



MONTHLY PERFORMANCE

SUSEP Segments | November/2021

CAIXA *Seguridade*



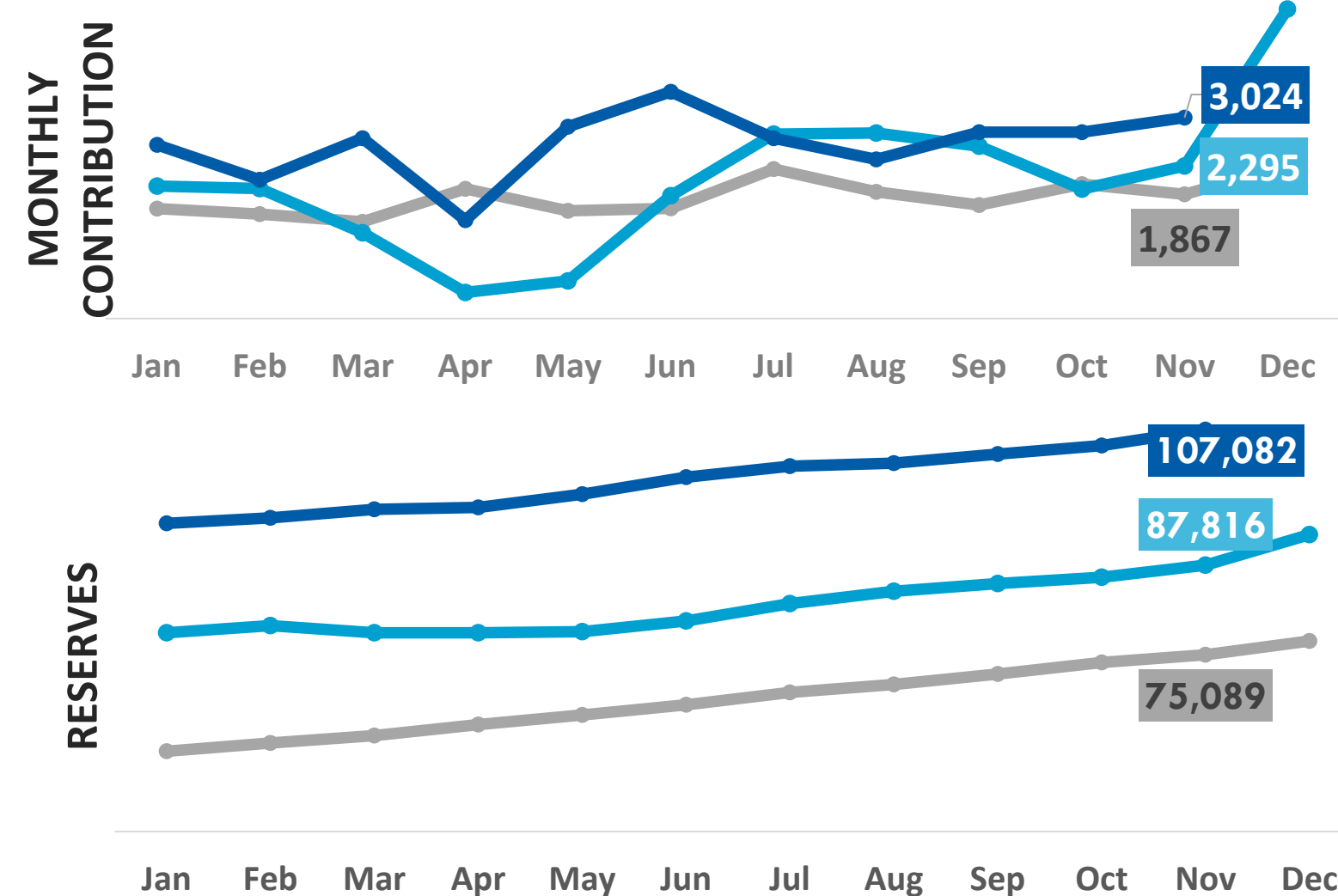
Contribution and Reserves | Pension

Caixa Seguridade

nov/21 Δ% nov/20

Monthly contribution	3,023.8	+31.8%
Accumulated contribution	28,920.6	+41.5%
Reserves	107,081.8	+21.9%

Evolution | Pension



Overview

During this month we observed an expansion in the accumulated written premiums of all the insurance lines, with the credit life being the only exception. It should also be highlighted the 41.5% growth in the accumulated pension contribution.

Private Pension

The **Private Pension** segment presented the second best monthly performance of the year, overcoming the milestone of BRL 3 billion in contributions. This mark had been achieved in this accounting year only in June (end of semester). The achievement is due to the launch of the new investment funds portfolio in October/2021. The diversification of allocation options increased the investment possibilities, brought greater competitiveness to the Company and boosted the product offer.

