



MONTHLY PERFORMANCE

SUSEP Segments | August/2021

CAIXA *Seguridade*



Written Premium | Month

Insurance Lines	Caixa Seguridade	
	Aug/21	Δ%Aug/20
Mortgage	229.2	4.8%
Home	58.5	8.9%
Credit Life	158.5	-35.4%
Life	175.6	14.2%
Personal Accidents	9.1	6.8%
Others non strategic ¹	45.2	2.3%
Total	676.1	-6.6%

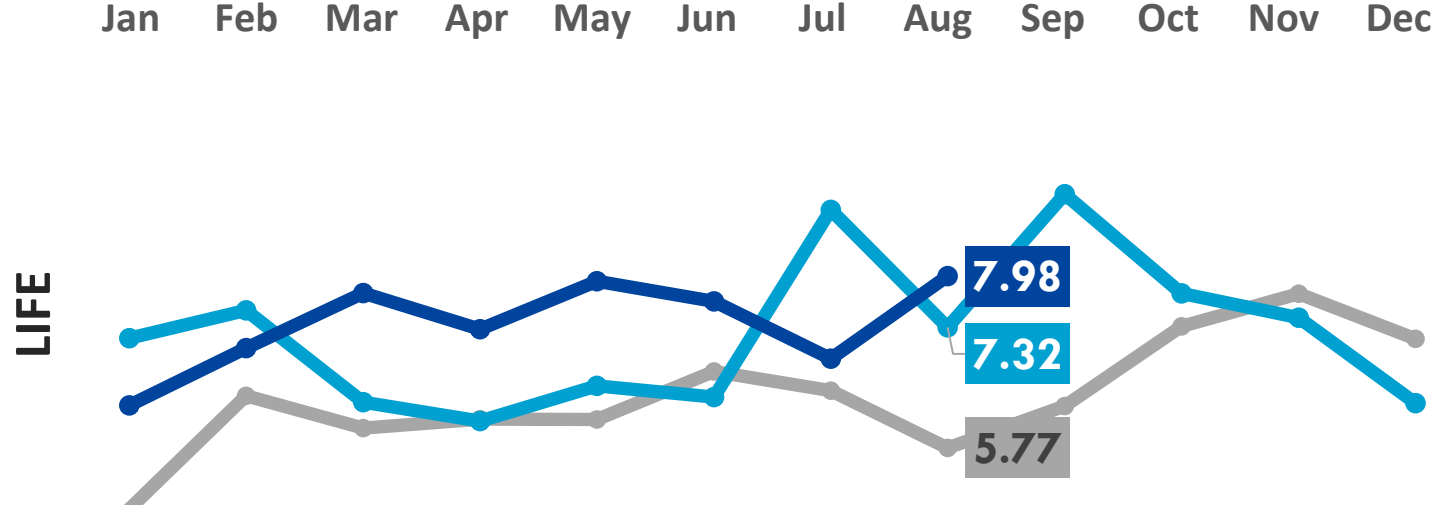
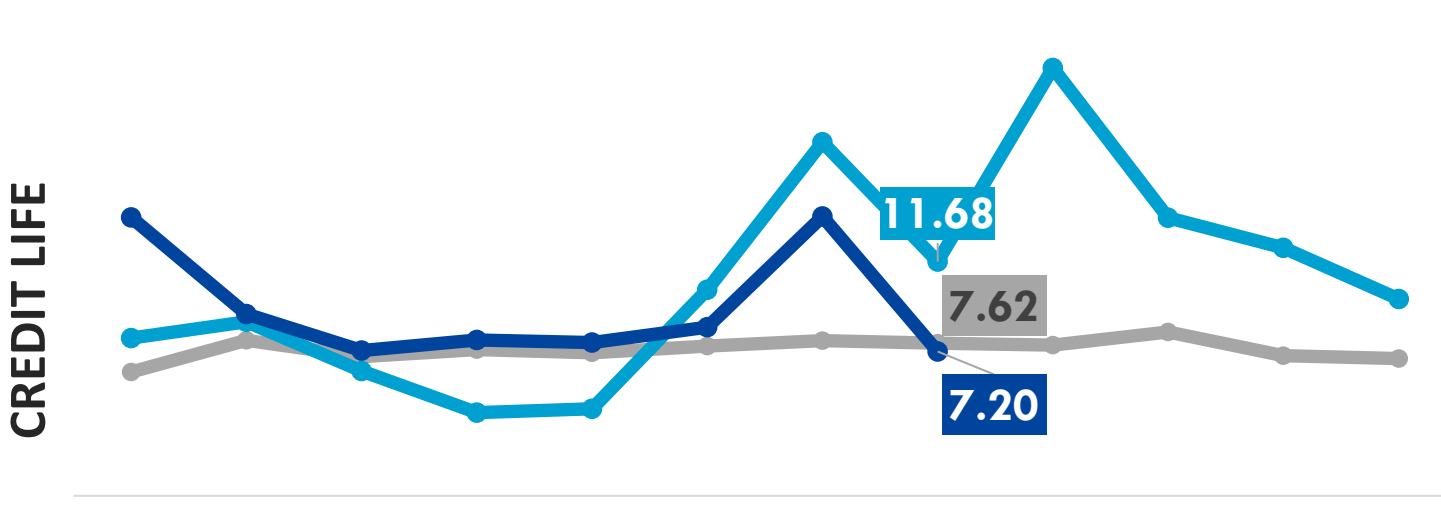
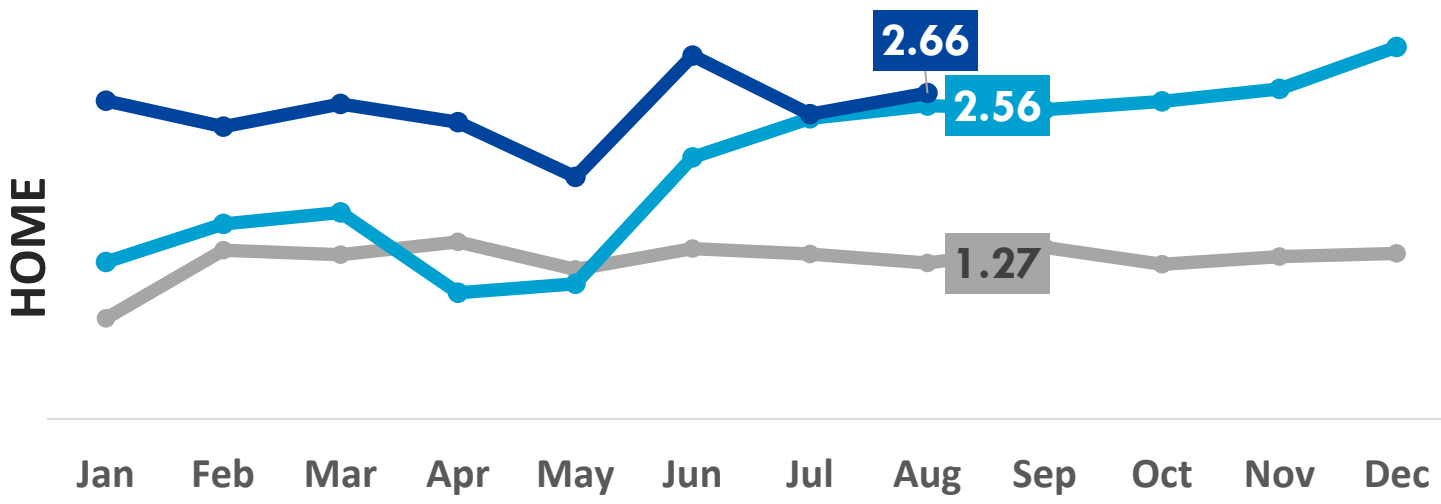
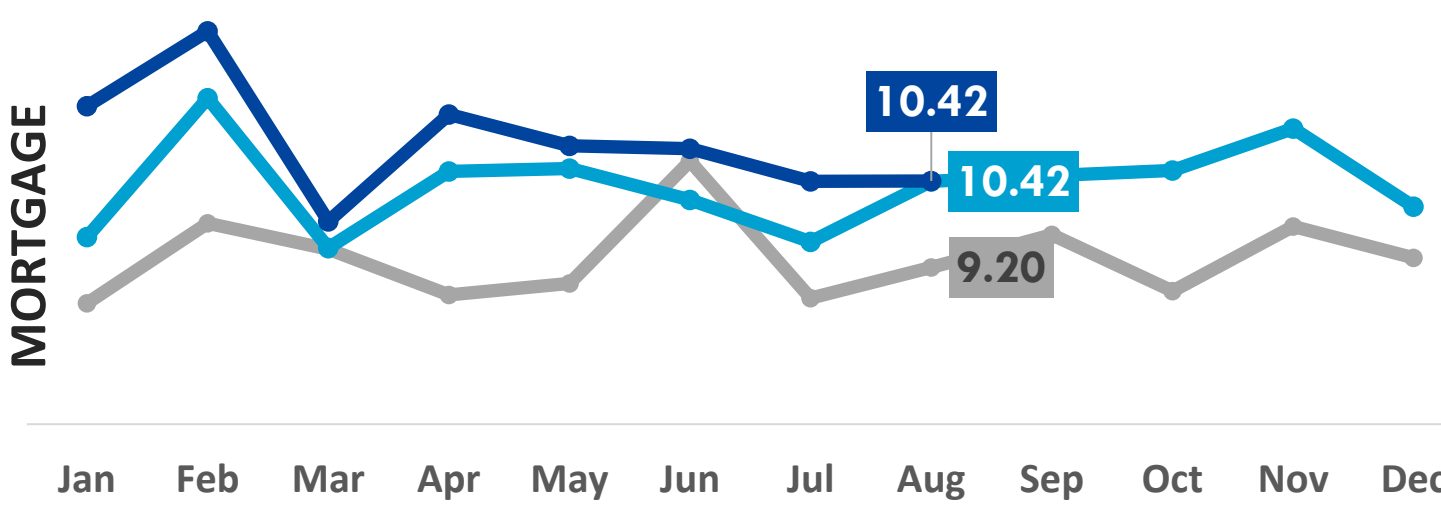
Written Premium | YTD

