



2024 ORDINARY GENERAL SHAREHOLDERS' MEETING FAQs

1. On what date and at what time is the Ordinary General Shareholders' Meeting scheduled?

The CaixaBank General Shareholders' Meeting will be held on 22 March 2024 at 11:00 a.m. on second call, in the event that the General Shareholders' Meeting cannot be held on first call on 21 March 2024 due to failure to reach the required quorum.

The General Meeting is scheduled to be held on second call, i.e. on **22 March 2024**.

2. Where will the 2024 Ordinary General Shareholders' Meeting be held?

The 2024 Ordinary General Shareholders' Meeting will be held at the Palacio de Congresos de València, Avenida de las Cortes Valencianas, 60, in the city of València, at 11:00 a.m., on second call.

Public transport to the Meeting venue:

City bus lines: 62, 63, 99 and N3

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

Tramway: Line 4 ("Palau de Congressos" stop)

<https://palcongres-vlc.com/es/el-palacio/localizacion-y-accesibilidad/>

3. Can I attend the General Shareholders' Meeting remotely on the day it is held?

The Board of Directors has also agreed to facilitate remote attendance at the Ordinary General Shareholders' Meeting, making it possible for shareholders and proxy holders who so wish to attend and participate via real-time remote connection.

In order to do so, you must use the Remote Attendance Platform that will be set up in the "Ordinary General Shareholders' Meeting" section of our corporate website (www.CaixaBank.com), where you can identify yourself either via electronic certificate or, if you have the *CaixaBankNow* digital banking service, using your passwords.

4. From what time can I access the venue where the 2024 Ordinary General Shareholders' Meeting will be held?

The venue where the General Meeting will be held will open its doors 2 hours before the scheduled start time, i.e. at 9:00 a.m.

5. How can I attend the General Shareholders' Meeting online on the same day it is held?

To attend the General Meeting remotely and in real time, you must use the Remote Attendance Platform that will be enabled in the "Ordinary General Shareholders' Meeting" space on our corporate website (www.CaixaBank.com). To access said platform, you must identify yourself using an electronic certificate or 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, the Agencia Notarial de Certificación or the Agencia de Tecnología y Certificación Electrónica or, for users of the digital banking service *CaixaBankNow*, using their customised passwords.

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. 21 March 2024 at first call and, as the case may be, 22 March 2024 at second call).

The Instructions for Online Attendance at the General Shareholders' Meeting can be consulted on the CaixaBank corporate website (www.CaixaBank.com).

6. What are the requirements for attending the General Shareholders' Meeting? Must I own a minimum number of shares in order to attend? What can I do if I do not own enough shares to be eligible to attend?

In order to attend the General Shareholders' Meeting, whether physically or remotely, it is necessary to hold at least 1,000 shares and that they are registered in the corresponding book-entry register at least 5 days prior to the date on which the General Shareholders' Meeting is to be held.

Shareholders who own fewer than the minimum number of shares may pool their shares together with other shareholders to reach the 1,000-share threshold, with one person authorised in writing as their proxy.

No minimum number of shares is required to vote by remote voting or proxy (see answer to question 16 below). In the event of proxy voting, the proxy attending the General Meeting in person or by electronic means must be the holder and/or represent one or more shareholders holding, jointly, at least one thousand (1,000) shares.

7. What documentation is required to physically attend the General Shareholders' Meeting?

The accreditation documentation that will allow you to attend the General Shareholders' Meeting will be the attendance card issued by CaixaBank or by the financial institution where your shares are deposited, which will show the number of shares you hold at the time the card is issued.

In addition, in order to gain access to the premises where the General Shareholders' Meeting is held, you may be asked to show your National Identity Card. (or any other official document generally accepted for this purpose), to prove his or her identity.

8. If the shareholder is a legal entity (company), what documents are required to be able to attend the General Shareholders' Meeting physically or remotely?

If the holder of the shares is a legal entity and physically attends the General Meeting, the proxy must present a document evidencing representation (e.g. power of attorney).

For a legal entity shareholder to register on the Remote Attendance Platform and attend the General Shareholders' Meeting remotely, the authorised proxy completing the registration process **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 proxy 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 19 March 2024**. Once the documentation has been received and verified, the proxy may register and attend the Meeting remotely, provided that he/she complies with the access and identification

requirements indicated in the answer to question 3.

9. How to get an attendance card?

CaixaBank has sent to its shareholders the attendance card, the delegation card and the voting card. You can find a sample of the attendance card in our corporate website (www.CaixaBank.com).