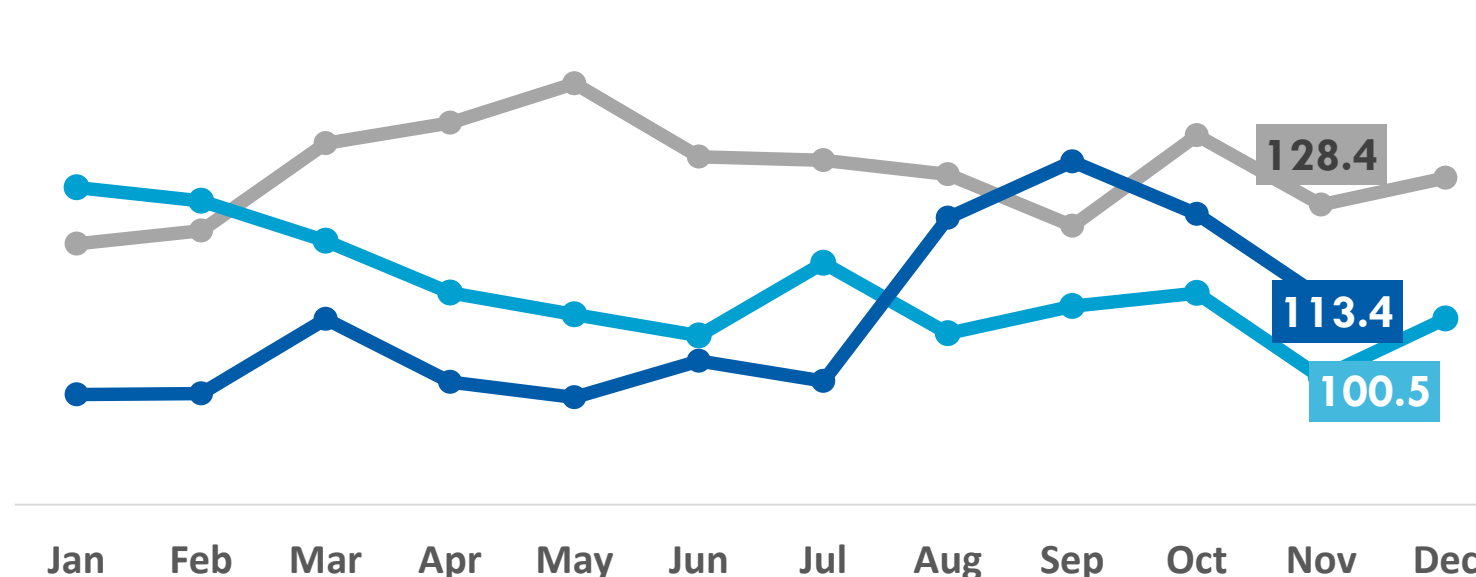
Collection & Provision | Premium Bonds

Caixa Seguridade

nov/21 Δ% nov/20

Monthly Collection	113.4	+12.9%
Collection YTD	1,207.6	-4.8%
Technical provisions	3,192.5	+2.2%

Monthly Collection | Premium Bonds



Premium Bonds

The **Premium Bonds** results growth in November/2021 compared to same month in 2020 reflects the evolution of XS4 operations (start of operations in August/2021) and the inclusion of Premium Bonds as one of the incentivized products in the performance measurement panel of Retail and Wholesale distribution networks.

The accumulated result is justified by the latent period between January/2021 and July/2021, when the operations of the former Caixa Capitalização were not encouraged, given the expectation of the start of XS4 operations, as a result of the new partnership with ICATU.

