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In so far as it relates to results from investments, this financial information from the CaixaBank Group for FY 2013 has been prepared mainly on the basis of estimates.
The foundation has been set for a gradual recovery to profitability.

**Economic and financial crisis**
- **2007 - 2013**
  - Growth with financial strength

**Gradual improvement of macro conditions**
- **2014 - 2016**
  - Returning to profitability
- **Longer term**
  - Sustainable business differentiation

**2013: “The Year of Execution”**
- Completion of I.T. integrations of BCIV and BdV in record time (5 in 9 months)
- Implementation of rightsizing plans and early delivery of synergies
- Capital optimisation
### Spanish economy is on a path to recovery

- **GDP** up 0.8% in the second half of 2013 (qoq, annualised rate)
- **Net employment creation** since September 2013, earlier than expected (+166,000 Sept-Feb)
- **Generalised upward revisions to 2014 growth forecasts** (GDP 14E: +1%)

### Macro and financial sector conditions are seeing a gradual improvement

- **Higher competitiveness** → **good export performance**
  (+4.9% in 2013, in real terms)
- **Improved external confidence** → **lower funding costs**
  (Spanish 10-yr bond yield, 3.3% vs 7.5% in July 2012)
- **Improved internal confidence** → **domestic demand recovers**
  (4Q13: +0.7% yoy in private consumption)
- **Implementation of MoU** → **advanced banking restructuring**
  (Sector LtD down to 125% in December-13)
- **Eurozone Banking Union** → **strengthened supervision (AQR)**
Growth with financial strength

- Enhancing the franchise value and delivering on cost synergies
- While bolstering the balance sheet
Managing the franchise for organic and inorganic growth

Acquisitions reinforce footprint and consolidate retail leadership

Market share by business volume\(^1\) - In %

<table>
<thead>
<tr>
<th>Region</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Navarra</td>
<td>9.4</td>
<td>9.8</td>
<td>10.0</td>
<td>10.4</td>
<td>10.5</td>
<td>13.9</td>
</tr>
<tr>
<td>Canarias</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>14.6</td>
</tr>
<tr>
<td>Andalucía</td>
<td></td>
<td></td>
<td></td>
<td>1.9x</td>
<td>1.9x</td>
<td></td>
</tr>
<tr>
<td>C. Valenciana</td>
<td>1.9x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. León</td>
<td></td>
<td></td>
<td></td>
<td>2.4x</td>
<td>2.4x</td>
<td></td>
</tr>
</tbody>
</table>

Proven integration capabilities: successful I.T. integrations in record time (5 in 9 months)

Distribution network continues to demonstrate commercial strength

<table>
<thead>
<tr>
<th>Category</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payrolls and pensions(^3)</td>
<td></td>
<td>x1.8</td>
</tr>
<tr>
<td>736,105</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insurance (life-risk and others)</td>
<td></td>
<td>x1.2</td>
</tr>
<tr>
<td>€445 M premia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pension plans</td>
<td></td>
<td>x1.2</td>
</tr>
<tr>
<td>€1,970 M gross inflows</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consumer finance</td>
<td></td>
<td>x1.4</td>
</tr>
<tr>
<td>153,335 customers // €920 M</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“Gift and deposit” campaign</td>
<td></td>
<td>x1.9</td>
</tr>
<tr>
<td>€474 M deposits</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Marketing campaigns focused on capturing client income flows to enable cross-sell

1. Loans + deposits
2. Latest available information
3. Includes self-employed earnings
Source: Bank of Spain
Client focus has led to significant market share gains across products

The highest customer penetration among peers

Customer penetration, %

<table>
<thead>
<tr>
<th>Year</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payroll deposits</td>
<td>14.4%</td>
<td>21.6%</td>
<td>+7.2%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pension deposits</td>
<td>12.5%</td>
<td>19.9%</td>
<td>+7.4%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business volume</td>
<td>9.4%</td>
<td>14.6%</td>
<td>+5.2%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Demand deposits</td>
<td>11.5%</td>
<td>14.8%</td>
<td>+3.3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time deposits</td>
<td>9.4%</td>
<td>14.0%</td>
<td>+4.6%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deposits</td>
<td>9.8%</td>
<td>14.0%</td>
<td>+4.2%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consumer loan</td>
<td>9.8%</td>
<td>14.8%</td>
<td>+5.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loans</td>
<td>9.1%</td>
<td>15.1%</td>
<td>+6.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mutual funds</td>
<td>5.6%</td>
<td>14.1%</td>
<td>+8.5%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pension plans</td>
<td>11.2%</td>
<td>18.0%</td>
<td>+6.8%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving insurance</td>
<td>14.1%</td>
<td>19.9%</td>
<td>+5.8%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credit cards turnover</td>
<td>17.6%</td>
<td>20.7%</td>
<td>+3.1%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>POS terminal turnover</td>
<td>17.8%</td>
<td>24.0%</td>
<td>+6.2%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Peers: Santander, BBVA, Bankia, Sabadell and Popular
Source: FRS Inmark