Insurance Lines	Caixa Seguridade	
	8M21	Δ% 8M20
Mortgage	1,824.7	7.1%
Home	419.6	43.9%
Credit Life	1,564.8	4.1%
Life	1,232.6	4.5%
Personal Accidents	73.1	31.3%
Others non strategic ¹	417.3	15.5%
Total	5,532.1	8.6%

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

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 2019 Written Premium | Daily Average



The performance of the **Mortgage** insurance was in line with previous months. CAIXA is the absolute leader in Housing Finance and Caixa Seguridade follows this strategy, accounting for more than half of the premiums issued in the market.

Home insurance grew in August. In addition to the product and process improvements carried out at the beginning of 2021 with the start of operation of the new company CAIXA Residencial, training was carried out with more than five thousand employees - the measured sales of this group of employees grew 36% when compared to the month prior to the training.

The performance in the **Credit Life** insurance is closely linked to the Bank's credit strategy, which was strong within companies in the month of July due to the PRONAMPE² product. The large contracting in July advanced contracts, which explains the lower performance of the product in companies in August. In addition to improvements in the process for Individuals, the product was launched in August in the CAIXA Direct Credit contracting digital channels, enabling customer autonomy.

In **Life** insurance, the increase in the number of policies in August is also due to the cross-sell strategy with other CAIXA products, such as the discount for PRONAMPE customers, the disclosure for contracting the product in remote channels, and the training actions with more than four thousand Individual managers at CAIXA Distribution Network.

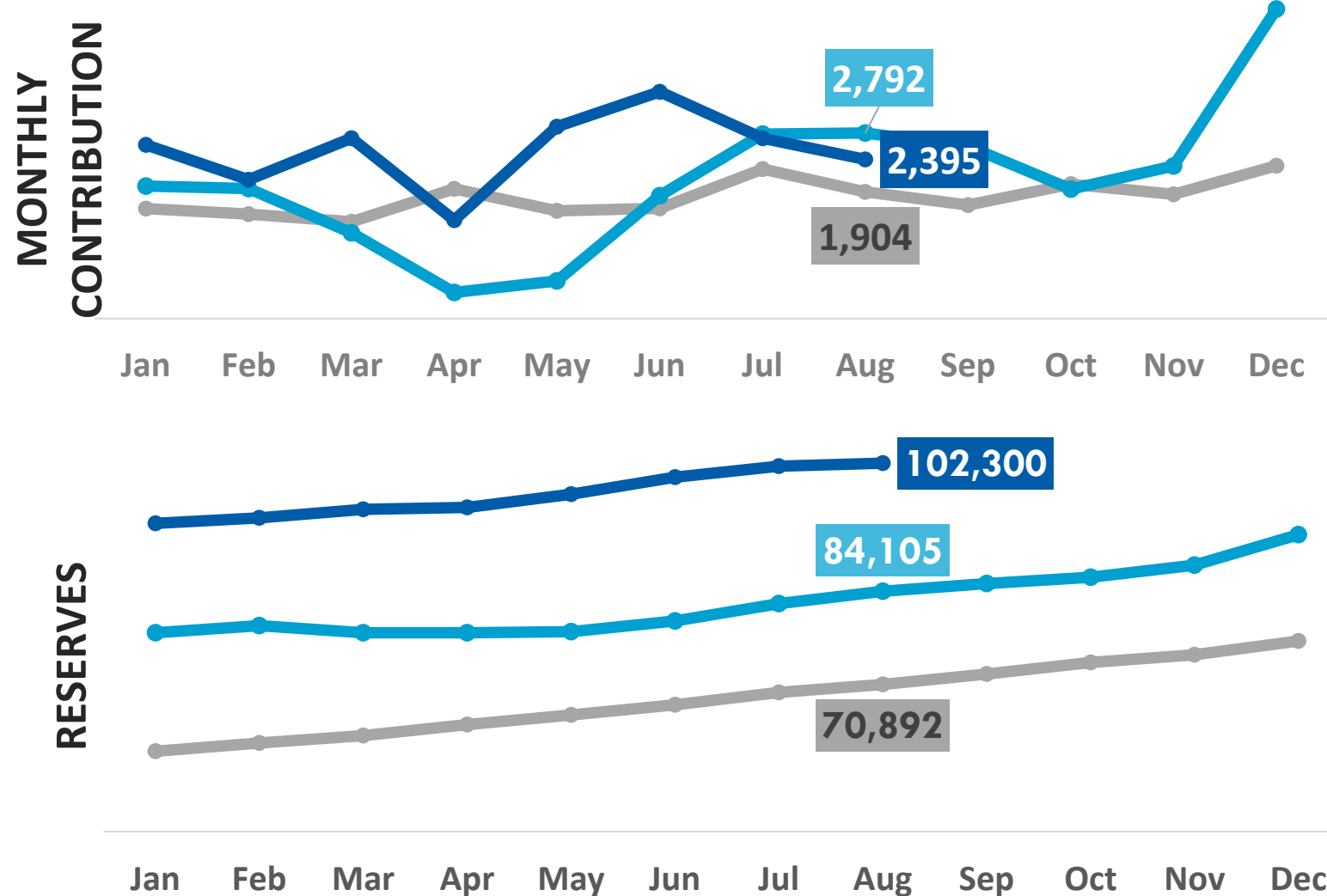
In August, **Personal Accidents** insurance had an increase in production of 6.8%, compared to the same month in 2020. In the YTD, the growth is even greater, at 31.3%. As a highlight of our best month this year, we started the product reformulation for greater market competitiveness.

