



INSTRUCTIONS FOR REMOTELY ATTENDING THE GENERAL SHAREHOLDERS' MEETING

Board of Directors – 17 February 2022

The Board of Directors of CaixaBank, S.A. (hereinafter “**CaixaBank**” or the “**Company**”) at its meeting held on 17 February 2022 has approved these *Instructions for remotely attending the General Shareholders' Meeting* to govern procedural aspects with the purpose that shareholders and proxy holders may participate remotely and in real time at General Shareholders' Meeting and exercise their rights of information, participation and voting rights, which include, among other matters, requirements for registering and confirming the identity of attendees, the deadline for completing the registration process ahead of the meeting, and how and when shareholders attending the General Meeting remotely via a telematic connection may exercise their rights while the meeting is in progress.

These Instructions for remotely attending the General Shareholders' Meeting have been approved according articles 22 and 23 of CaixaBank By-laws and articles 8 and 10 and Additional Provision of the of the Regulations of the General Shareholders' Meeting of CaixaBank.

Remote attendance of the General Meeting

Shareholders and proxies who have the right to attend the General Shareholders' Meeting remotely may use online media, connecting remotely, pursuant to the procedures described in these *Instructions for remotely attending the General Shareholders' Meeting*, which seek to make it possible for shareholders and proxies attending the General Shareholders' Meeting remotely to interact in real time and, thus, exercise their rights and ensure the meeting can be held accordingly.

The remote attendance of shareholders shall take preference over any votes those shareholders may have cast remotely and any powers of representation granted ahead of the meeting.

Previous registration of shareholders and proxies to attend remotely

Shareholders or proxies that wish to attend the General Shareholders' Meeting remotely shall register on the Remote Attendance Platform accessible via the “Annual General Shareholders' Meeting 2022” section of the Company's website ([www. CaixaBank.com](http://www.CaixaBank.com)).

The Remote Attendance Platform will come online starting at 8.00 am on the day of the General Shareholders' Meeting, i.e., 7 April 2022, at first call and, where applicable, 8 April 2022, at second call.

Previous registration of shareholders

Shareholders that wish to attend the General Shareholders' Meeting remotely **shall register on the Remote Attendance Platform, starting from 8:00 am and until 11.00 am** on the day that the General Shareholders' Meeting is held (i.e, 7 April 2022, at first call and, where applicable, 8 April 2022, at second call).

To prove their identity, shareholders shall identify themselves using an electronic national ID card (DNIe) or a qualified and in force 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*, using their customized access codes.

For a **legal entity shareholder** to register on the Remote Attendance Platform and attend the General Shareholders' Meeting remotely, the authorised representative completing the registration process on behalf of the corporate shareholder **must prove in advance** that he/she is entitled to act on behalf of that legal entity, as well as his/her own identity by sending per email the Attendance Card addressed to the legal entity shareholder issued by the Company or by the entity in which the legal entity shareholder has deposited the shares, duly filled in and signed, together with a copy of the national ID card (DNI), foreign resident card (NIE) or passport belonging to the representative that is authorised to attend the General Shareholders' Meeting remotely, and a copy of the document evidencing his/her powers or position allowing him/her to act on behalf of the legal entity shareholder. All such documents should be sent to personajuridica.junta@caixabank.com, prior to 11:59 pm on 5 April 2022. After receiving and verifying the documentation, the representative will be able to register and attend the Meeting remotely, provided that he/she satisfies the access and identification requirements indicated in the paragraph above.

Previous registration of proxies

Proxies that wish to attend the General Shareholders' Meeting remotely shall register on the **Remote Attendance Platform, starting 8:00 am and ending 11:00 am** on the day that the General Shareholders' Meeting is held (i.e, 7 April 2022, at first call and, where applicable, 8 April 2022, at second call).

To prove their identity, proxies shall identify themselves using an electronic national ID card (DNIe) or a qualified and in force 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*, using their customised access codes.

