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## Presentation of the CaixaBank Group



*CaixaBank is a financial group with a socially responsible model of **universal banking and long-term vision**, based on quality, close relationships and specialisation.*

It offers a value proposition of products and services adapted for each sector, adopting innovation as a strategic challenge and a distinguishing feature of its corporate culture, and whose leading position in retail banking in Spain and Portugal makes it a key player in supporting sustainable economic growth.

CaixaBank, S.A. is the Parent company of a group of financial services, whose stock is traded on the stock exchanges of Barcelona, Madrid, Valencia and Bilbao and on the continuous market. It has been part of the IBEX-35 since 2011, as well as the Euro Stoxx Bank Price EUR, the MSCI Europe and the MSCI Pan-Euro.





## Impact on Society



Besides contributing to our customers' financial well-being, **our aim is to support the progress of the whole of society.**

*We are a deeply-rooted retail bank in all areas in which we work and, for this reason, **we feel a part of the progress of the communities where we engage our business.***



*CaixaBank offers its customers the best tools and expert advice to make decisions and develop habits that form the basis of **financial well-being** and enable them, for example, to appropriately plan to address recurring expenses, cover unforeseen events, maintain purchasing power during retirement or to make their dreams and projects come true.*

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### We do this by:

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- > Standing by people for everything that matters.

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### We do this with:

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- > Specialised advice,
- > Personal finance simulation and monitoring tools,
- > Comfortable and secure payment methods,
- > A broad range of saving, pension and insurance products,
- > Responsibly-granted loans,
- > And, overseeing the security of our customers' personal information.

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### We contribute to the progress of society:

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- > Effectively and prudently channelling savings and financing, and guaranteeing an efficient and secure payment system.
- > Through financial inclusion and education; environmental sustainability; support for diversity; with housing aid programmes; and promoting corporate voluntary work,
- > And, of course, through our collaboration with the Obra Social (social work) of the "laCaixa" Foundation, whose budget is partly nourished through the dividends that CriteriaCaixa earns from its share in CaixaBank. A major part of this budget is funnelled into identified local needs through the CaixaBank branch network in Spain and BPI in Portugal.

# CaixaBank in 2024

## Customers



The **bank of choice** for individual customers in Spain **with a sound and growing franchise** in Portugal.

**20.3 M**

of customers

**18.5 M**

in Spain

**1.8 M**

in Portugal

**€631,003 M**

of total assets

**€685,365 M**

Customer funds

**€361,214 M**

loans and advances to customers, gross

Leading omnichannel, innovative distribution platform with multi-product capabilities

**3,825**

branches in Spain and **11,137 ATMs**
**2.2 M**

Heavy Users<sup>1</sup> in Spain

**92%**

Spanish citizens with a branch in their municipality

**12.1 M**

digital customers in Spain

**303**

Branches in Portugal and **1,233 ATMs**
**1 M**

digital customers in Portugal

<sup>1</sup> Customers with more than 130 days with connection to digital channels for 6 months.

<sup>2</sup> Combined share of investment funds, pension plans and savings insurance. The latter corresponding to sector data, estimated based on the change in total life insurance.

