



Transcript

CAIXA SEGURIDADE 1Q26

Matheus Mendonça:

Good morning, **everyone**. Welcome to Caixa Seguridade's Earnings Call to discuss the report in the first quarter of 2026.

Please note that this conference call is being recorded and the replay will be available on the company's website at www.ricaixaaseguridade.com.br where the presentation will also be available for download.

To hear the order in English, please click on the interpretation button.

All participants will remain in listening mode during the presentation. Afterwards, we'll begin the Q&A session with further instructions will be provided.

Joining us today Caixa Seguridade Chief Executive Officer Gustavo Portela and the company's Chief Financial Officer and Investor Relations Officer Edgar Soares. I would now like to turn the floor over to our CEO to begin the presentation. Gustavo, please go ahead.

Gustavo Portela:

Thank you, Matheus. Good morning, everyone and thank you for joining Caixa Seguridade 's Earnings presentation.

First of all, I would like to extend a special thank you to the company's employees, the teams at the other groups, companies and Caixa itself, together with its highly committed and dedicated sales force.

It's important to recognize and acknowledge that all of you are part of the solid results that we are about to present for this quarter. Thank you.

On slide number three, I would like to begin by highlighting the commercial performance of two business lines that are directly connected to Caixa's core business housing finance. Throughout the first quarter 26 Mortgage Insurance posted a record volume of Written Premiums.

We maintained our market leadership with consistent growth driven by the product stacking characteristics. Which follows the expansion of the bank's Mortgage loan portfolio. We closed

the period with nearly 1.1 billion reais in Written Premiums, representing 13% growth year over year.

It's worth highlighting that in March alone, issuance volumes of Caixa of residential Mortgage Insurance surpass the entire run-off portfolio, which consists of Mortgage Insurance policies sold through 2021 that are still active.

In-Home Insurance we reached nearly 283 million in Premiums during the quarter, representing growth of 5.5% compared to the same period last year. This performance was influenced by the strategy of offering Bundled Home Insurance linked to Mortgage financing.

Although this approach has some impact on short-term growth, it ensures more resilient, predictable and sustainable long-term results. Bundled insurance represented 12.7% of total insurance during the quarter, a growth of 30% year over year. Still, within this context, I would also highlight the nearly 7% increase in policies with terms longer than three years compared to 1Q25. These policies now account for 41% of Written Premiums in quarter.

Moving on to slide number four, we now discuss the performance of our Private Pension and Premium Bond segments this first quarter. In Private Pension initiatives focused on inflows and retention contributed to Net Inflows of 1.3 billion reais during this period. This quarter we surpassed the milestone of 200 billion reais in reserves, representing 15% growth over the last 12 months and consolidating Caixa Seguridade among the leading Private Pension Operations in Brazil.

This performance reflects a consistent trajectory over the past few years. It's very important to note that just over four years the company doubled the volume of reserves in their management, reflecting a long-term strategy and a portfolio design to meet customers' different needs in Life stages.

With nearly 543 million reais in Funds Raised, we posted our best Premium Bonds performance for the fifth consecutive quarter, representing a growth of more than 28% year over year. This result reflects our strategy focused on monthly payment Premium Bonds. During the period we implemented redemption and resale functionality, making the process more agile, integrated and strategic, generating efficiency gains both for the sales force and for customer experience.

Moving now to the quarter main highlights, I would like to begin with the milestone reached in March of 50 billion realized credit letters portfolio. This level reinforces the product's strong performance, driven by the current high-interest rate environment, which positions the product as an attractive alternative to traditional financing.

In addition, at the end of April, we celebrated the fifth anniversary of the company's IPO, which shares listed on B3 Novo Mercado segment. Throughout this period Caixa Seguridade has built a consistent track record of growth, resilience and continuous value creation for shareholders distributing nearly 16 billion rising Dividends. These results demonstrate the

strength of our business model as well as our ongoing commitment to execution, excellence, transparency and high governance standards.

