



**Advisory Shareholder Committee**  
Meeting of 24 February 2026

## Participants

Member of the Advisory Committee	Autonomous Community
Juan Dionisio González Martínez	Andalusia
Fernando Sainz de la Maza Cemeli	Catalonia
Núria Torras Crespo	Catalonia
Xavier Ibars Gilart	Catalonia
Maurici Olivé Riu	Catalonia
Almudena Eizaguirre Zarza	Basque Country
María Teresa Pujante Marcos	Murcia Region
José Yeray Molinillo Suárez	Canary Islands
Maria del Carmen Ramos Roy	Madrid
Amaia Goñi Lacabe	Navarre
Natalia López Sánchez	Madrid
Carles Martrat Martí	Catalonia

CaixaBank personnel:	Position
Gonzalo Gortázar Rotaeché	CaixaBank's CEO
Javier Valle T-Figueras	General Manager at VidaCaixa
Javier Murillo	General Manager at SegurCaixa Adeslas
Enric Fernández	Head of Research and Strategic Planning
Marta Noguer Masó	Head of Investor and Shareholder Relations
Meritxell Soler Farrés	Head of Shareholder Relations and Committee Secretary
Anna Moix Socorregut	Shareholder Relations
Diego Marcou Fernández	Shareholder Relations
Inés Perrote Banet	Shareholder Relations
Josep Lop Casañas	Shareholder Relations
María Gracia Moreno Amaya	Shareholder Relations
Meritxell Quintana Puigbó	Shareholder Relations
Zaida García Castelló	Shareholder Relations
Manuel Ripoll Rajadell	Shareholder Relations

## Agenda

### Meeting of 24 February 2026

09:00 am – Reception and breakfast.

09:30 am – Working session:

Approval of the last meeting's minutes

10:00 am – Presentation by the CEO of CaixaBank, Mr Gonzalo Gortázar.

11:00 am – Working session:

Presentation of the new weekly report.

New format of shareholder emails.

11:30 am – Presentation by the General Manager at VidaCaixa, Mr Javier Valle.

12:00 pm – Presentation by the General Manager at SegurCaixa Adeslas, Mr Javier Murillo.

12:30 pm – Working session:

Open session: insurance business communication

Volunteering project for shareholders

Open session: social action and perception of CaixaBank's activities

2:00 pm – Lunch with Enric Fernández, Head of Strategic Planning and Research.

4:00 pm – End of the meeting.

## First working session

### Approval of the minutes of the previous meeting

The minutes from the meeting on 7 October were ratified without comments by the committee members.

## Second working session

### Presentation of the new weekly report

The new format of the weekly report for shareholders was presented, explaining the changes introduced compared to the previous version. It was explained that the aim has been to strengthen its usefulness as tool for regular monitoring, making it easier to read and offering more concise information. Priority has been given to a longer format that can be viewed on mobile devices.

Following on from this, it was indicated that the report prioritises the information considered most relevant for shareholders, such as weekly changes in stock prices and the closing price, providing a clearer picture of market capitalisation (indicating expressly the unit of measurement) and simplifying the calendar of events, including only those considered as most relevant for the following week.

### Comments from members of the Advisory Committee

The members of the Committee agreed in their positive assessment of the new approach, emphasising its greater simplicity and clarity. Mention was made of its usefulness as instrument for regular monitoring and the level of information offered was considered adequate, avoiding getting too bogged down in the details.

Similarly, emphasis was placed on the importance of maintaining a stable and predictable rhythm when it comes to sending the report, in such a way that shareholders can include it seamlessly in their information intake.

### New format of shareholder emails

The changes to the shareholder email format and the reasoning behind the redesign was then presented. It is explained that the main aim was to make communication clearer and more direct, prioritising content that is of the most interest to shareholders and improving the reading experience, especially on mobile devices.

The changes introduced include: more direct texts, concentrating on key messages; a clearer visual hierarchy; more prominent role of images; increase in font size to improve readability; reduction of legal text and improved responsive design, using corporate colours consistently.

Samples of different types of communication were shown (newsletter, result emails and new shareholder welcome emails) as well as behaviour metrics such as opening and interaction ratios

(CTO), explaining that these vary depending on the type of communication and the immediate interest of the content.

A clarification was also offered regarding the actual scope of communications sent: most emails are received by shareholders who are CaixaBank customers with securities deposited at the company and accept commercial communications, as well as shareholders who have expressly signed up to the shareholder information services. It was specified that the monthly and weekly report are only sent to shareholders who have signed up for these services.

### Comments from members of the Advisory Committee

The members of the Committee commented on the changes to emails, pointing out the improvement in clarity and readability of the new formats. During the exchange of views, emphasis was placed on the suitability of maintaining a balance between attractive visuals and institutional sobriety, as well as preserving homogenous graphics that make it possible to clearly identify CaixaBank's corporate communications.

## Third working session

### Open session: insurance business communication

Time was then offered for speeches to reflect on how to communicate with shareholders about CaixaBank Group's insurance business in a more understandable and educational manner, bearing in mind its relevance to results and its contribution to the stability and diversification of the business model.

### Comments from members of the Advisory Committee

The members of the Committee debated the need to work towards more educational communications about the insurance business, proposing the use of formats and approaches that facilitate an understanding, such as short stories, visual elements and infographics, as well as the integration of key messages in the usual service channels for communicating with shareholders.

### Open session: social action and shareholders' perception

A space for reflection was offered on how CaixaBank's social action activities are communicated to shareholders and about their degree of knowledge as regards the scope and diversity of initiatives pursued by the company.

The debate consisted of a wide-ranging reflection on the Group's social sustainability and stance and connected with the subsequent analysis of the volunteering project for shareholders.

### Comments from members of the Advisory Committee

During the exchange, it was commented that there can be some confusion between social action activities performed by CaixaBank as a bank and those performed by the "La Caixa" Foundation

as a relevant shareholder, underlining the importance of clearly distinguishing between both areas in communications.

The members of the Committee emphasised the importance of taking care of the tone and the approach used in these communications, ensuring society is aware of volunteering initiatives, but avoiding approaches that could be perceived as excessively promotional or that could lead to negative interpretations.

### Volunteering project for shareholders

The volunteering proposal was presented to shareholders, explaining the motivations behind it and how it fits into the Group's strategic framework, in particular as an initiative aimed at strengthening the social connection with shareholders and aligned with the ESG positioning under the 2025-27 Strategic Plan, responding to a proposal previously suggested by the Advisory Committee.

As a first step, holding a corporate meeting on 17 March was proposed, employing an informative approach and with a view to encouraging activation, at which an explanation will be provided of volunteering work at CaixaBank, the types of activities performed, their social impact and how interested shareholders can register and participate.

In relation to possible activities linked to Social Month (May), one possible pilot project suggested was performing actions in certain locations, with a limited scope, and the main operational challenges were identified, particularly the need to ensure participants' effective attendance and avoid incidents resulting from last-minute cancellations.

### Comments from members of the Advisory Committee

During the debate, it was perceived that there were various positions on this topic. Some members expressed reservations about the proposal of specific actions, especially if they could be interpreted as symbolic or cosmetic initiatives, and warned of the reputational risk of communicating or "publicising" this type of action when associating them explicitly with the condition of being a shareholder.

Other members positively appraised the opening up of volunteering work to shareholders as a way of facilitating participation and activating existing interest in social initiatives, in order to identify shareholders who share the DNA of the bank they own.