Written Premium | Month

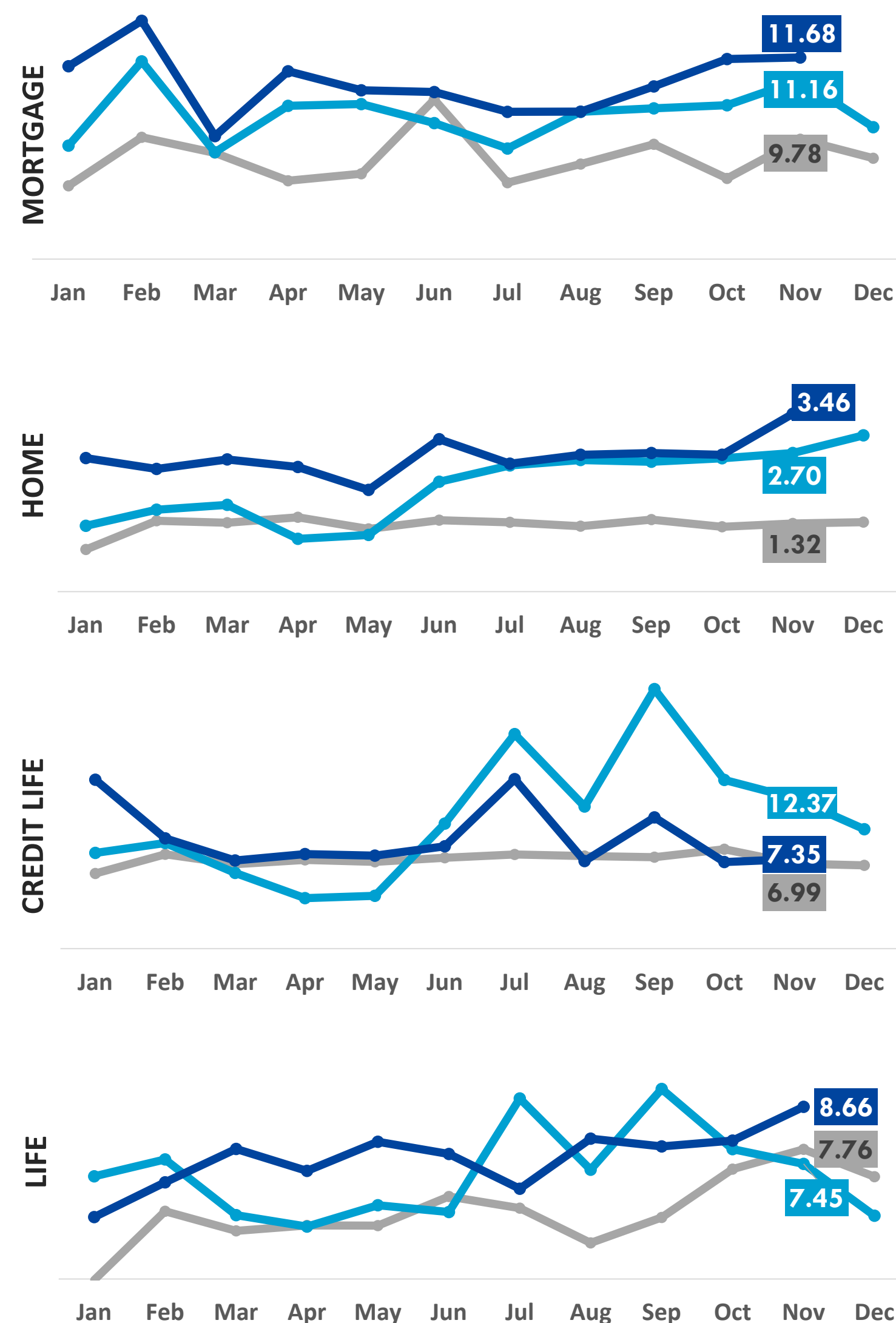
Insurance Lines	Caixa Seguridade	
	nov/21	Δ% nov/20
Mortgage	233.5	+4.6%
Home	69.2	+28.3%
Credit Life	147.0	-40.6%
Life	173.2	+16.3%
Personal Accidents	8.2	-28.7%
Others non strategic ¹	53.2	-3.8%
Total	684.3	-7.6%

Written Premium | YTD

Insurance Lines	Caixa Seguridade	
	11M21	Δ% 11M20
Mortgage	2,555.1	+6.4%
Home	598.6	+32.2%
Credit Life	2,080.8	-16.4%
Life	1,728.8	+2.9%
Personal Accidents	98,1	+12.6%
Others non strategic ¹	555.4	+7.7%
Total	7,583.7	-0,2%

¹ Includes run-off insurance lines, which have not established new strategic partnerships: Auto insurance; Corporate; and others less relevant.

2021 2020 2019 Written Premium | Daily Average



Insurance

The evolution of the **Mortgage** insurance line is determined by strong performance of CAIXA real estate financing contracts in the period, maintained as market leader, and the training of the network of Managers and Exclusive Correspondents.