Finally, I would like to highlight the achievement of the ABNT women gold seal in the area of fighting violence against women, a recognition that attests the maturity and the robustness of policies, practices and initiatives implemented to promote a safer, more inclusive organizational environment aligned with human rights principles.

To conclude this first part, I will now go over the company's main indicators for the quarter with the highest quarterly result in our history, that income of 1.1 billion reais, representing a growth of more than 13% compared to the same period of 2025.

ROE closed March at close to 66%, an increase of 7.3% percentage points compared to March 2025, highlighting the company's strong efficiency in generating results.

Finally, yesterday the Board of Directors approved the distribution of 1.05 billion in Dividends. This amount corresponds to approximately 92% of Net Income recorded during the quarter, keeping our payout ratio is about 90% and reinforcing the company's commitment to value creation for the shareholders.

I will now turn the floor over to Edgar Soares will continue the presentation with more details on the company's Financial and commercial performance during the first quarter. Edgar, please.

Edgar Soares:

Thank you, Portela. Thank you, Matheus. Thank you, everyone. I'll now present more details regarding the company's Financial, commercial and operational performance.

On the next screen, we present a summary of our financial performance. It's important to note that the figures shown here are presented on a Managerial basis in accordance with IFRS 4.

I'll start with Operating Revenues, which reached 1.5 billion Q1.26, representing a growth of 10.3% year over year. Out of this amount, 59% corresponded to Revenues from equity investments, with performance 18% higher than the previous year. The remaining 41% of Operating Revenue came from Distribution Business, which grew 1% between periods, with highlights from Premium Bonds segment up 30%, as well as Mortgage Insurance that went up 14% and Home Insurance, growing by 8%.

As Gustavo said, Managerial Net Income reached 1.1 billion in this first quarter, representing growth of more than 13% compared to the first quarter last year. Under an Accounting View that income increased 9.5% between periods. With that, the company achieved a ROE of 65.9%, representing a growth of 7.3 PPS compared to Q1.25. This increase was mainly driven by stronger Operating Financial Results for the company.

Moving on to the next slide, let's discuss the commercial performance of the company's Insurance Business vertically. We begin with Written Premiums, which total 2.5 billion

during the quarter, highlighting Mortgage and Home Insurance, both of which continue to show solid growth trajectory.

Mortgage Insurance reached 1.1 billion in Written Premiums, representing growth of 13% compared to the first quarter last year, reflecting the expansion of Caixa's real estate loan portfolio.

Home Insurance in turn posted a growth of 6% between periods, reflecting the success of the strategies Gustavo discussed earlier.

I would like to highlight the increase of 104% in Auto Insurance, so through use, our focus on consistent and sustainable results remain one of the pillars of Caixa Seguridade.

In this regard, in Q1.26, the monthly payment and modality in Life Insurance accounted for 74% of total insurance. Although premium volume for the product is stable within Premiums, the dynamics tend to increase the flow of insurance over time and is reflected in the 4% growth in earned Premiums. It's also important to note that the number of customers with the product has continued to grow consistently over a year.

Credit Life Insurance posted growth of 19% compared to the previous quarter, reflecting the increase in eligible credit originating at Caixa. This recovery also benefited from the beginning of the pilot offering launched at the end of February. Caixa's Internet bank is digital journey with the offering of unemployment protection insurance at the time payroll deductible loans are contracted.

During the quarter this model generated 15.6 million in Written Premiums. Expansion of channels such as this one allows us to broaden the base of credit eligible for the product which continues to be affected by high-interest rate levels that reduce customers' purchasing capacity. As a result, on a year over year basis, premium volume declined 21% reflecting not only lower volumes in rural credit and Corporate Credit Operations, but also the suspension of offerings linked to the Social Security payroll deductible loans at the end of 25 which remains in the chart on the right we can see earned Premiums which grew 6% in Q1.26 compared to Q1.25 reflecting the resilience of our business supported by long term products.

Moving on to the next screen, I will now present some operational performance indicators. Loss Ratio for the quarter came in at 22.5%, improving to 2.1 PPS compared to the same period. This movement reflects improved indicators across all insurance lines driven by lower Claims volumes and Credit Life Insurance and lower Assistance Services Expenses in the Home Insurance segment.

