

Other relevant information

CaixaBank is hereby releasing the call to the Annual Ordinary Shareholders' Meeting, to be held in the **Palacio de Congresos de Valencia, Avenida de las Cortes Valencianas, 60, in the city of Valencia**, on 13 May 2021 at 11.00 am, on first call. If the required quorum is not reached and the Meeting cannot be held on first call, it will be held at the same place and time on 14 May 2021 on second call.

The General Meeting is expected to be held on second call, i.e. on 14 May 2021, at the aforementioned time and venue.

The Board of Directors has also agreed to enable **digital attendance** for the Annual General Meeting, allowing those shareholders who wish to attend and participate in it to do so via a remote connection and in real time, in accordance with the provisions of the Articles of Association and the Regulation on the Annual General Meeting, as well as Royal Decree-law 34/2020, of 17 November, on urgent measures to support business solvency and the energy sector, as well as tax measures.

Please be advised that in view of the ongoing COVID-19 health crisis and due to the state of alarm declared by Royal Decree 926/2020, of 25 October, as subsequently extended until 9 May 2021, as at the date of this meeting announcement in no event may the number of people physically attending the General Shareholders' Meeting exceed 50% of the venue's maximum capacity. Those attending in person must also wear a face mask and respect the safety distance of 1.5 meters. These rules are without prejudice to any new measures that the competent authorities may deploy, depending on the course that the pandemic ultimately takes. The pertinent hygiene and prevention measures for the venue where the meeting is to be held must be observed in all cases.

In view of the current pandemic and the restrictions imposed by the health authorities, and as it is in the Company's best interests to stage this General Shareholders' Meeting while prioritising and protecting the health of our shareholders and their proxies, as well as the employees and suppliers involved in preparing the meeting and the general population, and taking into account the corporate interest and relevance in holding this General Shareholders' Meeting, pursuant to what is expressly allowed in the Company By-laws and the Regulations of the General Meeting and the technical means put in place by the Company, **the Board of Directors**

recommends that all shareholders attend the General Shareholders' Meeting remotely, whether **by attending the Meeting remotely in real time**, as described in this announcement below and as indicated in the *Instructions for remotely attending the General Shareholders' Meeting*, passed by the Board of Directors and posted on the Company's corporate website (www.CaixaBank.com), or by **exercising their rights of proxy and remote voting before the General Shareholders' Meeting is held**, as also described in this announcement and in the *Instructions for Proxy and Remote Voting ahead of a General Shareholders' Meeting*, posted on the Company's corporate website (www.CaixaBank.com).

Without prejudice to the foregoing, the Company reserves the right to make such amendments to this meeting announcement as may prove necessary in view of the prevailing circumstances or in response to possible changes in the law, including, if appropriate and in accordance with the law, the possibility of holding the General Shareholders' Meeting exclusively online, i.e. without the physical attendance of any shareholders or proxies. Shareholders would be informed of any such decision in due course through the publication of an additional notice.

The documentation related to the 2021 Ordinary Meeting, including the individual and consolidated financial statements for 2020, will also be available for shareholders and investors on the corporate webpage: www.CaixaBank.com.

1 April 2021

Announcement of the General Shareholders' Meeting of CaixaBank, S.A.

The Board of Directors of CAIXABANK, S.A. (the “**Company**”), at a meeting held on 30 March 2021, resolved to call the Ordinary General Shareholders' Meeting, to be held at **Palacio de Congresos de Valencia, Avenida de las Cortes Valencianas, 60, in the city of València**, on 13 May 2021 at 11:00 a.m. at first call. If the required attendance quorum is not met at first call, the meeting will take place at second call, at the same place and time, on 14 May 2021.

The Board of Directors has agreed to also allow **online attendance** at the Ordinary General Shareholders' Meeting, whereby those shareholders that so request may attend and take part in the General Meeting via a remote connection in real time, as provided by the By-laws and the Regulations of the General Meeting and in Royal Decree-Law 34/2020, of 17 November, on urgent measures to protect business solvency and the energy sector and governing taxation.

The General Shareholders' Meeting is expected to be held on second call, i.e. on 14 May 2021 at 11:00 a.m.