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(1) Loans + deposits
(2) Other Resident Sectors according to Bank of Spain
(3) Includes pension plans (“PPIs”) and insured pension plans (“PPAs”)

2013: Latest available data
Source: Bank of Spain, INVERCO, ICEA and FRS Inmark
High growth potential across different business areas and products

### A premier insurance business

**VidaCaixa**
- 1st
- €48 bn AuM
- €6,650 M Premia and contributions

**SegurCaixa Adeslas**
- 1st
- €2.5 bn Premia

### The leading payments business

**CaixaCard**
- 1st
- €22.5 bn turnover
- 12.6 M credit cards

**Comercia Global Payments**
- 1st
- €28.0 bn turnover
- 245,130 POS terminals

### Outperformance in asset management

**InverCaixa**
- 1st
- €28 bn AuM
- 748,333 investors

### Strong growth in consumer finance

**FinConsum**
- €1.2 bn assets
- €880 M new business in 2013

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(1) Ranked by AuM
(2) Ranked by premia in the health insurance business
(3) Ranked by number of investors, #3 by AuM
Significant cost savings have also been achieved in the process

Completion of rightsizing targets: number of branches down 24% since 2007
- 968 branches closed in 2013, 190 in 4Q13
- ~60% of branches in BCIV and BdV regions closed

Employee departures in line with calendar
- Employee base reduced by 20%
- Agreement is final and fully executed by YE2014

Strict implementation of restructuring plans has guaranteed the delivery of announced savings:

Cost saving targets – € M

<table>
<thead>
<tr>
<th>Year</th>
<th>Original Target</th>
<th>Revised Target</th>
<th>Booked Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>279</td>
<td>423</td>
<td>436</td>
</tr>
<tr>
<td>2014</td>
<td>654</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>682</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(1) Includes headcount and branches of Morgan Stanley Private Banking, Caixa Girona, Bankpyme, Banca Cívica and Banco de Valencia at the time of the corresponding acquisition
Enhancing franchise value and delivering on synergies

While bolstering the balance sheet
Adapting to the new solvency regime has been a key priority in recent years

Industry-leading capital position is a source of competitive advantage...

…. and is supported from every regulatory angle

Core Capital B-2.5 Ratio\(^1\)

<table>
<thead>
<tr>
<th>Peer</th>
<th>Core Capital B-2.5 Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peer 1</td>
<td>12.9</td>
</tr>
<tr>
<td>Peer 2</td>
<td>12.0</td>
</tr>
<tr>
<td>Peer 3</td>
<td>11.9</td>
</tr>
<tr>
<td>Peer 4</td>
<td>11.7</td>
</tr>
<tr>
<td>Peer 5</td>
<td>11.2</td>
</tr>
</tbody>
</table>

B3 CET1 “fully-loaded” Ratio\(^2\)

<table>
<thead>
<tr>
<th>Peer</th>
<th>B3 CET1 “fully-loaded” Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peer 1</td>
<td>11.7</td>
</tr>
<tr>
<td>Peer 2</td>
<td>10.2</td>
</tr>
<tr>
<td>Peer 3</td>
<td>10.1</td>
</tr>
<tr>
<td>Peer 4</td>
<td>9.8</td>
</tr>
<tr>
<td>Peer 5</td>
<td>&gt;9</td>
</tr>
</tbody>
</table>

Alternative solvency metrics

- **Leverage ratio**
  - Phased-in = 5.5%
  - Fully loaded = 5.3%

- **Bail-in ratio**
  - Loss Absorption Capacity = 9.2%

*Estimated according to final arrangements of Basel Committee (Jan’14)*

*Preliminary estimate (consolidated basis)*

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(1) Peers include Bankia, BBVA, Sabadell, Santander and Popular
(2) Peers include BBVA, Sabadell, Santander and Popular. Bankia does not provide fully loaded ratio
While strengthening both funding and liquidity profiles