As for the Commissioning Ratio, the dynamic remained within historical levels with an increase of 0.7 percentage points year over year, really reflecting the product mix.

Regarding Operating Margin, growth during the quarter reached 13%. Performance reflects higher earned Premiums in addition to improved loss Marginal indicators. As a result, the

Insurance Business vertical accounted for 47% of Operating Margin, maintaining a level similar to that one observed at Q1.25.

On the next slide we present the performance of the business within the Accumulation Business vertically. Starting with Private Pension gross Contributions totaled 6.7 billion reais during the quarter, a decline a decrease of 5%. This variation was influenced by the IOF tax this year to VGBL Contributions above 600,000 reais.

It's worth highlighting that the next inflow remained positive totally 1.3 billion percent during the period driven by mobilization of the salesforce reset incentives focused on inflows and portability. As a result, we closed Q1 with 206 billion in reserves representing a growth of 15.6% compared to 25.

Moving on to Premium Bonds this quarter we once again renewed a record total of 542.1 million reais. This result represents growth of 28% year over year. Premium Bond reserves reached 3.6 billion, representing 37% growth over the last 12 months.

Finally, during this first quarter, 5.4 billion reais in credit letters were sold. This performance contributed to the expansion of the portfolio, which surpassed 50.9 billion reais representing a growth of more than 39% compared to Q1.25 to discuss in Accumulation Business.

Operating Revenue totaled 969 million reais during the quarter, representing growth of 7.5% Compared to Q1.25 increases across all segments. Operating Margin increased 12% year over year, driven by Revenue growth. Thus, the Accumulation Business vertical accounted for 27% of total Operating Margin during the period.

Now we're going to talk a little about distribution. We provide now additional details regarding Distribution Business, which include Revenues related to access to the Caixa distribution network and the use of the Caixa brand, as well as brokerage and intermediation Revenues from insurance products are presented together under brokerage Revenues. During the quarter, Revenues from this vertical grew 1% reflecting the mix of products sold during the period.

In the table on the left we can see the detailed performance of this vertical where I would highlight Revenue growth Premium Bonds up 30%, Mortgage insurance up 14% and Home Insurance grew 8%. Regarding the allocation of brokerage Revenues, 22% of total Revenue was directed toward incentive payments to Caixa employees and compensation for partnership channels. The remaining 67% of commissions paid by the Operating companies remained with the brokerage operation as Net Revenue line with Revenue performance Operating Margin for the quarter reached 467 million reais, representing a growth of 1% compared to the same period last year.

Overall Distribution Business accounts for 26% of Operating Margin, with 21% related to the Insurance Business vertical and 6% associated with Accumulation Business. On the next slide, operational indicators are presented on a consolidated basis considering Caixa Seguridade economic ownership percentages in each investee company. During the quarter, the

Administrative Expense Ratio remained at level similar to the same quarter last year while improving to 2.3 PPS compared to Q4.25 reflecting the seasonal nature of the Expenses of investee companies excluding the amounts allocated to tax incentives during the period, the adjusted ratio for the quarter would have been 10.4%. Meanwhile, the Combined Ratio included 3.1 PPS year over year, reflecting better Loss Ratio performance across the insurance plan between periods. Expanded Combined Ratio improved by 3.3 PPS year over year, also reflecting stronger Financial performance supported by higher average balances in Financial investments and by a higher accumulated SELIC interest base rate during this first quarter compared to the same period of 24.

Moving to Slide 15, we can analyze the contribution of Operating and Financial Results at Net Income considering the effect of all equity interests, net of taxes and proportionately attributable to the company.

Financial Results during the quarter grew 18% compared to 1Q25, reflecting, as I mentioned earlier, the selling rate variation observed during the period combined with higher average balances in financial investments. As a result, Financial Results accounted for 32% of Caixa Seguridade's Net Income in Q1 26, representing an increase of 1pp year over year. Compared to the last quarter last year the reduction in consolidated Financial Results reflects lower interest rates during Q1 26 in addition to the dynamics of average investment balances impacted by Dividends' payment.