Other insurance lines (**Others non-strategic**) showed growth in the period, but the forecast is for a gradual reduction, considering these are run-off products for which there will be no new sales.

Contribution and Reserve | Pension

	Caixa Seguridade	
	Aug/21	Δ% Aug/20
Monthly contribution	2,395.1	-14.2%
Accumulated contribution	20,292.5	49.2%
Reserves	102,299.8	21.6%

2021 2020 2019 Evolution | Pension



Pension

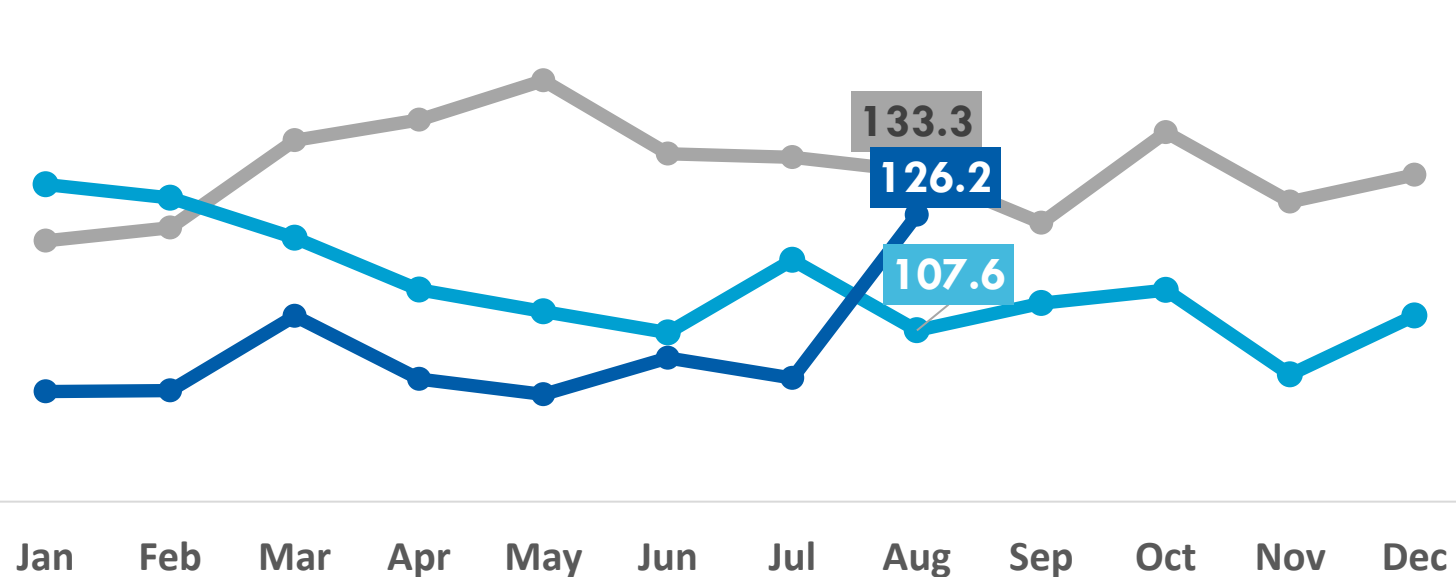
The volume of **pension** contributions accumulated in the year increased by 49.2%. Caixa Seguridade reached the historic milestone of BRL100 billion in reserves in June. In August recorded a 21.6% growth in reserves when compared to the same period of the previous year.

