-CHANNEL
DISTRIBUTION
PLATFORM

IT STRENGTH

OWN
FACTORIESTALENT &
CULTUREREFERENT IN
SUSTAINABILITY

> A ONE-STOP SHOP FOR LIFETIME FINANCE AND INSURANCE NEEDS

2024 Data

Day-to-day
solutionsSavings and
investment products

Payments



Life insurance



Financing



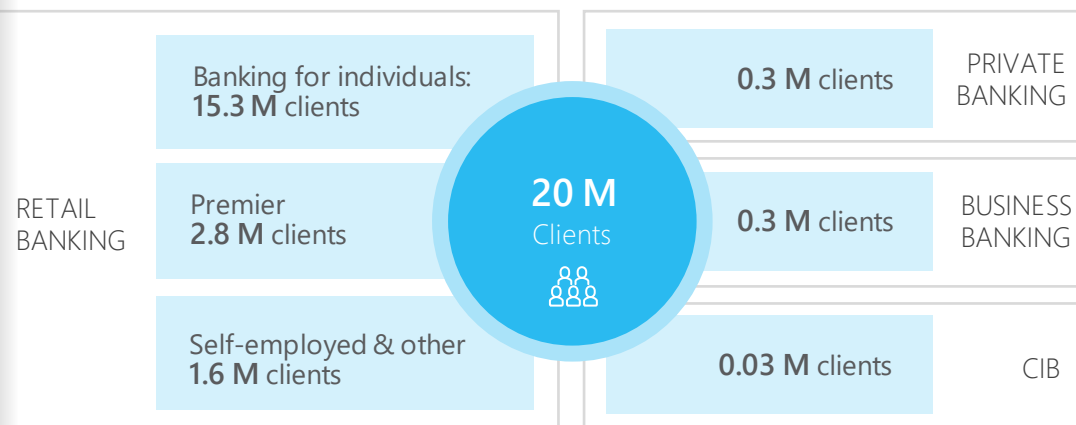
Non-life insurance

Comprehensive, diverse,
and specialised offeringUnique **advisory model** based on
knowledge, expertise and training →
> **31,900** employees certified in advisoryInnovative solutions with
support from own factoriesConvenience
and accessibilityData, analytics and IT to
better serve clientsSustainable investment **solutions**
with **47%** of AuMs under SFDR 8 & 9

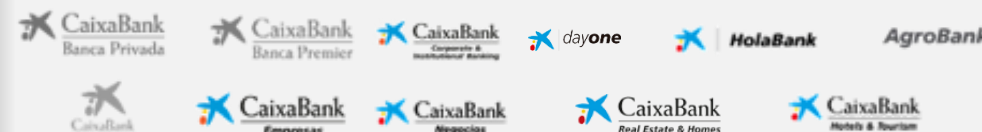
> A HIGHLY SEGMENTED UNIVERSAL BANKING BUSINESS MODEL BASED ON SPECIALISATION

2024 Data

Relation management adapted to client segments...



...bolstered by specialised network and value proposals



... and with distribution channels adapted to client preferences



(1) For retail banking clients only.



Omni-channel distribution platform tailored to customer preferences

> THE LARGEST PHYSICAL FOOTPRINT IN SPAIN AND BEST-IN-CLASS REMOTE AND DIGITAL CHANNELS

**23.6%**Market share by # of branches⁽¹⁾**3,808 | 3,555**

Branches | o/w retail branches

**11,103**

ATMs

**3.1 M**Clients with remote bank manager⁽²⁾**45.5%**Digital penetration⁽³⁾**83%**of individual clients 18-65y old are digital⁽⁴⁾

CaixaBankNow

**58% | 42%**Digital clients⁽⁵⁾ that are omni-channel | fully digital**3.6 M**Imagin bank clients looking for a neobank experience⁽²⁾**303 | 261**

Branches | retail branches

**1,231**

ATMs

**1.0 M**Digital clients⁽⁶⁾**0.2 M**Clients with remote bank manager⁽²⁾

> SUPPORTING CORPORATE CLIENTS INTERNATIONALLY⁽⁷⁾

**17**

Representative offices

**7**

International branches

**2**

Spanish Desks

**2**

Subsidiaries (100%)

- > Team of >230 professionals across 24 different countries⁽⁸⁾
- > Agreement with >1,600 correspondent banks

A leading distribution platform complemented by a well-trained sales force
 –with a long-track record in commercialisation of bancassurance products

(1) As of December 2024. Based on Bank of Spain data. (2) As of December 2024. (3) Latest available data as of March 2025. Total digital banking penetration (desktop + mobile). Including exclusive clients and shared clients with other entities. Source: GfK (Spain). (4) % of individual clients 18-65 years old with at least one access to Digital Banking in the last 6 months. (5) As of December 2024. Individual clients with at least one access to Digital Banking in the last 6 months. Of those clients, 73% use only mobile, 25% mobile + web and 2% only web. (6) As of March 2025. Individual clients with at least one access to Digital Banking in the last 3 months. (7) Refer to the following link for additional details: [International presence map | Companies CaixaBank](#). (8) Countries covered account for 82% of global GDP and 94% of international trade with Spain.

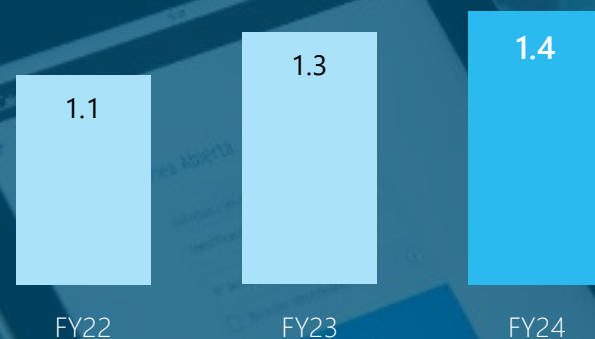


Boosting commercial effectiveness, efficiency, and compliance through IT

2024 Data

INCREASED INVESTMENT IN TECHNOLOGY AND DEVELOPMENT

€Bn



CALLS MADE TO LLMs⁽¹⁾
USING GENERATIVE AI

9.3 M



PROPOSALS⁽²⁾ CREATED
USING GENERATIVE AI

5 M



OF TYPES OF DOCUMENTS
MANAGED WITH AI

280



PAGES PROCESSED
PER DAY WITH AI

>2 M



CLOUD
ADOPTION

33%



APPLICATIONS MANAGED
IN THE **CLOUD**

1,788 (+60% yoy)



TRANSACTIONS
PROCESSED

275,229 M (+14% yoy)



CERTIFIED METRICS
IN DATAPOOL

15,868



IT PERSONNEL⁽³⁾ WITH
AGILE TRAINING

100%

(1) Large Language Models. (2) Conversations, summaries, drafts, etc. (3) CaixaBank Tech.



Own product factories facilitate innovation and agility

while offering the best value proposition to our clients



INSURANCE: LIFE AND NON - LIFE



- **100%** ownership
- **#1** in life-insurance (Spain)⁽¹⁾



Top rating by UN PRI⁽²⁾



- **49.9%** ownership
- **#1** in health insurance (Spain)⁽¹⁾



ASSET MANAGEMENT



- **100%** ownership
- **#1** in mutual funds (Spain)⁽¹⁾
- Market share in mutual funds in Spain: **23.5%**



The only European Asset Manager to obtain "EFQM 600 Seal" for its strategy focused on excellence, innovation and sustainability



Top rating by UN PRI⁽²⁾



PAYMENTS & CONSUMER FINANCE



- **100%** ownership
- **#1** in credit card turnover (Spain)⁽¹⁾
- Market share in credit card turnover in Spain: **31.0%**



Comercia Global Payments

- **20%** ownership⁽³⁾



MICRO - CREDIT



- Largest private microfinance institution in Europe
- **100%** ownership
- **€547 M** micro-credits and other loans with social impact granted in 1Q25
- Support from:



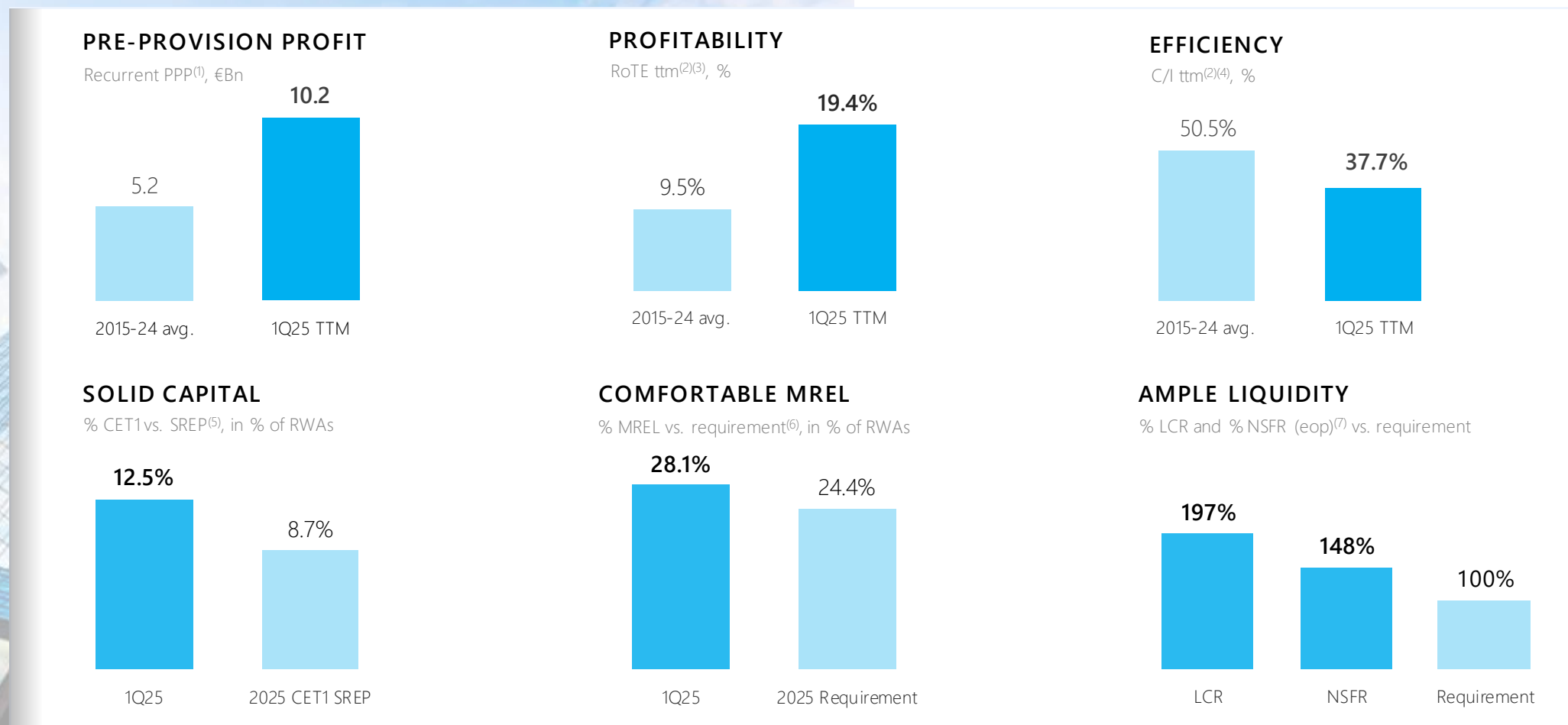
(1) Based on latest available data, from Bank of Spain, ICEA, INVERCO, Cards and Payments System, as of March 2025.

(2) All CaixaBank Group entities adhering to the PRI have achieved the highest rating of 5 stars in the most representative module: Policy, Governance and Strategy.

(3) Strategic partnership with Global Payments (owner of 80% of Comercia Global Payments).



Solid financials backed by a strong balance sheet



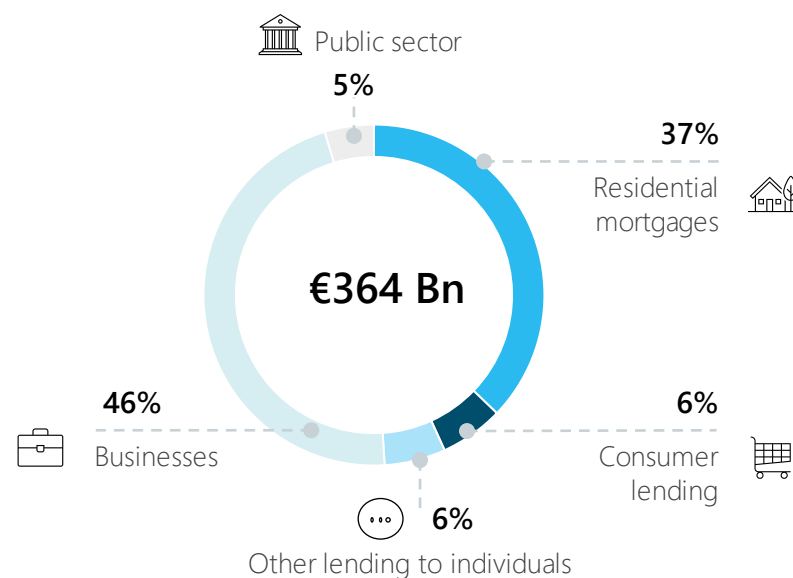
(1) Pre-provision profit excluding extraordinary operating expenses. 2021 PF including Bankia 12 months. 2023 and 2024 excluding impact from the banking tax (€373M pre/post tax in 2023, €493M pre/post tax in 2024). (2) Since 2022 under new accounting standards (IFRS17); 2015-2021 based on previously reported figures (IFRS 4). 2021 PF including Bankia 12 months. (3) Excluding one-off impacts from restructuring in 2019 and from M&A in 2021. 18.1% 1Q25 RoTE PF including the banking levy accrued on a linear basis in 2024 (for consistency with accrual in 2025). (4) Historical figures exclude extraordinary costs related to M&A impacts and 2019 restructuring. 2023 and 2024 PF adjusted to exclude the impact from the banking levy, for consistency with 2025. (5) SREP requirements for 2025 with P2R at 1.75%, the O-SII buffer at 0.50%, the countercyclical buffer at 0.13% and the systemic risk buffer in Portugal for 0.06%. (6) MREL based on management criteria. MREL ratio excludes €0.8Bn AT1, €1Bn Senior Preferred with <1 year maturity which is no longer eligible and announced early redemptions: €1Bn Senior non-Preferred, and €1Bn Tier 2. (7) % LCR 12-month average as of 31 March 2025 at 206%.



Conservatively managed balance sheet: A diversified loan portfolio and a stable funding structure

CUSTOMER-LOAN PORTFOLIO

Loans and advances to customers (gross)
Breakdown by main category, in % of total as of 31 March 2025

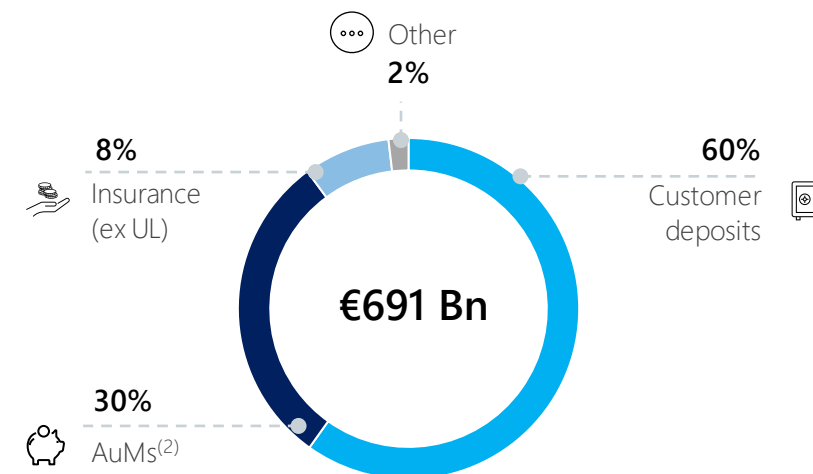


% OF LOAN-BOOK AT FIXED RATE⁽¹⁾

~30%

CUSTOMER FUNDS

Breakdown by main category, in % of total as of 31 March 2025



Deposit breakdown, in % of total deposit balances as of 31 March 2025⁽³⁾:

RETAIL	77.5%
WHOLESALE	22.5%

INSURED DEPOSITS⁽⁴⁾ 61.7%

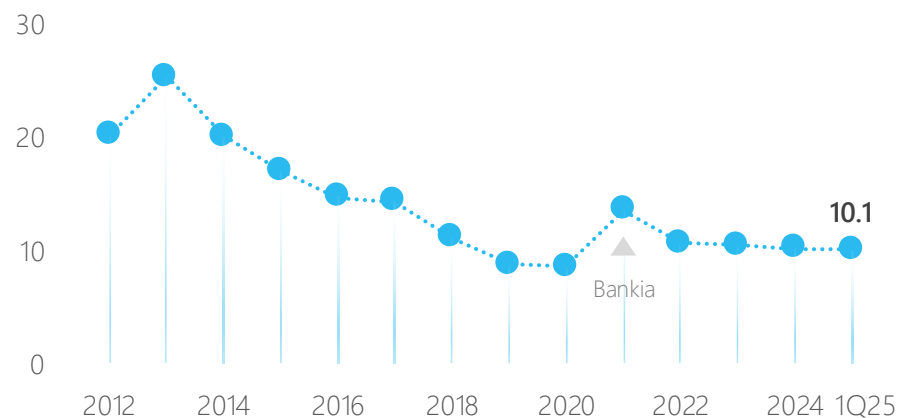
(1) Including hybrid mortgages (which have a fixed interest rate for a period of time and floating afterwards). Excludes fixed-rate loans maturing or repricing in <1 year (2) Mutual funds (including managed portfolios and SICAVs), pension plans and unit linked. (3) End of period, based on Pillar 3 reporting data. (4) Deposits covered by the Deposit Guarantee Fund (deposits ≤ €100,000) in % of total deposit balances.