The General Shareholders' Meeting will be held in accordance with the following:

AGENDA

1. Approval of the individual and consolidated annual accounts and the respective management reports for the year ending 31 December 2020.
2. Approval of the consolidated non-financial information statement for the year ending on 31 December 2020.
3. Approval of the Board of Directors' management during the business year ending on 31 December 2020.
4. Posting of the legal reserve.
5. Approval of the proposed allocation of profit for the business year ending on 31 December 2020.
6. Reclassification of the goodwill reserve to voluntary reserves.
7. Re-election of the accounts auditor of the Company and its consolidated group for 2022.
8. Re-election of directors:
 - 8.1 Re-election of José Serna Masiá.
 - 8.2 Re-election of Koro Usarraga Unsain.
9. Amendment of the Company's By-laws:
 - 9.1 Introduction of a new Article 22 *bis* (“General Meeting held exclusively using remote means”) under Section I (“The General Meeting”) of Title V (“The Company's governing bodies”) of the By-laws.
 - 9.2 Amendment of the title of Article 24 (“Appointing Proxies and Voting through Means of Remote Communication”) under Section I (“The General Shareholders' Meeting”) of Title V (“The Company's governing bodies”) of the By-laws.
 - 9.3 Amendment of Articles 31 (“Duties of the Board of Directors”), 35 (“Appointment to Posts on the Board of Directors”) and 37 (“Procedures for Meetings”) under

Section II (“The Board of Directors”) of Title V (“The Company’s governing bodies”) of the By-laws.

- 9.4 Amendment of Article 40 (“Audit and Control Committee, Risks Committee, Appointments Committee and Remuneration Committee”) under Section III (“Delegation of powers. Board committees”) of Title V (“The Company’s governing bodies”) of the By-laws.
- 9.5 Amendment of Article 46 (“Approval of the Annual Accounts”) under Title VI (“Balance sheets”) of the By-laws.
10. Amendment of the additional provision (“Telematic attendance at the General Meeting via remote connection in real time”) of the Regulations of General Meeting of the Company.
11. To delegate to the Board of Directors the power to issue securities contingently convertible into shares of the Company, or instruments of a similar nature, for the purpose of or to meet regulatory requirements for their eligibility as additional Tier 1 regulatory capital instruments in accordance with applicable capital adequacy regulations, subject to a maximum total amount of three billion five hundred million euros (EUR 3,500,000,000) (or the equivalent in other currencies); as well as the power to increase share capital by the necessary amount, including authority to exclude, where appropriate, pre-emptive subscription rights.
12. Approval of the amendment to the directors’ remuneration policy.
13. Setting the remuneration of directors.
14. Approval of the maximum number of shares to be delivered and broadening the number of beneficiaries under the third cycle of the conditional annual incentive plan linked to the 2019-2021 Strategic Plan for executive directors, members of the management committee and other members of the executive team and key employees of the Company and of the companies belonging to its group.
15. Delivery of shares to executive directors as part of the Company’s variable remuneration programme.
16. Approval of the maximum level of variable remuneration payable to employees whose professional activities have a significant impact on the Company’s risk profile.
17. Authorisation and delegation of powers concerning the interpretation, remediation, addition, execution and development of the resolutions adopted by the General Meeting, and delegation of faculties for the notarisation and inclusion of these agreements and their remediation, as applicable.
18. Consultative vote on the Annual Report on Directors’ Remuneration for the financial year 2020.
19. Information on the amendments to the Regulations of the Board of Directors agreed by the Board of Directors at its meeting of 17 December 2020 to incorporate certain recommendations contained in the CNMV’s Code of Good Governance following its partial reform in June 2020, and to incorporate specific aspects of Law 11/2018 of 28 December; and information on the amendments to the Regulations of the Board of Directors agreed by the Board of Directors at its meeting of 30 March 2021 to incorporate a new Article 15 bis relating to the Innovation, Technology and Digital Transformation Committee, as well as to amend the wording of certain articles to reflect the proposed amendment to the By-laws proposed under item 9 above.

MEASURES AFFECTING PHYSICAL ATTENDANCE AT THE GENERAL SHAREHOLDERS' MEETING. RECOMMENDATION FOR REMOTE PARTICIPATION

Please be advised that in view of the ongoing COVID-19 health crisis and due to the state of alarm declared by Royal Decree 926/2020, of 25 October, as subsequently extended until 9 May 2021, as at the date of this meeting announcement in no event may the number of people physically attending the General Shareholders' Meeting exceed 50% of the venue's maximum capacity. Those attending in person must also wear a face mask and respect the safety distance of 1.5 meters. These rules are without prejudice to any new measures that the competent authorities may deploy, depending on the course that the pandemic ultimately takes. The pertinent hygiene and prevention measures for the venue where the meeting is to be held must be observed in all cases.