It is possible to observe linearity in the monthly pension contributions in 2021 as a result of the perennial work carried out by Caixa Seguridade at the CAIXA Distribution Network.

Collection & Provision | Premium Bonds

	Caixa Seguridade	
	Aug/21	Δ% Aug/20
Monthly Collection	126.22	17.3%
Collection YTD	832.0	11.6%
Technical provisions	3,181.6	4.0%

2021 2020 2019 Monthly Collection | Premium Bonds



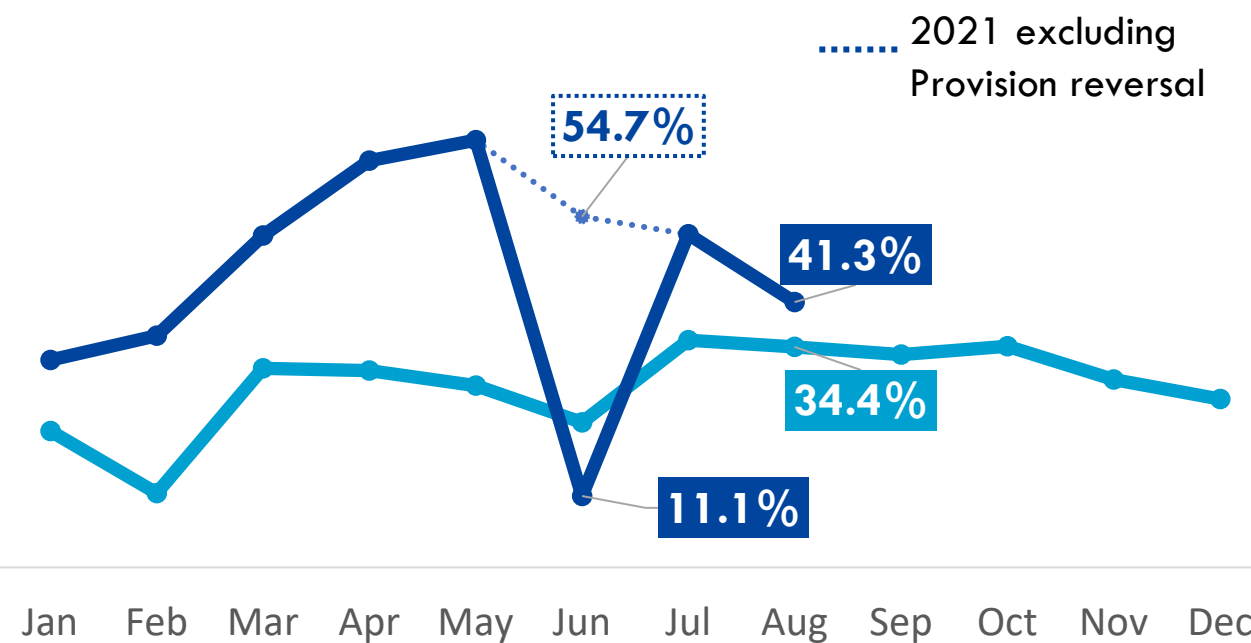
Premium Bonds

The strong growth in August highlights the start of operations of the new **Premium Bonds** partnership. Until the end of June, the products were still sold exclusively under the old partnership. In the new agreement, Caixa Seguridade and Icatu began formatting the new portfolio and sales began at the end of July. In the first month of operations of the new partnership, sales jumped to more than BRL 126 million in monthly collection, so far the best month of the year.

