



seguridade

Earnings Release 4Q 2020

Conference Call

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1. Message from the Executive Board

In 2020, Caixa Seguridade achieved results that show the resilience and sustainability of its businesses, standing out in an extremely challenging context, in a year with restrictions from the COVID-19 pandemic and social distancing.

In 4Q 2020, Caixa Seguridade had a turnover of **R\$12.6 billion**, up by **33.2%** over 4Q 2019, exceeding 3Q's result by over **R\$357 million** and reaching a new record. With the positive contribution of this result, the Company closed 2020 with **R\$39.1 billion** in revenues, **13.5%** of *Market Share* (according to SUSEP segments) and **R\$1.8 billion** of Recurring Net Income, up by **5.2%** over 2019 Income.

The sales performance in CAIXA's distribution network in the second semester of 2020 ensured Caixa Seguridade the unprecedented leadership in the premiums issuing for homeowner and credit life insurance. The private pension segment also showed excellent results in the semester, where contributions received from private pensions were 112.3% higher in the second semester of 2020 compared to the first semester of the same year and 42.6% higher than the second semester of 2019.

Within the initiatives that positively contributed to the revenue's growth in 4Q, it is worth highlighting the Reta Final Campaign launched in November, **in line with CAIXA's strategy**, where targets to be met were established for all regional and national branches and superintendencies in the Retail Network. The purpose was to leverage the Bank's sales of **Credit Life Insurance, Private Pensions** and Credit Cards in November and December. The entire team was **engaged and mobilized**, which was key to reach the historical results observed.

The adoption of actions **to expand the offer of insurance products and diversify distribution channels** was a key milestone in 2020. In 4Q, it is worth highlighting the availability of new contracting features and the provision of resources in the Private Pension product on the Internet Banking and APP CAIXA channels, the possibility of investing in many investment funds through a single private pension and acquiring the Credit Life Insurance through ATMs, when contracting the Giro CAIXA Fácil loan.

In line with its strategic plan, in 2020 Caixa Seguridade signed **four partnership agreements** to incorporate new companies that will explore CAIXA's distribution network. At the beginning of the year, agreements were signed with **Tokio Marine**, for the **Homeowner** and **Mortgage** insurances, and with **Icatu**, for **Premium Bonds (Capitalização)**. In 3Q, the Company continued to structure new partnerships, signing agreements with **CNP Assurances** for **Credit Letters (Consórcios)** and with **Tempo Assist** for **Assistance Services**.

In 4Q 2020, Caixa Seguridade, in line with the Partnership Agreement signed with **CNP** for **Life and Credit Life Insurance and Private Pension**, the Company closed the transaction in December, including the upfront payment by CNP of **R\$7 billion** and signing all corporate acts and other documents to support the transaction. In this context, Caixa Seguridade now has a new economic participation in the results of the above mentioned business lines, that has increased from 48.25% to 60%, including the run-off portfolio. The partner may also pay an additional R\$ 800 million linked to sales performance over the next 5 years.

Also in 4Q 2020, Caixa Seguridade started the competitive process to select **co-broker** to operate in the Company's business lines, in partnership with Caixa Seguridade's own broker. By the end of the process, which was divided into 4 offering blocks, the following companies were selected:

- (i) Social Security Products: MDS Corretora e Administradora de Seguros S.A.;
- (ii) Auto: MDS Corretora e Administradora de Seguros S.A.;
- (iii) Health and Dental: Alper Consultoria e Corretora de Seguros S.A.; and
- (iv) Large Risks and Corporate: Willis Affinity Corretores de Seguros Ltda.

Thus, in the beginning of 2021, conditions were established for the transition from the current brokerage model, which will occur within 6 months, to a new insurance brokerage model in CAIXA's Distribution Network.

Also in early 2021, **Tokio Marine** subscribed a capital increase in XS3 in the amount of **R\$ 1.52 billion**, materializing the exclusivity agreement for mortgage and homeowner insurance lines, and **Tempo Assist** subscribed a **R\$ 30 million** increase in XS6, a assistance services company, with the possibility of further payments, in the amount of up to **R\$ 40 million**, as certain performance targets are met. In both companies, Caixa Seguridade will be entitled to 75% of the results of operations in the next 20 years.

In addition to increasing the economic participation of the Company, this strategy strengthens the equity management and governance structure and has the purpose to improve the sale of insurance products in the banking channel, thus improving the services to CAIXA's clients, expanding and optimizing the sales in alternative channels, physical or digital, as well as maximizing the creation of value for Caixa Seguridade's shareholders.