Sound asset quality metrics

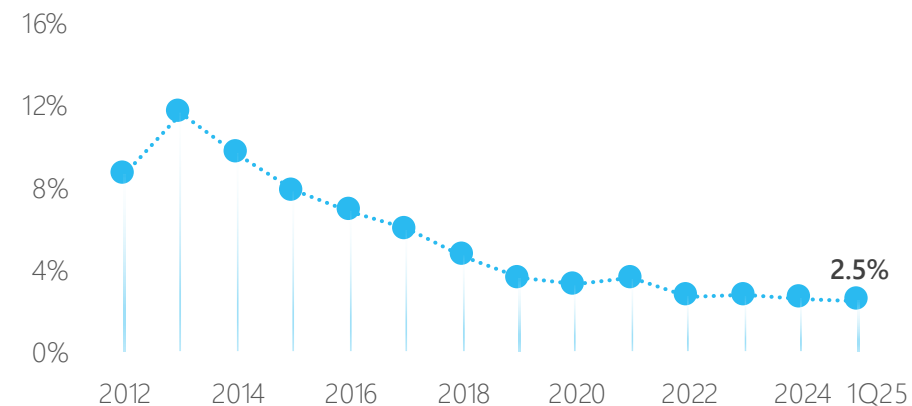
NPL STOCK⁽¹⁾

€Bn, eop



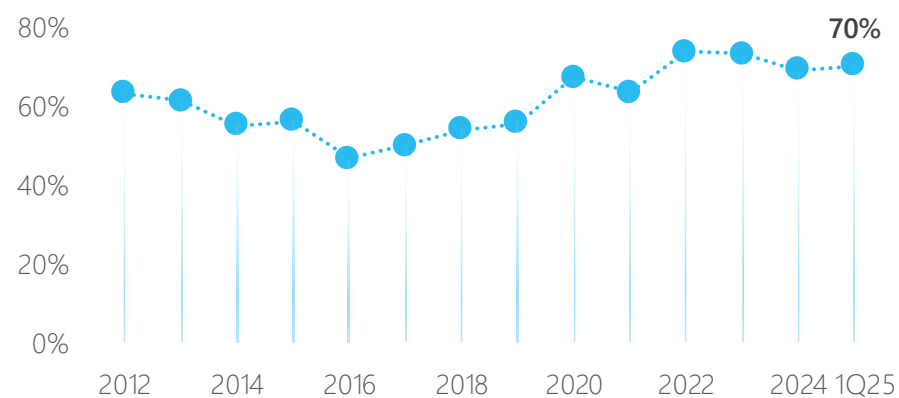
NPL RATIO⁽¹⁾

%, eop



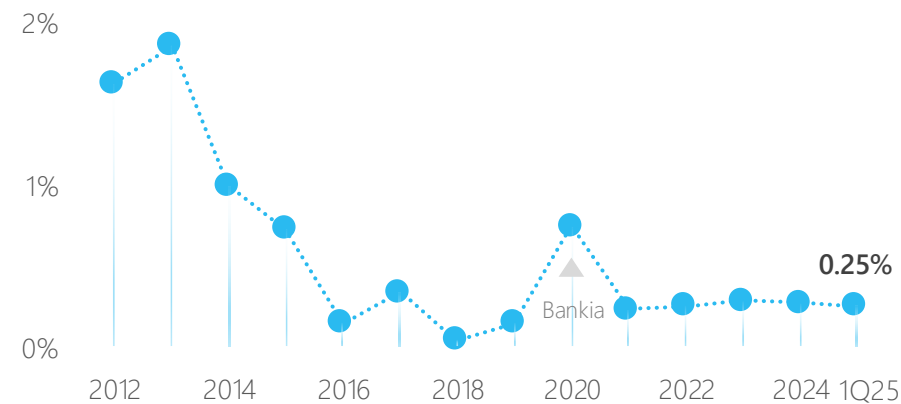
NPL COVERAGE RATIO⁽²⁾

%, eop



COST OF RISK

%, ttm



(1) Includes non-performing contingent liabilities. (2) Ratio between total impairment allowances on loans to customers and contingent liabilities over non-performing loans and advances to customers and contingent liabilities.



Robust financials enable high and frequent returns

-profitability and returns to society are fully aligned

2024 Capital distribution

€3,096M

FY24 Dividend
(53.5% cash payout)

€0.1488

Interim DPS
paid in Nov-24

€0.2864

Final DPS
paid in April 2025

SBBs: €1,500 M executed⁽¹⁾; €500 M to be executed⁽²⁾

2025 Distribution plan

50-60%

Cash Payout target

- **Interim dividend** in Nov-25e
(30-40% of 1H25 result)
- **Final dividend** in April 2026e

% CET1 threshold for additional distribution⁽³⁾: **12.25%**

Breakdown of share capital

In % of total, as of 31 March 2025

13.1%

Retail

31.2%

"la Caixa" Foundation⁽⁵⁾

1.3%

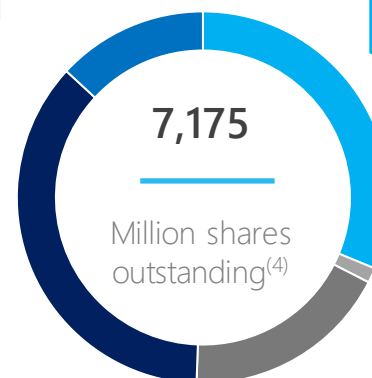
Treasury stock
and Board of
Directors

18.0%

FROB⁽⁶⁾

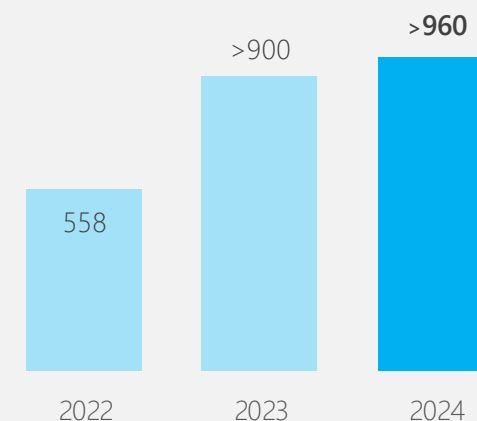
36.3%

Institutional



~540,500 SHAREHOLDERS

DIVIDEND DISTRIBUTED TO "LA CAIXA" FOUNDATION IN RECENT YEARS, €M



~€2.4 Bn IN TOTAL LAST 3 YEARS

(1) As of 31 March 2025. Including SBBs #3, #4, and #5. (2) SBB #6 announced at FY24 results. (3) Additional distributions subject to ECB and BoD approval. (4) Includes treasury stock. (5) As of 31 December 2024. According to the information provided by "la Caixa" Foundation (and its subsidiary Critería Caixa, S.A.U.) (6) As of 31 December 2024. Spanish Executive Resolution Authority, which holds the stake via holding company BFA Tenedora de Acciones, S.A., was a controlling shareholder of Bankia S.A. and entered CaixaBank's shareholder base upon the merger with Bankia in March 2021.



Our purpose



Standing by

Be close to people and society. Be part of their lives, communities, reality and financial needs. Be close to their concerns, commit to them

People

Placing people at the centre and including all CaixaBank's stakeholders (both external and internal)

Standing by people for everything that matters

Everything

Beyond our financial activity

Matters

It allows everyone to embrace the purpose, according to their needs and specific situation. It lets CaixaBank talk about both micro and macro aspects, thus also encompassing the organisation's social commitment

OUR MISSION

Contribute to the **financial well-being** of our customers and to the **progress of society**



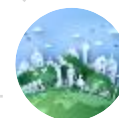
OUR VALUES



Quality



Trust



Social commitment

OUR CULTURE



People first



Agile attitude



Partnerships, our strength



2.

1Q25 RESULTS & 2025-27 STRATEGY



2025-27 Strategic Plan kicks off stronger than projected

» High activity levels and growing volumes

of clients⁽¹⁾

↑ ~340K yoy

Performing loans

+3% yoy

Customer funds

+8% yoy

Total protection premia⁽²⁾

+12% yoy

» %NPL down to new historical low (2.5%) with CoR ttm (0.25%) well within guidance

» Ample liquidity (197% LCR)⁽³⁾ and robust capital (12.5% CET1)

» ↑ Net income yoy on ↑ revenues (incl. Rev. from Serv. +7%) and ↓ provisions (-34%)

1Q25
Net income

€1,470 M

+46.2 % yoy⁽⁴⁾% RoTE ttm⁽⁵⁾ 19.4 %

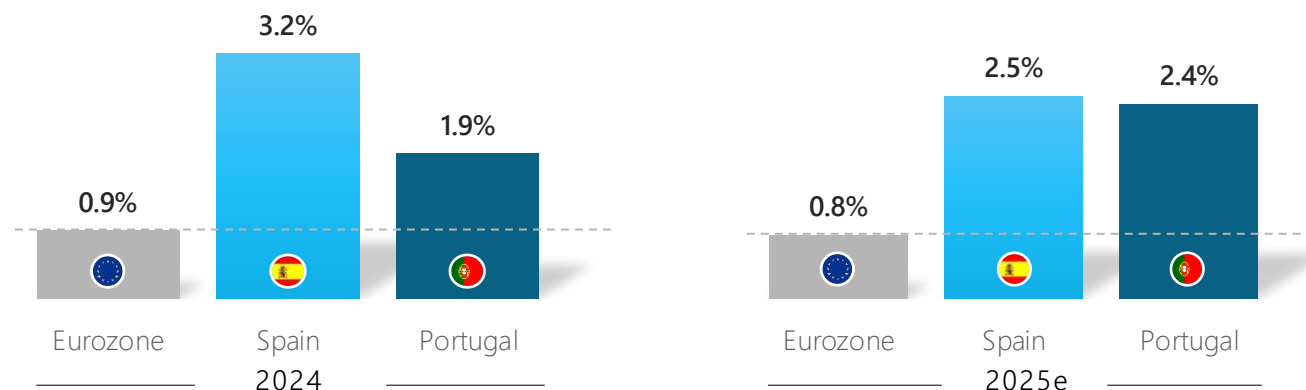
% C/I ttm 37.7 %

(1) In Spain. (2) Refer to the Appendix (Glossary) for definition. (3) eop. (4) +6.9% yoy vs. 1Q24 PF with 2024 banking levy accrued on a linear basis (for consistency with accrual in 2025). (5) 18.1% RoTE PF including the banking levy accrued on a linear basis in 2024 (for consistency with accrual in 2025).

Iberian economies well positioned to navigate an uncertain global backdrop

THE SPANISH AND PORTUGUESE ECONOMIES FACE THE NEW GLOBAL BACKDROP FROM A POSITION OF STRENGTH AND ARE **EXPECTED TO KEEP OUTPERFORMING THE EUROZONE**

Real GDP⁽¹⁾, % yoy

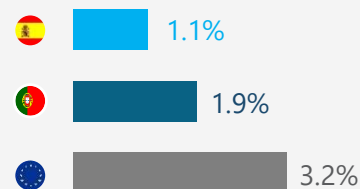


> GDP projections already consider a moderate impact from higher tariffs and uncertainty

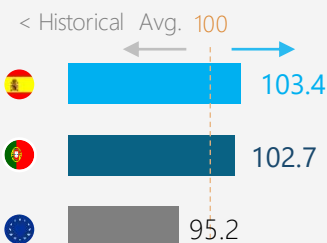
> European response to the new geopolitical scenario (security, etc.) supports m/t growth outlook

> Strong financial sector ready to back leveraging and the economy

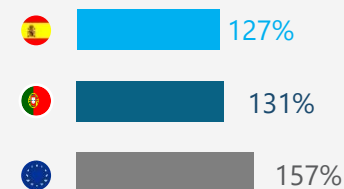
> LOWER EXPOSURE TO THE US
Exports of goods to the US⁽²⁾, % of GDP



> SENTIMENT STRENGTH
Economic sentiment indicator⁽³⁾



> LOW PRIVATE SECTOR LEVERAGE
Private sector debt⁽⁴⁾, % of GDP



> *Spain is the only major economy⁽⁵⁾ for which the IMF has upgraded 2025e-26e GDP growth projection post April 2⁽⁶⁾*

(1) Source: Eurostat for 2024. CaixaBank Research latest projections (March 2025) for 2025 forecasts. (2) Source: Eurostat. FY2024. (3) Source: Eurostat. March 2025. (4) Source: Eurostat. Includes household and NFC non-consolidated debt in loans and debt securities. 4Q24, latest available data. (5) G20. (6) New IMF projections published on 22 April 2025 vs. previous projections published in January 2025. 2025e GDP growth projection for Spain upgraded from 2.3% to 2.5%.



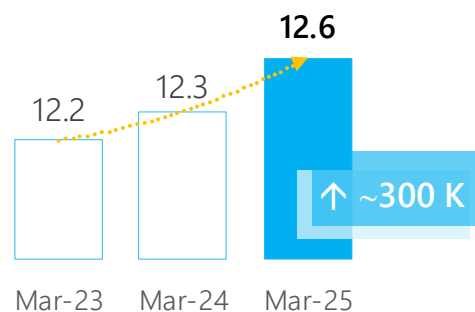
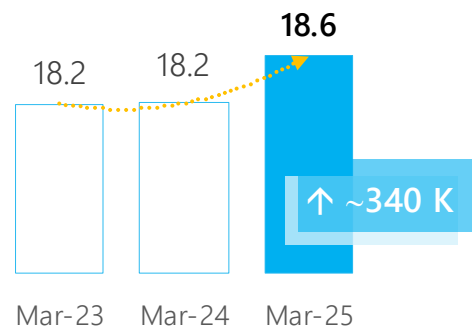
Focused on our strategy: growth and transformation



> GROWTH ACCELERATION: POSITIVE COMMERCIAL TRENDS CONFIRMED IN Q1

Clients in Spain, million

Relational clients⁽¹⁾ in Spain, million



Business volume⁽³⁾

+6.5 % yoy

Market share by business volume⁽⁴⁾

25.2 %

Best bank in Spain and Western Europe 2024 and 2025 by Global Finance



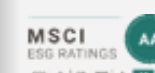
World's Best Bank for Sustaining Communities 2025 by Global Finance



€547 M micro-credit granted in 1Q25



>360K Clients with basic accounts



*Upgraded to **AA** and classified as **leader** in 2025*

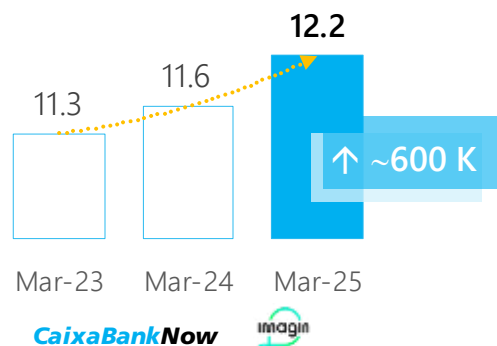


*Renewed inclusion in **FTSE4Good Index Series***



> TRANSFORMATION AND INVESTMENT IN THE BUSINESS: LEVERAGING IT TO BOOST COMMERCIAL ACTIVITY AND CUSTOMER EXPERIENCE

Digital clients⁽²⁾ in Spain, million



CaixaBankNow



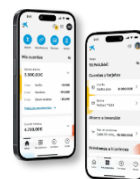
Digital onboarding, 1Q25⁽⁵⁾

+38 % yoy

Digital sales, 1Q25

+22 % yoy

New **App** architecture to unlock its full potential → **simpler**, faster and more **effective**; with new **AI** features from **2Q25**



New tech hires⁽⁶⁾ (last 6 months)

~400

Cloud adoption

34%

5 GenAI projects already in production, with an additional 10 under development



DISTINCTIVE POSITIONING THROUGH A UNIQUE WAY OF BANKING



(1) Individual clients with 3 or more product families with the bank. (2) Individual clients with at least one access to Digital Banking in the last 6 months. (3) Performing loans plus customer funds. (4) Combined market share including private sector loans and deposits; mutual funds; pension plans; and savings insurance in Spain. Based on latest available data from ECB, INVERCO, and ICEA (March 2025). Sector data for savings insurance are internal estimates and, for deposits and credits, are based on preliminary ECB data. (5) Adult individual clients. (6) Mainly code developers.



Loan-growth continued to gain momentum in a seasonal quarter

PERFORMING LOANS⁽¹⁾,
31 March 2025

€355 Bn

+2.9% yoy
+0.9% qoq



*o/w loans to the
private sector⁽²⁾:*

+3.5% yoy
+0.9% qoq

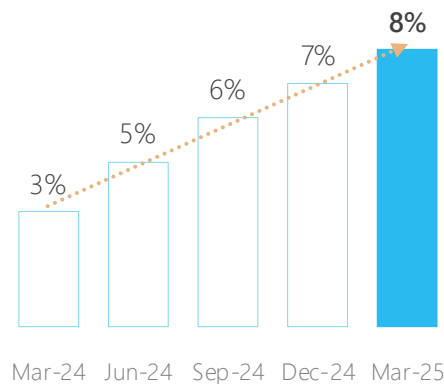
o/w:



CONSUMER LENDING

+8.2% yoy | 2.8% qoq

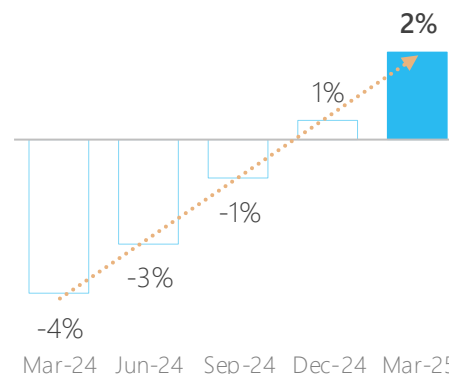
Performing consumer loans, % yoy⁽³⁾



RESIDENTIAL MORTGAGES

+2.4% yoy | +1.2% qoq

Performing residential mortgages, % yoy⁽³⁾

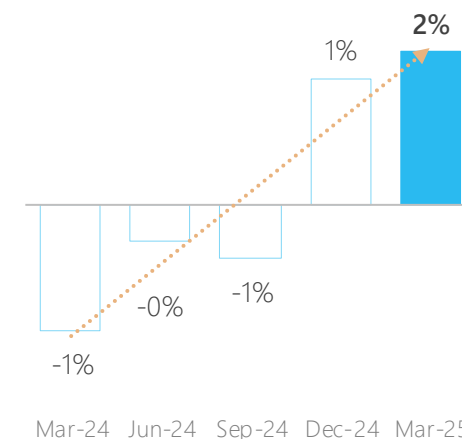


BUSINESS LENDING

+4.6% yoy | +0.8% qoq

Business loan
growth in
**domestic
markets** keeps
gaining traction
in Q1

Performing business
loans excluding
international CIB
branches⁽⁴⁾, % yoy⁽³⁾



> **Robust employment and population growth** contribute to the rebound in new lending while pre-payments normalise in face of lower rates



> Continuous support from CIB lending through **international branches** (+21% yoy)⁽⁵⁾

(1) Refer to Appendix for additional details. (2) Excludes loans to the public sector, the evolution of which is affected by SLEs. (3) Cumulative growth of the stock over the last 12 months. (4) CIB branches in countries other than Spain and Portugal. (5) Outstanding business loans granted through international branches in Europe represent ~17% of outstanding business loans by end of March 2025. Refer to the appendix for additional information.



