



Shareholder Advisory Committee

Virtual meeting held on 6 July 2022

Meeting participants:

Members of the Advisory Committee present:**Region**

Lluís Miquel Fernàndez	Catalonia
Xavier Martínez	Catalonia
Angel Canals	Catalonia
Josep Casalprim	Catalonia
María Bertolín	Valencia
Eduardo Chacón	Extremadura
Ana Guzmán	Basque Country

CaixaBank personnel:

Meritxell Soler – Director of Shareholder Relations – Committee Secretary

Zaida García – Shareholder Relations

María Gracia Moreno – Shareholder Relations

Josep Lop – Shareholder Relations

Anna Moix – Shareholder Relations

Inés Perrote – Shareholder Relations

Meritxell Quintana – Shareholder Relations

Agenda:

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Agenda

9.20am start of connections

9.30am Welcome

9.40am Pending matters from the previous meeting – Awareness of the Shareholder Advisory Committee

10.20am Reply to the shareholder that asked to contact the Advisory Committee.

10.40am Status of the Training on Wheels project

11.00am People registered in the Shareholder Advisory Committee:

11.10am Next meetings: logistics for booking travel and attendance confirmation

11.30am End of the meeting.

Conclusions

Pending matters from the previous meeting – Awareness of the Shareholder Advisory Committee

Foreword:

- In the previous meeting, as a result of the question about where the committee should go, it became clear that the main challenge faced by the Committee, and unanimously identified among the members, is the body's lack of visibility. The Shareholder Advisory Committee should be better known, at both an internal and external level.

Shareholder Relations Activity:

- A number of actions have been carried out in the Shareholder Relations area aimed at enhancing the body's visibility, at both an internal and external level:
 - Inclusion in the April Shareholders Newsletter for April of a video summary with the Committee's functions for the campaign to collect nominations.
 - Consolidate the 2022 nominations campaign by posting on Twitter in June four testimonial videos of new members for 2021.
 - Dissemination of volunteering day at the A La Par Foundation with the publication of the press release in traditional media, social media and the corporate internet.
 - Highlighted in the presentation used in the multiple results conference calls to the network.

Comments:

- The Committee members appreciate the effort made by the Shareholder Relations team in order to be able to give the body greater visibility.

Reply to the shareholder that asked to contact the Advisory Committee

Foreword:

- On 24 May, a shareholder asked to contact the CaixaBank Shareholder Advisory Committee. Two days later, members were informed of this request and asked to cooperate. Susana del Castillo agreed to contact him, making contact the same day.
- The shareholder responded on 2 June explaining an incident he had as a customer, not as a shareholder, and that this could have repercussions on one of the points of the strategic plan of "putting the focus on the customer by offering the best service".
- On 3 June, we forwarded the incident to the Customer Service department and the shareholder was told that the correct channel for this type of incident is the Customer Service channel.

Results

- We have been able to verify that the communication channel with the Advisory Committee members works and a transparency exercise has been carried out by contacting the members directly.
- Nonetheless, on this occasion, the service channel used by the shareholder was unsuitable since he should have contacted the Customer Service department.

Comments:

- The committee members believe that the way of proceeding was appropriate and appreciate the entity's transparency.
- A committee member adds it should also be made known at a later date how the shareholder's complaint was finalised since it was initially addressed to the Advisory Committee.

Status of the Training on Wheels project

Foreword:

- The Training on Wheels project was launched on 23 February and after four months of the project the figures at 23 June are:
 - 18 episodes published with more than 15,000 total views.
 - An average of 835 views per episode (570 on Youtube and 265 on Twitter).
- The launch of the second season of the financial education podcast Aula is also explained.

Comments:

- Some of the Committee members commented that they follow the programme and found the result to be very positive, with some episodes at a very basic level, but they understood that this was the aim of the programme.
- The success of the initiative on Youtube is surprisingly positive, despite the fact that the programme was initially conceived to promote the CaixaBank Shareholders' Twitter feed.

New 2022-2024 advisory committee members

Actions carried out:

- There was time to submit nominations to the shareholder advisory committee up to 30 June. 4758 nominations were received, 4250 men and 58 women, with the geographical origin dominated by Catalonia (33%), Valencia (12%), Madrid (12%) and Andalusia (9%).
- It should be noted that most of the nominations submitted in previous years can be used (132 in 2021, 109 in 2020 and 145 in 2019)
- Three vacancies need to be filled, corresponding to Navarre, the Canary Islands and Madrid.

- The composition of the advisory committee reflects CaixaBank's retail shareholders, a group of more than 600,000 people, in terms of gender, age and origin.

Next meetings: logistics for travel booking and attendance confirmation

Foreword:

- 2022 has been an intense year in terms of Advisory Committee meetings, with the meeting in Barcelona in March corresponding for the first half of the year, the AGM in April in Valencia, the itinerant meeting and presentation of the Strategic plan in Madrid in June and this virtual meeting in July.
- Committee members are convened for the second half-year meeting in Barcelona on 4 October.
- It is requested that, to improve travel logistics, attendance be confirmed as soon as possible and each member's needs be requested clearly and early.

Comments:

- Members undertake to confirm their attendance as soon as possible and to indicate needs as clearly and early as possible.