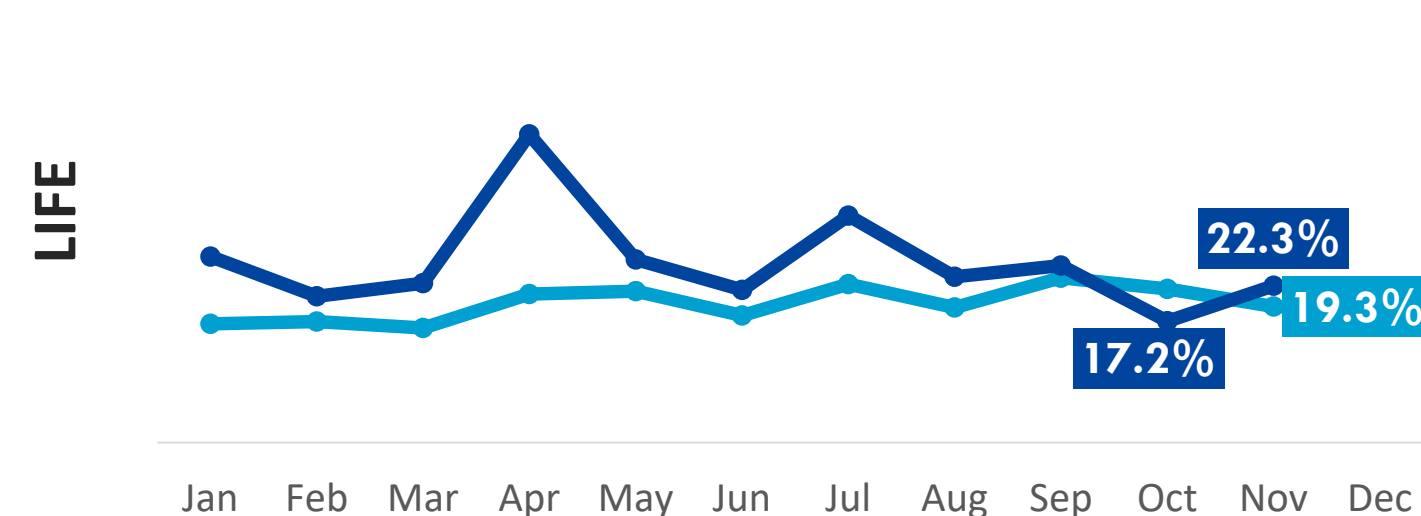
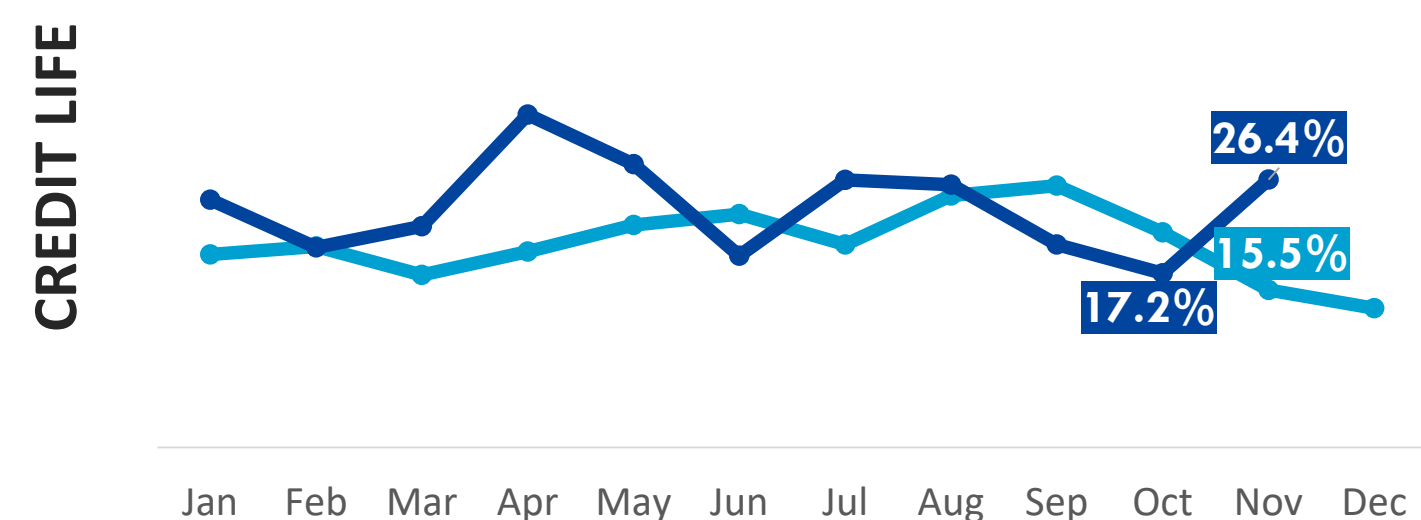
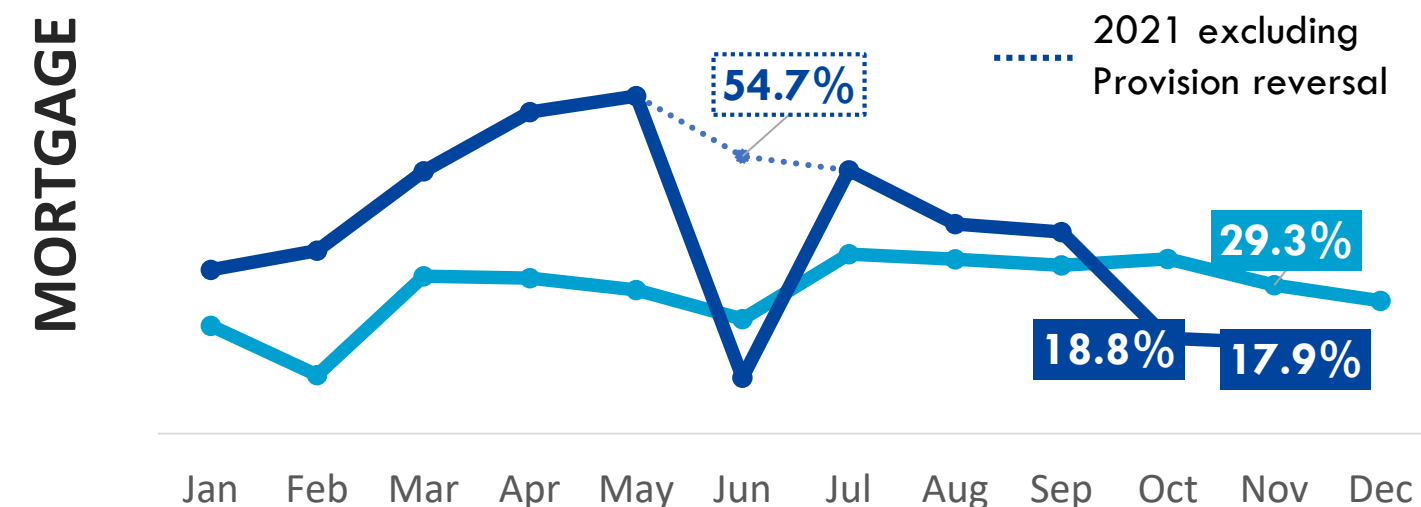
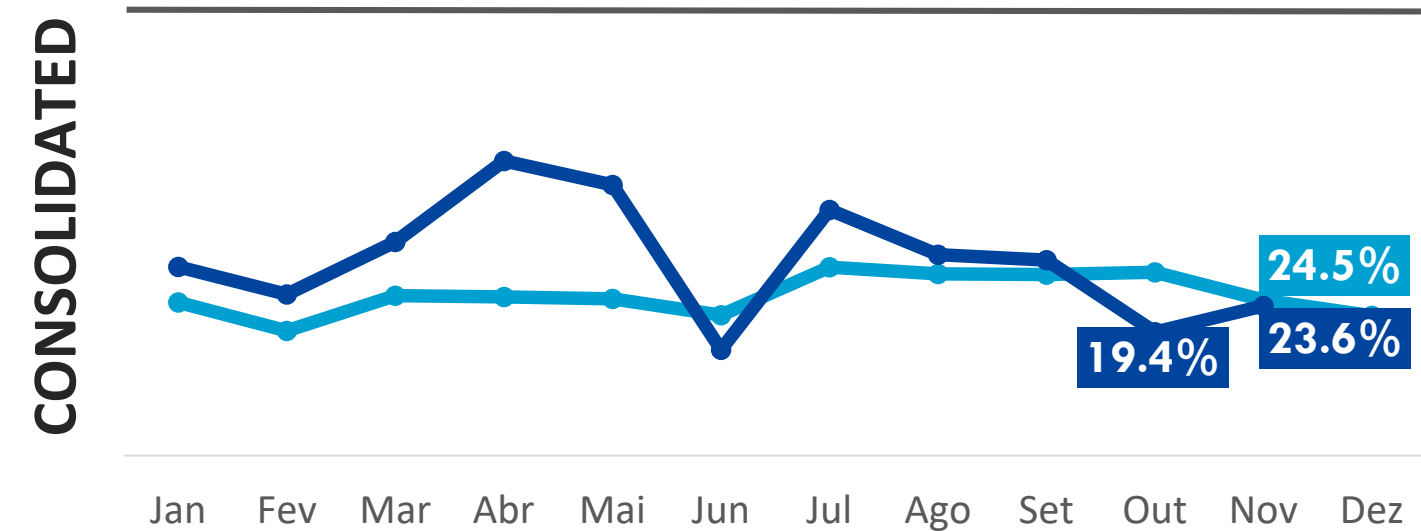
In November/2021, the **Home** insurance line presented the best historical performance, both in terms of quantity and value of policies issued, achieving the mark of more than 10 thousands policies in one day, compared to a daily average of almost 4 thousand in the previous month. The increase in issuance is due to the tactic adopted to use CAIXA's real estate customer base that did not have Home Insurance, expanding the strategy of exploring the base beyond the cross-sell with credit operations.