Customer funds remain on a growing trend

Steady support from wealth management and growth in deposits despite seasonality

CUSTOMER FUNDS⁽¹⁾, 31 March 2025

€691 Bn

+8.5% yoy

+0.8% qoq | +1.1% qoq ex markets⁽²⁾

o/w:



WEALTH MANAGEMENT⁽³⁾

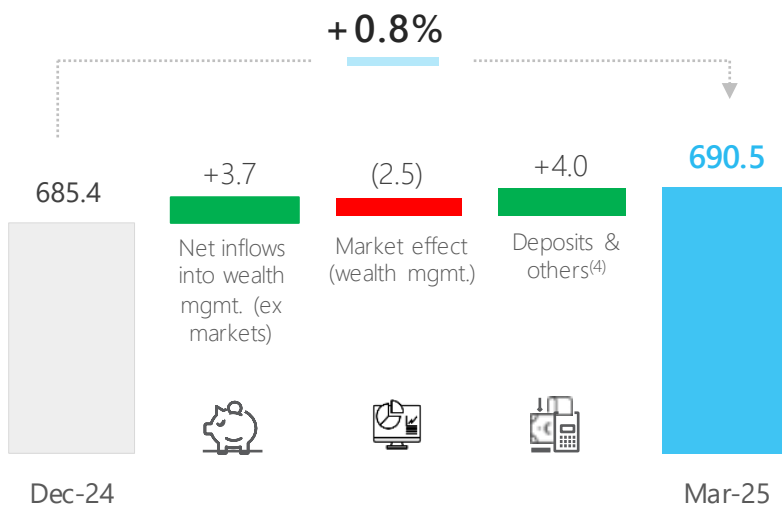
+7.5% yoy | 0.4% qoq



DEPOSITS & OTHERS⁽⁴⁾

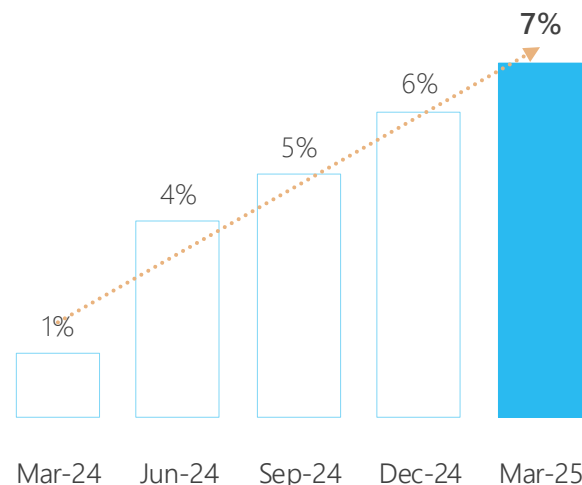
+9.1% yoy | +0.9% qoq

CUSTOMER FUNDS UP IN THE QUARTER AS NET INFLOWS INTO DEPOSITS AND WEALTH MANAGEMENT OFFSET MARKET HEADWINDS AND SEASONALITY– Customer funds waterfall qoq, €Bn



GROWTH ACCELERATION CONTINUES

Wealth management balances + Deposits, % yoy ex market effects on wealth management⁽⁵⁾



MARKET SHARES IN SPAIN

%

WEALTH MANAGEMENT⁽⁶⁾

29.2 %

DEPOSITS⁽⁷⁾

24.7 %

(1) Refer to Appendix for additional details. (2) Adjusted to exclude market effects on wealth management. (3) Mutual funds (including portfolios and SICAVs), pension plans, and savings insurance. (4) Deposits (including retail securities issuances), "Other funds" and "Other managed resources". Affected by positive seasonality in December related among other to extraordinary payrolls. (5) Growth considering cumulative net inflows over the last 12 months only, excluding any market impacts during that period. Wealth management balances include mutual funds, pension plans, and savings insurance. (6) Combined market share including mutual funds, pension plans, and savings insurance. Based on latest ICEA and INVERCO data as of 22 March 2025 (for savings insurance, sector data are internal estimates). (7) As of March 2025. Sector data are based on preliminary ECB data.



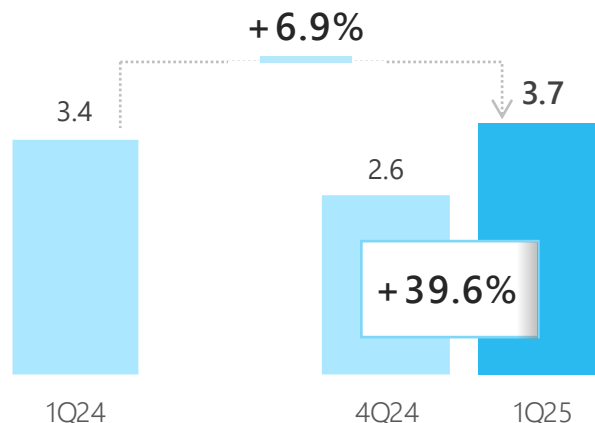
Another solid quarter in wealth management



Uniquely positioned
to serve structurally
growing demand

SUSTAINED GROWTH IN NET INFLOWS

Net inflows into wealth management⁽¹⁾ ex market effects, €Bn

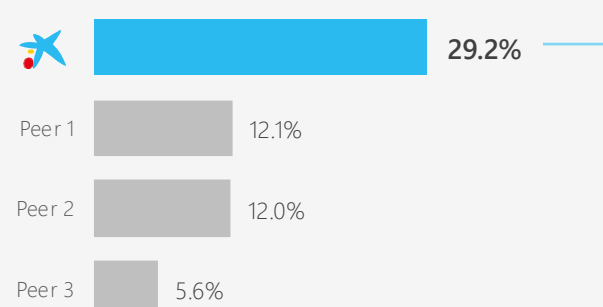


1Q25 net inflows: breakdown in % of total

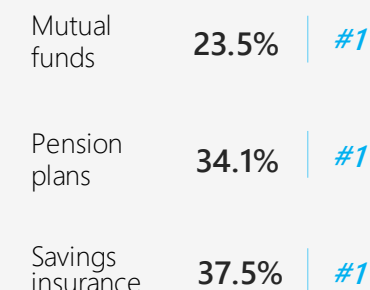


#1 IN WEALTH MANAGEMENT IN SPAIN...

Market share by total WM AuMs⁽⁴⁾⁽⁵⁾, %

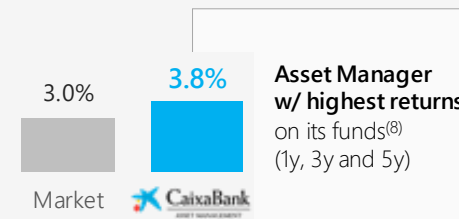


Market share by product⁽⁶⁾, %

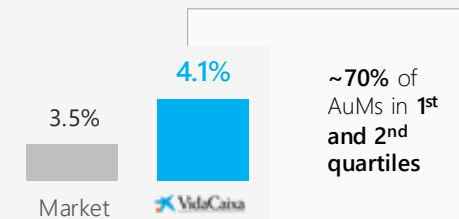


...WITH ABOVE-MARKET PERFORMANCE

Mutual funds: 5y avg. performance⁽⁷⁾



Pension plans⁽⁹⁾: 5y avg. performance⁽⁷⁾



Best Private Banking in Spain and Portugal 2025 –for the 3rd consecutive year– by Euromoney



(1) Mutual funds (including portfolios and SICAVs), pension plans, and savings insurance. (2) Includes unit linked. (3) Including portfolios and SICAVs. (4) Combined market share including mutual funds, pension plans, and savings insurance. Peer group includes: BBVA, Ibercaja, SAN. (5) In Spain. Based on latest published information by ICEA and INVERCO. March 2025 for CaixaBank (for savings insurance, sector data are internal estimates); December 2024 for peers. (6) As of March 2025, based on latest available data from ICEA and INVERCO (for savings insurance, sector data are internal estimates). (7) Market figure corresponds to weighted average. Source: INVERCO, December 2024. (8) Considering 5y performance Asset Managers with AuMs >€5,000M. (9) Individual pension plans.



Sustained growth in protection insurance premia

Total protection insurance premia⁽¹⁾

31 March 2025, % yoy

+12.4%

POSITIVE PRODUCTION DYNAMICS

BOLSTERED BY MYBOX OFFERING AND RECOVERED MORTGAGE ORIGINATION

1Q25 ttm new protection premia⁽²⁾: breakdown by segment, %**47%**
Life-Risk**53%**
Non-LifeHEALTH **16%**HOME **14%**AUTO **14%**OTHER **10%**

CONTINUOUS MARKET SHARE GAINS

Market shares in Spain⁽³⁾**26.9%** +95 bps yoy

LIFE-RISK

**10.8%** +84 bps yoy

HOME INSURANCE

INCREASING WEIGHT OF MYBOX IN PRODUCTION AND BACK-BOOK

82%PRODUCTION: MyBox in % of
1Q25 ttm new protection premiaLIFE-RISK PORTFOLIO: MyBox in % of total premia⁽⁴⁾

51%

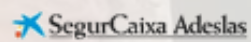
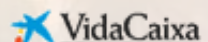
Mar-24

59%

Mar-25

MyBoxCONTINUED
DEPLOYMENT
OF A **CLIENT-
FOCUSED
INNOVATIVE
OFFERING**

- Convenient, predictable cost, and with more complete coverage → lower churn rate
- Addressing uncovered needs and raising demand in face of longevity (e.g. **MyBox LifeCare**; **MyBox Retirement self-employed**; **MyBox tranquility senior**)



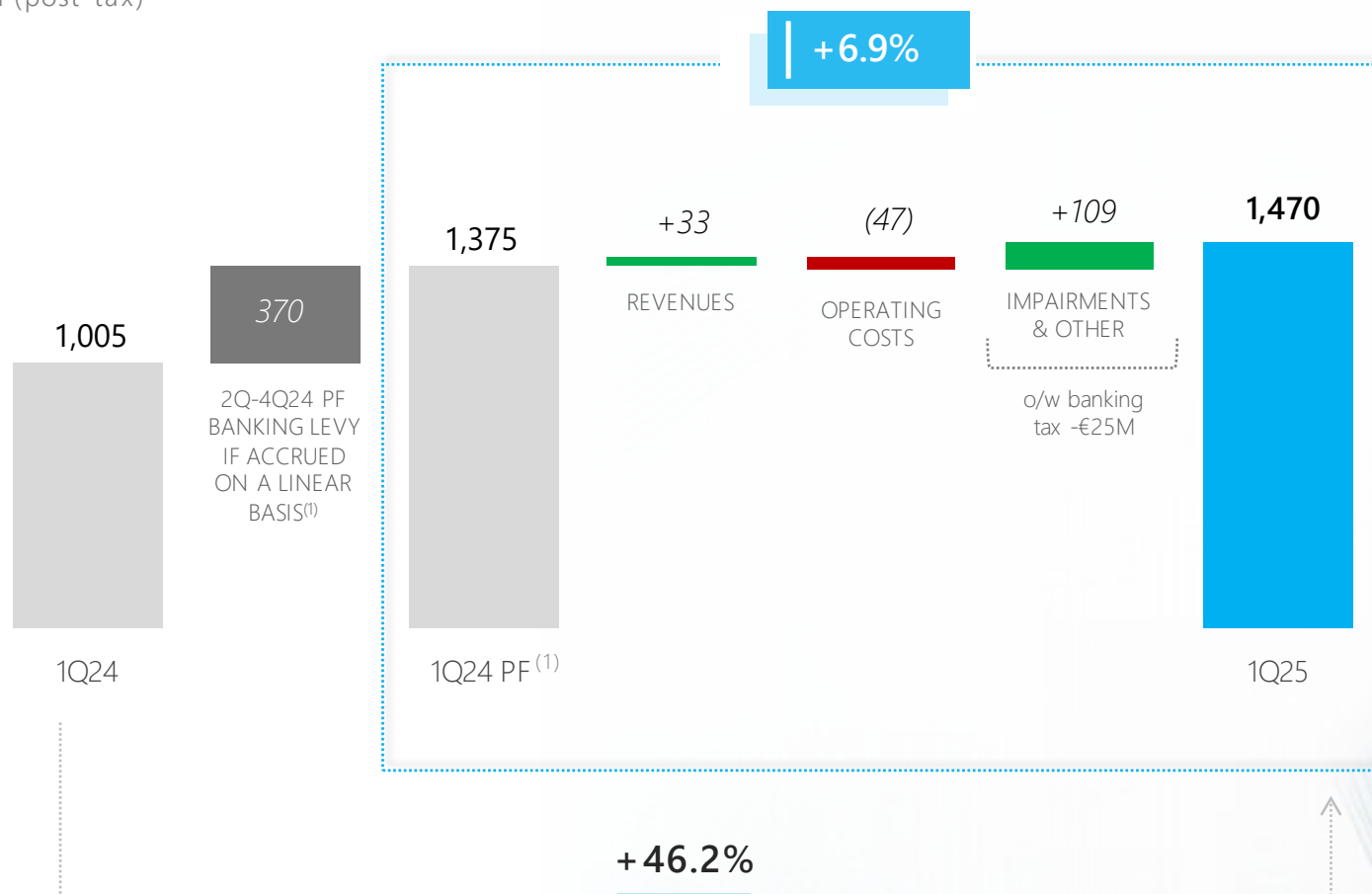
(1) 1Q25 earned premia on an annualised basis. Includes VidaCaixa life-risk premia (excluding BPI Vida e Pensões) plus SegurCaixa Adeslas non-life premia sold through the bancassurance network. (2) CABK ex BPI and considering life-risk and non-life risk premia sold through the bancassurance channel. All insurance products (including single premium with multiannual tenor) are presented on an annual basis to facilitate comparisons across all product lines. The historical series have been restated to reflect measurement enhancements. (3) In Spain. Based on ICEA latest available data (December 2024). (4) 1Q25 VidaCaixa earned life-risk premia (excluding BPI Vida e Pensões) on an annualised basis.



Net income growth on resilient revenues and lower provisions

NET INCOME WATERFALL

€M (post tax)



Higher revenues



Stepping up investment in growth and transformation



Lower impairments



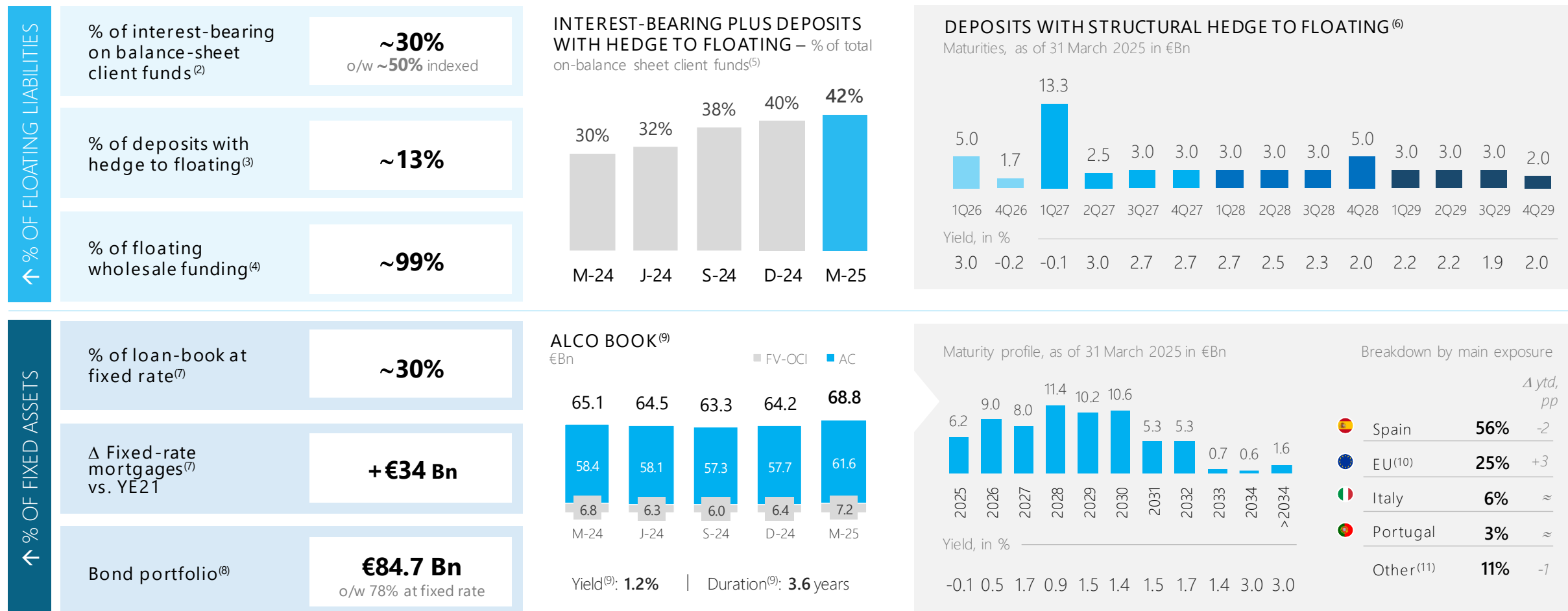
Higher impact from banking tax with differences in accrual yoy

(1) PF with the impact from the banking levy in 2024 accrued on a linear basis, for consistency with 2025 accrual. That is, dividing the total 2024 annual charge (-€493M) into 4 quarters, accruing 1/4 of the total (i.e. -€123.25 M) in 1Q24 PF and 3/4 (-€123.25 M * 3 = -€370M) in 2Q-4Q24 PF, instead of the full annual charge in 1Q24.