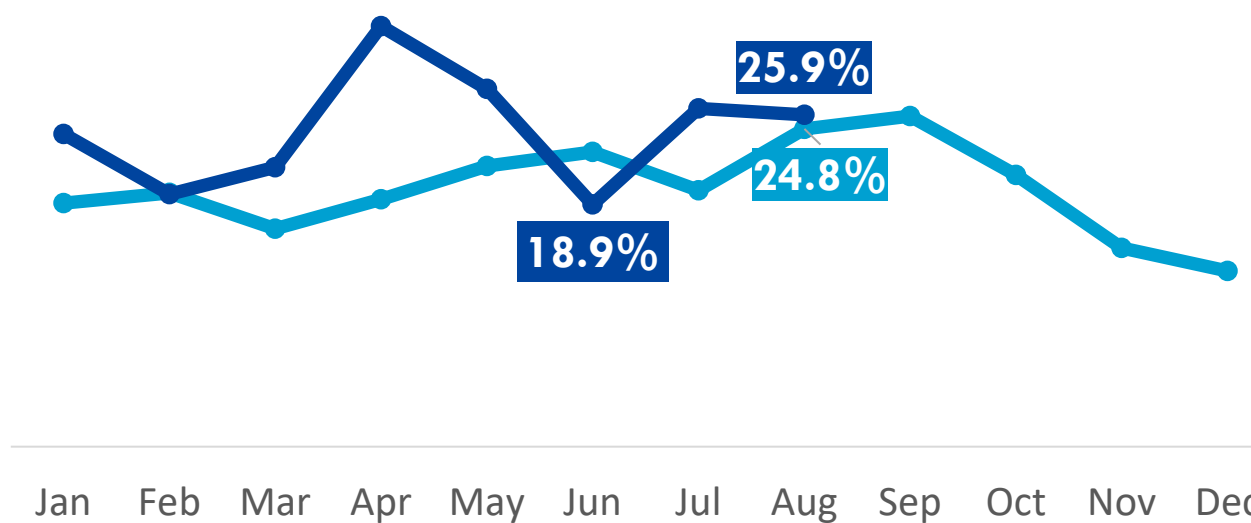
The visibility in the launch and mobilization for the product brought an increase of 26% in sales compared to the average of the other months in 2021 and 17.3% compared to August 2020.