On February 14, 2021, the CSH EGM approved the name change of Caixa Seguros Holding SA to CNP Seguros Holding Brasil SA ("CNP Seguros Brasil"), since in the new structure, this company lost the exclusivity of CAIXA's Bancassurance Channel and the right to use the CAIXA brand, and the change will become effective with the record and publication of the EGM minutes

In 3Q 2020, we continued with the **measures to protect the Company's operations**, with actions to monitor and respond to the COVID-19 Crisis. With the purpose to preserve the physical integrity and health of our employees and family members, the remote work system for technicians and employees considered in the at-risk and extend at-risk groups remains in-force, as well as monitoring managers and heads working in-person, strengthening the **use of technologies** to hold meetings with videos or call conference to replace in-person meetings, making it easier to integrate teams and highlight important moments for the Company, strengthening **cooperation** and the spirit of **commitment**.

In order to better understand the perception of employees and measure the **work environment's quality**, Caixa Seguridade carried out surveys to assess the **organizational climate**, the **employees' satisfaction** with the Company and their perceptions on the remote work. As a result of this survey, the Company took measures to strengthen the alignment of people's expectations to the Company's strategy. As a result, Caixa Seguridade has constantly and consistently sought to reconcile the

organizational purposes with quality of life, with results on developing a healthy work environment that can bring **productivity and performance**, with personal satisfaction and happiness. In 2020, as a result of this effort, we rank among the 2020 **best companies to work for in the Midwest region**, according to the **Great Place to Work Institute - GPTW**.

2. 2020 Highlights

Caixa Seguridade reached a **new record revenue** in 4Q 2020, up by **33.2%** YoY. As a result of the good production performance in the last two quarters, the Company closed the year with **R\$ 39.1 billion** in revenue and **13.5%** of Market Share, keeping its position as the country's **3rd largest** insurance group.



REVENUE

R\$39.1 BI



2019: R\$34.7 BI (+12.5%)

4Q20: 12.6 BI



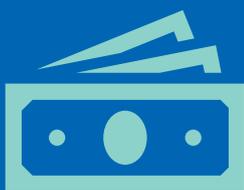
MARKET SHARE

13.5%



4Q19: 12.0%

3Q20: 12.1%



NET INCOME (RECURRING)

R\$1.8 BI



2019: R\$1.7 BI (+5.2%)

4Q20: R\$453.4 million



ROE

(RECURRING)

34.8 % p.a.



4Q19: R\$34.3%

3Q20: R\$36.4%

3. Revenue

R\$ million	4Q20	4Q19	Δ%		3Q20	Δ%		12M20	12M19	Δ%	
CSH											
Mortgage	666.4	614.9	8.4%	●	659.2	1.1%	●	2,590.9	2,432.1	6.5%	●
Life	388.6	415.9	-6.6%	●	478.8	-18.8%	●	1,565.8	1,417.7	10.4%	●
Credit Life	765.1	472.3	62.0%	●	1,100.8	-30.5%	●	2,698.5	1,842.4	46.5%	●
Homeowner	180.3	88.6	103.5%	●	169.2	6.5%	●	534.0	342.2	56.0%	●
Other Equity	21.4	36.5	-41.5%	●	23.7	-9.9%	●	132.0	175.6	-24.9%	●
Auto	100.0	93.9	6.4%	●	90.0	11.1%	●	336.3	327.6	2.7%	●
DPVAT	-	9.1	-100.0%	●	-	0.0%	●	-	61.8	-100.0%	●
Others	107.4	93.6	14.7%	●	103.7	3.6%	●	379.9	329.5	15.3%	●
Total Insurances	2,229.2	1,825.0	22.1%	●	2,625.4	-15.1%	●	8,237.2	6,928.9	18.9%	●
Private Pension	8,898.6	6,188.7	43.8%	●	8,158.9	9.1%	●	25,094.0	21,954.1	14.3%	●
Prem. Bonds	324.5	400.6	-19.0%	●	338.6	-4.2%	●	1,381.2	1,604.3	-13.9%	●
Credit Letters ¹	831.3	762.9	9.0%	●	789.5	5.3%	●	3,127.9	3,104.1	0.8%	●
Total - CNP Seguros Brasil	12,283.6	9,177.1	33.9%	●	11,912.4	3.1%	●	37,840.3	33,591.4	12.6%	●
PREVISUL											
Insurance	61.2	81.8	-25.2%	●	61	0.26%	●	263.3	368.3	-28.5%	●
Too Seguros											
Mortgage	48.8	40.8	19.5%	●	45.7	6.7%	●	178.9	154.2	16.0%	●
Life	9.1	17.1	-46.8%	●	10.1	-9.7%	●	42.3	62.7	-32.4%	●
Credit Life	138.1	73.8	87.2%	●	88.7	55.7%	●	363.7	244.7	48.7%	●
Insured Warranty	16.4	65.7	-75.1%	●	40.9	-59.9%	●	119.0	219.1	-45.7%	●
Others	65.8	19.0	246.6%	●	106.3	-38.1%	●	262.8	95.9	174.0%	●
Total - Too Seguros	278.2	216.4	28.5%	●	291.7	-4.6%	●	966.8	776.6	24.5%	●
TOTAL – Caixa Seguridade	12,622.98	9,475.37	33.2%	●	12,265.11	2.9%	●	39,070.36	34,736.27	12.5%	●