Interest rate sensitivity management:

Targeting 12-24M NII sensitivity of $\pm 5\%$ to ± 100 bps parallel shift in interest rates

Key drivers to reduce sensitivity⁽¹⁾

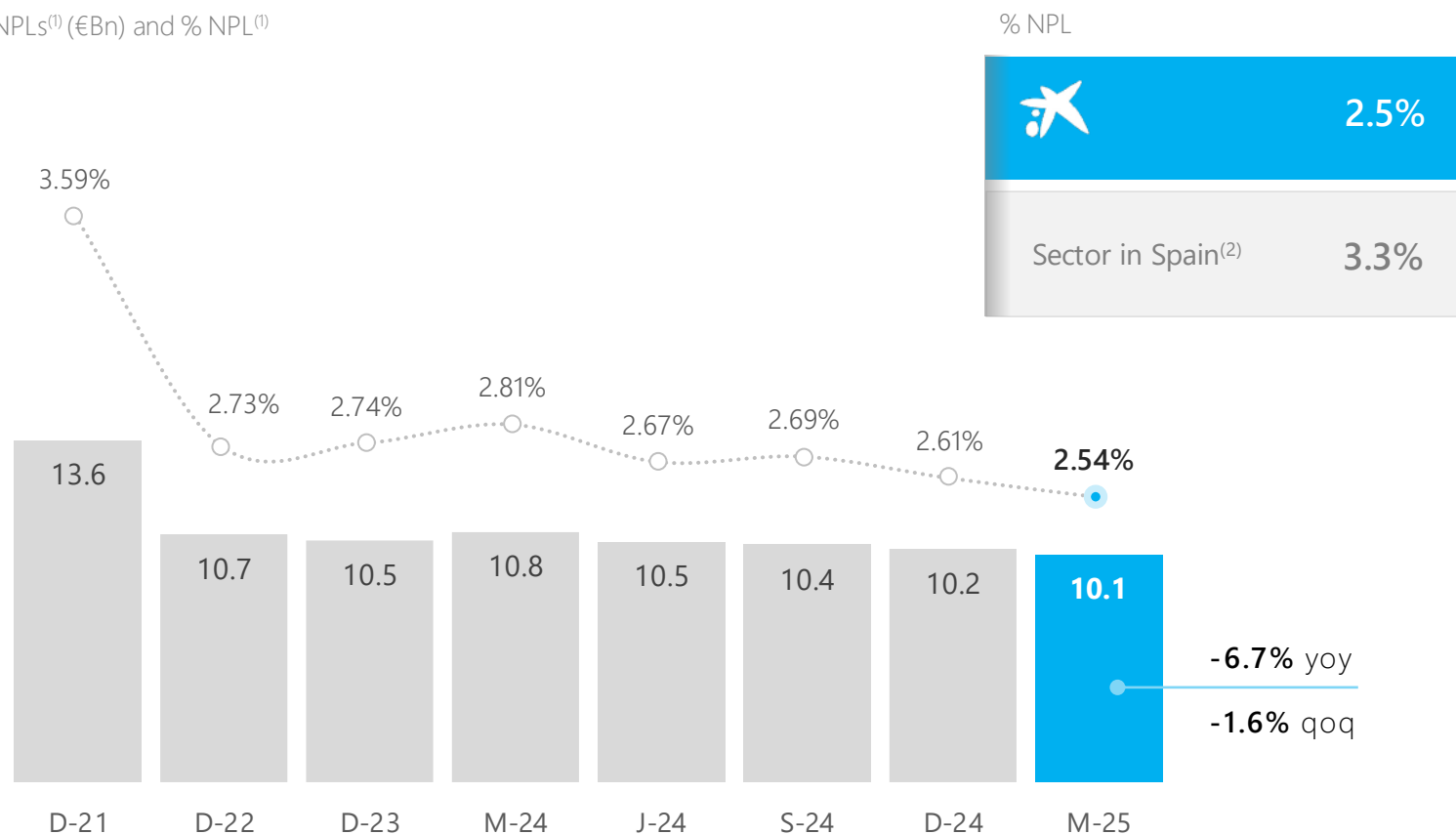
(1) Data as of 31 March 2025. (2) % of on-balance sheet client funds (excluding insurance) remunerated (including FX, international branch deposits, employee deposits, retail securities and other and excluding hedges). (3) Hedges executed at 1Q25 in % of total deposits at 1Q25. (4) Excluding AT1. (5) In % of total on-balance sheet client funds, excluding insurance. (6) Structural hedges over core deposits (non-sensitive to rates), receiving fixed rate and paying floating rate (€STR). (7) Including hybrid mortgages (which have a fixed interest rate for a period of time and floating afterwards). Excludes fixed-rate loans maturing or repricing in <1 year. (8) It compares c.€2.4 Bn in short-term bonds and T-bills with ~1 year maturity maintained for cash management purposes. (9) Excludes SAREB bonds (2.2% yield, 0.2 years duration). When including those SAREB bonds, total yield at 1.4% and duration at 3.0 years. (10) Including EU, Austria, Belgium, France, the Netherlands, and core SSAs. (11) Mainly includes US Treasuries, Investment Grade corporates, and other.



%NPL down to another historical low with improvement across the board

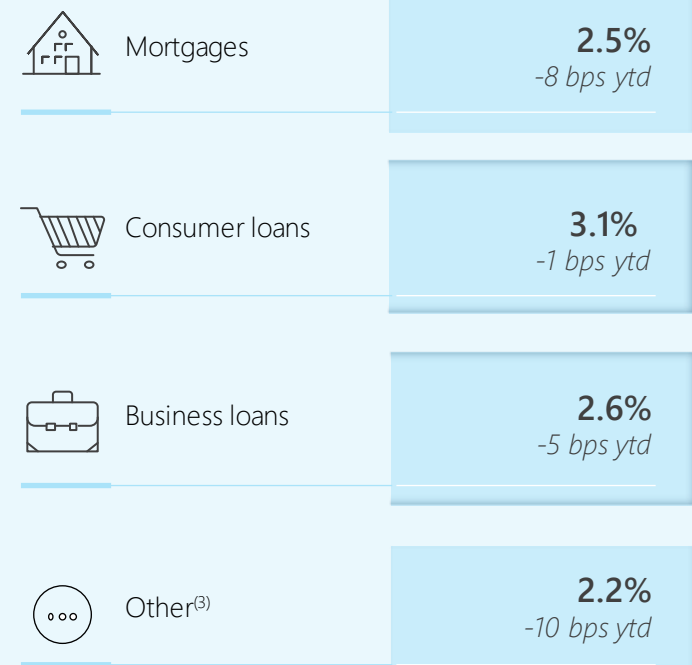
LOWER NPLS WITH %NPL DOWN TO ANOTHER MINIMUM

NPLs⁽¹⁾ (€Bn) and % NPL⁽¹⁾



% NPL BY SEGMENT

31 March 2025



(1) Includes non-performing contingent liabilities (€509 M by end of March 2025). (2) % NPLs in credit to the resident private sector, based on latest available information published by the Bank of Spain (February 2025). The ratio PF ex CABK stands at 3.4%. (3) Includes other loans to individuals (excluding consumer lending), loans to the public sector, and contingent liabilities.



2025-27 Strategic Plan pillars to ensure sustained profitability at high levels



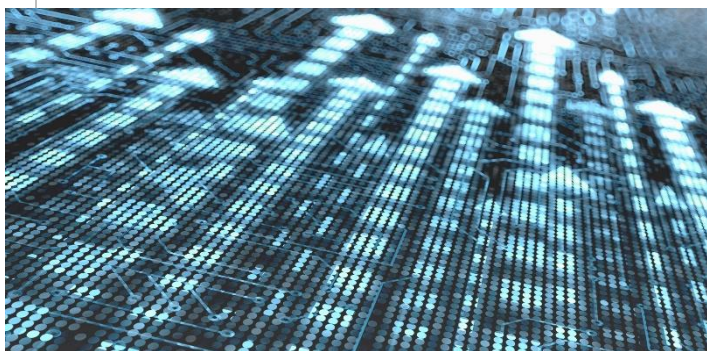
Growth acceleration

- › Focus on **customer loyalty** and **engagement**
- › Boost **international** growth
- › Improve the **value proposition** for individuals and businesses
- › Continuous solid and profitable growth in **Portugal**

2025e-27e CAGR

Business volume⁽¹⁾

>4%



Transformation and investment in the business

- › Optimise and enhance the **distribution platform** (e.g. redesigning the app to make it faster, simpler, and more effective)
- › Accelerate **IT & digital investments** (e.g. core banking upgrade, development of an AI agent platform, and upgraded channels and infrastructure to ensure resilience)
- › Boost **talent** transformation

2025e-27e

Total investment⁽²⁾ in
IT & Digital

>€5 Bn



Distinctive ESG positioning

- › Advance to a more **sustainable economy** (invest in solutions for the transition & support the social and business fabric's decarbonisation)
- › Promote **social** and **economic prosperity** by:
 - Strengthening **social** and **financial inclusion**
 - Promoting **employability**
 - Addressing the challenges of increased **longevity**

2025e-27e

Sustainable finance
mobilisation⁽³⁾

>€100 Bn

Jobs generated⁽⁴⁾

150k



(1) Performing loans + customer funds. (2) CapEx and OpEx. (3) Group. Refer to the Appendix (Glossary) for definition. (4) Includes: jobs generated with support to entrepreneurs (MicroBank), students supported by Dualiza and rural entrepreneurs supported by "Tierra de Oportunidades".



Key financial and capital targets: 2025-27 ambition



SUSTAINABLE PROFITABILITY WHILE INVESTING IN THE BUSINESS

>16%

2027e

% RoTE

>15%

2025e-27e avg.

Low 40s

% C/I

2027e

NII

2025e-27e CAGR

~0%

Revenues
from services

**Mid-single-
digit** growth

Costs

~4% growth



PROFITABLE GROWTH ON PRUDENT UNDERWRITING

Business
volume

>4%

2025e-27e CAGR

o/w

Performing loans

~4%

Customer funds

>4%

% NPL

~2%

YE27e

% CoR

<0.30%

2025e-27e
annual average



HIGH DISTRIBUTION CAPACITY

% CASH PAYOUT⁽¹⁾

50-60%

2025e-27e including an
INTERIM DIVIDEND EACH YEAR

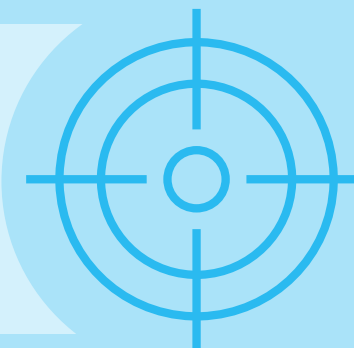
ADDITIONAL DISTRIBUTION⁽¹⁾

EXCESS CAPITAL **>12.5%** CET1

While maintaining a strong capital position – %CET1 management target

11.5 – 12.5%

In 2025: 11.5-12.25% to
reflect phase-in of new
CCyB in Spain



(1) Subject to ECB and board approvals. Considering the achievement of 2025-27 Strategic Plan stated capital and profitability targets.

Note: As presented at Investor Day in November 2024.



Reiterating our guidance and capital targets



	FY24	FY25e
NII	€11,108 M +9.8% yoy	Down mid-single-digit
Revenues from services	€4,995 M +4.6% yoy	Up low-to-mid-single-digit
Operating costs	€6,108 M +4.9% yoy	Up c.5%
CoR	0.27%	<0.30%
RoTE	18.1%	~16%

2025 % CET1 Management target

11.5% - 12.25%

2025 % Cash payout target

50-60%

2025 % CET1 threshold for additional distribution⁽¹⁾

12.25%

⁽¹⁾ Subject to ECB and BoD approval.



3.

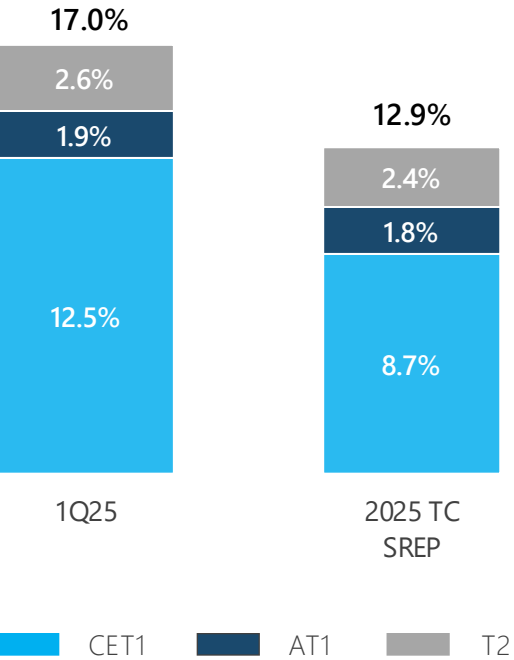
CAPITAL, LIQUIDITY AND FUNDING



Solid and high-quality capital position

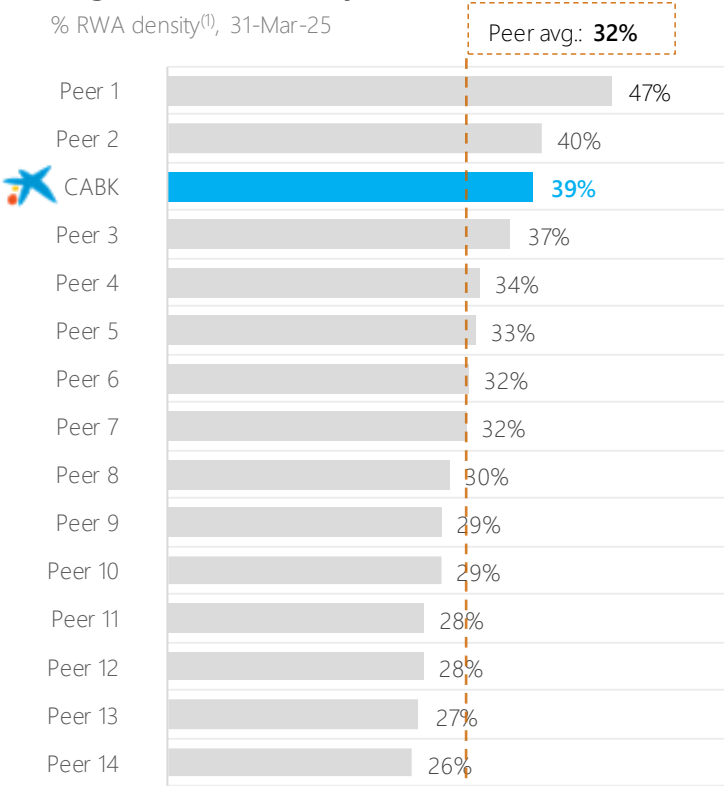
Solid distance to MDA trigger

Total capital, in % of RWAs (eop)



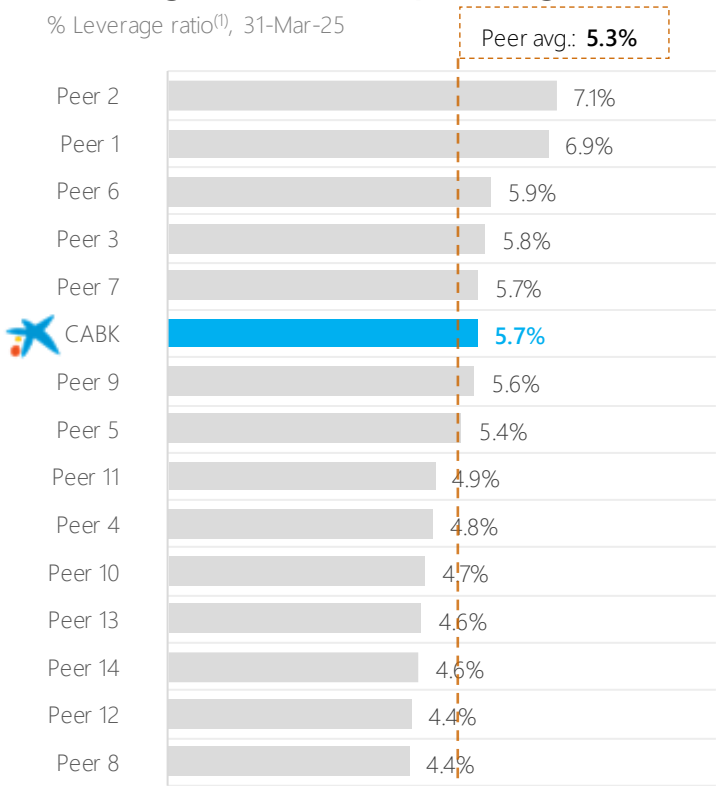
High RWA density

% RWA density⁽¹⁾, 31-Mar-25



Leverage ratio above peer avg.