2021 2020 Claims Ratio | % Earned Premium

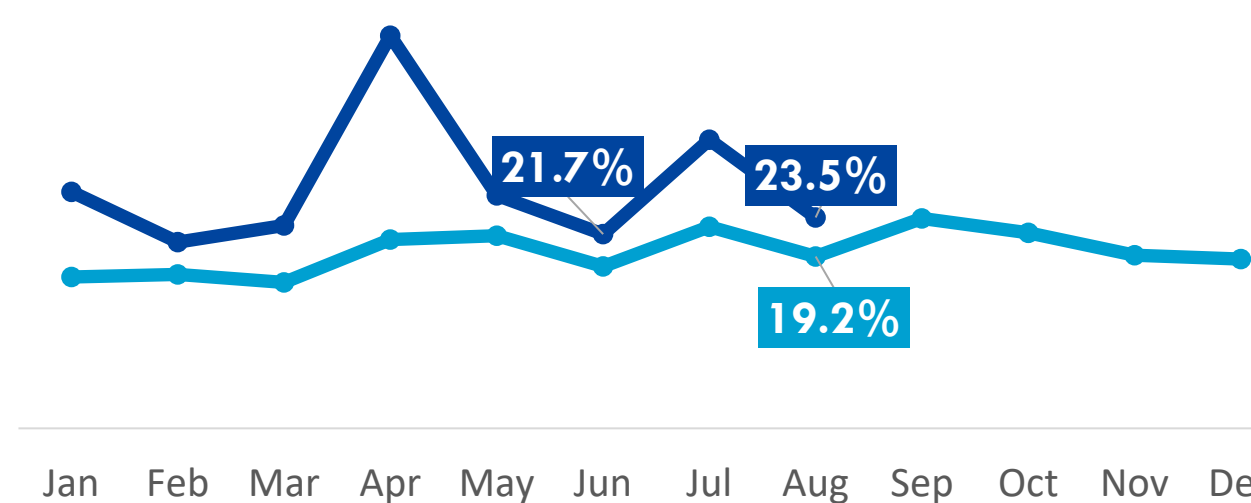
MORTGAGE



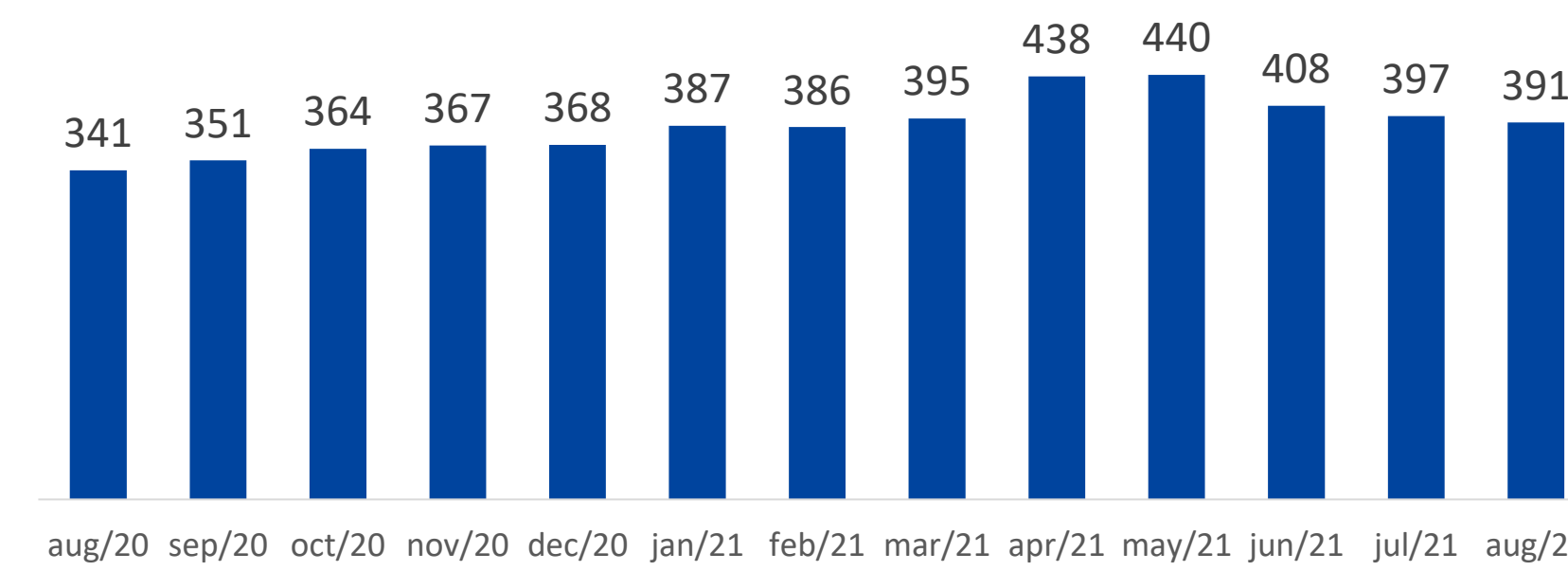