It's worth noting that Earnings growth compared to Q4 25 was leveraged by stronger Operating Results.

Regarding the composition of the consolidated investment portfolio as of December, out of a total of 15.7 billion Financial investments, 42% were allocated to floating rate securities, 34% to fixed rate securities, 17% to inflation linked instruments and 7% to other fund categories.

The Marginal change in the portfolio profile compared to the previous quarter reflects a strategy adopted by Caixa Vida and Providencia and CNP to increase exposure to fixed rate securities, raising their participation by 2.9 PPS. The average yield of the fixed rate portfolio stood at 12.7%, showing slight growth compared to the previous quarter, reflecting the strategy adopted by the group in ST companies to extend portfolio duration and diversify maturities across the points of the curve.

With that, we conclude the presentation of our Q1 26 results and I'll begin the Q&A session. I thank every one of you.

Matheus Mendonça:

Thank you, Edgar. We'll now begin the Q&A session for investors and analysts. If you'd like to ask a question, please press the raise hand button. If your question has already been answered you may leave the line by clicking lower hand.

Questions may be asked either Portuguese. They will be asked only in Portuguese. I mean, and they will be answered in Portuguese. If you'd like to submit a question through zoom, please type your name and company.

Our first question comes from Tiago, please. Tiago. Your audio is open.

Tiago Binsfeld- Goldman Sachs:

Good morning, Gustavo, Edgar, Matheus.

My first question. I'd like to understand a little more about the penetration of these stacking products that have become strong.

Looking forward, is there any room to improve the spaces to increase the spaces. In credit letters you increase the basis but in Security funds, Social Security funds, Private Pension funds. I mean it remains stagnant. What do you think about that?

How do you think about penetration in the basis and talking about social security as we discussed last quarter, if you could update us regarding the evolution regarding. The suspension and if you went back to the original product.

Edgar Soares:

First question regarding investment products. First credit letters are gaining space it's an operation that grows year-over-year industry and it's not different. At Caixa we talked a little about that because while.

Sometimes we talked about it as a substitute of housing financing, but it actually complements the portfolio. So, when the client is planning to buy a house or apartment it does it with us because of our responsibility and trust and this operation is growing at Caixa. But this year in this first quarter we observe the growth that we expect to have an acceleration in this growth next quarter, next semester because we are focusing on our client intake, but we are preparing some teachers' Caixa credit letters. I'm not going to talk about that now but regarding Private Pension, Caixa today has a very model concentrating at the physical Branch especially when we talk about relationships with investors.

We have expanded our digital channels but up to this moment we depend on the sales force that has a fantastic upsell and has many opportunities for new clients, especially those coming from housing to port their resources and bring their reservations. Here we have our Caixa bag incentives, incentives portability to bring their private conscious food out. But we believe that we have much room for new make clients understand that they need a Private Pension with us and a key point of success is the expansion of the digital channel. This, this pivoting moment on how to approach a client and the creation of the super app and we're going to be able to translate this, this big volume of clients into a relationship door. Very, very wide digital modern door for bringing new clients.

We're talking about the Social Security data you mentioned. We had a suspension of this operation last year. We've been reporting that to you. Debates have been ongoing like between Caixa and INSS. We've been monitoring this evolution but up to this moment it has not been concluded as soon as we have any news.

We'll keep you posted with you information like complete and transparent information as we've always been doing, you know, IR sector. But it's important to see that the product as a whole has a perception that adjusts in the timeline at a given time it was seen as an increment of the results for the odds group because of their insurance and sometimes the client didn't know about that.