In view of the current pandemic and the restrictions imposed by the health authorities, and as it is in the Company's best interests to stage this General Shareholders' Meeting while prioritising and protecting the health of our shareholders and their proxies, as well as the employees and suppliers involved in preparing the meeting and the general population, and taking into account the corporate interest and relevance in holding this General Shareholders' Meeting, pursuant to what is expressly allowed in the Company By-laws and the Regulations of the General Meeting and the technical means put in place by the Company, **the Board of Directors recommends that all shareholders attend the General Shareholders' Meeting remotely**, whether **by attending the Meeting remotely in real time**, as described in this announcement below and as indicated in the *Instructions for remotely attending the General Shareholders' Meeting*, passed by the Board of Directors and posted on the Company's corporate website (www.CaixaBank.com), or by **exercising their rights of proxy and remote voting before the General Shareholders' Meeting is held**, as also described in this announcement and in the *Instructions for Proxy and Remote Voting ahead of a General Shareholders' Meeting*, posted on the Company's corporate website (www.CaixaBank.com).

Without prejudice to the foregoing, the Company reserves the right to make such amendments to this meeting announcement as may prove necessary in view of the prevailing circumstances or in response to possible changes in the law, including, if appropriate and in accordance with the law, the possibility of holding the General Shareholders' Meeting exclusively online, i.e. without the physical attendance of any shareholders or proxies. Shareholders would be informed of any such decision in due course through the publication of an additional notice.

STREAMING OF THE GENERAL SHAREHOLDERS' MEETING

The General Shareholders' Meeting will be streamed live via a link to be enabled under the section titled *Information on the 2021 Annual General Meeting* on the Company's corporate website (www.CaixaBank.com), which shareholders and non-shareholders alike may enter. The stream of the General Shareholder's Meeting may also be viewed in English, and a sign language interpreter will also be available.

SUPPLEMENT TO CALL AND SUBMITTAL OF PROPOSALS OF RESOLUTION

In accordance with Article 519.1 of the Corporate Enterprises Act, shareholders representing at least 3% of the Company's share capital may request publication of a supplement to this call, including one or more items on the agenda, providing the new items are accompanied by justification of the same, or if applicable, a justified proposal of resolution.

Likewise, in accordance with Article 519.3 of the Corporate Enterprises Act, shareholders representing at least 3% of the Company's share capital may submit grounded motions for resolution regarding matters already included or which should be included on the agenda of the Meeting called herein. The Company will post the proposals of resolution and any attached documentation on its corporate website (www.CaixaBank.com) as they are received, as established by law.

If necessary, cards will be made available to allow for voting or proxy voting on motions relating to items included on the agenda. Likewise, remote voting and proxy voting on these motions by electronic means will be made available ahead of the General Shareholders' Meeting. Otherwise, votes may be cast during the General Shareholders' Meeting via the Remote Attendance Platform.

The right to add further items to this meeting announcement and to present motions may be exercised by sending reliable notice to the Company's registered office at calle Pintor Sorolla, 2-4, 46002 València, for the attention of the General Secretary – 2021 General Shareholders' Meeting, within five days following publication of this announcement. Any such notice must include the identity of the shareholders exercising the right to include further items and/or the right to submit motions, as well as number of shares they hold. It must also describe the additional items to be included on the agenda and/or the proposed motions, accompanied by any supporting documentation that may be prove necessary or appropriate.

RIGHT TO ATTEND AND VOTE ON THE DAY OF THE GENERAL MEETING

Pursuant to article 22 of the By-laws and article 8 of the Regulations of the General Meeting, shareholders who own at least one thousand (1,000) shares, whether individually or when pooled with other shareholders, will be entitled to attend the General Meeting in person or remotely on the day of the meeting, provided they have such shares recorded in the appropriate register at least five days in advance of the scheduled date for the meeting.

Shareholders who wish to attend the General Meeting in person must have an attendance card, which will be issued by the Company or the entities with which they have deposited their shares. The Company has decided to send cards directly to the shareholders, to be used for attending the General Shareholders' Meeting in person. However, if they cannot obtain these cards for any reason, the attendance card form may be found on the Company's website (www.CaixaBank.com).