1 - Resources Collected from Credit Letters

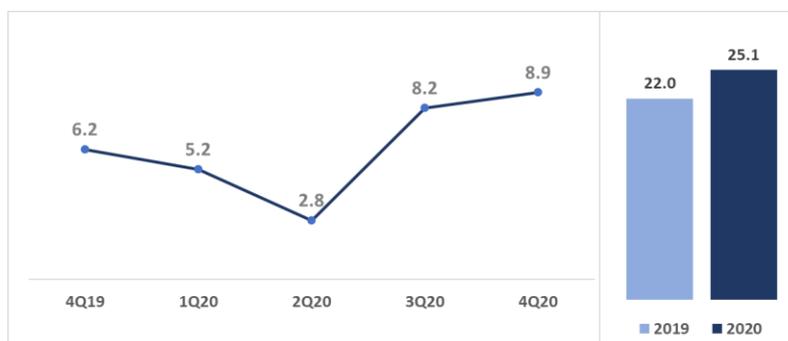
In 4Q 2020, Caixa Seguridade reached a new production record, reaffirming the recovery trend on results, observed since the third quarter. Thus, the negative impact of restrictive measures to control the **COVID-19** pandemic, which slowed down the production in 2Q 2020, was offset by the expressive performance of 2H 2020.

The **revenue** of the group's companies reached R\$12.6 billion in 4Q20, 33.2% up by 4Q19, totaling R\$39.1 billion in 2020, up by 12.5% YoY. The increase in numbers is mainly due to the revenue from Private Pension and Credit Life, up by 43.8% and 62.0%, respectively. It should also be noted that production in 4Q surpassed the historical result in 3Q by R\$357.9 million.

The production of **private pension plan** accelerated the growth pace, reaching a revenue of R\$8.9 billion in 4Q 2020, up by 43.8% YoY, reaching the highest level for a quarter in the historic series. Such growth is due to the higher income contributions, up by 44.1% in the period, while risk contributions fell by 6.8%. Due to the good performance since June, despite the sharp drop in the first months due to the COVID-19 pandemic, total contributions received in 2020 exceeded 2019's result by 14.3%.

This line highly contributed to the Company's monthly production, considering its high volume of funds. The performance mainly reflects the Campaigns to Encourage the sales in CAIXA's network and Caixa Seguridade's performance, with distance training, training digital managers and the private segment, with the purpose to have a more qualified performance in a segment that requires great specialization. Such efforts are added to the population's growing awareness on the need for a private pension besides the government pension.

Revenue Private Pension
R\$ billion



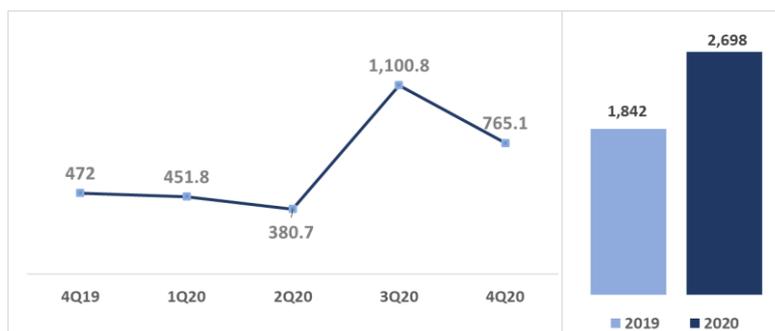
In Caixa Seguradora's **insurance** segment, the growth of the **Credit Life** and **Homeowner** insurance segments stands out, up by 62.0% and 103.5%, respectively, QoQ, and up by 46.5% and 56.0% YoY, both comparing 2019 to 2020. The **Mortgage** segment grew 8.4% YoY, closing the year 6.5% above 2019's production.