10. What to do if you do not receive an attendance card?

If you do not receive an attendance card, please contact any CaixaBank branch to request a duplicate. You can also use the card model that you will find on CaixaBank's corporate website (www.CaixaBank.com).

11. If the attendance card lists several holders, how many can attend the General Shareholders' Meeting?

If several shareholders are listed on the attendance card, only one will have the right to attend the General Meeting and to vote as long as they own more than 1,000 shares).

A joint holder who attends physically must present the attendance card and his/her National ID card, or any other generally accepted official ID document, at the entrance to the venue where the General Shareholders' Meeting is held.

A joint holder who registers to attend the General Shareholders' Meeting will be deemed to be in attendance, regardless of whether attending in person or remotely, and is entitled to exercise the rights corresponding to the shares under joint ownership

12. Can someone else attend the AGM on my behalf? Does that person have to be a shareholder?

Any shareholder may be represented at the General Meeting by another person, even if that person is not a shareholder. In order to attend the General Meeting, the proxy must hold and/or represent one or more shareholders holding, jointly, a minimum number of one thousand (1,000) shares.

Proxies may represent an unlimited number of shareholders.

Shareholders may delegate another person using the procedure described in the delegation card sent by CaixaBank. It is necessary to sign an authorisation printed on the attendance card, indicating the name of their proxy and, if desired, giving instructions on how to vote during the meeting. The proxy must carry the corresponding attendance card and his or her ID card. (or any other official document generally accepted for this purpose) to prove their identity. You can find a sample of the delegation card on our corporate website (www.CaixaBank.com).

13. How can the proxy of one or more shareholders attend the General Meeting remotely?

Proxies wishing to attend the General Meeting remotely must register on the **Remote Attendance Platform** from 8:00 a.m. until 11:00 a.m. on the day of the General Meeting.

For a proxy to be able to remotely attend the General Shareholders' Meeting with shares not owned by him/her where the proxy delegation has not been delivered to the Company remotely before the deadline and in accordance with the Instructions for Proxy Delegation and Remote Voting posted on the Company's corporate website (www.CaixaBank.com), he/she **must first accredit** the proxy delegation and his/her identity by sending the proxy card issued by the Company or by the entity at which the 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 **11:59 p.m. on 19 March 2024**.

14. How long must shareholders hold shares in the company before they become eligible to attend/vote at the 2024 Ordinary General Shareholders' Meeting?

In order to attend or be represented at the Ordinary General Shareholders' Meeting 2024 and exercise your right to vote, or to vote remotely, you must have CaixaBank shares registered in your name in the corresponding book-entry register at least five days before the scheduled date of the General Shareholders' Meeting.

15. How many votes does a shareholder at the General Meeting have?

Each share confers one voting right.

16. Can I vote or delegate my vote remotely prior to the General Meeting?

Yes, any shareholder can vote or appoint a proxy to vote electronically via the Company's website (www.CaixaBank.com), following the instructions given in the section "Annual General Shareholders' Meeting 2024".

To prove their identity, shareholders wishing to vote or appoint a proxy electronically must be in possession of a Spanish electronic identity card (DNIe) or an electronic signature that is recognised or advanced, based on a recognised and valid electronic certificate issued by the Spanish Public Certification Entity (CERES), belonging to the Fábrica Nacional de Moneda y Timbre, the Agencia Notarial de Certificación or the Agencia de Tecnología y Certificación Electrónica. Users of the *CaixaBankNow* digital banking service must be in possession of their personal passwords.

Any shareholder may also cast a vote or confer proxy by postal mail, by completing and signing the "Remote Voting Card" or the "Proxy Card", as applicable, issued by the Company or by the entity in which they have deposited their shares. 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. - 2024 Ordinary Annual General Meeting. Duly filled in and signed cards may also be delivered in person at the entity at which the shares of the shareholder in question are deposited, so that in such cases the card may be sent to the Company appropriately and in good time. If, for any reason, such cards are not available, model cards can be found on the bank's corporate website (www.CaixaBank.com), which can be printed, completed, signed and sent to the bank.

Instructions for Proxy and Remote Voting prior to the General Meeting can be consulted on the CaixaBank corporate website (www.CaixaBank.com).

17. Is there a deadline for the receipt of proxies and absentee votes prior to the General Meeting?

Votes and proxies cast by remote means of communication prior to the General Meeting must be received by the company 48 hours before the start time of the General Meeting scheduled to be held on first call, i.e. before 19 March 2024 at 11:00 am. Remote voting and proxy voting by electronic means prior to the General Meeting will be available from 27 February 2024.