To confirm the identity of the attending shareholders, attendants will be asked to show their national identity card or any other official document generally accepted for these purposes together with their attendance card at the entrance to the venue of the General Shareholders' Meeting. Likewise, in the case of legal entity shareholders, attendants may be required to provide proof that they are the representative of the said legal entity.

Registration of attendance cards will commence two hours before the scheduled start time of the meeting.

In the conflict of interest situations provided for by law, voting rights may not be exercised and the Corporate Enterprises Act and the Company's own By-laws and Regulations of the General Meeting will apply.

PROXIES AND REMOTE VOTING AHEAD OF THE MEETING

Those shareholders not attending the General Shareholders' Meeting may be represented at the meeting by another person, providing they meet the requirements and formalities set out in the Regulations of the General Meeting, the By-laws and the Corporate Enterprises Act.

Shareholders wishing to attend the Meeting by proxy must have the ownership of their shares entered in the appropriate book-entry register at least five days prior to the date scheduled for the meeting.

Shareholders may grant their proxy by completing and signing the relevant card or by communicating their decision electronically via the corporate website (www.CaixaBank.com), as explained in the *Instructions for Proxy and Remote Voting at the Annual General Meeting* found under the section "Annual General Meeting – 2021". Shareholders are reminded that they are free to grant their proxy to the Board of Directors or to the Chairman of the General Shareholders' Meeting, including voting instructions if deemed appropriate.

Proxies may be cancelled at any time. Personal attendance at the General Shareholders' Meeting by the principal shall be construed as cancellation.

Voting proxies must be presented by the proxy at the time and place of the General Shareholders' Meeting. Proxies must provide proof of their identity with their national identity card or other official document generally accepted for these purposes. As indicated below, if the proxy holder attends the General Shareholders' Meeting remotely, his or her identity and status must be confirmed in accordance with the *Instructions for Proxy and Remote Voting at the General Shareholders' Meeting* available under the section titled "Annual General Meeting – 2021".

Each share with voting rights, either present or represented by proxy at the General Shareholders' Meeting, entitles the owner to one vote.

The following methods are accepted for proxy or remote voting prior to the General Shareholders' Meeting:

By electronic means

Proxies may be conferred and votes may be cast remotely by electronic means through the Company's website (www.CaixaBank.com), by following the instructions provided under the section titled "Annual General Meeting – 2021". To prove their identity, shareholders wishing to cast their vote or appoint a proxy electronically must be in possession of a Spanish electronic identity card (DNIe) or a qualified or advanced electronic signature, based on a valid electronic certificate issued by the Spanish Public Certification Entity (CERES), belonging to the Fábrica Nacional de Moneda y Timbre, while users of the CaixaBankNow digital banking service must be in possession of their personal passwords.

Votes cast and proxies appointed may also be expressly cancelled by the shareholder by the same means.

By post

To appoint a proxy or vote by post, shareholders must fill in and sign a Proxy Card or Remote Voting Card, as the case may be, issued by the Company or entity in which their shares are deposited. Once completed and signed, it may be delivered to any of our branches or sent by post to Apartado de Correos 281, 08080 Barcelona or to the Company's registered office at calle Pintor Sorolla 2-4, 46002 València, bearing the words "CaixaBank, S.A. – 2021 General Shareholders' Meeting". The duly completed and signed card may also be delivered to the institution where the shares are deposited, which will then deliver the card to the Company in due course.

Please be advised that the Company has decided to send cards directly to the shareholders for proxy voting ("Proxy Card") or remote voting ("Remote Voting Card"). If, for any reason, a shareholder cannot obtain such cards, template proxy and remote voting cards can be found on the Company's website (www.CaixaBank.com). These may be printed out, completed, signed and delivered or sent to the Company, as applicable, following the procedure described above.

Rules on remote voting and granting proxies prior to the Annual General Meeting

- i) The services for voting and granting proxies electronically will be available to shareholders from 15 April 2021.
- ii) Votes and proxies cast by remote means of communication must be received by the Company at least 48 hours ahead of the start time of the General Shareholders' Meeting at first call, i.e. by 11 May 2021 at 11:00 a.m.
- iii) On the day of the General Shareholders' Meeting, proxy holders attending in person must identify themselves by presenting their national identity card or other widely accepted identity document at the venue where the General Shareholders' Meeting is

to be held. Proxy holders attending remotely must identify themselves by following the procedure described in the *Instructions for Remote Attendance at the General Shareholders' Meeting*, as also mentioned later in this announcement.