The **Credit Life** insurance line increased the production in November/2021 when compared to October data of same year. As the product is directly connected to credit contracts, especially corporate credit and working capital credit, in 2020 we had extraordinary results due to PRONAMPE² incentives. We also observed the increase in cross-sell rates in Individual and Corporate credit lines.

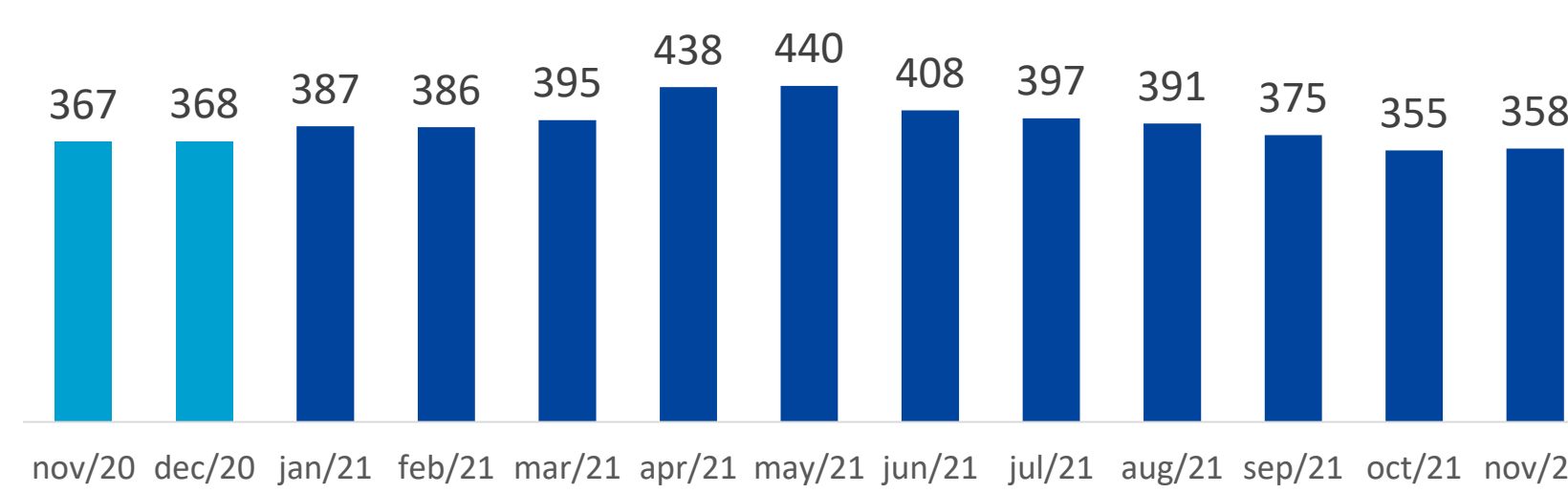