Closing funding gap reduces LTD ratio and boosts liquidity

LTD ratio evolution

- Dec'12: 128%
- Mar'13: 125%
- Jun'13: 117%
- Sep'13: 118%
- Dec'13: 110%

Available ECB discount facility

Balance sheet liquidity

Fall in ECB funding due to ample liquidity and wholesale market access

ECB funding (£Bn)

- Dec'12: 34.1
- Jan'14: 13.0

-62%

€6.3 bn issued during 2013 and 2014:

- Covered Bonds: £2 bn
- Senior Unsecured: £3 bn
- Subordinated debt: £750 M
- Mandatorily Exchangeable Bond into REP shares: £594 M

(1) Defined as: gross loans (£207,231 M) net of loan provisions (£14,976 M) (total loan provisions excluding those corresponding to contingent guarantees) and excluding pass-through funding from multilateral agencies (£7,218 M) / retail funds (deposits, retail issuances) (£168,374 M)

(2) Includes cash, interbank deposits, accounts at central banks and unencumbered sovereign debt
Trends in asset quality are supported by improving macro conditions

Significant clean-up of RE developer loan exposure has taken place

![Diagram showing loans to RE developers (€Bn)]

The highest coverage ratio among peers

<table>
<thead>
<tr>
<th>NPL and foreclosed assets coverage ratios (in %)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peer 1</td>
</tr>
<tr>
<td>NPL coverage</td>
</tr>
<tr>
<td>Foreclosed assets coverage</td>
</tr>
</tbody>
</table>

NPLs down €0.5 bn in last two quarters

![Diagram showing NPLs (€Bn)]

Pace of disposals accelerates

![Chart showing Building Center disposals (€M)]

(1) Peers included: Bankia, BBVA (Spain), Popular, Sabadell and Santander (Spain)
2007 - 2013: Growth with financial strength

2014 - 2016: Returning to profitability

Longer term: Sustainable business differentiation
Latest results show a solid top line with improved perspectives

Core business sees a reversal in trends

Net interest income supported by:
- Falling deposit costs: 4Q13 front book down 95bps yoy to 129 bps
- Declining impact of negative index resets on mortgages: trough reached in 1Q13

Better perspectives for 2014:
- Deposit spreads still falling
- Positive index resets on mortgages for Q2
- Lower wholesale funding costs

More than offsetting volume headwinds

Fee income supported by:
- Resilient banking fees despite lower loan volumes and less one-offs
- Strong performance in insurance and off-balance sheet products

2014 evolution to be driven by off-balance sheet products
NII supported by falling time deposit rates and less negative index resets

Strict pricing discipline to continue reducing costs of our €81.2 bn of time deposits

Moving towards positive index resets on our mortgages

Time deposits and retail CP – Back vs. front book (bps)

Rate changes in the repricing process of the mortgage book

2014 NII to be significantly impacted by improving time deposit costs

- 68% of time deposit base matures in 2014, at an average cost of 2.1%

Positive resets expected from 2Q onwards:

- However, €176 M from carried-over resets to impact 2014
Cost discipline will continue to play a role as synergies kick in

Recurring costs reduced by 6.4% on a like-for-like basis

- €220 M of additional cost synergies to be incorporated in 2014 cost base for a total of €654 M
- Remaining synergies to offset organic increase in personnel costs for 2015
2014: a transition year to improved profitability

<table>
<thead>
<tr>
<th>2014 trends</th>
<th>Mid/long term levers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net interest income</strong></td>
<td>▲ Interest rate normalisation</td>
</tr>
<tr>
<td></td>
<td>▲ Higher value of zero-cost deposits</td>
</tr>
<tr>
<td></td>
<td><em>More than offset lower carry-trade + normalisation of credit spreads</em></td>
</tr>
<tr>
<td></td>
<td>▲ Reduction in non-interest earning assets</td>
</tr>
<tr>
<td><strong>Fees</strong></td>
<td>▲ Higher activity</td>
</tr>
<tr>
<td></td>
<td>▲ Growth in off-balance sheet products</td>
</tr>
<tr>
<td><strong>Recurring expenses</strong></td>
<td>▼ ▲ Full achievement of targetted cost savings</td>
</tr>
<tr>
<td></td>
<td>▲ Ongoing cost control based on growing scale</td>
</tr>
<tr>
<td><strong>Cost of Risk</strong></td>
<td>▼ High but improving</td>
</tr>
<tr>
<td></td>
<td>▲ Normalisation (~60 bps)</td>
</tr>
<tr>
<td><strong>Other levers</strong></td>
<td>▲ Generation of income synergies and cross-selling (13.6 M customers)</td>
</tr>
<tr>
<td></td>
<td>▲ Consolidation: opportunities to reinforce competitive position and achieve further cost savings</td>
</tr>
<tr>
<td></td>
<td>▲ Improved returns from equity portfolio</td>
</tr>
</tbody>
</table>
Differentiation focus by improving client service with more efficient operations:

- Technology and innovation
- Talent management
- Quality and reputation
Investing in technology and innovation is an integral part of our culture of high quality service.

Anticipating the needs of our customers in the “digital era”

Key areas of investment

- Multi-channel strategy and process automation
- “Big Data” and advanced analytics

Innovation is a key lever to optimise costs and meet consumers’ digital finance expectations.
Multi-channel touch points and process automation are key to better serving client needs

Sustained increase in the number of transactions carried out via electronic channels

<table>
<thead>
<tr>
<th>Channel</th>
<th>2009</th>
<th>2013</th>
<th>+%</th>
</tr>
</thead>
<tbody>
<tr>
<td>POS</td>
<td>674</td>
<td>796</td>
<td>+50%</td>
</tr>
<tr>
<td>Automated</td>
<td>637</td>
<td>603</td>
<td>-5%</td>
</tr>
<tr>
<td>ATMs</td>
<td>537</td>
<td>3,022</td>
<td>+49%</td>
</tr>
<tr>
<td>Internet</td>
<td>1,602</td>
<td>530</td>
<td>-15%</td>
</tr>
<tr>
<td>Branches</td>
<td>439</td>
<td>530</td>
<td>+24%</td>
</tr>
</tbody>
</table>

Enabling network to focus on value creation

Exponential growth of active mobile and internet customers

<table>
<thead>
<tr>
<th>Year</th>
<th>Active Online Banking Customers</th>
<th>Active Mobile Banking Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>2.2</td>
<td>0.4</td>
</tr>
<tr>
<td>2010</td>
<td>3.2</td>
<td>0.6</td>
</tr>
<tr>
<td>2011</td>
<td>3.5</td>
<td>1.1</td>
</tr>
<tr>
<td>2012</td>
<td>4.4</td>
<td>1.9</td>
</tr>
<tr>
<td>2013</td>
<td>5.1</td>
<td>2.8</td>
</tr>
</tbody>
</table>

(1) A transaction is defined as any action initiated by a client through a contract with CaixaBank.
(2) Active customers include those who have been connected at least once in the last 12 months.
Innovation spans the institution to meet the evolving preferences of customers

Our goal: engaging with digital consumers and fostering cross-channel integration

Some examples:

New branch layout (*Flagship Store*)

“*Oficina A*”: testing new approaches to customers

- Mobility
- Digital signature
- Interactive waiting

Developing new payment technologies

Contactless and NFC technologies

- NFC mobile payment system
  (partnership with three main operators Movistar, Vodafone and Orange)

Value added services (growth opportunities)

- Coupons and discounts with mobiles, geopositioning,…
- JV with Telefonica and Santander

Wearable Banking: CABK apps for new devices

**Google Glasses**

- Branch finder (with augmented reality)
- Currency convertor

**Smart Watch**

- Currency convertor
Understanding customer behaviour through “Big Data” and advanced analytics

Transforming data into value

New Technological platform is being developed (with Oracle)

Investing in Big Data technologies and analytical capabilities offers clear potential to improve key business areas: Dynamic pricing, early detection of NPLs, recovery actions, 360° customer view, enhancing data extraction (efficiency)

Operational Systems (data bases)

Internal communication tools

External social networks

Structured information

Unstructured information

- SmartBanking
- Sentiment Analysis
- Client Behaviour patterns
- Online Marketing automation
- Client profile enrichment
- Artificial intelligence
Highly rated quality of service and brand are a strong competitive advantage

Metrics related to quality of service continue to widen compared to major peers

Index: CABK quality indicator vs market. 2009=100

Reputation and excellence in retail banking have been recognised by market awards

Source: sector data based on information provided by Stiga
Institutional Investors & Analysts Contact

We are at your entire disposal for any questions or suggestions you may wish to make. To contact us, please call or write to us at the following email address and telephone number:

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