- iv) Shareholders casting their vote remotely, either by post or electronically, shall be deemed to be in attendance for the purposes of quorum at the General Shareholders' Meeting.
- v) If more than one proxy is appointed by a shareholder with regard to the same shares, only the last proxy to be appointed will be valid, regardless of the means of delegation used. If the date of appointment is unknown, the last one received by the Company will prevail.
- vi) If more than one vote is cast by a shareholder with respect to the same shares, only the last vote to be cast will be valid. If the date of voting is unknown, the last vote received by the Company will prevail.
- vii) Votes cast remotely shall render null and void any electronic or written proxy appointment, whether previous (in which case it will be regarded as cancelled) or subsequent (in which case it will not be recognised).
- viii) Personal attendance at the General Shareholders' Meeting by a shareholder who has previously appointed a proxy or cast a vote remotely will render the said vote or proxy null and void.
- ix) Legal person shareholders may consult the Company regarding the possibility of using remote voting and proxy appointment procedures, where the case may be, with all due safeguards.
- x) Shareholders have sole liability for the safekeeping of their electronic signatures, and of their personal passwords in the case of users of the CaixaBankNow digital banking service.
- xi) The Company reserves the right to modify, suspend, cancel or limit the electronic voting and proxy appointment procedures for technical or security reasons. The Company shall hold no liability for any loss or damage that the shareholder may suffer as a result of its website not being available, or from any breakdowns, overloads, line or connection failures, malfunctioning of the postal service or any other similar contingency beyond the Company's control that may hinder or prevent use of the remote voting or proxy appointment procedures.
- xii) In conflict of interest situations, voting rights may not be exercised and the Corporate Enterprises Act and the Company's own By-laws and Regulations of the General Meeting will apply, the same being the case for proxy appointment.

REMOTE ATTENDANCE AND VOTING

In accordance with the Company's By-laws and the Regulations of the General Meeting, shareholders and proxy holders entitled to attend the General Shareholders' Meeting may do so remotely.

The instructions provided below are a summary of the *Instructions for Remote Attendance at the General Shareholders' Meeting* approved by the Board of Directors and posted on the Company's corporate website (www.CaixaBank.com). These instructions provide a detailed explanation of how shareholders and proxy holders may participate remotely and in real time at the General Shareholders' Meeting and exercise their rights during the meeting.

Previous registration of shareholders and proxies to attend remotely

Previous registration of shareholders

Shareholders wishing to attend the General Meeting remotely must register on the Remote Attendance Platform at any time from 8:00 a.m. through to 11:00 a.m. on the day of the General Meeting (i.e. 13 May 2021 at first call and, as the case may be, 14 May 2021 at second call).

To prove their identity, shareholders shall identify themselves using an electronic national identity card (DNIE), a recognised or advanced electronic signature, based on a valid, recognised electronic certificate issued by the Spanish Public Certification Entity (CERES), belonging to the Fábrica Nacional de Moneda y Timbre or, for users of the digital banking service CaixaBankNow, their customised access codes.

For a legal person shareholder to be able to register on the Remote Attendance Platform and attend the General Meeting remotely, the natural person representative who is to complete the registration process on behalf of the legal person shareholder must first prove that they possess a valid power of attorney authorising him or her to act on behalf of the legal person shareholder and also accredit his or her identity by completing, signing and sending the attendance card previously issued in the name of the legal person shareholder by the Company or by the entity at which the legal entity shareholder has deposited its shares. The card must be accompanied by a copy of the DNI, NIE or passport of the person authorised to attend the General Meeting remotely and a copy of the document evidencing their power of attorney or position effectively authorising him or her to act on behalf of the legal entity shareholder. All such documents must be sent to personajuridica.junta@caixabank.com and received before 11:59 p.m. on 11 May 2021. Once the documentation has been received and verified, the representative may register and attend the General Meeting remotely, provided that he or she meets the entry and identification requirements described in the preceding paragraph.

Previous registration of proxies

Proxy holders wishing to attend the General Meeting remotely must register on the Remote Attendance Platform at any time from 8:00 a.m. through to 11:00 a.m. on the day of the General Meeting (i.e. 13 May 2021 at first call and, as the case may be, 14 May 2021 at second call).

To prove their identity, proxies shall identify themselves using an electronic national identity card (DNIE), a recognised or advanced electronic signature, based on a valid, recognised electronic certificate issued by the Spanish Public Certification Entity (CERES), belonging to the Fábrica Nacional de Moneda y Timbre or, for users of the digital banking service CaixaBankNow, their customised access codes.