In order for a proxy holder to register on the Remote Attendance Platform and attend the General Shareholders' Meeting remotely with shares that are not owned by him/herself, in case the proxy has not been sent or delivered to the Company via remote channels in due course and in accordance with the *Instructions for Proxy and Remote Voting prior to the General Meeting* that are published on the Company's website (www.CaixaBank.com), **the proxy holder will have to prove in advance the existence of the proxy and his/her identity** by sending a copy of the Proxy Card (*Tarjeta de Delegación*) issued by the Company or by the entity in which the represented legal entity shareholder has deposited the shares, duly filled in and signed by the represented shareholder, together with a copy of the proxy's national identity card (DNI), foreign resident certificate (NIE) or passport to the email address delegaciones.junta@caixabank.com before 11.59 pm on 5 April 2022. Once the delegation and other documentation has been received and verified, the proxy will be able to register and attend the General Shareholders' Meeting remotely provided they satisfy the requirements described in the paragraph above.

Other aspects relating to the registration of shareholders and proxies

- Shareholders and proxies 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 connection, once the registration has elapsed, the registration of new attendees shall not be allowed.

- If the General Shareholders' Meeting cannot be held on 7 April 2022 at first call because the required *quorum* has not been met, the shareholders and proxy holders registered for the meeting at first call shall have to complete the registration process again in order to remotely attend the General Shareholders' Meeting on 8 April 2022, at second call. If the General Shareholders' Meeting is held at second call, only the shareholders and proxy holders completing the registration and accreditation process on 8 April 2022 may attend, participate, request information, submit proposals and vote at the General Shareholders' Meeting as provided for in these *Instructions for remotely attending the General Shareholders' Meeting*.
- Shareholders attending the General Shareholders' Meeting remotely shall be considered present, to all intents and purposes, for all shares they own as reflected in CaixaBank's Shareholders Registry Book five (5) days prior to the date on which the General Shareholders' Meeting is held.
- For jointly owned shares, the joint holder who registers first to attend the General Shareholders' Meeting shall be considered as the attendee, regardless of a physically or remotely attendance, and shall be entitled to participate, request information, propose motions and vote in relation to the jointly owned shares.
- The exercise of the rights to participate, receive information, submit proposal and vote after completion of the registration process but before the General Meeting is considered validly held, will be subject to the meeting being validly convened.
- All shareholders and proxy holders that complete the registration process and do not indicate the vote expressly and using the voting form provided via the Remote Attendance Platform will be deemed to vote in favor of motions put forward by the Board of Directors and against the motions corresponding to items not included on the agenda or that have not been assumed by the Board of Directors.
- Shareholders and proxy holders remotely attending the General Shareholders' Meeting who have not expressly cast their vote and who wish to expressly put on record that they are leaving the meeting, so that their vote is not counted in favor of motions put forward by the Board of Directors and against the motions corresponding to items not included on the agenda or that have not been assumed by the Board of Directors, shall do so through the forms and procedures available to this end on the Remote Attendance Platform on the corporate website. Once the notification of the departure has been submitted, it will not be able to access the Platform again for registration or perform any further actions.

Streaming of the General Shareholders' Meeting

The General Shareholders' Meeting will be streamed at the link provided under *Information on the Annual General Shareholders' Meeting 2022* on the Company's website (www.caixabank.com), which may be accessed by both the Company's shareholders and non-shareholders.

The streaming of the General Shareholders' Meeting may also be watched in English, and a sign language interpreter will also be available.

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

Right of participation, information and proposal

Shareholders and proxies attending the General Shareholders' Meeting remotely and who, in the exercise of their rights, wish to participate at the General Shareholders' Meeting, request information or clarifications in writing that they deem necessary about the items of the agenda, the information accessible to the public that the Company has submitted to the CNMV since the last General Shareholders' Meeting or in relation to the auditor's report, or make proposals in writing under the terms provided for by law, shall indicate, where applicable,.

In this sense, speeches, requests for information and, where applicable, proposals, shall be submitted in writing using the form provided for that purpose on the Remote Attendance Platform **when registering to use the Remote Attendance Platform and until the time for shareholders' speeches ends**, which will be duly indicated during the course of the Meeting. Without prejudice to the power of the Chairman to limit shareholders' speeches, in view of the circumstances and according to the Regulations of the General Shareholders' Meeting, the text shall contain a maximum of 7,500 characters, and each registered attendee shall be entitled to submit only 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. The Company shall accept only speeches, requests for information and proposals that are submitted using the mechanisms provided to this end on the Remote Attendance Platform, in the manner and time as set out in these instructions.

