



Shareholder Advisory Committee

Meeting of 20 February 2024

Meeting participants

Members of the Advisory Committee present:	Autonomous community
Juan Dionisio González	Andalusia
Dhiraj Chhabria	Canary Islands
Àngel Canals	Catalonia
Blanca Guinea	Catalonia
Fernando Sainz de la Maza	Catalonia
Xavier Martínez	Catalonia
Núria Torras	Catalonia
Eduardo Chacón	Extremadura
Luis Collado	Community of Madrid
Juan Ignacio Lema Devesa	Community of Madrid
María José Ballarín	Navarre
Ana Guzmán	Basque Country

CaixaBank personnel

Gonzalo Gortazar Rotaache – CEO of CaixaBank

Javier Pano Riera – Chief Financial Officer

Marta Noguer Masó – Director of Investor and Shareholder Relations

Merixell Soler Farrés – Director of Shareholder Relations and Committee Secretary

Anna Moix – Shareholder Relations

Arnau Llauger – Shareholder Relations

Inés Perrote – Shareholder Relations

Josep Lop – Shareholder Relations

María Gracia Moreno – Shareholder Relations

Merixell Quintana – Shareholder Relations

Zaida García – Shareholder Relations

Agenda

Meeting of 20 February 2024

9:00 - Welcome and breakfast

9:30 - First work session

- Topics of interest to mention at the AGM

10:00 - Gift presented to members who are leaving the Advisory Committee by the CEO, Mr Gonzalo Gortazar, and group photo.

Final meeting of the following members of the Advisory Committee:

- Ana Guzmán
- Àngel Canals
- Xavier Martínez
- Eduardo Chacón

10:10 - Presentation by the CEO of CaixaBank, Mr Gonzalo Gortazar.

11:00 - Second work session

- Summary of engagement with shareholders in 2023
- Initiatives to encourage retail shareholders to vote at the AGM
- Statistics from the December contest

12:30 - Third working session

- Presentation of the programme Dualiza by its director, Paula San Luis Castellano

13:00 - Third work session

- Presentation by Cristina Gonzalez Viu, CEO of MicroBank

14:00 - Lunch with the Chief Financial Officer of CaixaBank, Mr Javier Pano

15:30 - Coffee in the room

16:00 - End of the meeting

First work session

Topics of interest to bring up by the Chairman or CEO in the next General Shareholders' Meeting

The members of the Shareholder Advisory Committee are asked to consider whether the chairman or CEO should refer to a particular area of interest concerning minority shareholders.

Comments from the Committee members:

The members of the Advisory Committee believe it would be beneficial to consider proactive communication on the current topics of interest to anticipate any potential shareholder concerns.

In light of the concern of the senior sector, the Committee members believe that all of the social action that the entity does to address the demands of this group should be emphasised.

Second work session

Shareholder Relations Activity Report 2023

The Shareholder Relations Activity Report for 2023 was presented to the members of the Advisory Committee. The report highlights the lower number of shareholder enquiries during the year compared to the year prior as a result of the recategorisation of the queries forwarded from the contact center, and of the satisfactory integration of Bankia, two of the main topics of enquiries received from shareholders.

Comments from the Committee members:

The committee members are interested in the main issues that shareholders are asking the care service about. In this regard, it was noted that the majority of enquiries refer to operational topics: firstly, shareholders requesting to subscribe to or unsubscribe from certain reports or information services; secondly, matters regarding the Annual General Meeting; and thirdly, the shareholder remuneration and dividend policy.

Participation in the AGM

It is explained that last year, 2023, the AGM saw relatively small participation from retail shareholders, so some measures have been taken to address this situation.

Initiatives to encourage retail shareholders to vote at the AGM

In this case, the set of measures or proposals implemented to encourage participation in the 2024 AGM were explained. These measures include:

- Giveaway of 20 Samsung Galaxy S24+ 512 GB
- Charity campaign in collaboration with AECC
- Improvements to the corporate website to improve its layout
- More internal communication of the event
- Campaign on the Now app describing how to vote online
- Advertising on the screens of the Store branches

They are also shown the flyer to promote participation in the AGM, which is included with the AGM announcement.

Comments from the Committee members:

The members of the Advisory Committee say that the various measures implemented can have a positive impact on the number of shareholders who take part in the AGM, and they also propose alternatives to consider for future AGMs.

They also suggest reinforcing even more the messaging around the AGM, as well as the set of benefits associated with participating.

In relation to the flyer, proposals were made intended to better capture the attention of shareholders, which will be taken into account for future meetings.

Statistics from the December contest

As concerns the giveaway organised in December, 9,836 participants registered, 8,769 shareholders entered the giveaway and the following conclusions were drawn:

- 55% of shareholders prefer content involving personal finances (35% stock and financial markets and 10% economic and business topics).
- 60% of shareholders lean toward a broadcast time slot between 18:00 and 20:00 (25% from 16:00 to 18:00, and 15% from 12:00 to 14:00).
- 59% of shareholders choose the monthly frequency as the most convenient (29% quarterly, and 12% fortnightly).

As already happened at the last Committee, at the request of one of the members, details were also provided on the types of shareholders who participated. Finally, it was explained to them that the final assessment of the initiative deemed the giveaway a success.

Comments from the Committee members:

The members of the Advisory Committee are satisfied by the data provided by the Investor and Shareholder Relations team.