So, it was an insurance for giving credit but it worked differently Our IPO five years ago we we've been doing that we have the product penetration in the legible credit lines very similar to what we have on that digital channel so the client when it's buying from the digital channel they have a very similar level of engagement as we see the physical channel but the difference is that you have the salesforce at the Brach sell that to the client. Last year we changed the journey we have a third layer of confirmation confirmed just to be sure that it is acquiring the product in a conscious way. So, in the credit instrument you have the insurance and there's a specific instrument for hiring the Services plus the token that arrives at the client's cell phone. So, Credit Life Insurance is very important, its nature is brilliant.

We are very aware of that, and we've been working about that but talking about INSS specifically since it's a vulnerable audience. Some issues that were observed complaints were a very high percentage of selling this product, so we've been clarifying that time but as soon as we got updated post, I talked a lot but I hope I addressed all the aspects of your question. Portela please compliment.

Gustavo Portela:

Thank you for your question, Tiago. Talking about INSS, I have anything to say compliment we are very close to them close to Caixa this qualification of our sales force in spite of all the efforts that have been implemented have three layers of confirmation we are very conscious about our sales method so we are very safe that the procedures adopted were very nice but regarding private patient of course we've been. First over our intake, our liquid intake, is a little different in terms of speed compared to quarter last year but we've been following that we have Caixa backs we have many incentives, but I think it's important to highlight two different aspects. We started at the beginning of Q2 a very nice campaign looking at our client's incentive campaign for portability for like bringing money Gosh. The saving campaign is aimed at the client we already have.

But a second point I believe it's very important to highlight that the structure capital the funding structure regarding house loan credit, which is very competitive when a manager manages a client. Since our structure is well rounded, we believe that our competition with LCI gives room to our growth in spite of all the challenges presented by the market we are very solid and we trust that we're going to grow this year.

Tiago Binsfeld- Goldman Sachs:

It's very clear. Can I have a follow up what about this new framework for the or the deductible one?

Gustavo Portela:

We wrote the deductible one, now it's up to 30%. Yes, there's an impact. We have a change in cap of interest rate Regarding those zero deductibles in General, Caixa had a challenge in within its mix of products we use the cards, but we had a focus on this structure of the client. We are following every action that allows us to help the clients manage their monthly income. So, we've been monitoring that closely because the product is evolution. So, we believe that we're going to have a deliverables package for the second quarter. That's very nice, very confident and we're not worried about that right now. But regarding the interest rate, credit to workers from Caixa represents lower interest rate average market.

So, focusing on the client, those are actions that are very relevant. Our payroll deductible loans were launched as a pilot. We're going to monitor to see if there's any change and maybe the offer was stabilized. We used to sell that in the physical agency. So, we are very confident that all those actions can be a very challenging scenario. We're aiming to take care of the client's affordability and we're focusing on that and we hope it's positive for the client to have over key relation with us. So, when the structure is very stressed it tends to be negative with time. So, we believe that our positive actions will generate value for the company in time.

Matheus Mendonça:

Thank you, Tiago. Our next question comes from Arnon Shirazi, from Citi.

Arnon Shirazi- CITI:

Hey everyone, good morning, Gustavo, Edgar, and Matheus. Regarding the insurance sector, we saw that lenders improved in the first quarter compared to the fourth quarter. Does this relate to private payroll loans, and what was their contribution?

And my second question is regarding housing insurance, Home Insurance because it's been last year had a big growth but this quarter the growth was lower. What's behind that? Thank you.

Edgar Soares:

Thank you Arnon. Please let me have you here again. First topic regarding the Life credits. Our breakdown regarding the Premiums was like 69% coming from the Individual Credit part of paid. So, these mixes we're mentioning show the importance of this payroll deductible loan inside our live credit operation.

Of course, we have been following credit concessions from the bank to be able to show the product to offer because it's related directly to the concession of the bank. But there are other

fronts that we've been working on. So, it's expansion of portfolio that you served last year when we had a lot of Credit Life, we expanded the journeys. So, we've been working on our portfolio in a way that makes it flexible. To increase credit for the product.

And of course we've been Checking the best way to work with the credit that was offered before just to offer some safety and security for the clients. Regarding Home Insurance we had a very important significant ramp up last year from a strategy that we designed together with Caixa since Caixa is the leader in housing have this ability to win to work that within our and we've been putting some products in a fantastic way bundled with Home Insurance to offer more protection for the client. That's why your state unit so you can pay via credit card. It's very convenient for the client.