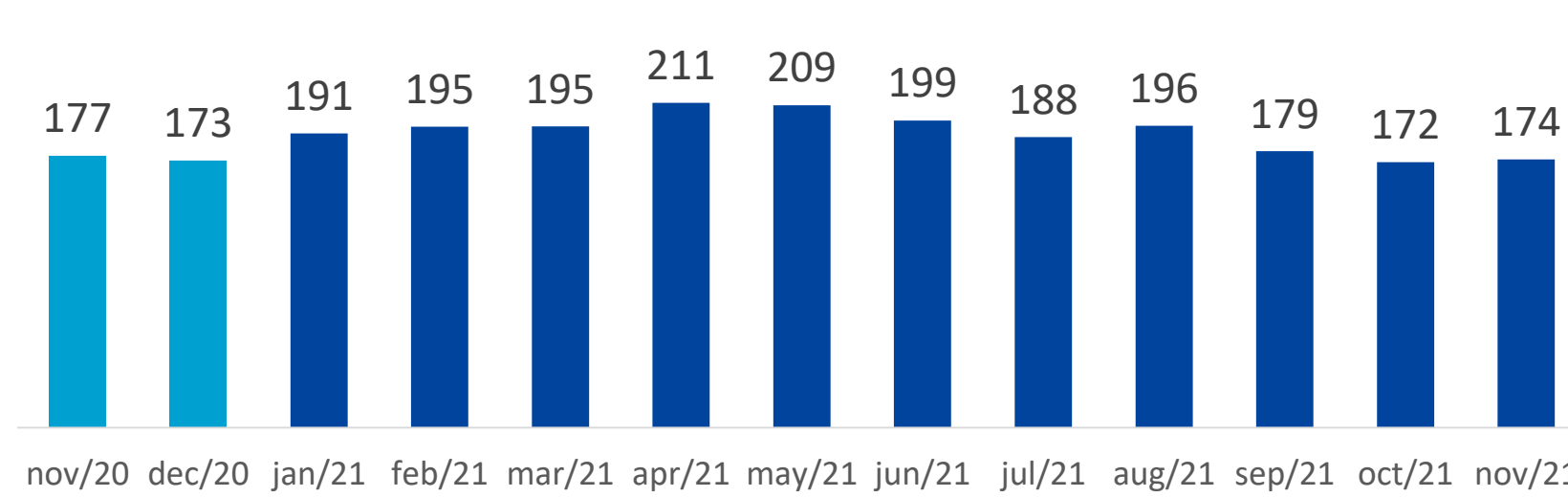
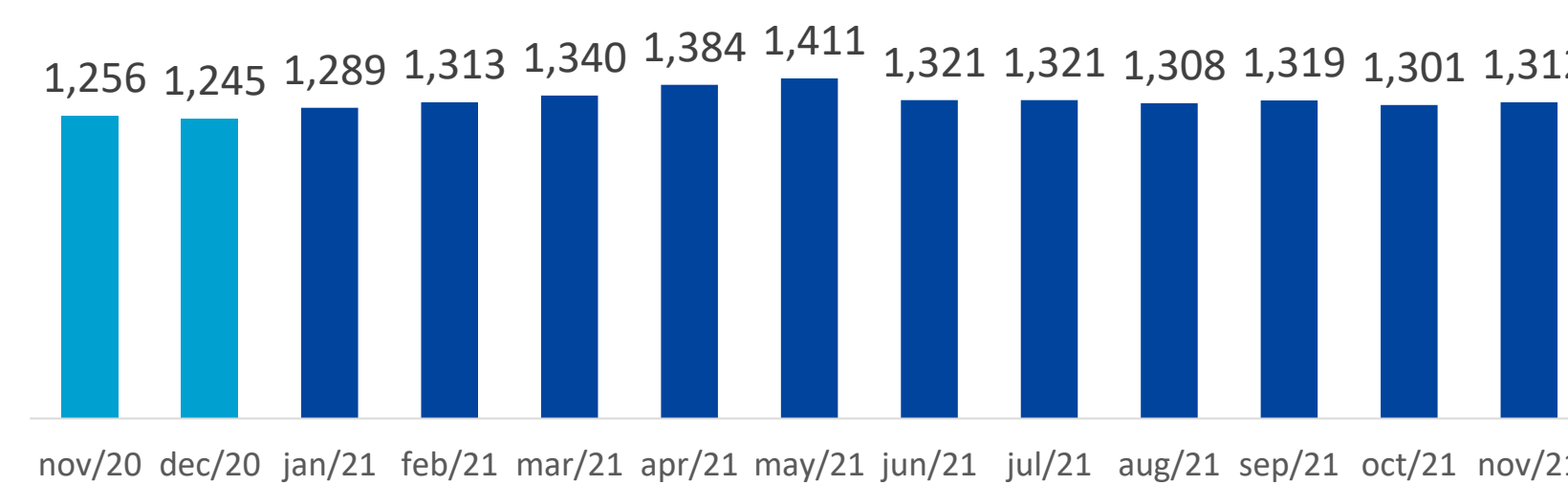
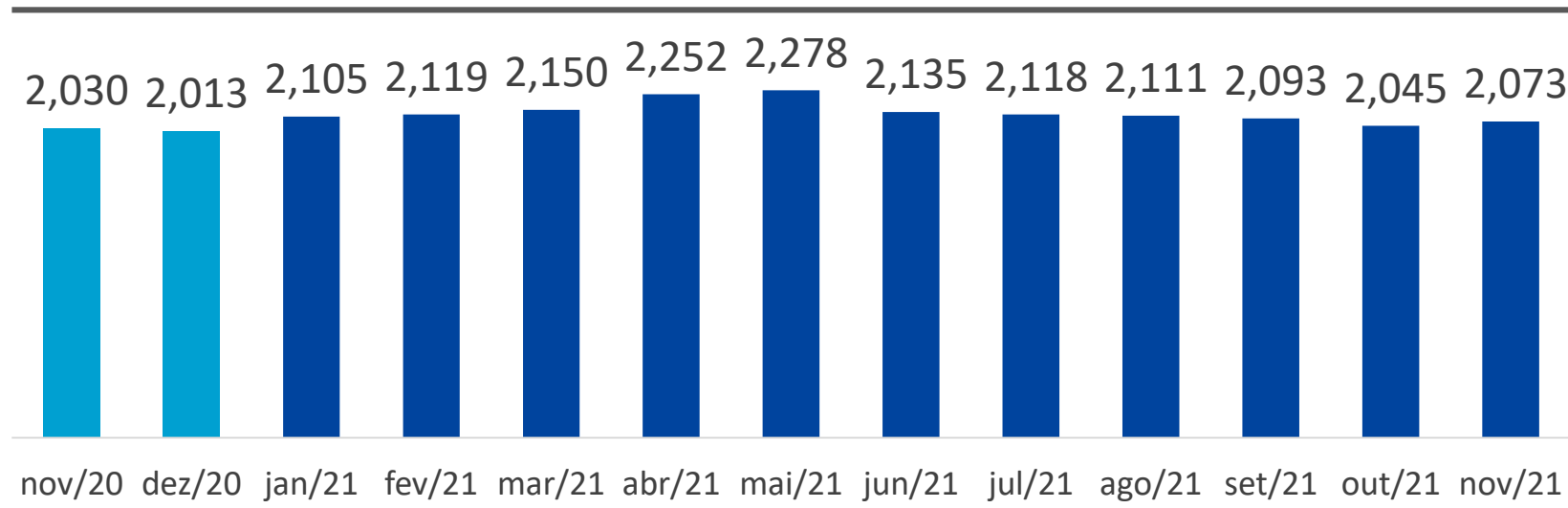
The **Life** insurance line was the highlight of the month, with an expressive growth of 16.3%. Tactical mobilization actions on a national scale and training initiatives resulted in an increase in the average ticket, both for Monthly Payment and Single Payment products, when compared to the previous month.