## Leading franchise in bancassurance in Spain and Portugal

### Spain

**23.4%**

loans to households and businesses

**24.6%**

mortgage credit

**23.6%**

loans to businesses

**29.5%**

share of long-term savings<sup>2</sup>
**24.7%**

household and business deposits

**23.7%**

investment funds

**34.3%**

pension plans

**37.7%**

savings insurance

### Portugal

**11.7%**

loans to households and businesses

**14.6%**

mortgages

**11.2%**

loans to businesses

**13.7%**

life-risk insurance

**10.4%**

household and business deposits

**14.2%**

investment funds

## Widespread recognition

### CaixaBank



Best Bank in Spain 2024



Best Bank in Spain 2024



Best Digital Bank in Spain 2024



Most Innovative Financial Institution in Western Europe 2024

### BPI



Best Bank in Portugal 2024



No. 1 Prestige Products Category 2025 Cinco Estrellas



Seal of Most Trusted Bank in Portugal in 2024 Reader's Digest

## Shareholders and Investors

### Creating Shareholder value

**53.5 %**

Cash pay-out in 2024<sup>1</sup>
**€0.4352**

Dividend per share<sup>1</sup>
**50 - 60%**

Target cash pay-out in 2025<sup>2</sup>

Share buyback programmes in 2024

€1,000 M Executed<sup>3</sup> + €500 M Initiated<sup>4</sup> + €500 M Announced<sup>5</sup>

<sup>1</sup> Includes an interim dividend for the 2024 financial year, paid in November 2024 at €0.1488 gross per share, and a final dividend of €0.2864 gross per share to be distributed in April 2025. This final dividend proposal, set by the Board of Directors, awaits approval at the upcoming Annual General Meeting.

<sup>2</sup> Cash payout target as per 2025 dividend plan agreed by the Board of Directors.

<sup>3</sup> Corresponds to the third and fourth share buy-back programme (€500 M each).

<sup>4</sup> Corresponds to the fifth share buy-back programme. According to the latest information available as of 14 February 2025, 75,236,440 shares have been acquired for €406 M.

<sup>5</sup> This figure relates to the announcement of the sixth share buyback program in January 2025, scheduled to start after the fifth program concludes.

### Growth in quality of results

**€5,787 M**

Attributable profit +20.2% with respect to 2023 profit

**€15,873 M**

Gross income +11.5% vs 2023

### Balance sheet strength

**12.2%**

CET1

**2.6%**

Non-performing loan ratio

### Improvement in profitability and cost-income:

**15.4%**

12 months ROE

**38.5%**

Cost-to-income ratio

### High liquidity

**€170,723 M**

Total liquid assets

**207%**

Liquidity Coverage Ratio (specific)



## People and culture

**46,014**

CaixaBank Group employees

**56.1%**

Female

**43.9%**

Male

**99.6%**

Permanent contracts

**46.8 years**

Average age

**18.7 years**

Average length of service



## Commitment to diversity

**43.4%**

of women in managerial positions<sup>1</sup>

**1.0%**

gender pay gap

**650**

employees with a disability



*CaixaBank has renewed its Flexible and Responsible Company (hereinafter referred to by its Spanish acronym of "efr", Empresa Flexible y Responsable) certification for the **fourteenth consecutive** year in 2024, keeping its Level of Excellence A certification.*

<sup>1</sup> From lower management in A and B branches. Scope CaixaBank, S.A.

## Committed to training and talent attraction

**65.9 hours**

Of training per employee

**€15.4 M**

Of investment in training



### Top Employer

CaixaBank awarded the "Top Employer Spain 2024" seal.

## Promotion of Health and Well-being



CaixaBank maintained in 2024 the AENOR **Healthy Organisation** certification.



## Society

### Contribution to GDP

<b>1.18%</b> CaixaBank (Spain)	<b>€18,872 M</b> Direct and indirect contribution to Spain's GDP <b>16%</b> Gross Value Added of CaixaBank in the financial and insurance sector
<b>0.56%</b> BPI (Portugal)	<b>€1,613 M</b> direct and indirect contribution to Portuguese GDP <b>7%</b> Gross value added of BPI in the financial and insurance sector

### Financing and investment with impact

<b>€6,250 M</b> Of own social bonds issued since 2019
<b>€72,450 M</b> Assets under management with a high sustainability rating according to SFDR in Spain and Portugal (articles 8 and 9) <sup>4</sup>

### Taxes paid, third-party tax collection and other contributions

<b>€3,593 M</b> Taxes paid	<b>€2,559 M</b> Taxes collected from third parties <sup>2</sup>	<b>€156 M</b> Other contributions <sup>3</sup>
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### Driving economic activity