The client knows that it will be ensured over time, it brings peace of mind. So, let me remind you the expansion and the evolution we had in our portfolio Services were fantastic. Been working on communication retention clients in this operation. That's why we have a very strong perspective on product this year first quarter we had a comparison basis that brought a very important growth.

Gustavo Portela:

Now sustainable growth. Now just to talk about Home Insurance just complimenting what Edgar said. There's a very important topic that we've been talking about. Is that we've been looking for a lot at our Bundled Home Insurance. Sometimes the effect is not too big at talking about annual payment, changing monthly payment. Sometimes the perception said ah, it's not growing essentially but if you think that this client will be with us this is stacking over time. Bringing it's part of our strategy and we believe that it generates value for the cheaper product instead of buying annual product and so the client sees better value over time. So, our surveys after purchasing bring positive feedback from the from the clients.

So, we have like 40% of surveys answered great feedback about the product. It makes us very, very happy because the client is happy and it makes us grow. In the accumulated period it shows a very strong stack. Just complemented what Edgar says in this first quarter when we compared it to last year, we had 20, 25, a lot very strong in agricultural agribusiness was not like that this year but we invested in this quarter in some Braches specializing in serving small businesses.

It will probably aggregate a bigger client base. So, Caixa will talk about that next week, and we're very well aligned focusing on the clients and we didn't capture all the value that we can. So, there's room for more intaking. Thanks for the question.

Matheus Mendonça:

Thank you, Arnon. Our next question comes from Antônio Ruetete, from Bank of America please. Antônio, your audio is now open.

Antônio Ruetete -BOFA:

Morning everyone. Thank you very much. Thank you for the results.

First, talking about the commercial area, we talked a lot about some opportunities between security and the bank, between Caixa Seguridade and the Bank. I'd like to compliment the question, is there any gap in commercial, commercially wise between Seguridade and the bank that has not been explored up to this moment? Beyond those products that we've been talking about like Home Insurance, Credit Life, is there any gap that you can close?

And the other question is about Loss Ratio or the whole sector Is slower than expected, probably because El Nino was not that strong. But when I look at some lines like Credit Life, the Loss Ratio is lower than average, lower than regular. How do you see that? But what explains such a lower Loss Ratio in some lines that are not connected to any extreme events? Thank you.

Gustavo Portela:

Come on, Antônio, let me start and then I give the floor to Edgar to talk about cross ventures. We don't have gaps we have opportunities that we can capture better. The bank has been investing in technology.

If we compare the beginning of this cycle with the president Carlos looking at the perspective of investment, we doubled the technology investment. So, it brings very nice options to us. Talked about that before. A very relevant initiative and this is an opportunity for over 150 million clients spread in different apps that are not necessarily working in synergy. So, start the beta test with collaborators in June, beginning of July we're going to launch what we call our app, and we want to converge with all this audience to one form of relationship with the client.

And we believe that we have a very big opportunity whether through AI CRM clients especially from this convergence from audience to connection to digital channels and new ways to build relationship with the client. It will build opportunities. We talked about credit Live to workers, but we've been preparing for throughout the second semester to have a 100% digital journey. So, we have credit simulations like housing every day. Not necessarily everybody stimulating will hire the credit, will take the credit. Sometimes the client is just looking for new possibilities and when it's all connected for the client, it brings more opportunities to us.

So, this bundled insurance personnel are very nice because when the client looks at that and when the client is putting everything in the basket, I think what's good for me?

I believe that this value notion and the board of Caixa has been like adamant on talking about that focus with my client putting client in the center credits, insurances, everything is paramount to talk about that. So, we are very well aligned with the bank and there are many opportunities we don't have. We don't have gaps. I will not name them gaps. But we have many opportunities, especially because of the new digital channels, specialized relationship channels. Today we have some specialized segments. How can we capture this value?