For a proxy holder to be able to register on the Platform and attend the General Shareholders' Meeting with shares not owned by him/her where the proxy has not been delivered to the Company remotely before the deadline and in accordance with the Proxy and Remote Voting Instructions posted on the Company's corporate website (www.CaixaBank.com), he/she must first accredit the proxy and his/her identity by sending the proxy card issued by the Company or by the entity at which the principal shareholder has deposited its shares, duly completed and signed by the shareholder, together with a copy of the proxy's DNI, NIE or passport to the e-mail address delegaciones.junta@caixabank.com. All such documents must be received before 23:59 on 11 May 2021. If the shareholder's representative is also a legal person, the proxy who is to complete the registration process must send, in addition to the above documentation, a copy of his/her DNI, NIE or passport, together with a copy of the document accrediting their power of attorney. Once the delegation and other documentation has been received and verified, the proxy holder will be able to register and attend the General Shareholders' Meeting remotely provided that he/she satisfies the requirements described in the paragraph above.

Other aspects relating to the registration of shareholders and proxies

Shareholders and proxy holders who have failed to satisfy the previous registration requirements under the terms and conditions mentioned in the aforementioned sections shall not be entitled to attend the General Shareholders' Meeting remotely. In this regard, once the time for registration has elapsed, the registration of new attendees shall not be allowed.

If the General Shareholders' Meeting cannot be held on 13 May 2021 at first call because the required quorum is not reached, the shareholders and proxy holders who have registered at first call must complete the registration process again in order to register their intent to attend the General Shareholders' Meeting on 14 May 2021 at second call. If the General Shareholders' Meeting is held at second call, only shareholders and proxy holders who complete the registration and accreditation process on 14 May 2021 may attend, speak, request information, make proposals and vote at the General Shareholders' Meeting in the manner provided for in this announcement and in the *Instructions Remotely Attending the General Shareholders' Meeting* posted on the Company's corporate website (www.CaixaBank.com).

Exercise by shareholders and proxies of their rights to participate, receive information, submit proposals and vote remotely

Rights of participation, information and proposal

Shareholders or proxy holders attending the General Shareholders' Meeting by electronic means and who intend to speak at the meeting may request in writing any information or clarifications they deem necessary regarding the items included on the agenda, any public information that the Company may have disclosed to the CNMV since the last Annual General Meeting was held or regarding the auditor's report, or make written proposals in the terms provided for by law.

Speeches, requests for information and, where applicable, proposals, shall be submitted in writing using the link provided for this purpose on the Remote Attendance Platform from the time of registration until speeches end, which will be duly indicated during the course of the General Meeting. Documents may be no longer than 7,500 characters and each person registered to attend may submit no more than one document. Shareholders and proxies that wish their speeches to be included in the minutes of the meeting, will have to indicate this clearly and expressly in the heading of the submitted document.

Requests for information or clarifications from shareholders and proxies who remotely attend the meeting shall be answered verbally during the General Shareholders' Meeting or in writing, within the following seven (7) days.

Right to vote

Shareholders and proxies who attend the General Shareholders' Meeting remotely will be entitled to vote on the proposals relating to the agenda items via the link and using the voting form provided at the Remote Attendance Platform from the time they have registered until the time for voting the proposals ends, which will be duly announced during the meeting.

Voting during the General Shareholders' Meeting on any proposals that are not included in the agenda items shall be carried out using the link and form set up for this purpose on the Remote Attendance Platform, from the moment the proposals have been read and until the time for voting the proposals ends, which will be duly announced during the meeting.

Remote attendance of shareholders shall prevail over any votes cast remotely or proxies granted prior to the General Shareholders' Meeting.

Miscellanea

Safekeeping of electronic signatures and passwords

The shareholder is exclusively responsible for the safekeeping and use of his/her electronic signature and, concerning users of the digital banking service CaixaBankNow, for the safekeeping and use of their personal passwords.

Incidents

The Company will not be liable for any damage that may be caused to shareholders or proxy holders if the website is temporarily down, or for any outage, overload, line failure, connection failure or other similar circumstance beyond the Company's control, although it will adopt any and all measures that prove necessary in each case. This may include the temporary suspension or extension of the General Shareholders' Meeting if necessary to ensure that shareholders and their proxies are fully able to exercise their rights.