The recovery in insurance production as of June has a strong adherence to the loan curve at Caixa Econômica Federal. Credit Life insurance for individuals has as main lever payroll-deductible loans granted, which had a strong performance in the second half.

In line with CAIXA's business strategy and direction when granting loans to legal entities, focused on the relationship and business with individual microentrepreneurs and micro and small enterprises, mainly leveraging the Program to Support Micro and Small Enterprises (PRONAMPE - *Programa de Apoio às Microempresas e Empresas de Pequeno Porte*), which started in June 2020, was relevant to the performance of corporate Credit Life insurance. The loans granted to micro and small companies total over R\$30 billion in 2020.

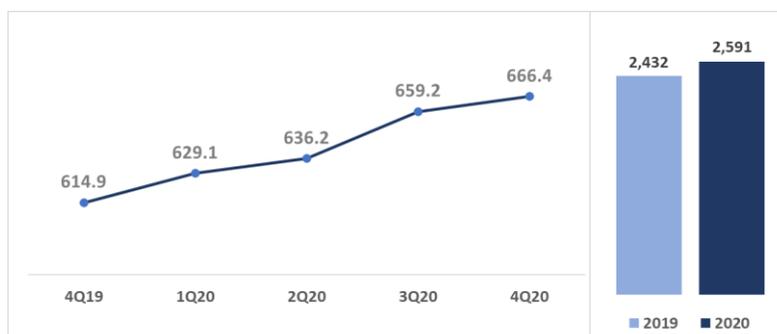
Following the expanded loan supply, the peak in **Credit Life insurance** production was in the third quarter. In 4Q 2020, premiums issued fell by 30.5% QoQ, but remained at a high level, up by 62% over 4Q 2019.

Premium Issued Credit Life
R\$ million



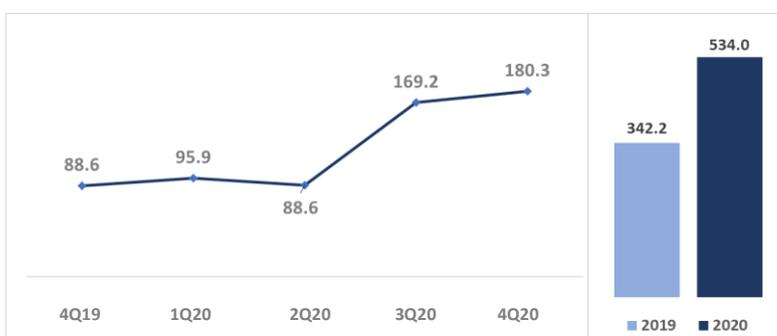
As premiums are issued monthly on **mortgage insurance**, the stock of policies greatly affects the development of the issuance flow each year, and this may explain this branch's stability in the most critical period of the pandemic. Besides this inventory effect, mortgage loans granted were also a highlight in 2020, totaling R\$116 billion YTD, and explaining higher number of mortgage insurance premium issued.

Mortgage Premium Issued
R\$ million



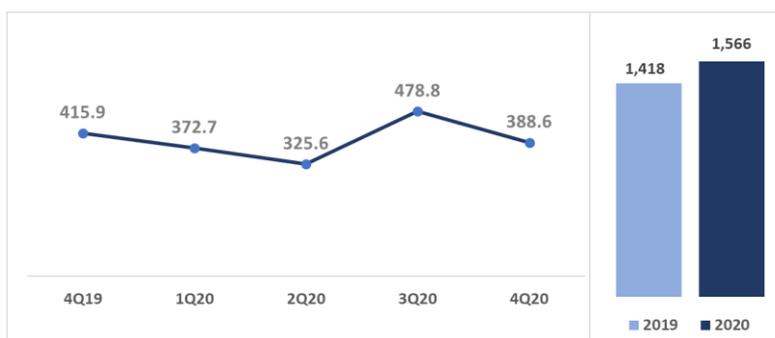
Besides the impact on the sale of homeowner insurance, the increase in mortgage loans granted generates new opportunities to sell life and homeowner insurance. Throughout 2020, strategies were adopted with CAIXA's Network to improve the penetration rate of homeowner insurance in mortgage loan, reaching a 60% peak in December 2020 and contributing to the outstanding growth in homeowner insurance premiums issued when compared to 2019.

