CaixaBank
Accionistas

Shareholder Advisory Committee

Virtual meeting of 13 July 2026

Meeting participants

Member of the Advisory Commitee	Autonomous community
Maurici Olivé Riu	Catalonia
Xavier Ibars Gilart	Catalonia
Almudena Eizaguirre Zarza	Basque Country
María Teresa Pujante Marcos	Region of Murcia
José Yeray Molinillo Suárez	Canary Islands
María del Carmen Ramos Roy	Community of Madrid
Natalia López Sánchez	Community of Madrid
Carles Martrat Martí	Catalonia

CaixaBank staff	Position
Meritxell Soler Farrés	Director of Shareholder Relations and Committee Secretary
Diego Marcou Fernández	Shareholder Relations
Inés Perrote Banet	Shareholder Relations
Josep Lop Casañas	Shareholder Relations
María Gracia Moreno Amaya	Shareholder Relations
Meritxell Quintana Puigbó	Shareholder Relations
Zaida García Castelló	Shareholder Relations
Manuel Ripoll Rajadell	Shareholder Relations
Marc Álvarez	Shareholder Relations

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Agenda

10.50am	Start of connections
11.00am	Welcome
11.10am	Benchmarking CaixaBank Shareholder Relations – your experience
11.40am	Assessment of the shareholder information service
12.10pm	Newsletter Focus
12.55pm	Upcoming meetings: logistics for travel bookings and confirmation of attendance
1.00pm	End of the meeting

Conclusions of the issues discussed

Benchmarking CaixaBank Shareholder Relations – Your experience.

Context:

Committee members were asked for their opinion on CaixaBank Shareholders communications and on best practices observed at other companies, particularly regarding benefits programmes, face-to-face meetings and communication formats.

Comments:

The members expressed a very positive assessment of the weekly report, the newsletter and, in general, CaixaBank's communication with its shareholders, highlighting that it is concise, visual and easy to follow.

As the main area for improvement, members pointed to the need to strengthen the shareholder benefits programme and improve communication of existing benefits. It was considered particularly interesting that such benefits should be linked to CaixaBank's own banking and insurance activities, avoiding advantages unrelated to the institution's core business.

Reference was made to practices observed at other companies, including discount or benefits programmes linked to their own products, shareholder prize draws or experiences, and face-to-face meetings with valuable content. In this regard, members highlighted the value of in-person events and financial education initiatives linked to CaixaBank's activity.

The possibility of exploring other communication formats was also discussed, such as short videos featuring senior executives on specific topics or the participation of CaixaBank specialists in external podcasts with a broad audience.

Assessment of the shareholder information service.

Context: The usefulness of the shareholder information service was reviewed, including subscriptions to periodic reports, the newsletter, the management report, corporate news and the various communication channels available to shareholders.

Comments:

There was broad agreement that the available content is of high quality and that the main challenge is not to generate more information but rather to ensure that shareholders are aware of the resources already available and subscribe to them where appropriate.

It was proposed that the existence of shareholder reports and benefits should be periodically highlighted, without overloading shareholders with communications. Members also suggested reinforcing internal communication so that the commercial network can correctly identify and communicate the benefits associated with being a shareholder.

The open and click-through rates presented were considered satisfactory and members recommended maintaining the current model.

A discussion was also held regarding communication channels. Members suggested reviewing the role of X, LinkedIn, WhatsApp and app notifications, taking into account the actual profile of the shareholder base. It was agreed that a specific analysis of communication channels and shareholder profiles would be prepared for a future meeting.

Newsletter Focus

Context: The structure of the quarterly results article was presented and the change in approach for some newsletter content was discussed, replacing part of the corporate news with economic and current-affairs articles published through Esfera and other CaixaBank channels.

Comments:

The results article was considered clear, balanced and useful both for shareholders seeking a quick overview and for those wishing to explore the subject in greater depth through the available links. Members considered it advisable to maintain these explanatory links for shareholders with less financial knowledge.

As a specific improvement, it was suggested that greater emphasis should be placed on year-on-year changes in the main figures, enabling shareholders to interpret more quickly whether results have evolved positively or negatively.

The replacement of corporate news with economic content was considered appropriate, provided that a balance is maintained between information relevant to shareholders, educational content and benefits-related content that may encourage readership.

Members also suggested considering occasional reminders regarding the long-term performance of the share price and overall shareholder returns, always with the necessary degree of prudence.

Upcoming meetings and other comments.

Context: Members were reminded of the next meeting scheduled for 6 October in Barcelona and of the need to confirm attendance and transport requirements in order to facilitate travel arrangements.

Committee members were asked to confirm by email whether they will attend the meeting on 6 October and to communicate any travel requirements where applicable.