



Shareholder Advisory Committee

Virtual meeting of 9 July 2025

Meeting participants

Member of the Advisory Committee	Autonomous community
Juan Dionisio González Martínez	Andalusia
Xavier Ibars Gilart	Catalonia
Fernando Sainz de la Maza Cemeli	Catalonia
Maurici Olivé Riu	Catalonia
Núria Torras Crespo	Catalonia
Almudena Eizaguirre Zarza	Basque Country

CaixaBank staff

CaixaBank staff	Charge
Meritxell Soler Farrés	Director of Shareholder Relations and Committee Secretary
Anna Moix Socorregut	Shareholder relations
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
Gregorio Carrillo	Shareholder relations

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Agenda

09.50am	Start of connections
10.00am	Welcome
10.10am	Analysis of the type of queries received in the Shareholder Contact Centre
10.30am	Analysis of the participation in the last draw for the AGM
10.45am	Donation to the Red Cross Response Plan for the purposes of the DANA for participation in the AGM
10.50am	Candidates for the Shareholder Advisory Committee
11.10am	Next meetings: logistics for booking trips and confirmation of attendance
11.20am	Feedback from the members of the Advisory Committee at the last itinerant meeting
11.40am	Other business
12.00am	End of the meeting

Conclusions of the issues discussed

Award "Best Retail IR Strategy" received in London by IR Impact Awards Europe.

CaixaBank has received the "Best Retail IR Strategy" award for its retail shareholder relations strategy, thanks to initiatives such as the Shareholder Advisory Committee, the Corporate Meetings and the Aula financial literacy programme. The prize, received in London, recognises best practices in investor relations between European companies.

Comments:

The members of the committee congratulated the Shareholder Relations team on the award and expressed their pride in having contributed to the success.

Operation of the Shareholder Contact Centre

Context:

Following questions raised at previous meetings by the Committee members, the operation of the Shareholder Contact Centre is presented.

Operations:

The CaixaBank Shareholder Service, which is externalised and specialised, exclusively caters to queries from retail shareholders. The most complex queries are sent to the Shareholder Relations team and their effectiveness reinforced through regular training. This service channel does not address issues related to products or services (these are channelled through the Customer Service Department). The agents have structured responses for frequent issues.

The committee is presented with the metrics of queries received as volumetrics, transfers to the Shareholder Relations team, and distribution by more recurring topics.

Comments: Committee members have been interested in details of how the shareholder service works, such as the protocol for situations where the operator is unaware of the information, language of the service, the ability to distinguish between customer and shareholder by the agents, etc.

Promotion campaign for participation in the 2025 General Shareholders' Meeting

Context:

On the occasion of the General Shareholders' Meeting 2025, a draw was made of 20 Samsung Galaxy Z Flip6 among all the shareholders who participated online and registered their details in the registration form available on the microsite published on the corporate website of CaixaBank. The committee is informed of the results of the draw for natural persons, persons of legal age and resident for tax purposes in Spain, regardless of the place of deposit of their shares.

Comments:

The committee members highlight the complexity of the process for participating in the draw for the AGM, and it is therefore proposed to work on its simplification to increase the success of the AGM in the next edition.

Solidarity campaign for the Red Cross response plan for the purposes of the DANA

Context: With the aim of fostering shareholders' participation in the General Meeting, CaixaBank continued the solidarity campaign that has been taking place since 2020. This year, and before the emergency caused by the DANA, the donation was allocated to the Red Cross Response Plan.

Features and Results:

In exceptional circumstances, the contribution per shareholder was increased from 3 to 5 euros and the maximum limit on donation was removed, which had previously been increased from 100,000 to 150,000 euros. The donation made amounted to €383,583 thanks to the participation of 76,717 shareholders in the General Meeting.

Comments:

The committee highly appreciated the efforts made to promote this campaign.

Candidates of the shareholder advisory committee

Context: CaixaBank is currently in the process of selecting new members for its Advisory Committee, with the aim of adding profiles that are representative of the shareholder base, without acting as formal representatives.

Characteristics of the process: the characteristics of the process and applications received are explained.

Comments:

Committee members reflected on the procedure for selecting committee members.

Feedback from members of the advisory committee to the travelling meeting

Comments:

The members of the committee gave a very positive assessment of the itinerant meeting held in May. They also expressed an interest in encouraging shareholder participation in volunteering activities. The possibility of establishing formulas that allow for the occasional and/or continuous involvement of shareholders throughout the year has been considered, as well as the need to identify organisations that have the appropriate capacity and structure to host groups of volunteers.

It has also been pointed out that, in general, the social organisations show a very receptive attitude towards the participation of volunteers, and that the company offers a wide variety of options.