% Leverage ratio⁽¹⁾, 31-Mar-25

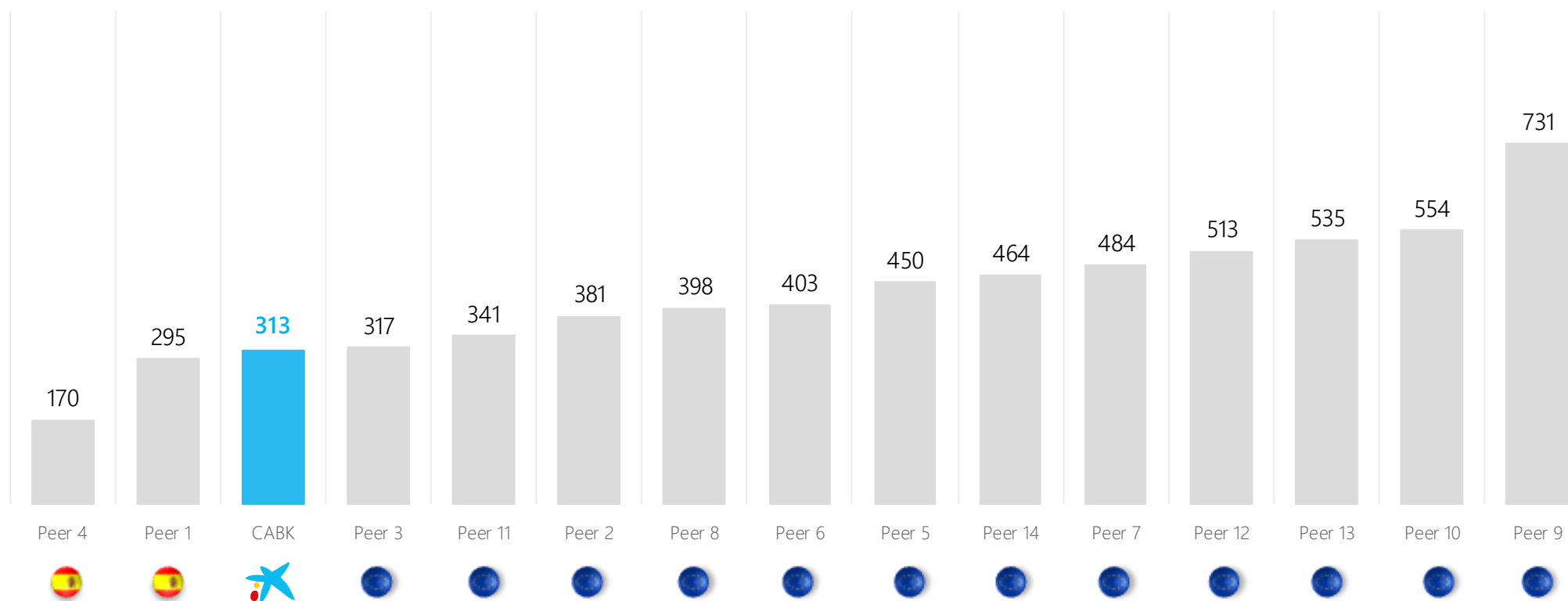


(1) RWA density estimated as leverage ratio divided by Tier 1 ratio. Leverage ratio for peers are internal estimates based on information and ratios reported by companies. Peer group comprises the top 15 entities by market capitalisation within the SX7E index as of 31 March 2025: ABN BBVA, BNP Paribas, B. Santander, Commerzbank, Crédit Agricole, Deutsche Bank, ERSTE, ING Groep, Intesa Sanpaolo, KBC, Nordea, Société Générale and UniCredit. Peer 10 RWA density and % leverage ratio belongs to 31 December 2024.

Capital resilience under stress scenarios

2023 EBA STRESS TEST ADVERSE SCENARIO: CET1 FL DRAWDOWN (WORST YEAR) LOWER THAN MOST PEERS AND WELL BELOW AVERAGE

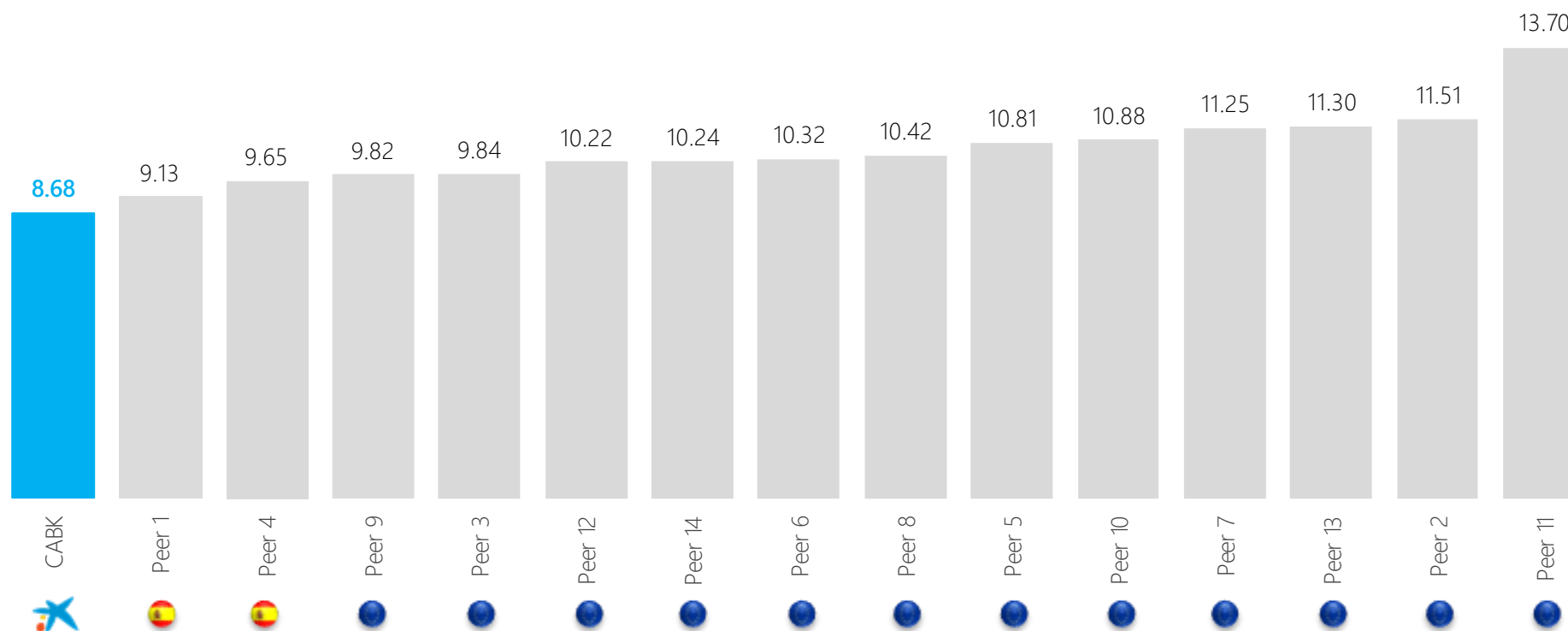
CET1 FL drawdown in the worst year under the adverse scenario vs. YE22, in bps



The lowest SREP requirement among peers –reflecting lower risk-profile

CET1 SREP REQUIREMENT⁽¹⁾

In % of RWAs⁽²⁾



(1) 2025 requirement for CABK and latest reported 1Q25 requirement for peers. (2) Based on current 2025 requirement (including the application of Article 104a of CRDV). Sources: based on information reported by companies. Peer group comprises the top 15 entities by market capitalisation within the SX7E index as of 31 March 2025: ABN, BBVA, BNP Paribas, Commerzbank, Crédit Agricole, Deutsche Bank, ERSTE, ING Groep, Intesa Sanpaolo, KBC, Nordea, B. Santander, Société Générale and UniCredit.

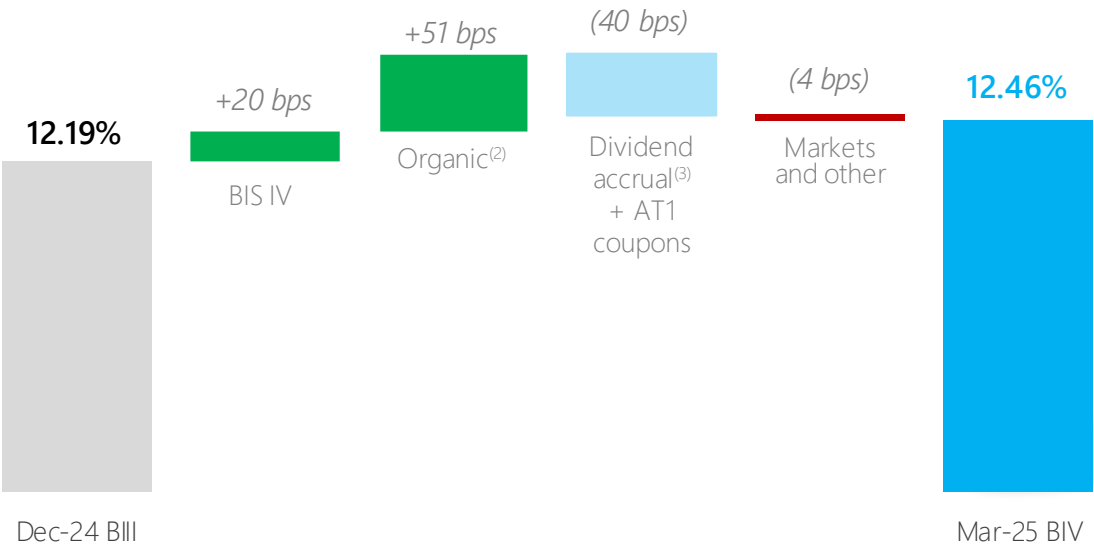


Strong capital generation compounded by Basel IV

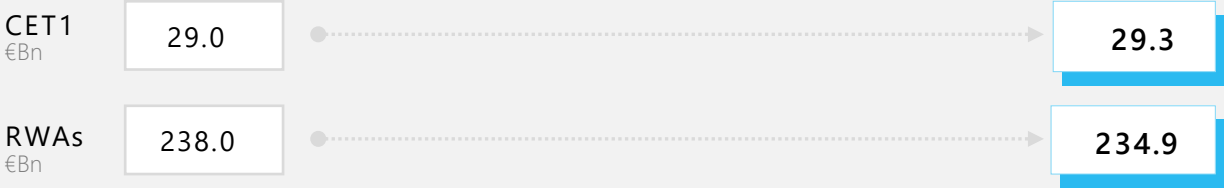
building surplus above management target

% CET1 WATERFALL

qoq⁽¹⁾, in % and bps



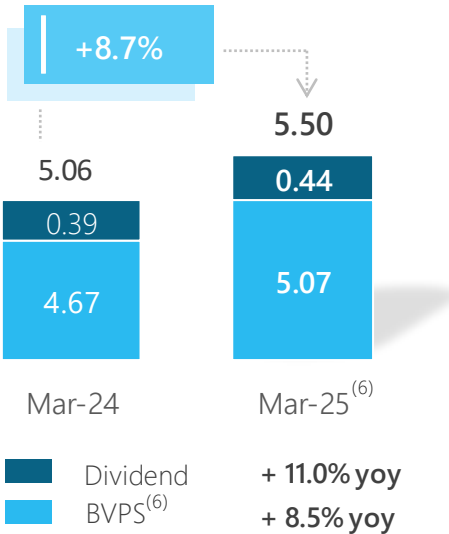
- > MDA buffer⁽⁴⁾
378 bps
- > CET1 surplus above management target⁽⁵⁾
21 bps
- > Regulatory % CET1⁽⁵⁾
12.25%



5.7%
LEVERAGE RATIO

CREATING SHAREHOLDER VALUE

BVPS eop⁽⁶⁾ and DPS paid against previous FY results, €



- > 5th SBB completed in March **€500 M**
- > Final dividend paid in April **€2,028 M**
- > 6th SBB to be executed **€500 M**

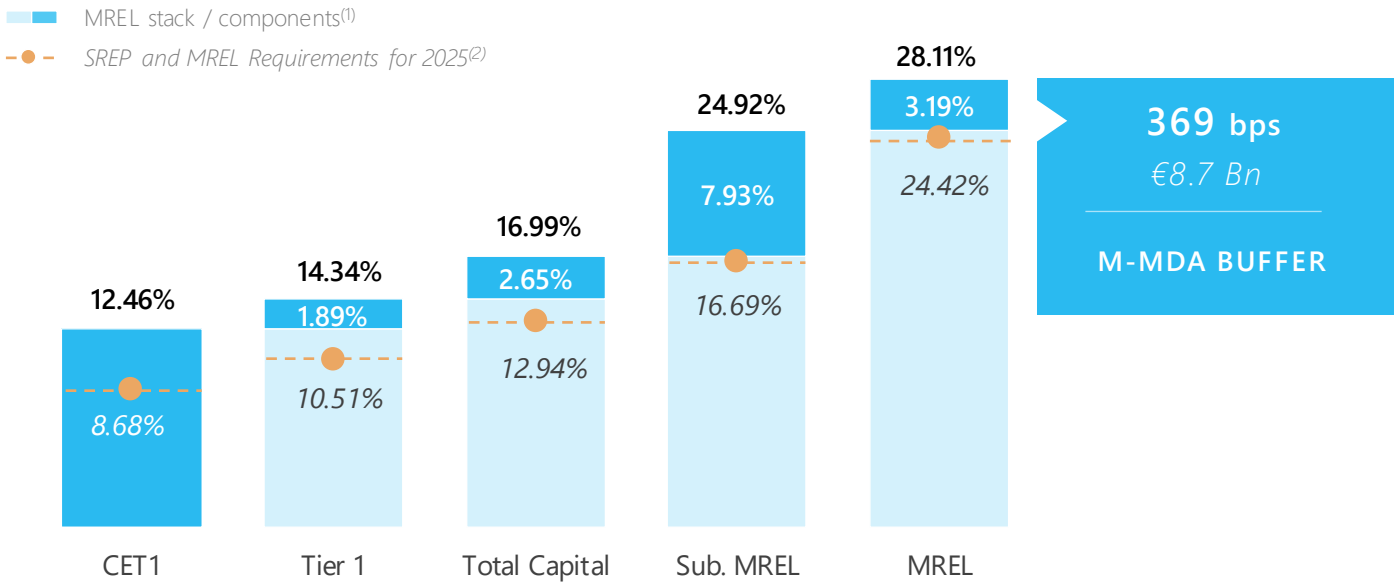
(1) December 2024 updated with the latest officially reported data. (2) Excludes dividend accrual and AT1 coupons. (3) Accrual of dividend at 60% payout. (4) MDA buffer (CET1) based on management capital ratios vs. SREP requirements for 2025 with P2R at 1.75%, the O-SII buffer at 0.50%, the countercyclical buffer at 0.13% and the systemic risk buffer in Portugal for 0.06% (note that the implementation of the counter-cyclical buffer in Spain will increase the requirement by 37 bps). Regulatory MDA buffer at 357 bps. (5) Regulatory ratio as of the end of March 2025, after deducting the capital surplus above the established threshold for extraordinary distributions (21 basis points). Refer to the next slide for additional detail on regulatory ratios. (6) Book value (eop) divided by number of outstanding shares (excluding treasury shares). March 2025 BVPS adjusted to exclude final dividend paid in April 2025 (€0.2864 per share). Reported BVPS as of 31 March 2025 at €5.35.



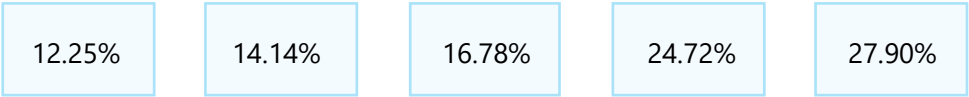
MREL structure and issuances

MREL STRUCTURE VS. REQUIREMENTS

Group MREL stack⁽¹⁾, as of 31 March 2025 vs. requirements⁽²⁾, in % of RWAs



REGULATORY RATIOS⁽³⁾



1Q25 PUBLIC ISSUANCES⁽⁴⁾

Type	Amount	Tenor	Cost
SNP	€1,000 M	11NC10	MS + 135 bps
Tier 2	€1,000 M	12NC7	MS + 175 bps
AT1	€1,000 M	PerpNC8	6.25%
TOTAL	€3,000 M		

- > **AT1 TENDER OFFER: REPURCHASE OF €836M⁽⁵⁾**
- > **ANNOUNCED EARLY REDEMPTIONS⁽⁶⁾ OF €1,000 M SNP AND €1,000 M TIER 2**

(1) Capital, MREL and M-MDA buffer based on management criteria. MREL ratios exclude €0.8Bn AT1, €1Bn Senior Preferred with <1 year maturity which is no longer eligible and announced early redemptions: €1Bn Senior non-Preferred, and €1Bn Tier 2. (2) SREP requirements for 2025 with P2R at 1.75%, the O-SII buffer at 0.50%, the countercyclical buffer at 0.13% and the systemic risk buffer in Portugal for 0.06%. (3) From 2025 onwards, and according to supervisory expectations, banks that contemplate extraordinary distributions must deduct any CET1 surplus above the established threshold. Ratios based on management criteria do not include such deduction. Regulatory M-MDA buffer at 348 bps. (4) CaixaBank ex BPI. Additionally, there was a SNP private placement for €150M (3.5NC2.5). (5) Repurchase of €836M through a tender offer exercise for 5.25% €1.25 Bn AT1 perp-non call March 2026. Outstanding amount after the tender of €414M. AT1 issuance in 1Q25 net of AT1 tender: €0.2Bn. (6) Announced in March 2025 to be redeemed in April 2025.