I told you the first time I participated. We have a very strong agenda for integration and technology. We've been following very close to conscious crisis technicians to make it happen better and to capture those opportunities. So, I don't see gaps as opportunities. We have 150 billion opportunities to build a profitable relationship with the client and help them in their lives really well.

Edgar Soares:

Regarding the Loss Ratio. This year's scenario doesn't bring any like extreme events, nothing out of ordinary. Loss Ratio rate was lower. And we have two, two main factors here, that are the whole industry has been talking about volume of Loss Ratio. Notice it was lower. And second aspect is a procedural change. So, when opening the loss, it changes a little.

Now we have minimal document requirements that need to be submitted in rank information. So, it brings curve production. But the trend is to go back to normal levels. We didn't change the projection for the year. So, keeping calm waters last year was like relatively smooth beer. This year so far, the same. But this reduction was caused especially by those two factors that I mentioned here.

Matheus Mendonça:

Thank you, Antônio. Our next question comes from Rafael Nobre, from Safra, please, Rafael, go ahead.

Rafael Nobre- Safra:

Thank you everybody for the opportunity and congratulations on the results. My question is regarding Credit Life and this new unemployment protection as a payroll deductible loan. How what's run-rate from penetration of this product and what's the perspective on how much it will bring in terms of premium increase? It would be very nice for us to understand it better.

Gustavo Portela:

Thank you, Rafael, for your question. Product is going really, really well. March, we had a beta test. It represents 15% of the bank and 80% of that is from digital channels. We're satisfied. So, the penetration at the first moment in the beta test we have to increase the journeys, but it's up to 30%.

So, for a digital offer under testing phase, without much Guidance, we believe that it will keep at that level. And we're thinking of about 20, 30 million for this new product. This is what we're planning and expecting. When the product is well rounded, aligned. Good purchase journey for the client, I think that's the behavior we can expect.

Rafael Nobre- Safra:

Thank you.

Matheus Mendonça:

Thank you, Rafael. The next question comes from Marcelo, from Bradesco BBI. Please, Marcelo, you may go ahead.

Marcelo Mizrahi - Bradesco BBI:

Hi guys. I see strong results. Regarding Life Insurance. I'd like to understand the change in the strategy of the product. It adjusted really well. We could see along those two last semesters an increase.

So, how do you see that? Maybe the Premiums issued will be a little harder, but I think that for next year the comparison Dynamics will facilitate growth. And how do you see the penetration of this monthly payment with this more diluted ticket for the client? And do you. Do you still see space for penetration? Do you have any like figure or planet amount for penetration for this monthly ticket compared to the annual payment ticket? Thank you.

Gustavo Portela:

Thank you Marcelo for your question. It's a very nice question. Life Insurance is a long-term relationship. This is a product that we've been monitoring closely. And this change added the objective of focusing on the client. It's not that say old practice before, but good. But we believe that this practice is a long-term project. We hope that the client does up at the end of its relationship with the bank.

So, this change brought products that had a lower average ticket. But it concentrated in this respect. But with new options and new possibilities for the time stay within our scope of products. We don't have drugs that have been. And we've been working on that to launch his year. I cannot like Life Universal because we're still waiting for the Regulation to be published that redeemable Life Insurance had really well accepted. Technology. Despite the legacy of the previous company.

We've been investing in technology a lot this year and will have this Life Insurance that will complement their strike strategy and coverage for the client. We still believe in this strategy. We think that there is room for improvement in our relationship with our client a lot in CRM to follow the clients that cannot pay. And we like thinking about how can help the client to keep with us, be with us.

So, we're going to improve retention. I think it's fundamental to focus on the client. And we believe that a stacking strategy is aggregating seems to aggregate a little. But it brings persistence in our portfolio. The complementation of portfolio investment. Our managers, our sales force. We've been qualifying our coworkers for them to look at Life Insurance as great products for planning safety.

And we believe that this strategy is like high income clients for the low-income clients. We can capture them with like micro insurance monthly offering monthly payment products. So, this is our focus and we believe the results will come especially this monthly payment model. They will perform really well and accumulate in our portfolio really well.