<b>68,777</b> Spain	<b>8,458</b> Portugal
Job positions generated through the multiplier effect of purchases from suppliers <sup>1</sup>	

<b>€2,066 M</b> In microcredits and other financing with social impact
<b>484,522</b> MicroBank beneficiaries (accumulated 2022-2024)

### Committed to society



### Committed to **vulnerable groups**

- **Ofibuses to prevent financial exclusion**
- **No abandonment of municipalities.**
- **362,728 customers with basic payment accounts**



<sup>1</sup> CaixaBank Research, based on the value of CaixaBank, Spanish GDP and employment according to National Accounting and productivity figures per worker and based on the input/output tables of the National Statistics Institute (INE) with 4th-quarter data.

<sup>2</sup> Taxes payable by third parties arising from their economic relationship with CaixaBank.

<sup>3</sup> Contribution to the Deposit Guarantee Fund, Extraordinary contribution to the banking sector (Portugal), Contribution to the Single Resolution Fund and Financial Contribution monetisable DTAs.

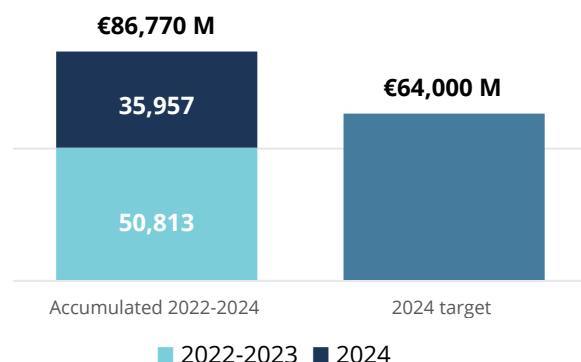
<sup>4</sup> Encompasses investment funds, pension funds, EPSV (Employee Pension Plans), and Unit-Linked products, adhering to articles 8 and 9 of the SFDR (Sustainable Finance Disclosure Regulation) for management companies in Spain and Portugal.



## Environment and Climate

### Mobilisation of sustainable finance

#### CaixaBank



**€64,000 M**

2022-2024 SP Objective

**€86,770 M**

Mobilised since January 2022

**€73,381 M**

Sustainable financing

**€13,389 M**

Sustainable intermediation



*Under its 2025-2027 Strategic Plan, CaixaBank aims to mobilise over €100 M in sustainable finance.*

#### BPI

**€6,187 M**

Mobilised since January 2022. **€2,119 M** in 2024

**€4,000M**

2022-2024 SP Objective



*BPI targets  
€4.4 billion in sustainable finance for the period 2025-2027<sup>1</sup>.*



Best Bank for Sustainable Finance in Western Europe



Best Bank for Sustainable Finance in Europe



It has recognised two foreign trade financing operations with its '2023 Deal of the Year - Green Trade' awards.

### Transition to a carbon-neutral economy

*In 2021, CaixaBank joined the Net Zero Banking Alliance (NZBA)*

*In 2022, VidaCaixa joined the Net Zero Asset Owner Alliance (NZAOA)*

In 2024, CaixaBank disclosed further intermediate decarbonisation goals as part of the Net-Zero Banking Alliance (NZBA), setting targets in the following sectors:

Electric	Fossil fuel combustion
Coal phase out.	Iron and steel
Commercial real estate	Residential real estate
Maritime	Aviation
Agriculture and livestock	Automotive

### Implementation of environmental efficiency measures in accordance with the requirements of internationally renowned standards



<sup>1</sup> Incorporates only mobilisation of sustainable financing.



# Significant events in the year

## JANUARY

CaixaBank recognised for the third consecutive year by Top Employers for **excellence in its practical human resources policies**.



## FEBRUARY

CaixaBank **issues its seventh green bond issue for €1,250 M**. As of 31 December 2024, 8 green bond issues have been issued for €7.15 billion since the start of the issue in 2020.