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 agenda items via the link and using the voting form provided via the Remote Attendance Platform **once they have been registered and until the time to vote the proposals ends during the Meeting**, which will be duly announced during the meeting, being only possible to vote one time.

The vote through the Remote Attendance Platform during the Shareholders' Meeting of any proposals that are not included on the agenda, shall be carried out using the link and form set up for this purpose on the Remote Attendance Platform, from the moment those proposals are read and until the time to vote proposals ends, which will be duly announced during the meeting, being only possible to vote one time.

Only votes cast using the mechanisms set up to this end via the Remote Attendance Platform will be accepted and accordingly to these instructions.

Miscellanea

Personal data protection

The personal data of shareholders and, where applicable, their proxies, provided to the Company, controlled by CaixaBank, S.A. (Corporate Taxpayer ID No. A-08663619 and whose registered office is located at Calle Pintor Sorolla, 2-4, 46002 in Valencia) will be processed for the purposes of managing and controlling both the existing shareholder relationship and the announcement, development and dissemination of the General Shareholders' Meeting, and to satisfy its legal obligations.

These data may be passed on to public authorities for the purposes of complying with a legal obligation, as well as to suppliers of services and to third parties where necessary to handle and carry out arrangements related to the service and/or agreement. The data will be accessible to the notary public attending the General Shareholders' Meeting and will be publicly available when the data are included in the documentation available on the corporate website (www.caixabank.com) or where the data are spoken or otherwise expressed at the General Shareholders' Meeting, which may be recorded in audiovisual format and made available to the public on the corporate website.

Shareholders may exercise their rights in relation to their personal data (access, portability, revocation of consent, rectification, objection of processing, restriction of processing, erasure), pursuant to the regulations in force, by submitting a copy of their DNI, or equivalent document and sending the request by email to accionista@caixabank.com or by post to Apartado de Correos 209, 46080 Valencia, indicating "Ejercicio de derechos accionistas" as a reference.

If you wish to exercise your rights as a CaixaBank customer with regard to your personal data (access, portability, revocation of consent, rectification, objection, restriction of processing, erasure), you may file a request pursuant to the regulations in force by writing to CaixaBank, S.A., Apartado de Correos 209, 46080, Valencia, by visiting any branch of CaixaBank, S.A., via the website (www.caixabank.com/ejerciciodederechos), or by digital banking *CaixaBankNow*.

Furthermore, claims concerning the processing of your personal data may be lodged with the Spanish Data Protection Agency (www.agpd.es). Finally, concerns may be addressed to the Data Protection Officer of CaixaBank, S.A. at www.caixabank.com/delegadoprotecciondedatos.

Safekeeping of electronic national ID card (DNIE), electronic certificate and access codes

The shareholder is exclusively responsible for the safekeeping and use of his/her electronic national ID card (DNIE), electronic certificate and, concerning users of the digital banking service CaixaBankNow, for the safekeeping and use of their personal access codes.

Incidents

The Company accepts no liability for any damage or loss caused to the shareholder or their proxy holder in the event that its website is temporarily down or suffers an outage, including faults, overloads, connection failures or any other similar circumstance or eventuality beyond the Company's control, notwithstanding measures being adopted that in response to the particular circumstances, including the temporary suspension of the Meeting, as necessary, to guarantee the full exercise of rights by shareholders and their proxy holders

Information

Requests for information regarding the registration of shareholders and proxy holders on the Remote Attendance Platform, as well as of the exercise of the rights of participation, information, proposal and voting attending the meeting remotely using on line media may be submitted by writing to accionista@caixabank.com or by calling the "Annual General Shareholders' Meeting 2022" at 900 71 33 25 or (+34) 935 82 98 03, from Monday to Sunday between 9.00 am and 7.00 pm.