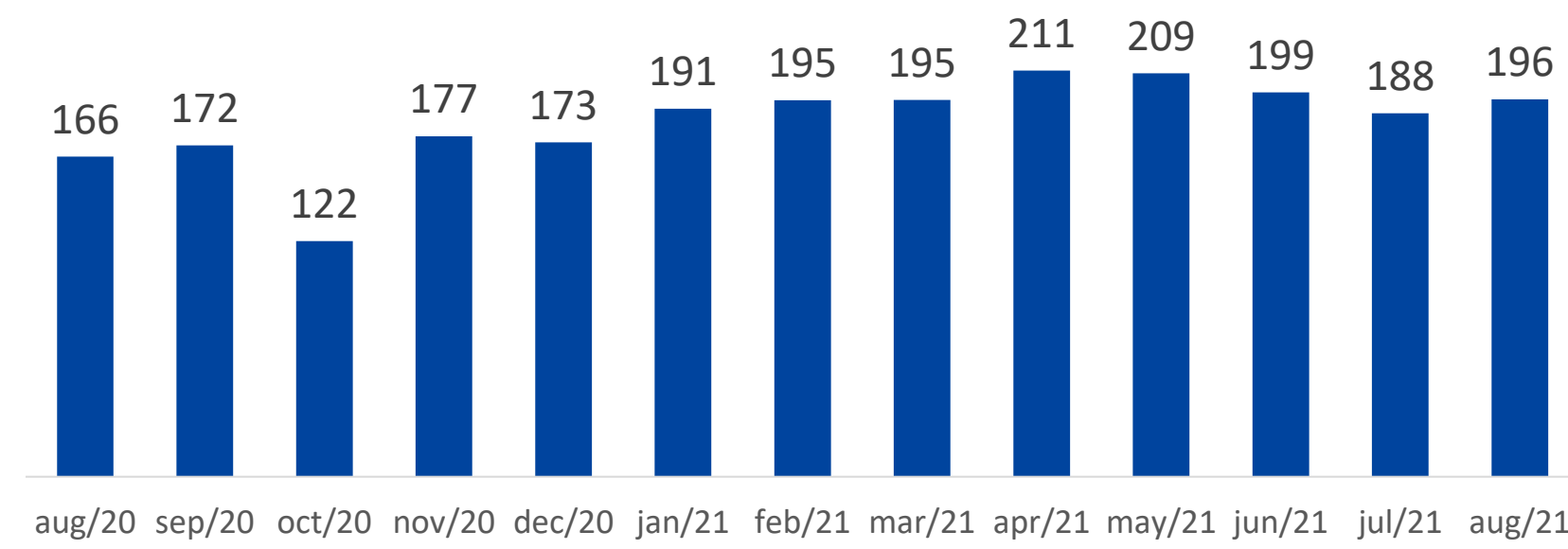
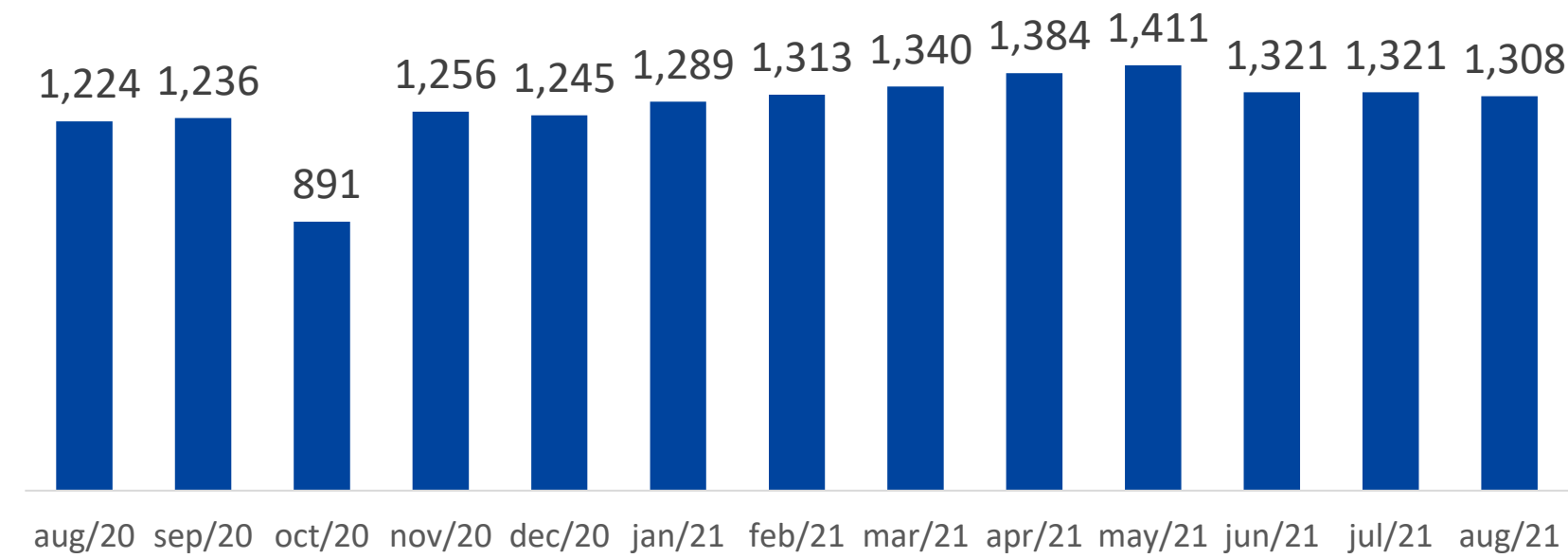
CREDIT LIFE