## MARCH

Global Finance names CaixaBank the **"World's Best Bank for Sustaining Communities 2024"**.



## APRIL

CaixaBank distributed an ordinary dividend of €2,876 million to its shareholders for 2023, amounting to €0.3919 per share, **marking a 70% increase from the prior year**.

## MAY

CaixaBank celebrates **Social Month**, hosting more than **2,690 charitable activities throughout Spain**.

## JUNE

CaixaBank, named **"Most Innovative Bank in Western Europe"** by Global Finance.

CaixaBank **extends the coverage of its mobile branch service** to municipalities at risk of financial exclusion. The mobile branch service covered 1,294 towns and villages at the end of December.

Approval by the Board of Directors of the **Statement on Nature**.

**Moody's upgrades CaixaBank's rating** to baa2 from baa3, thanks to an improvement in its assessment of the bank's intrinsic strength and operating environment in 2023.

**Publication of the Objectives of Descarbonización** remaining, within the framework of the Net Zero Banking Alliance (NZBA).



Strengthening of products for seniors with the **launch of the MyBox Tranquilidad Senior**, which enable bearing costs arising from an accident or death.



**Launch of MyBox VidaCare**, the first insurance policy to cover needs caused by neurodegenerative diseases.

CaixaBank approves the **third share buy-back (SBB) programme for a maximum amount of €500 M**. The programme was completed in May.

CaixaBank has been named **"Best Bank in Spain"** for the **tenth consecutive year** by Global Finance magazine

**OpenWealth becomes the largest high net worth and family office consultancy** in Spain.



## JULY

CaixaBank named **'Best Bank in Spain 2024', 'Best ESG Bank' and 'Best Digital Bank'** at the **Euromoney Awards** for excellence in banking.



CaixaBank **approves the fourth one share buy-back programme (SBB)**, for a **maximum amount of €500 M**. The programme was completed in November.

## AUGUST

CaixaBank embarks on the second phase of **rolling out Generative Artificial Intelligence (AI)** across the entire group.

CaixaBank **promotes a healthy lifestyle** among its employees with a comprehensive wellbeing platform.

## SEPTEMBER

CaixaBank has been chosen by the Bank for International Settlements and the Institute of International Finance to investigate **innovative digital payment solutions** for international transactions.

CaixaBank has also issued a **new €1.25 billion social bond** to fund projects that promote economic growth, gender equality, and the reduction of inequality. As of 31 December, 6 social bond issues have been issued for €6.25 billion since the start of the issue in 2019.

CaixaBank breaks its **record high** by exceeding 6,150,000 **salary direct deposits**.

## OCTOBER

**CaixaBank** approves the fifth **share buy-back (SBB)** programme for a **maximum amount of €500 M**. As at 31 December 52% has been executed.

CaixaBank was honored with the **'Best Shareholder Service for Listed Companies'** award at the **Rankia 2024 awards**.



## NOVEMBER

Additionally, **CaixaBank initiated a support plan for those impacted by the DANA storm in Valencia**, offering measures such as financing options for businesses, the self-employed, and individuals, along with loan deferrals. Deployment of mobile branches to assist those affected by crises.

CaixaBank presents the **2025-2027 Strategic Plan**.

CaixaBank **pays its shareholders a dividend** of €0.1488 per share.

**Standard & Poor's has upgraded CaixaBank's long-term debt issuer rating** from A- to A. By 2024, all credit rating agencies have improved CaixaBank's ratings, acknowledging enhancements in its operational environment and financial health.

## DECEMBER

CaixaBank has started a **talent acquisition initiative**, already employing nearly 1,000 people and planning to onboard 3,000 young and technical professionals under 35 over the next three years.



CaixaBank continues **to be recognised as one of the most sustainable banks in Europe and globally**, according to the **Dow Jones Sustainability Index**.

Over the past three years, **CaixaBank has mobilized €86.77 billion in sustainable finance**, surpassing its 2022-24 Strategic Plan goal of €64 billion.