Ample liquidity reserves

Well positioned to seize opportunity from the expected re-leveraging of core economies

Comfortable liquidity metrics

31 March 2025 (eop)

197%

% LCR⁽¹⁾

148%

% NSFR

13.5%

% ASSET
ENCUMBRANCE

85.7%

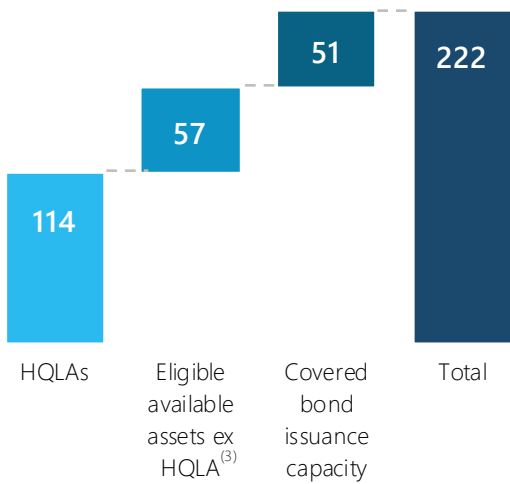
% LTD

€49 Bn

COMMERCIAL GAP⁽²⁾

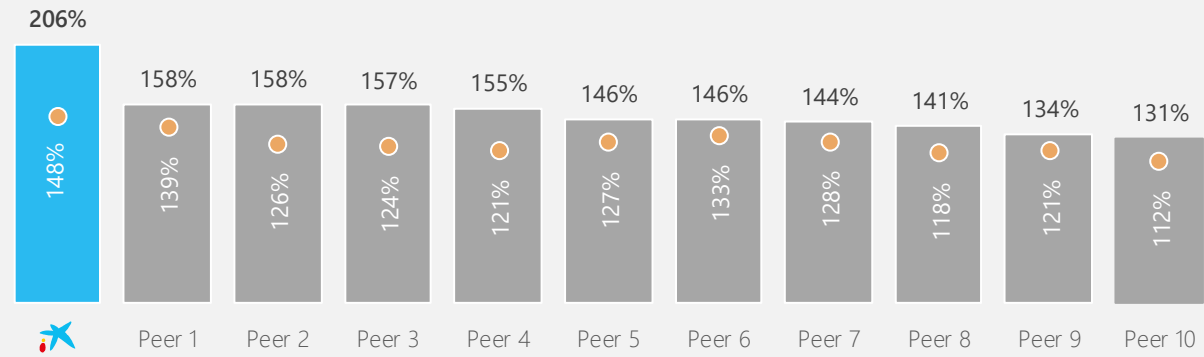
LIQUIDITY SOURCES⁽³⁾

€Bn, 31 March 2025



THE HIGHEST LIQUIDITY RATIOS AMONG PEERS

■ % LCR (12-month average)⁽⁴⁾
● % NSFR (eop)⁽⁴⁾



RATING UPGRADES⁽⁵⁾

S&P Global

SNP BBB+ from BBB

Tier 2 BBB from BBB-

AT1 BB+ from BB

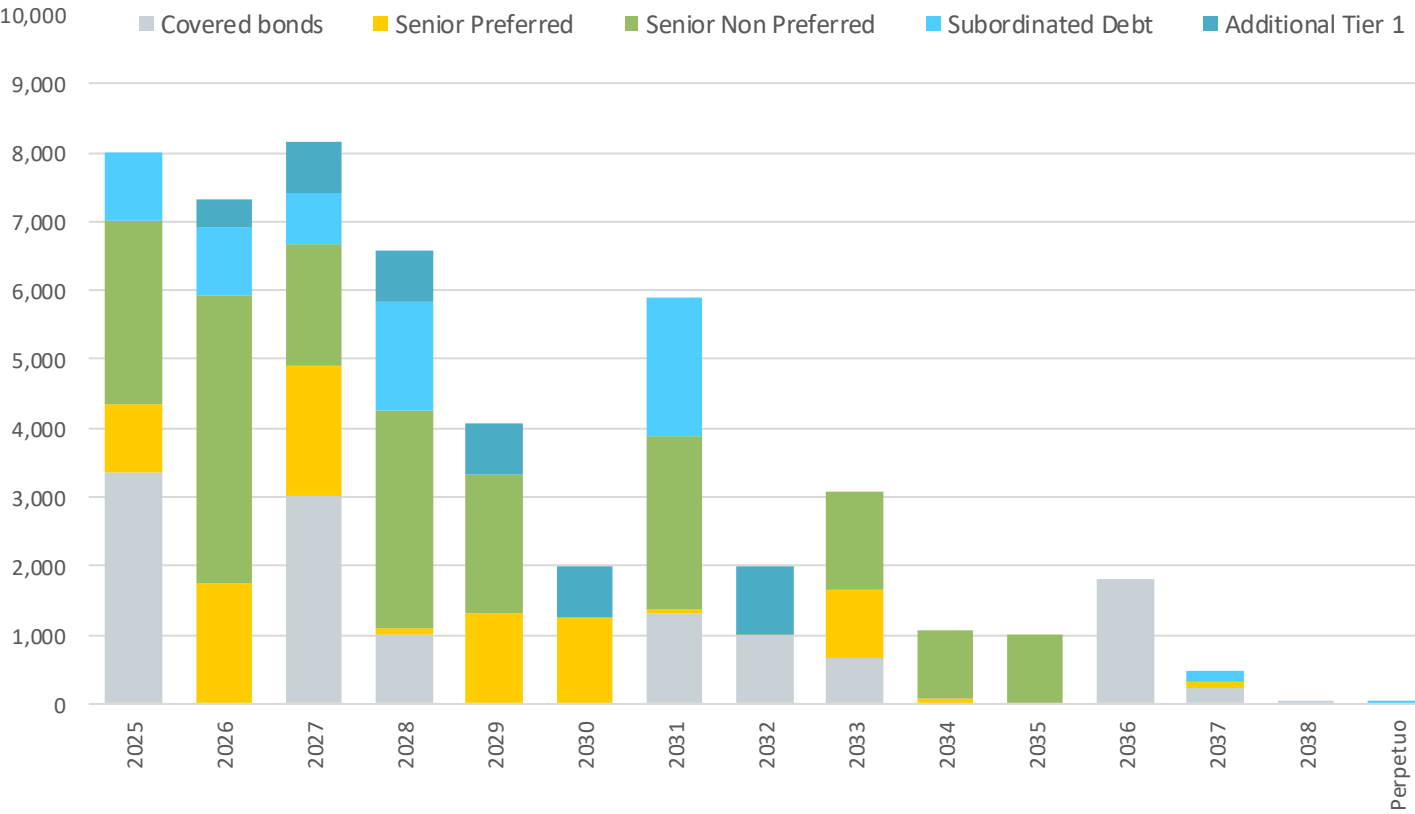
(1) % LCR at 31 March 2025. 12-month average % LCR as of 31 March 2025: 206%. (2) Customer demand plus time deposits (excluding retail securities) minus loans. +€456M ytd. (3) From 1Q25, liquidity sources include other eligible available assets beyond ECB deposit facilities and HQLAs. (4) CaixaBank as of March 2025 (vs. December 2024 %LCR 12M avg. and % NSFR eop at 204% and 146%, respectively). Peers based on latest public Pillar 3 reporting data (Template EU LIQ1 and Template EU LIQ2) as of December 2024. Peer group includes top 10 entities in the SX7E index by market cap (excluding CaixaBank) as of 31 March 2025. (5) 27 March 2025. On that same date, S&P Global also upgraded CaixaBank S.A.'s standalone credit profile rating from bbb+ to a-.



Limited refinancing risk

WHOLESALE MATURITY⁽¹⁾ SCHEDULE

As of 31 March 2025, €M



BENCHMARK HYBRID CAPITAL

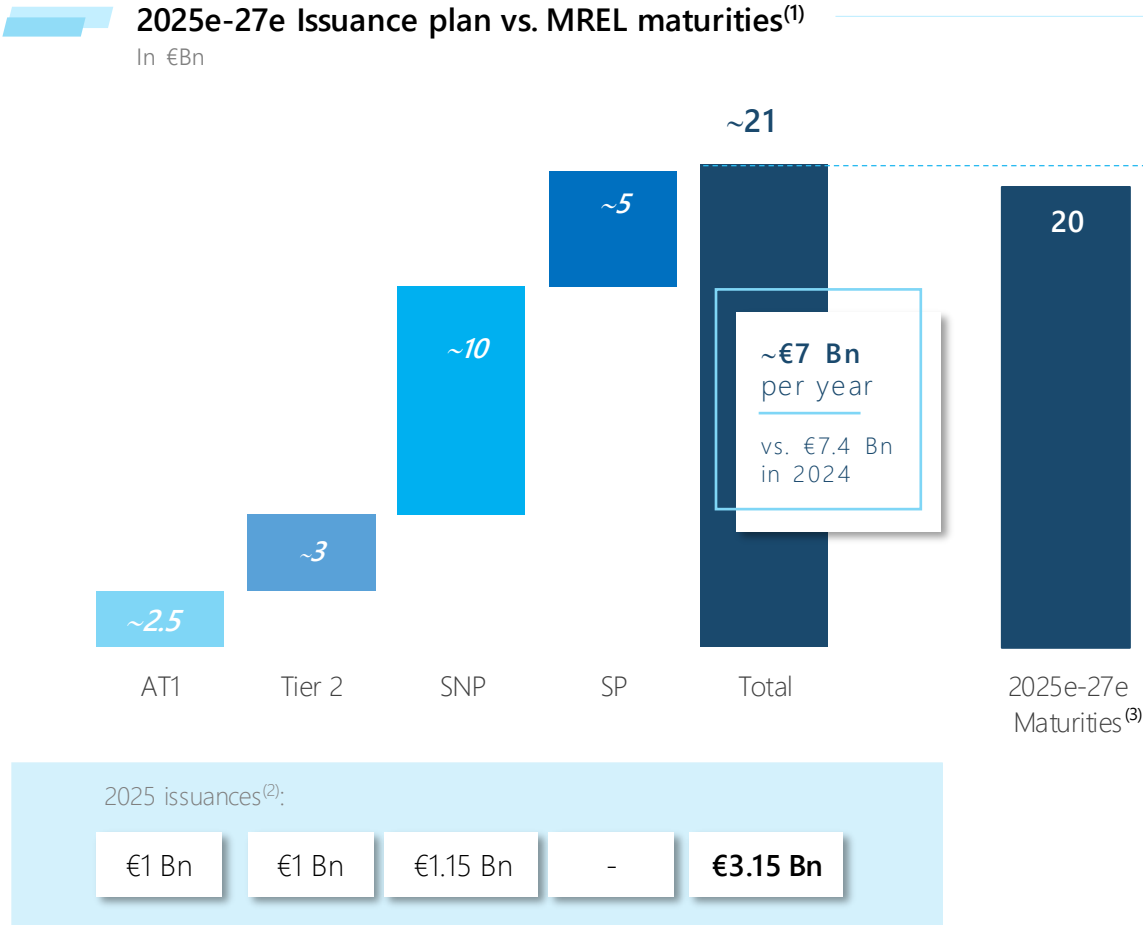
Maturity and call dates as of March 2025

	Volume Outstanding	Maturity	Calls far away: 1 st Call
Tier 2	€1Bn	Jun- 2031	Mar- 2026
Tier 2	€750M	Feb- 2033	Nov- 2027
Tier 2	£500M	Oct- 2033	Jul- 2028
Tier 2	€1Bn	May- 2034	Nov- 2028
Tier 2	€1Bn	Aug- 2036	Feb- 2031
Tier 2	€1Bn	Mar- 2037	Sep- 2031
AT1	€414.4M	Perpetual	Mar- 2026
AT1	€750M	Perpetual	Oct- 2027
AT1	€750M	Perpetual	Sep- 2028
AT1	€750M	Perpetual	Mar- 2029
AT1	€750M	Perpetual	Jan-2030
AT1	€1Bn	Perpetual	Jul-2032

(1) Maturities may refer to the first call date for callable instruments and to the contractual redemption date for bullet instruments.



2025e-27e issuance plan



- > **Manageable issuance** needs of c.€7 Bn per annum⁽⁴⁾ to **roll over maturities or potential calls** and MREL stock increase due to business growth and others; with **no need** to access the market for funding purposes
- > Maintain **optimised AT1 and T2 buckets**, in line with P1 and P2 regulatory requirements
- > Remain a **frequent issuer** across **different markets** and **currencies**
- > Continue to be a **leader in sustainable banking** → among top issuers in EMEA in 2019-24

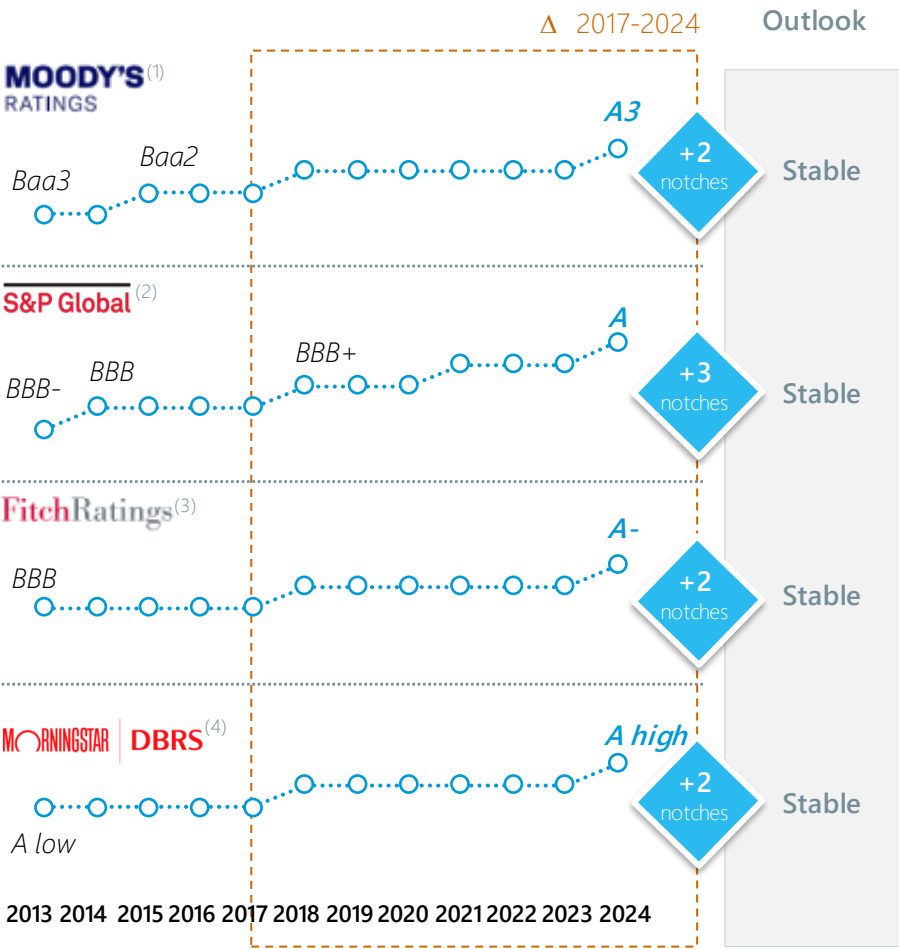
(1) As presented at Investor Day in November 2024. (2) As of 31 March 2025. (3) Maturities might include call dates and loss of MREL eligibility for bullet issuances entering their last year of life. (4) 2025e-27e average.



Credit ratings facilitate continued market access

CaixaBank long-term ISSUER ratings

Evolution 2013 – 31st March 2025



CaixaBank ratings by type of debt instrument

As of 31st March 2025

	MOODY'S RATINGS	S&P Global	FitchRatings	MORNINGSTAR DBRS
Investment Grade	Aaa	AAA	AAA	AAA CB
	Aa1 CB	AA+ CB	AA+	AA high
	Aa2	AA	AA	AA
	Aa3	AA-	AA-	AA low
	A1	A+	A+	A high SP
	A2	A SP	A SP	A SNP
	A3 SP	A-	A- SNP	A low T2
	Baa1	BBB+ SNP	BBB+	BBB high T2
	Baa2 SNP	BBB T2	BBB T2	BBB
	Baa3 T2	BBB-	BBB-	BBB low
Non-investment grade	Ba1	BB+ AT1	BB+	BB high
	Ba2	BB	BB	BB
	Ba3	BB-	BB-	BB low
	B1	B+	B+	B high

CB = Covered bonds SP = Senior preferred notes SNP = Senior non-preferred notes T2 = Tier 2 notes

(1) As of 10 July 2024. Short-term rating P-2. (2) As of 27 March 2025. Short-term rating A-1. (3) As of 4 December 2024. Short-term rating F2. (4) As of 20 December 2024. Short-term rating R-1 (middle).

Appendix

[A1.](#) CaixaBank Group: additional information

[A2.](#) 1Q25 P&L and balance sheet

[A3.](#) SDG bonds

[A4.](#) ESG ratings

[A5.](#) Glossary





EU Banking Landscape – “Who is who” (by country)

RANKING BY MARKET CAP.⁽¹⁾

	Peer 1	€94 Bn		# 1
	Peer 2	€87 Bn		# 2
	Peer 3	€84 Bn		# 3
	Peer 4	€80 Bn		# 4
	Peer 5	€72 Bn		# 5
	Peer 6	€57 Bn		# 6
	CaixaBank	€51 Bn		# 7
	Peer 7	€51 Bn		# 8
	Peer 8	€43 Bn		# 9
	Peer 9	€41 Bn		#10
	Peer 10	€35 Bn		#11
	Peer 11	€33 Bn		#12
	Peer 12	€26 Bn		#13
	Peer 13	€25 Bn		#14
	Peer 14	€16 Bn		#15
	Peer 15	€14 Bn		#16
	Peer 16	€14 Bn		#17
	Peer 17	€14 Bn		#18
	Peer 18	€11 Bn		#19
	Peer 19	€11 Bn		#20
	Peer 20	€10 Bn		#21
	Peer 21	€9 Bn		#22
	Peer 22	€9 Bn		#23
	Peer 23	€8 Bn		#24
	Peer 24	€8 Bn		#25
	Peer 25	€7 Bn		#26
	Peer 26	€6 Bn		#27
	Peer 27	€5 Bn		#28

RANKING BY TOTAL ASSETS⁽²⁾

	Peer 2	€2,802 Bn		# 1
	Peer 7	€2,287 Bn		# 2
	Peer 1	€1,845 Bn		# 3
	Peer 11	€1,554 Bn		# 4
	Peer 8	€1,417 Bn		# 5
	Peer 6	€1,079 Bn		# 6
	Peer 3	€935 Bn		# 7
	Peer 4	€784 Bn		# 8
	Peer 5	€773 Bn		# 9
	Peer 9	€641 Bn		#10
	CaixaBank	€636 Bn		#11
	Peer 13	€555 Bn		#12
	Peer 14	€385 Bn		#13
	Peer 10	€373 Bn		#14
	Peer 12	€358 Bn		#15
	Peer 16	€249 Bn		#16
	Peer 15	€206 Bn		#17
	Peer 24	€205 Bn		#18
	Peer 17	€169 Bn		#19
	Peer 20	€142 Bn		#20
	Peer 21	€124 Bn		#21
	Peer 22	€123 Bn		#22
	Peer 23	€102 Bn		#23
	Peer 25	€73 Bn		#24
	Peer 27	€56 Bn		#25
	Peer 18	€34 Bn		#26
	Peer 26	€17 Bn		#27
	Peer 19	NA		#28