RIGHT TO INFORMATION

In accordance with current legislation and the Regulations of the General Meeting, as from the date of publication of this call shareholders are entitled to consult it on the Company's website (www.CaixaBank.com), inspect at the Company's registered office, and, if legally appropriate, request a copy of it, which will be provided or sent free of charge, of the following documentation:

- Announcement of the General Shareholders' Meeting.
- Total number of shares and voting rights on the date of call.
- Unabridged texts of the motions for each of the items on the agenda and, in due course, any further motions that may be proposed and submitted by shareholders.
- Individual annual accounts for financial year 2020 (balance sheet, statement of profit or loss, statement of changes in equity, including the statement of recognised income and expense and the statement of changes in total equity, cash flow statement and annual report) and consolidated annual accounts for the group for financial year 2020 (balance sheet, statement of profit or loss, statement of recognised income and expense, statement of changes in total equity, cash flow statement and annual report), together with the respective management reports (including the non-financial statement and the Annual Corporate Governance Report), audit reports and statements of responsibility regarding the content of the annual accounts.
- Report of the Board of Directors on the proposed re-elections of directors contained in items 8.1 and 8.2 of the agenda, which includes information on the identity, curriculum vitae and director category of the directors whose re-election is proposed, as well as the pertinent recommendation or report of the Appointments Committee.
- Report of the Board of Directors justifying the amendments to the By-laws referred to in point 9 of the agenda, to which the unabridged text of the proposed amendments has been attached as an appendix. Attached is the current wording of the Company's By-laws and the resulting wording of these By-Laws in case the amendments proposed to the General Shareholders' Meeting are approved and authorised.
- Report of the Board of Directors justifying the amendments to the Regulations of the General Meeting referred to in point 10 of the agenda, containing the unabridged text of the proposed amendment. Attached is the current wording of the Regulations of the General Meeting and the resulting wording of these Regulations if the amendments to be laid before shareholders at the General Shareholders' Meeting are ultimately approved.

- Report of the Board of Directors concerning the proposal to delegate powers in the Board of Directors to issue securities contingently convertible into shares of the Company for the purpose of or to meet regulatory requirements for their eligibility as additional Tier 1 regulatory capital instruments (“CoCos”); to increase share capital by the necessary amount; and to exclude, where appropriate, the pre-emptive subscription right, referred to in item 11 of the agenda.
- Reasoned proposal of the amendment to directors’ remuneration policy referred to in item 12 of the agenda, together with the text of the remuneration policy and corresponding report issued by the Remuneration Committee.
- Detailed recommendation of the proposal to approve the maximum level of variable remuneration payable to certain employees whose professional activities have a significant impact on the Company’s risk profile, as referred to in item 16 of the agenda.
- Annual Directors’ Remuneration Report for financial year 2020, as referred to in item 18 of the agenda.
- Report of the Board of Directors on the amendments to the Regulations of the Board of Directors, which includes an appendix containing the restated text of the Regulations of the Board of Directors reflecting the amendments approved by the Board of Directors at its meetings of 17 December 2020 and 30 March 2021, as referred to in item 19 of the agenda.

Pursuant to articles 197 and 520 of the Corporate Enterprise Act, up until the fifth day before the scheduled date of the Meeting, shareholders may request from the directors any information or clarifications that they deem necessary in writing, or set out in writing any questions they deem salient, on the issues included in the Agenda and on the information accessible to the public that the Company has provided to the Spanish securities market regulator (CNMV) since the last Annual General Meeting and relating to the auditor’s report.

Shareholders may request further information or clarifications or ask questions relating to these matters by writing to CaixaBank, S.A. at calle Pintor Sorolla, 2-4, 46002 València. The communication should include the words “General Shareholders’ Meeting – 2021”, as well as the first name and surname (or company name) of the shareholder. It must also include a photocopy of the subject’s national identity document or passport (and, if the shareholder is a legal person, a document accrediting sufficient powers of representation) and evidence of their status as shareholder, indicating the number of shares and the custodian entity.

Requests for information may also be made by e-mail to accionista@caixabank.com, stating the subject’s name and surname (or company name) and including proof of identity in the form of a copy of their national identity card or passport (and, if the shareholder is a legal person, a document providing sufficient proof of the subject’s powers of representation), and proof of their shareholder status, indicating the number of shares they hold and the custodian entity. The information requests received through such means, unless the shareholder states otherwise, can be met by the Company by writing to the e-mail address of the shareholder who sent the request.