² Credit line of the National Program for Support to Micro and Small Enterprises (PRONAMPE) to assist in the development and strengthening of your business and support them in coping with the impacts caused by COVID-19.

2021 2020 Claims Ratio | % Earned Premium



2021 2020 Claims Provision¹ | Balance



¹ Claims Provision = IBNR + PSL + PDR

The loss ratio of **Life** insurance lines presented in November/2021 a positive oscillation of 4.2 p.p compared to previous month. However, the consolidated result was 0.9 p.p. lower than November/2020 ratio.

In the **Mortgage** insurance line the November/2021 loss ratio maintained the downward trend, remaining lower than the monthly average in past two years, with the reduction (35.8%) in claims level and the growth of earned premiums (4.70%), both compared to November/2020.

As for the **Credit Life**, in November/2021, the elevation of the loss ratio a result of the increase in the claims volume, caused by the damming of the October/2021 claims, combined with the earned premiums retraction. If the claims damming were not considered, the claims, especially related to Covid-19, continued on a downward trend.

For the **Life**, as observed in Credit Life, there was a claims damming in October/2021. With regard to claims related to Covid-19, in November, claims continued decreasing, in line with the recent months.

Insurance

DataSource: SUSEP - <http://www2.susep.gov.br/menuestatistica/SES/principal.aspx> | Downloadable SES Database: Base de Dados do SES ,updated 202111

Issued Premium: Arquivo SES_seguros | COLUMNS F of the report

Claims Ratio: Index calculated by dividing Claims Occurred (arquivo SES_seguros | Coluna O do Relatório) per Earned Premium (arquivo SES_seguros | Coluna H do Relatório).

Claims Provision (IBNR + PSL + PDR): Arquivo SES_provramos | for IBNR values from Report Column I, for PSL values from Report Column H and for PDR values from Report Column U.

Company Codes - Column B of the database: 05631, 08141, 04421, 03476

Insurance Line Codes - Column C of the database:

Mortgage: 1061, 1065, 1068

Credit Life: 0977, 1377

Life: 0929, 0936, 0969, 0980, 0983, 0984, 0986, 0987, 0990, 0991, 0992, 0993, 0994, 0997, 1329, 1336, 1369, 1383, 1384, 1386, 1390, 1391, 1392, 2201, 2202, 2203, 2293

Personal Accidents: 0981, 0982, 1381

Home: 0114

Others non strategic:
Auto: 0520, 0524, 0525, 0526, 0531, 0542, 0553, 0544

Corporate: 0118

Others: 0111, 0112, 0,113, 0116, 0117, 0141, 0142, 0143, 0167, 0171, 0173, 0176, 0195, 0196, 0234, 0727, 0274, 0310, 0313, 0327, 0351, 0378, 0433, 0435, 0437, 0457, 0484, 0523, 0583, 0588, 0589, 0621, 0622, 0623, 0628, 0632, 0638, 0644, 0652, 0654, 0655, 0656, 0658, 0711, 0739, 0740, 0743, 0745, 0746, 0747, 0748, 0749, 0750, 0775, 0776, 0819, 0848, 0849, 0859, 0860, 0870, 0949, 0996, 1066, 1101, 1102, 1103, 1104, 1105, 1106, 1107, 1108, 1109, 1130, 1161, 1162, 1163, 1164, 1165, 1198, 1279, 1285, 1286, 1287, 1299, 1380, 1387, 1396, 1417, 1428, 1433, 1457, 1528, 1535, 1537, 1574, 1597, 1601, 1602, 1603, 1734, 1872, 1985, 2079, 2199

Pension

Contribution: SUSEP - <http://www2.susep.gov.br/menuestatistica/SES/principal.aspx> / Downloadable SES Database: Base de Dados do SES, updated 202111| arquivo SES_Contrib_Benf
For contributions, Column D of the Report.

Company Codes - Column A of the database: 05631, 08141

Reserves: SUSEP - <http://www2.susep.gov.br/menuestatistica/SES/principal.aspx> | Empresas | Seguradoras: Demonstrações Contábeis | Passivo
Considered in reserves: Vida com Cobertura Por Sobrevivência + Provisões Técnicas Previdência Complementar.
Company codes: 05631, 08141

Premium Bonds

Collection: SUSEP - <http://www2.susep.gov.br/menuestatistica/SES/principal.aspx> | Downloadable SES Database: Base de Dados do SES, updated 202111 | arquivo SES_Dados_Cap
For revenue is selected Column E os the report.

Company Codes - Column A of the database: 24872, 25585.

Technical Provision: SUSEP - <http://www2.susep.gov.br/menuestatistica/SES/principal.aspx> | Empresas | Capitalização: Demonstrações Contábeis | Passivo
Technical Provision: Provisões Técnicas Capitalização and the company codes 24872 e 25585.

Disclaimer

This report was prepared by Caixa Seguridade and aims to provide information in relation to the monthly commercial performance of its investee companies, based on public data made available by the SUSEP Statistics System, accessible in <http://www2.susep.gov.br/menuestatistica/SES/principal.aspx>.

For the insurance segment, all SUSEP codes were grouped together, even those for which the Company does not have production.

The numbers in this report may differ from those disclosed in the Earnings Release and the quarterly Financial Statements, as Caixa Seguridade adopts the international accounting standards (International Financial Reporting Standards – IFRS), issued by the International Accounting Standards Board (IASB), while SUSEP uses the accounting standard known as SUSEP GAAP.

In the production of this report, any effects that may be considered non-recurring were not segregated. Additional information in this regard will be detailed exclusively in the Earnings Release for the quarter.