RANKING BY RWAS⁽²⁾

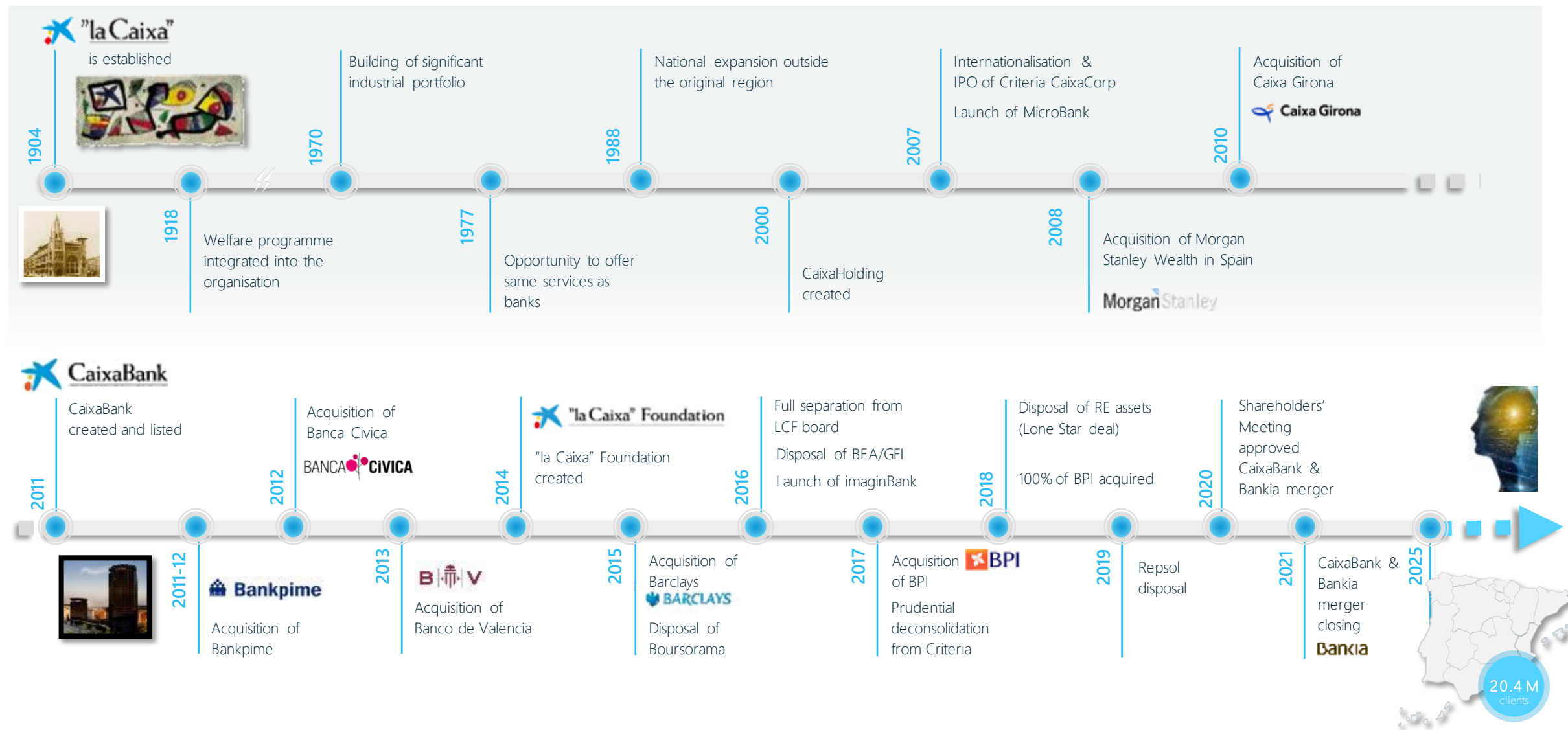
	Peer 2	€792 Bn		# 1
	Peer 1	€639 Bn		# 2
	Peer 7	€398 Bn		# 3
	Peer 5	€395 Bn		# 4
	Peer 11	€393 Bn		# 5
	Peer 8	€352 Bn		# 6
	Peer 6	€337 Bn		# 7
	Peer 3	€305 Bn		# 8
	Peer 4	€277 Bn		# 9
	CaixaBank	€235 Bn		#10
	Peer 9	€160 Bn		#11
	Peer 12	€152 Bn		#12
	Peer 14	€141 Bn		#13
	Peer 10	€120 Bn		#14
	Peer 17	€113 Bn		#15
	Peer 24	€95 Bn		#16
	Peer 16	€80 Bn		#17
	Peer 15	€65 Bn		#18
	Peer 20	€56 Bn		#19
	Peer 22	€48 Bn		#20
	Peer 21	€43 Bn		#21
	Peer 23	€40 Bn		#22
	Peer 25	€23 Bn		#23
	Peer 18	€6 Bn		#24
	Peer 26	€0 Bn		#25
	Peer 19	NA		#26
	Peer 13	NA		#27
	Peer 27	NA		#28

(1) Source: Bloomberg. As of 31 March 2025 (includes treasury shares). Peer group includes entities included in the SX7E Eurostoxx Banks index as of 31 March 2025.

(2) Source: Bloomberg. Latest available data as of 08 May 2025. For peers who have not yet reported 1Q25 results, the latest available information is used. Peer group includes entities included in the SX7E Eurostoxx Banks index as of 31 March 2025.



A history that spans since 1904

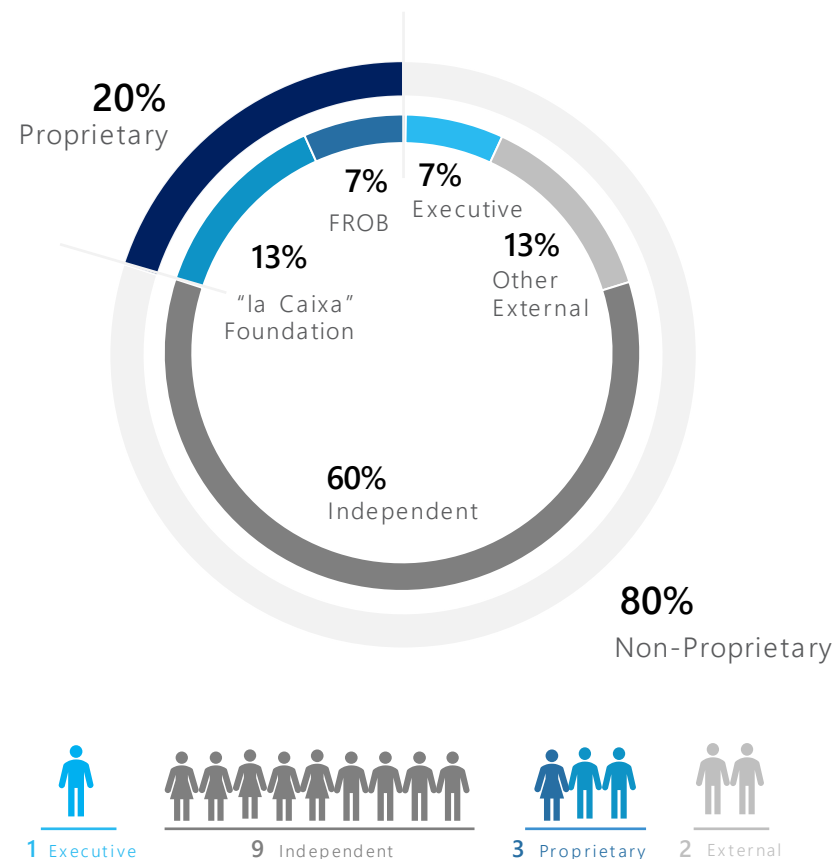
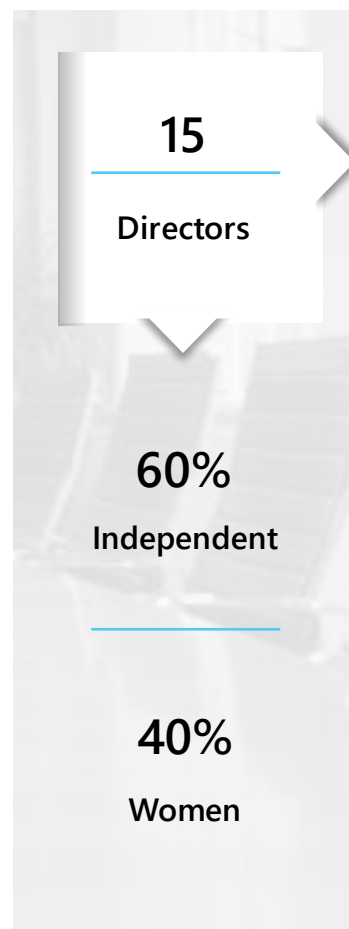




Best-in-class in corporate governance is a corporate priority

BOARD OF DIRECTORS

Breakdown by category⁽¹⁾



BEST-IN-CLASS GOVERNANCE PRACTICES

- **One share, one vote**
- **Separate roles** for **chairman** (non-executive since 1 January 2025) and **CEO**
- Appointment of **Lead Independent Director** since 2017
- **Diversified Board** in terms of nationality, skills, backgrounds and disciplines, with yearly self-assessment exercise
- **"Fit & Proper"** process (ECB suitability approval needed)
- **Balanced remuneration** aimed at attracting and retaining the appropriate profile for the Board of Directors
- **Protection of minority shareholders** and initiatives to foster their involvement
- **AENOR** certified
- **ISS ESG Quality Score: top ranked** in all categories including Governance⁽²⁾



99%

Average **attendance at board meetings**⁽³⁾

(1) Since 11 April 2025 (post AGM). There are 4 appointments subject to the mandatory suitability assessment process by the ECB. (2) Last update: May 2025. (3) In 2024.



At the forefront of digital transformation

2024 FIGURES



>> IMPROVING FLEXIBILITY, SCALABILITY AND EFFICIENCY OF IT INFRASTRUCTURE

- Gradually shifting to cloud processing and solutions → **33% cloud adoption** by YE24 (vs. 30% at YE23)
- **1,788** applications managed in the cloud and **~88% significant incidents resolved in <4 hours**
- High-quality and inter-connected data centres (DPCs) to support and develop Group activities → **275,229 M transactions processed** in 2024 (+14% yoy); **~33K transactions/per second**
- Extended use of agile methodology → **100%** of IT personnel with Agile training (88% at YE23)



>> CONTINUED INVESTMENT IN CYBERSECURITY



- **>€70 M** budget in information security by 2024 (+8% vs 2023)
- Advanced cybersecurity model, **certified under international standard ISO 27001**, CSIRT and FIRST; with a team of specialists 24/7 and established as CERT official
- Continued training for all employees → **98% completed cybersecurity courses** in 2024 **INFOPROTECT⁽¹⁾**
- Benchmarks: **800/900 by BITSIGHT⁽²⁾** vs. 757 peer avg; **4.2/5 by CNPIC⁽³⁾** vs. 4.3 peer avg.; **100/100 by DJSI** vs. 76 peer average⁽⁴⁾; **8.53/10 by ISMS** vs. 7.57 peer average⁽⁵⁾, **4.11/5 by CSF** vs. 3.21 peer average
- Continued participation in different R+D+I projects, collaborating at European level to develop cybersecurity capabilities, such as: Rewire, AI4CIBER, Atlantis, Green.Dat.AI, Emerald, InterSOC & NGSOC and Piqaso



>> SYSTEMATIC APPLICATION OF DATA ANALYTICS ACROSS THE ORGANISATION

- **Data and analytics** are a bedrock that supports our transformational journey
- **BIG DATA**: a single information repository → 26 TB data managed daily (vs. 22 TB in 2023)
- **AI**: >2 M of pages processed per day and 280 types of documents managed in 2024 using DocAI; 9.3M calls made to Large Language Models and 5M of proposals created using generative AI



(1) Since 2015, Infoprotect integrates all the security awareness initiatives aimed at all employees to protect information and to foster a company-wide culture of global security Bimonthly security newsletter with security news and recommendations. (2) Average Spanish financial institutions. Ratings on scale of 0-900. (3) CNPIC Cyber Resilience Report 2024. (4) Dow Jones Sustainability index 2024. Information security. (5) ISMS Forum Multisectorial Cyber Exercises 2023.



Group and by segment P&L – €M

	1Q25	% yoy
Net interest income	2,646	-4.9%
Revenues from services ⁽¹⁾ , o/w:	1,278	6.8%
Wealth management	490	16.5%
Protection insurance	287	1.9%
Banking fees	502	1.4%
Other revenues	86	
Dividends	53	
Equity accounted	72	27.7%
Trading income	69	13.4%
Other op. income & exp.	(108)	-82.2%
Revenues	4,011	14.7%
Total operating expenses	(1,580)	4.8%
Pre-impairment income	2,431	22.3%
LLPs	(195)	-27.3%
Other provisions	(43)	-52.9%
Gains/losses on disposals and other	(7)	-17.9%
Pre-tax income	2,186	35.0%
Income tax	(715)	16.6%
Profit / (loss) after tax	1,471	46.2%
Minority interests & other	1	50.4%
Net income	1,470	46.2%
<i>Pro memoria</i>		
Fees	962	6.7%
Insurance service result	316	7.3%

Bancassurance		BPI		Corporate center	
1Q25	% yoy	1Q25	% yoy	1Q25	% yoy
2,394	-5.1%	216	-10.9%	36	
1,203	7.2%	75	1.6%		
475	16.8%	15	8.6%		
276	2.5%	11	-11.6%		
452	1.2%	49	3.0%		
55		(4)		36	
1	15.1%	2	-41.1%	50	
76	53.6%	5	-5.3%	(10)	
63	21.3%	7	-23.8%	(0)	
(85)	-85.4%	(18)	-7.9%	(4)	
3,652	15.4%	287	-8.8%	72	
(1,436)	5.4%	(127)	-2.2%	(17)	5.6%
2,216	23.0%	160	-13.5%	54	
(171)	-31.1%	(24)	19.8%		
(43)	-52.0%	(0)	-98.1%		
(7)	-18.6%	0	-73.6%	0	
1,995	37.0%	137	-16.5%	54	
(667)	18.9%	(43)	-19.1%	(6)	
1,329	48.4%	94	-15.3%	48	
1	50.4%				
1,327	48.4%	94	-15.3%	48	
887	7.1%	75	1.6%		
316	7.3%				

(1) Equivalent to the sum of "Net fees" and "Insurance service result" in previous revenue presentation.



Balance sheet

€ Million	31 Mar. 2025	31 Dec. 2024	Change	Chg. %
- Cash and cash balances at central banks and other demand deposits	49,957	49,804	153	0.3
- Financial assets held for trading	5,539	5,688	(149)	(2.6)
- Financial assets not designated for trading compulsorily measured at fair value through profit or loss	17,605	17,248	357	2.1
Equity instruments	17,599	17,248	352	2.0
Debt securities	5	0	5	
Loans and advances	0	0	0	0.1
- Financial assets designated at fair value through profit or loss	6,032	6,498	(466)	(7.2)
- Financial assets at fair value with changes in other comprehensive income	68,566	68,767	(201)	(0.3)
- Financial assets at amortised cost	454,094	446,790	7,304	1.6
Credit institutions	15,250	14,950	300	2.0
Customers	355,038	351,799	3,239	0.9
Debt securities	83,806	80,041	3,764	4.7
- Derivatives - Hedge accounting	647	531	116	21.8
- Investments in joint ventures and associates	1,854	1,874	(21)	(1.1)
- Assets under reinsurance contracts	62	53	9	16.8
- Tangible assets	6,918	6,975	(57)	(0.8)
- Intangible assets	5,062	5,073	(11)	(0.2)
- Non-current assets and disposal groups classified as held for sale	1,680	2,012	(332)	(16.5)
- Other assets	18,454	19,689	(1,236)	(6.3)
Total assets	636,468	631,003	5,465	0.9
Liabilities	598,533	594,138	4,395	0.7
- Financial liabilities held for trading	3,253	3,631	(378)	(10.4)
- Financial liabilities designated at fair value through profit or loss	3,677	3,600	76	2.1
- Financial liabilities at amortised cost	504,726	498,820	5,906	1.2
Deposits from central banks and credit institutions	9,193	11,178	(1,985)	(17.8)
Customer deposits	435,581	424,238	11,343	2.7
Debt securities issued	52,145	56,563	(4,417)	(7.8)
Other financial liabilities	7,807	6,842	965	14.1
- Insurance contract liabilities	74,615	75,605	(990)	(1.3)
- Provisions	4,125	4,258	(133)	(3.1)
- Other liabilities	8,137	8,224	(87)	(1.1)
Equity	37,934	36,865	1,070	2.9
- Shareholders' equity	38,574	37,425	1,149	3.1
- Minority interest	26	34	(8)	(22.4)
- Accumulated other comprehensive income	(666)	(594)	(72)	12.1
Total liabilities and equity	636,468	631,003	5,465	0.9



CaixaBank Sustainable Development Goals Bond Issues – Social Bonds

INAUGURAL SOCIAL BOND⁽¹⁾

Issue date: **26 Sep. 2019**

Type: **Senior Non-Pref.**

Nominal amount: **€1 Bn**

Maturity: **1 Oct. 2024**

Coupon: **0.625%**

- 1st Spanish bank to issue a social bond linked to SDGs
- Social bond of the year 2020 (banks) by Environmental Finance



2ND SOCIAL BOND

Issue date: **10 Jul. 2020**

Type: **Senior Preferred**

Nominal amount: **€1 Bn**

Maturity: **10 Jul. 2026**

Coupon: **0.75%**

COVID Social Bond

3RD SOCIAL BOND

Issue date: **26 May 2021**

Type: **Senior Non-Pref.**

Nominal amount: **€1 Bn**

Maturity: **26 May 2028**

Coupon: **0.75%**

4TH SOCIAL BOND

Issue date: **21 Jan. 2022**

Type: **Senior Preferred**

Nominal amount: **€1 Bn**

Maturity: **21 Jan. 2028**

Coupon: **0.625%**

5TH SOCIAL BOND

Issue date: **16 May 2023**

Type: **Senior Non-Pref.**

Nominal amount: **€1 Bn**

Maturity: **16 May 2027**

Coupon: **4.625%**

6TH SOCIAL BOND

Issue date: **19 Sep. 2024**

Type: **Senior Non-Pref.**

Nominal amount: **€1.25 Bn**

Maturity: **19 Sep. 2032**

Coupon: **3.625%**



NO POVERTY



DECENT WORK AND ECONOMIC GROWTH



GOOD HEALTH AND WELL-BEING



REDUCED INEQUALITIES



QUALITY EDUCATION



SUSTAINABLE CITIES AND COMMUNITIES (SOCIAL HOUSING)



GENDER EQUALITY

Social Bonds Report⁽²⁾



2020 | 2021 | 2022 | 2023 | 2024

€6.25 Bn⁽³⁾

in SDG Social bond issues
2019 – Apr.25

(1) Already amortised. (2) Refer to the following link for additional detail: [SDG Social Bonds](#) (3) €5.25Bn outstanding as of April 2025, excluding inaugural social bond already amortised (detailed in note 1).