The valid requests for information and clarifications and the questions made in writing, and the answers provided in writing by the directors, will be included on the Company’s corporate website ([www. CaixaBank.com](http://www.CaixaBank.com)).

ATTENDANCE OF A NOTARY PUBLIC AT THE MEETING

The Board of Directors has resolved to require the attendance of a Notary Public for the purposes of drawing up the minutes of the General Meeting.

DATA PROTECTION

The personal data of shareholders and, as the case may be, their proxies, provided to CaixaBank, S.A. by those shareholders or their proxies, or by the banks and securities companies and agencies in which the shareholders have their shares deposited, through the entity legally authorised to keep the book-entry register (Sociedad de Gestión de los Sistemas de Registro, Compensación y Liquidación de Valores, S.A. Unipersonal – “Iberclear”), and in respect of which CaixaBank, S.A. (with tax number A-08663619 and registered office at calle Pintor Sorolla, 2-4, 46002 València) is the data controller, will be processed for the purpose of managing and controlling the existing relationship between shareholder and company, for announcing, holding and delivering information on the General Shareholders’ Meeting and for complying with applicable legal obligations. Note also that the General Shareholders’ Meeting may be recorded for the sole purpose of disseminating the event on the corporate website of CaixaBank, S.A. (www.CaixaBank.com). Therefore, your image and voice may be recorded at the event for subsequent reproduction, distribution and communication within the context and for the purposes just mentioned. These details may be passed on to public authorities and institutions for the purposes of complying with a legal obligation, as well as to service providers and third parties where necessary to handle and carry out the arrangements corresponding to the service and/or contracts. The data will be accessible to the notary public attending the General Shareholders’ Meeting and will be publicly available insofar as it figures in the documentation available on the corporate website (www.CaixaBank.com) or is revealed at the General Shareholders’ Meeting. Data subjects may exercise their rights in relation to their personal data (access, portability, revocation of consent, rectification, objection to processing, restriction of processing, erasure) in accordance with current legislation, by providing a copy of their identity card or equivalent document and sending an e-mail to accionista@caixabank.com, or by writing to Apartado de Correos 209 – 46080, València and including the words “Exercise of shareholder rights” as the subject line. Any claims deriving from the processing of your personal data may also be sent to the Spanish Data Protection Agency (Agencia Española de Protección de Datos) at www.agpd.es. For more information on personal data processing by CaixaBank, S.A. please consult the Privacy Policy on the Company’s corporate website, www.CaixaBank.com. Finally, you may contact CaixaBank, S.A.’s Data Protection Officer via the link www.CaixaBank.com/delegadoprotecciondedatos.

ELECTRONIC SHAREHOLDER FORUM

Pursuant to Article 539 of the Corporate Enterprises Act and Article 7 *bis* of the Regulations of the General Meeting, the Electronic Shareholders’ Forum will be running on the Company’s website (www.CaixaBank.com) from the time the General Shareholders’ Meeting is called until the day it is held. The rules of procedure and the form to be filled in by shareholders wishing to participate in this Forum are available on the Company’s website.

GENERAL INFORMATION

For any issues relating to the General Shareholders’ Meeting that have not been covered in this notice, shareholders may consult the Regulations of the General Meeting, which are available on the Company’s website (www.CaixaBank.com).

All information and documentation relating to the General Shareholders’ Meeting is available to shareholders on the Company’s website (www.CaixaBank.com). For more information on how to exercise rights in relation to the General Shareholders’ Meeting, shareholders may call the Shareholder Support Service – 2021 General Shareholders’ Meeting on 902 11 05 82 or 935 82 98 03, Monday to Sunday from 9:00 am to 7:00 pm, or write to accionista@caixabank.com.

Public transport to the Meeting venue:

City bus lines: 62, 63, 99 and N3

City metro: Lines 1 and 2 (“Beniferrí” and “Empalme” stops)

Tram: Line 4 (“Palau de Congressos” station)

Further information: www.palcongres-vlc.com

The venue has disabled access. A sign language interpreter will also be available to help hearing impaired people follow the General Shareholders’ Meeting, in addition to auxiliary services for those with sensory impairments or reduced mobility to participate in the meeting and cast their vote.

València, 30 March 2021. The Chairman of the Board of Directors, José Ignacio Goirigolzarri Tellaeche.

CaixaBank, S.A.

Painter Sorolla, 2-4, 46002 València

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