LIFE



2021 2020 Claims Provision¹ | Balance



Insurance

In the **Housing** insurance line, despite the fall in the claims ratio in Jun/21, generated in particular by the reversal of provisions, the amount calculated was 51.9% in Jul/21 and the drop to 41.3% in Aug/21 reflect the drop in reported claims and accompany the drop in deaths from COVID-19. It is possible to verify that the accident indicators for the month of August are at the same levels observed between February and March.

Provisions adjustments in Jun/21 are due to the reversal: (i) of an increase in IBNR carried out in 2020, foreseeing a relevant impact with the closing of CAIXA branches, a fact that is no longer relevant; (ii) the periodic recalculation of the traditional IBNR, which occurred previously in 2019; and (iii) the revision of the percentage adjustment of provisions for legal proceedings, not revised since 2017. Excluding the effect of these reversals, in a recurring view, the claims ratio would be 54.7% and would maintain the curve on a consistent path with the effect of the fall in claims by COVID-19.

The **Credit Life** insurance line had a decrease in claims during August caused by the decrease in claims by COVID-19. If the effect of changes in IBNR provisions in the analysis of the behavior of claims is disregarded, the level is close to that observed in March/21.

In the **Life** insurance line, the decrease in deaths caused by COVID-19 led to a reduction in claims in August/21, reaching 23.5%. The indicator is already approaching the historical average for the insurance line.

¹ Claims Provision = IBNR + PSL + PDR

Insurance

Data Source: SUSEP - : <http://www2.susep.gov.br/menuestatistica/SES/principal.aspx> | Downloadable SES Database: Base de Dados do SES, updated 202108

Issued Premium: Arquivo SES_seguros | Column 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).

Provisão para Sinistros (IBNR + PSL + PDR): Arquivo SES_provramos | para IBNR valores da Coluna I do Relatório e para PSL valores da Coluna H do Relatório

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

Insurance Lines 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

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 202108 | arquivo SES_Contrib_Benf Para contribuições é selecionado a Coluna D do Relatório.

Companies 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.
Companies 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 202108 | arquivo SES_Dados_Cap For Revenue is selected Column E of the Report.

Companies 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

Disclaimer

This document 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.