Matheus Mendonça:

Our next question comes from Henrique Navarro, from Santander, you can go ahead.

Henrique Navarro- Santander:

You've been publishing stable results, predictable results. And we love investors, we love that. But in Brazil some sectors and in the macro, scenarios happen and used to deliver stable results. This is very positive.

Looking forward and I don't want to guide this, but I want you to Think with me. Looking at the long term, its predictability indicates we don't have much room for change. In the long term. My question is Sea level optics. Is there any possibility of changing a good surprise to change the long-term Earnings, any project for like cost reduction or any product you've been developing or maybe a segment that can return in a stronger way or some M&A that changes the status quo and brings different numbers for the future. Thank you.

Edgar Soares:

Thank you. Navarro. Starting from the idea of the business model of Caixa Seguridade we have a distribution vertical. You have the insurance industry at Home that provides products, so you have this predictability. And just to reinforce that when we publish the Financial Results of the investee because we have a very high payout.

But talking about that, we have a stable ability, some big markets that are inside reporting great results. And we've been talking a lot with a very nice audience, and we've been working together with Caixa to expand, and Portela will talk about that. But what's the most important point Our results come from mainly from our Operating Result.

We are an Operating company, in fact our distribution Revenues very important. The origination of new Operations is our focus for generating Revenue. Not this portfolio with eight main products that are those that we bring here in our Earnings Presentations. Those are the main flagships for our target audience. The bank has a relationship with their clients' offer. Now let me give the floor to Portela.

Gustavo Portela:

So, Navarro, thank you for the opportunity. I can only disclose a little, but we have in our business model our penetration has too much room for growth.

Our target audience of over 150 million people is very distributed in different apps, different fronts. But when we use our companies' offering products or distribution channels, we have

many opportunities at Home. Our perspective is very big room for improvement. Risha kind emits device it's suitability for like micro insurance and like a high-income product. We have 10 Branches singular clients with high income. It's just tested over a hundred Branches focused on small businesses, small companies. So, we have a lot of opportunities for growth with what we have at Home that has not been offered. So, when we look at our business as usual, we have a very big opportunity with this incredible model that I don't have to invent anything because we have a predictable Revenue model that is very consistent, like an old company with a big brand like big penetration in the territory.

So, when I use that with technology, I have a scale that's very important. So, of course, looking at here we're not so far, we haven't accessed some markets that we can assess. So, the management of the company focuses on looking at that we need to build experience connected to Caixa and the clients who we offer products from the right channels, and we can access over 150 million clients from Caixa. We've assessed opportunities for M&A. Exploring better our product portfolio market if we have opportunities regarding M&A and acquisitions.

Well, I'm talking about opportunities. It's a regulated market. You have a distribution structure, a broker to see we can look at this structure, and we've been assessing that on how we can micro tune that and adjust that better. Our wholesale is underserved. We have much room to attack niches and segments for our client. We don't have to look at Open Sea, maybe one product or the other, but our business is here at Home. Caixa is ocean lot of opportunities, and we have to activate that better because of that our eyes have lots of opportunities here.

Matheus Mendonça:

Thank you Navarro. Well, thank you Portela. Thank you Edgar.

We have a few questions that we received through chat, and we'll answer them by email Time limit, and I'll answer all of them in this Q&A session, but we are committed to address them by email support to our final considerations.

Gustavo Portela:

I'd like to thank you for attending. We have some shareholders market advisors and people trust our work. I'd like to thank our clients, our shareholders or partners. You are very important to us. This cultural diversity reviews the company. So, I thank the clients for trusting enough credits. I'd like to thank especially our governance body that has brought a lot of support and specifically our employees, our teams at Caixa Seguridade at Caixa everybody's working a lot.

I'm very excited. We have a very big window of opportunities ahead. Have a really good press ahead. Thank you for your energy, your time and your attendance here. Thank you so much.

Matheus Mendonça:

Thank you so much. Have a great day!