Homeowner Premiums Issued
R\$ million



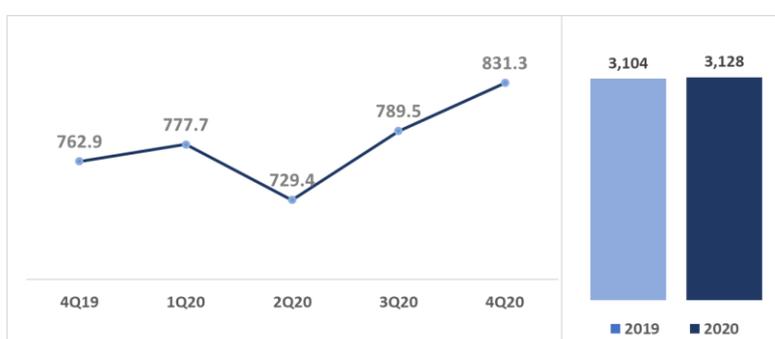
Life insurance premiums issued in 2020 grew by 10.4% over YTD 2019, including the increased monthly payment flow, which went from R\$76.3 million in January to R\$84.6 million in December. The year's good performance occurred mainly in the second half, especially in the third quarter. Production decreased by 18.8% in 4Q20 vs. 3Q20, but remained higher than the first two quarters of the year.

**Premiums Issued Life
R\$ million**



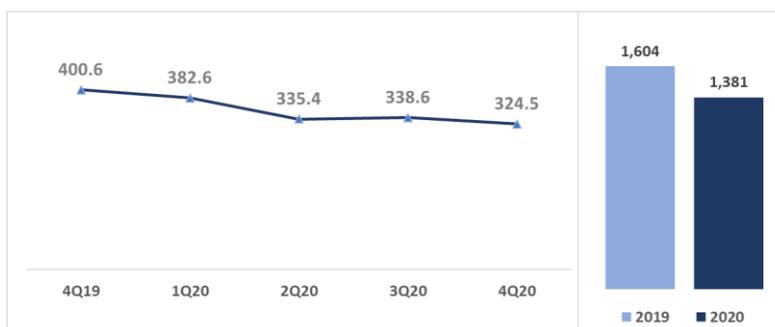
The **credit letters (consórcio)** segment, previously affected by the economic slowdown and restrictive measures from the pandemic, had a remarkable recovery in the 4Q 2020's revenue, up by 9% over 4Q 2019. With 4Q's positive contribution, the 2020 YTD production remained at the same level YoY.

**Revenue credit letters (Consórcio)
R\$ million**



The **Premium Bonds (Capitalização)** revenue totaled R\$324.5 million in 4Q 2020 and R\$1.38 billion in the year, down by 13.9% over 2019, due to the lower collection in single payments, starting in the second half of March. The monthly payment collection, less affected throughout the year, closed 2020 at a stable level, down by 0.3% YoY.

**Revenue Premium Bonds (Capitalização)
R\$ million**



With the positive contribution of the Credit Life and other risks segments, **Too Seguros'** production grew by 28.5% in 4Q and 24.5% in the year, both over 2019.