CaixaBank Sustainable Development Goals Bond Issues – Green Bonds

~€7.2 Bn

in SDG Green bond issues 2020 - Apr.25



CLEAN WATER AND SANITATION



AFFORDABLE AND CLEAN ENERGY



INDUSTRY, INNOVATION AND INFRASTRUCTURE



SUSTAINABLE CITIES AND COMMUNITIES



RESPONSIBLE CONSUMPTION AND PRODUCTION



Green Bond Report⁽¹⁾

2021 | 2022 | 2023 | 2024

INAUGURAL GREEN BOND



Issue date: **18 Nov. 2020**



Type: **Senior Non-Preferred**



Nominal amount: **€1 Bn**



Maturity: **18 Nov. 2026**



Coupon: **0.375%**



Green bond of the year 2021 (banks) by Environmental Finance

2ND GREEN BOND



Issue date: **9 Feb. 2021**



Type: **Senior Non-Preferred**



Nominal amount: **€1 Bn**



Maturity: **9 Feb. 2029**



Coupon: **0.50%**

3RD GREEN BOND



Issue date: **18 Mar. 2021**



Type: **Tier 2**



Nominal amount: **€1 Bn**



Maturity: **18 June 2031**



Coupon: **1.25%**



First issuance of a Tier 2 subordinated green bond by a Spanish bank

4TH GREEN BOND



Issue date: **3 June 2021**



Type: **Senior Non-Preferred**



Nominal amount: **£0.5 Bn**



Maturity: **3 Dec. 2026**



Coupon: **1.50%**



First CaixaBank bond issuance in currency other than Euro

5TH GREEN BOND



Issue date: **7 Sep. 2022**



Type: **Senior Preferred**



Nominal amount: **€1 Bn**



Maturity: **7 Sep. 2029**



Coupon: **3.75%**

6TH GREEN BOND



Issue date: **14 Nov. 2022**



Type: **Senior Non-Preferred**



Nominal amount: **€1 Bn**



Maturity: **14 Nov. 2030**



Coupon: **5.375%**

7TH GREEN BOND



Issue date: **9 Feb. 2024**



Type: **Senior Non-Preferred**



Nominal amount: **€1.25 Bn**



Maturity: **9 Feb. 2032**



Coupon: **4.125%**

8TH GREEN BOND



Issue date: **19 March 2024**



Type: **Senior Preferred**



Nominal amount: **CHF0.3 Bn**



Maturity: **19 Mar. 2030**



Coupon: **2.175%**

(1) Refer to the following link for additional detail: [SDG Green Bonds](#)



Strong sustainability performance





Ample recognition by main ESG analysts and rating agencies (I/II)

ESG Indices - Ratings	Worst ← Rating scale → Best	CaixaBank	Additional information
	ESG Entity Rating Score (solicited) 	2	<ul style="list-style-type: none">ESG Entity Rating Score. Reference analyst: Sustainable Fitch SolicitedFirst inclusion / Last update / Periodicity: 2023 / Oct. 2024 / Annual
	Sustainability score 	86	<ul style="list-style-type: none">Included uninterruptedly since 2012 in DJSI World/DJSI Europe. Reference analyst: S&P GlobalFirst inclusion / Last update / Periodicity: 2012 / Dec. 2024 / AnnualCaixaBank is in 9th position in DJSI World and 2nd in DJSI Europe
	ESG rating 	AA	<ul style="list-style-type: none">First inclusion / Last update / Periodicity: 2015 / Feb. 2025 / AnnualIn 2025, CaixaBank received an ESG rating of AA from MSCI and was classified as a Leader. The Access to Finance and Financing Environmental Impact categories stand out, with scores above the average
	ESG risk rating 	14.7	<ul style="list-style-type: none">STOXX Global ESG; included in ESG STOXX index. Reference analyst: SustainalyticsFirst inclusion / Last update / Periodicity: 2013 / May 2024 partial update / AnnualCABK is at Low Risk of experiencing material financial impacts from ESG factors. The analyst rates CABK's ESG risk management as STRONG
	ESG QualityScore 	1 1 1 E I S I G	<ul style="list-style-type: none">ISS ESG QualityScoreLast update / Periodicity: May 2025 / MonthlyTop rated in all categories: QualityScore "1" in Environment, Social and Governance.<ul style="list-style-type: none">Environment: maximum score in all categoriesSocial: maximum score in in all categoriesGovernance: maximum score in Compensation, Shareholder Rights and Audit & Risk oversight



Strong sustainability performance

Ample recognition by main ESG analysts and rating agencies (II/II)

ESG Indices - Ratings	Rating scale	CaixaBank	Additional information
 Corporate ESG Performance RATED BY ISS ESG Prime	<p>ESG corporate rating</p> <p>Worst ← Rating scale → Best</p> <p>D- D D+ C- C C+ B- B B+ A- A A+</p> <p>Transparency level</p> <p>Very low Low Medium High Very high</p>	 C + Status: Prime Transparency: very high Decile rank: #1	<ul style="list-style-type: none">ISS ESG corporate rating, ISS ESG Europe Governance QualityScore Index, Solactive ISS ESG index Series. Reference analyst: ISSFirst inclusion / Last update / Periodicity: 2013 / Nov. 2024 / AnnualIn the absolute rating, rated in the ISS ESG Prime segment, in top 10% of industry group ("Public & Regional Banks", including 285 companies under analysis). In the #1 decile in terms of relative performance ("High") and in transparency, rated "very high"
 FTSE4Good	<p>ESG rating</p> <p>0 1 2 3 4 5</p>	4.2	<ul style="list-style-type: none">FTSE4Good Index Series. Reference analyst: FTSE RussellFirst inclusion / Last update / Periodicity: 2011 / Dec. 2024 / AnnualOverall rating above sector average (4.2 vs. 2.7 sector average)
 CDP A LIST 2023 CLIMATE	<p>Climate change rating</p> <p>D- D C- C B- B A- A</p> <p>Disclosure Awareness Management Leadership</p>	A	<ul style="list-style-type: none">Reference analyst: CDPFirst inclusion / Last update / Periodicity: 2012 / January 2024 / Annual (June 2025)10th consecutive year in the Leadership category for corporate transparency and action on climate changeThis rating is higher than the Europe regional average, and global Financial services sector average

Other analysts/ESG ratings with ongoing assessment on CaixaBank



Other recognition



S&P Global
Sustainability
Yearbook 2025

Bloomberg
Included in Bloomberg
Gender Equality Score



CDP Supplier
Engagement
Leader 2023



Glossary (I/V)

In addition to the financial information prepared in accordance with International Financial Reporting Standards (IFRS), this document includes certain Alternative Performance Measures (APMs) as defined in the guidelines on Alternative Performance Measures issued by the European Securities and Markets Authority on 5 October 2015 (ESMA/2015/1415). CaixaBank uses certain APMs, which have not been audited, for a better understanding of the company's financial performance. These measures are considered additional disclosures and in no case replace the financial information prepared under IFRS. Moreover, the way the Group defines and calculates these measures may differ to the way similar measures are calculated by other companies. Accordingly, they may not be comparable. ESMA guidelines define an APM as a financial measure of historical or future performance, financial position, or cash flows, other than a financial measure defined or specified in the applicable financial reporting framework. In accordance with these guidelines, following is a list of the APMs used along with a glossary for abbreviations and other. Refer to the Quarterly Financial Report for additional information on APMs and a reconciliation between certain management indicators and the indicators presented in the consolidated financial statements prepared under IFRS.

Term	Definition
ABS	Asset-backed security.
AC	Amortised cost.
ALCO	Asset – Liability Committee.
Affordability ratio	Monthly mortgage instalment over monthly income flows.
AI / GenAI	Artificial Intelligence / Generative Artificial Intelligence.
Asset encumbrance	Encumbered assets/Total assets plus collateral received.
AT1	Additional Tier 1.
AuM / AM	Includes mutual funds, managed portfolios, SICAVs, pension plans and some unit linked products at BPI that are not affected by IFRS 17/9.
Avg.	Average.
Banking fees	Sum of recurrent banking fees and wholesale banking fees.
BFA	Banco de Fomento Angola.
B III / IV	Basel III / IV.
BoD	Board of Directors.
bps	Basis points.
Business volume	Client funds plus performing loans.
BVPS	Book Value per share. Quotient between equity less minority interests divided by the number of outstanding shares at a specific date.
CET1	Common Equity Tier 1.
C/I ratio	Cost-to-income ratio.

Term	Definition
CIB	Corporate and Institutional Banking.
CNMV	Comisión Nacional del Mercado de Valores (Spain).
Commercial gap	Deposits minus loans.
Consumer loans (Group)	Unsecured loans to individuals, excluding those for home purchases. Includes personal loans, as well as revolving credit card balances excluding float.
CoR	Cost of risk. Total allowances for insolvency risk (ttm) divided by gross average lending plus contingent liabilities, using management criteria.
Core revenues	Sum of NII, Wealth management revenues, Protection revenues, Banking fees and equity accounted income from insurance investments.
Customer spread	Difference between average rate of return on loans (annualised income for the quarter from loans and advances divided by the net average balance of loans and advances for the quarter); and average rate for retail deposits (annualised quarterly cost of retail deposits divided by the average balance of those retail deposits for the quarter, ex subordinated liabilities).
Deposits & other	Deposits (including retail securities issuances), Other funds and Other managed resources.
DFR	Deposit facility rate.
DPS	Dividend per share.
DTA	Deferred tax assets.
€Bn €M	Billion euros Million euros.
E12M	Euribor 12 months.
ECB	European Central Bank.
EOP	End of period.



Glossary (II/V)

Term	Definition
EPS	Earnings per share. Quotient between profit/(loss) attributed to the Group and the average number of shares outstanding.
Equity accounted	Share of profit/(loss) of entities accounted for using the equity method.
ESG	Environmental, Social, and Governance.
EIF	European Investment Fund.
EU	European Union.
Ex.	Abbreviation of excluding.
FB / BB	Front Book / Back Book.
FV	Fair Value.
FX	Foreign exchange.
FY	Fiscal year.
GDP	Gross Domestic Product.
Gains / losses on disposals & others	Gains/losses on de-recognition of assets and others. Includes the following line items: Impairment/(reversal) of impairment on investments in joint ventures or associates; impairment/(reversal) of impairment on non-financial assets; Gains/(losses) on derecognition of non-financial assets and investments, net; Negative goodwill recognised in profit or loss; Profit/(loss) from non-current assets and disposal groups classified as held for sale not qualifying as discontinued operations, net.
HQLAs	High quality liquid assets.
ICO	Instituto de Crédito Oficial. Spain.
IMF	International Monetary Fund.
Insurance service result	It includes the accrual of the margin on savings insurance contracts, as well as on Unit Linked products, and the recognition of income and expenses from claims corresponding to short term risk insurance. For the entire insurance business, this line item is reported net of expenses directly attributable to the contracts.
#K	# Thousand.
LCR	Liquidity coverage ratio.

Term	Definition
Leverage ratio	Quotient between Tier 1 capital and total assets, including contingent risk and commitments weighted and other adjustments.
Liquidity sources	Includes total liquid assets (i.e. HQLAs and eligible available assets ex HQLAs) plus covered bond issuance capacity.
LLCs / LLPs	Loan-loss charges / Loan-loss provisions.
LTD	Loan to deposits: quotient between net loans and advances to customers using management criteria excluding brokered loans (funded by public institutions); and customer deposits on the balance sheet.
LTV	Loan to Value.
M	Million.
M-MDA buffer	Maximum Distributable Amount related to MREL.
M/T	Medium Term.
MDA buffer	Maximum Distributable Amount buffer: capital threshold below which limitations exist on dividend payments, variable remuneration and interest payments to holders of Additional Tier 1 capital instruments.
Mgmt.	Management.
MREL	Minimum Requirement for own funds and eligible liabilities to absorb losses, includes instruments eligible for total capital, senior debt non-preferred, senior debt preferred and other instruments ranking pari-passu with the latter, at Single Resolution Board's criteria.
Net fees and commissions	Net fee and commission income. (+) Fee and commission income; (-) fee and commission expenses.
New lending	New mortgages, consumer and business loans in Spain.
NFC	Non-financial corporation.



Glossary (III/V)

Term	Definition
NII	Net interest income. Under IFRS 17, it continues to consider revenues from financial assets affected by the insurance business, but at the same time, accounts for a cost derived from interests which come from the capitalisation of the new insurance liabilities at an interest very similar to the asset acquisition performance rate. The difference between those revenues and costs it is not significant. The margin from savings insurance contracts is accounted for in "Insurance service result".
NII from business volume, Δ qoq	Evolution qoq of NII from growth in loans and deposits. Δ NII from loan growth calculated as the change in average loan balances multiplied by the spread between the average loan yield and the average cost of liquidity (i.e. the DFR). NII from deposit growth calculated as the change in average deposit volumes multiplied by the spread between the average DFR and the average cost of deposits. Excludes structural hedges (included in NII from ALCO).
NIM	Net interest margin, also balance sheet spread, difference between average rate of return on assets (annualised interest income for the quarter divided by total average assets for the quarter); and average cost of funds (annualised interest expenses for the quarter divided by total average funds for the quarter).
NPL coverage ratio	Quotient between total credit loss provisions for loans to customers and contingent liabilities, using management criteria; and non-performing loans and advances to customers and contingent liabilities, using management criteria.
NPL ratio	Non-performing loan ratio. Non-performing loans and advances to customers and contingent liabilities, using management criteria over gross loans to customers and contingent liabilities, using management criteria.
NPL stock / NPLs	Non-performing loans including non-performing contingent liabilities.
NPS	Net promoter score indicator.
NSFR	Net stable funding ratio.
NZBA	Net Zero Banking Alliance.
OCI	Other Comprehensive Income.
O-SII buffer	Other systemically important institution.
P&L	Profit and Loss Account.
P2R	Pillar 2 Requirement.

Term	Definition
Payout	Payout ratio. Quotient between dividends; and profit attributable to the Group.
Performing loan book	Total loans and advances to customers less non-performing loans and advances, using management criteria.
PF	Pro Forma.
pp	Percentage points.
PPA	Price Purchase Allocation.
Pre-impairment income	Pre-provision profit / pre-impairment income includes: (+) Revenues; (-) Operating expenses.
Protection revenues / Prot. Rev. / Protection	Protection insurance revenues, including insurance service result from life-risk insurance and insurance distribution fees.
RE	Real Estate.
REV.	Revenues.
RoTE	Return on tangible equity. Profit attributable to the Group trailing 12 months (adj. by AT1 coupon, registered in shareholder equity) over 12-month average shareholder tangible equity plus valuation adjustments.
RWAs	Risk Weighted Assets.
SBB	Share Buy-Back.
Serv.	Services
SLEs	Single large exposure/s.
SME	Small and medium enterprises.
SNP	Senior non preferred debt.
SP	Senior preferred debt.
SREP	Supervisory Review and Evaluation Process.
SSA	Sovereign, supra-national, and agencies.



Glossary (IV/V)

Term	Definition
Sub. MREL	Subordinated MREL: Minimum Requirement for own funds and Eligible Liabilities to absorb losses, includes instruments eligible for total capital and senior debt non-preferred.
Sustainable finance mobilisation	The cumulative sustainable finance mobilisation in the 2025–2027 period is the sum of: (i) new production of sustainable financing to individuals and companies across Retail, Business, CIB, MicroBank, CPC and BPI, where the amount considered corresponds to the formalised risk limit of each transaction, including long-term, working capital and guarantee exposures, and also covers novated and tacit or explicit renewals; and (ii) sustainable intermediation through the channelling of third-party funds into sustainable investments, including: a) CaixaBank's share in the placement of sustainable bonds issued by clients; b) the net increase, excluding market effects, in assets under management in equity and corporate fixed income products by CaixaBank Asset Management under MiFID II; c) the gross increase, excluding market effects, in sustainable assets under management by VidaCaixa under SFDR; d) intermediation of sustainable funds from third-party managers under SFDR; and e) intermediation in electric or hybrid vehicle leasing. The eligibility criteria are defined in CaixaBank's Sustainable and Transition Finance Eligibility Guide, developed with the support of Sustainalytics.
TLCF	Tax loss carryforward.
Total operating expenses/costs	Include the following items: administrative expenses; depreciation and amortisation and extraordinary expenses.
Total protection insurance premia	Includes VidaCaixa life-risk premia plus SegurCaixa Adeslas non-life premia sold through the bancassurance network. Presented on an annualised basis.

Term	Definition
Trading income	Gains/(losses) on financial assets and liabilities. Includes the following line items: Gains/(losses) on de-recognition of financial assets and liabilities not measured at fair value through profit or loss, net; Gains/(losses) on financial assets not designated for trading that must be designated at fair value through profit or loss, net; Gains/(losses) on financial assets and liabilities held for trading, net; Gains/(losses) from hedge accounting, net; Exchange differences, net.
ttm	Trailing 12 months.
US	United States of America.
WM / Wealth mgmt. / Wealth management (revenues)	Includes AuM fees and insurance service result from savings insurance and unit linked.
Wealth: net inflows	Includes inflows into wealth management products (mutual funds, managed portfolios and SICAVs; pension plans; and insurance funds, on and off-balance sheet).
Wealth management balances	Includes customer funds in mutual funds, managed portfolios and SICAVs; pension plans; and insurance funds (on and off-balance sheet).
Y / YE	Year / Year-end.
YoY	Year-on-year.
YTD	Year-to-date.



Glossary (V/V)

Term	Definition
Trading income	Gains/(losses) on financial assets and liabilities. Includes the following line items: Gains/(losses) on de-recognition of financial assets and liabilities not measured at fair value through profit or loss, net; Gains/(losses) on financial assets not designated for trading that must be designated at fair value through profit or loss, net; Gains/(losses) on financial assets and liabilities held for trading, net; Gains/(losses) from hedge accounting, net; Exchange differences, net.
ttm	Trailing 12 months.
UHNW / HNW	Ultra-high-net-worth (Spain) / Hight-net-worth (Spain).
UN PRI	Principles for Responsible Investment.
US	United States.
USD	United States Dollar.
WM / Wealth M. / Wealth mgmt. / Wealth management (revenues)	Includes AuM fees and insurance service result from savings insurance and unit linked.

Term	Definition
Wealth: net inflows	Includes inflows into wealth management products (mutual funds, managed portfolios and SICAVs; pension plans; and insurance funds, on and off-balance sheet).
Wealth management balances	Includes customer funds in mutual funds, managed portfolios and SICAVs; pension plans; and insurance funds (on and off-balance sheet).
Wealth + prot. rev.	Includes wealth management revenues and protection insurance revenues.
YE	Year-end.
YoY	Year-on-year.
YTD	Year-to-date.



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