After the aforementioned deadline, proxies shall only be admitted if they are submitted by the proxy holder who attends the General Meeting in person or by electronic means on the day of the meeting.

18. Can the delegation prior to the General Meeting be revoked?

A proxy granted prior to the General Meeting of Shareholders may be revoked. The delegation may be revoked electronically or by means of the revocation form provided for this purpose at CaixaBank branches.

Attendance, whether physical or telematic, on the day of the General Meeting invalidates the proxy previously granted. Proxy delegations made prior to the casting of the remote vote before the General Meeting shall be considered to be null, and those made thereafter shall be deemed not to have been made.

19. Can the vote prior to the General Meeting be changed once it has been cast?

If more than one vote is cast by a shareholder ahead of the General Meeting with regard to the same shares, only the last vote to be cast will be valid, regardless of the means by which it was cast. If the date of voting is unknown, preference will be given to the last vote received by the Company.

Attendance, whether physical or remote, on the day of the General Meeting renders the previous vote cast null and void.

20. What can I do if I do not receive the proxy card or remote voting prior to the General Meeting?

CaixaBank sends cards to shareholders that they can use to cast proxy votes ("Proxy Card") or remotely ("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.

21. In the case of co-ownership, who can cast the vote or proxy prior to the General Meeting?

Only one of the joint holders may cast a vote or proxy prior to the General Meeting, and it is assumed that they have the consent of the other joint holders to exercise these member rights.

22. How can I participate in the General Meeting?

Shareholders and shareholder proxies who are physically present and who wish to speak on the day of the General Meeting should go to the table of "Speech Registry" where they should provide their details and indicate the nature of what they wish to say. If you wish your speech to be recorded in the minutes, you must indicate this expressly and, if you wish it to be recorded verbatim, you must deliver it to the Speech Registry desk when you request your turn to speak, so that the Notary can verify it when you take the floor. The time initially allotted for each intervention will be **five minutes**. Each person present in the room who has asked to speak shall be called.

Shareholders and proxies who attend remotely must submit their speeches, requests for information and, where applicable, proposals, in writing using the form provided for this purpose on the Remote Attendance Platform from the time of registration on the Remote Attendance Platform until the 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. In the event that shareholders and proxy holders wish their intervention, the sense of their vote and, if

applicable, their opposition to the resolution to be recorded in the minutes of the meeting, they must state this clearly and expressly in the heading of their written statement.

In the event that, either because of the time at which the presentations are received or if for any other reason the information that the shareholders or proxies may request is not available during the General Meeting, in accordance with articles 197.2 of the Spanish Companies Act and 17 of the Regulations of the General Meeting, the information shall be provided in writing to the shareholder or proxy within seven (7) days following the end of the General Meeting.

23. Is it possible to access the webcast of the General Meeting of Shareholders?

The General Meeting will be broadcast live (*streaming*) through the link that will be provided in the section Information on the Ordinary General Meeting of Shareholders 2024 on the corporate website of the Company (www.CaixaBank.com) to which both shareholders and non-shareholders of the Company will have access. The broadcast of the General Meeting of Shareholders will also be available in English and a sign language interpreter will also be present.

24. Electronic Shareholders' Forum. What is it, and where can I find it?

In accordance with the provisions of article 539.2 of the Capital Companies Act and article 7bis of the Regulations of the General Shareholders' Meeting, CaixaBank has set up an Electronic Shareholders' Forum to facilitate communication between the company's shareholders (individuals, both natural persons and legal entities, and any voluntary associations that may be set up) on the occasion of the Ordinary General Shareholders' Meeting 2024 and until the day of the General Shareholders' Meeting itself.

The Electronic Shareholders' Forum is not a mechanism for online conversation between shareholders, nor is it a place for virtual discussion. Neither is it a channel of communication between the Company and its shareholders. This is a space available on CaixaBank's corporate website, where shareholders will be able to publish proposals, requests to join these proposals, initiatives to reach a sufficient percentage to exercise minority rights, as well as offers or requests for voluntary representation.

The Operating Rules of the CaixaBank Electronic Shareholders' Forum can be consulted on CaixaBank's corporate website (www.CaixaBank.com).

For further information on the 2024 General Shareholders' Meeting please email accionista@CaixaBank.com or call "Shareholder Services – 2024 Ordinary General Shareholders' Meeting" on 900 71 33 25 or on (+34) 935 82 98 03, available from Monday to Sunday, from 9:00 a.m. to 7:00 p.m.