4. Caixa Seguridade Participações

	R\$ million	4Q20	4Q19	Δ%		3Q20	Δ%	12M20	12M19	Δ%		
Operating Revenue		558.1	563.0	-0.9%	●	649.9	-14.1%	●	2,165.3	2,006.4	7.9%	●
Result of Investments in Equity Interests		320.2	368.6	-13.1%	●	323.2	-0.9%	●	1,270.7	1,267.4	0.3%	●
CSH		295.0	335.4	-12.0%	●	310.7	-5.0%	●	1,207.6	1,186.5	1.8%	●
PAN Seguros		17.1	23.2	-26.1%	●	7.6	126.6%	●	42.5	54.5	-22.0%	●
PAN Corretora		7.6	10.0	-23.4%	●	4.9	56.8%	●	20.1	26.5	-24.1%	●
Revenues from access to the distribution network and use of the brand		237.8	194.5	22.3%	●	326.7	-27.2%	●	894.7	739.0	21.1%	●
Premium Bonds		1.6	4.5	-64.7%	●	1.8	-12.4%	●	8.5	19.3	-55.6%	●
Credit Letters		3.2	7.7	-58.4%	●	2.9	8.8%	●	19.2	27.9	-31.3%	●
Private Pension		31.5	28.8	9.3%	●	33.0	-4.5%	●	102.7	101.9	0.7%	●
Insurance - Mortgage		29.2	27.7	5.3%	●	29.1	0.3%	●	116.5	109.6	6.2%	●
Insurance - Credit Life		150.0	112.0	33.9%	●	235.3	-36.3%	●	587.2	437.8	34.1%	●
Insurance - Others		22.5	13.8	62.1%	●	24.6	-8.8%	●	60.7	42.5	42.8%	●
OTHER OPERATING REVENUES/(EXPENSES)		-36.3	-33.6	7.9%	●	-43.9	-17.3%	●	-138.8	-122.1	13.6%	●
Administrative expenses		-13.2	-11.3	17.0%	●	-12.3	7.1%	●	-54.1	-44.5	21.5%	●
Tax expenses		-23.1	-22.4	3.3%	●	-31.5	-26.8%	●	-84.7	-77.6	9.1%	●
Other operating revenues		0.0	0.0	-	●	0.0	-	●	0.0	0.0	32820.6%	●
Other operating expenses		0.0	0.0	-	●	0.0	-	●	0.0	0.0	69.7%	●
Operating Results		521.8	529.4	-1.4%	●	606.0	-13.9%	●	2,026.5	1,884.3	7.5%	●
Financial Results		6.0	5.4	12.9%	●	3.7	61.5%	●	20.3	34.9	-41.8%	●
Financial revenues		6.0	5.4	12.9%	●	3.7	61.5%	●	21.2	35.4	-40.2%	●
Financial expenses		0.0	0.0	-	●	0.0	931.1%	●	-0.8	-0.5	70.3%	●
Earnings before Taxes and Interests		527.8	534.7	-1.3%	●	609.7	-13.4%	●	2,046.9	1,919.2	6.7%	●
INCOME TAX AND SOCIAL CONTRIBUTION		-73.4	-60.2	22.0%	●	-101.6	-27.8%	●	-276.4	-236.5	16.9%	●
Profit-Sharing - Heads		-1.0	-0.6	60.6%	●	0.0	-	●	-1.0	-1.0	7.8%	●
Net Income for the Period		453.4	474.0	-4.3%	●	508.1	-10.8%	●	1,769.4	1,681.7	5.2%	●

Revenue from access to the distribution network and use of the brand (BDF) totaled R\$237.8 million in 4Q 2020, up by 22.3% over 4Q 2019, mainly due to the increased revenues from Credit Life insurance. Year-to-date, this revenue grew 21.1%, from R\$739.0 million in 2019 to R\$894.7 million in 2020.

BDF's outstanding growth in Credit Life insurance in 4Q 2020 vs. 2019, is due to the increased production in the period. However, there was a 36.3% decrease over 3Q20, due to the deceleration of revenues, which had been leveraged in the third quarter by the growth in loans for micro and small companies. Also comparing 4Q 2020 to 3Q 2020, it is worth noting that the production deceleration in Life and Other Properties contributed to BDF's 8.8% drop in Insurances - Others.

BDF in Private Pension grew 9.3% in 4Q 2020 vs. 4Q 2019. Quarter-on-quarter, Private Pension's BDF Revenues fell by 4.5%, although revenues increased 9.1% in the period. This is due to the 1.5% decrease

in risk contributions, which are more sensitive to BDF revenues. It is also worth noting the higher product distribution costs in the period, contributing to a lower revenue.

Premium Bonds' 64.7% drop in BDF in the fourth quarter compared to the same period of 2019 accompanied the 51.2% reduction in revenue in single-payment securities in the period, having immediate effects on BDF's result. While monthly payment securities, which recorded a 9.5% drop, produces revenue on a deferred basis. The credit letters (consórcio) branch, which maintained the same level of revenue as in 2019, also recorded a drop in BDF in 2020. The drops of 58.4% in the 4Q 2020 and 31.3% in the year-to-date, compared to the same periods of the previous year, are explained by the increase in the distribution cost.

Revenue from Equity Interests (MEP) grew by 0.3% in 2020 YTD and fell by 13.1% 4Q20 vs. 4Q19. The positive result from Caixa Vida e Previdência and Caixa Consórcios positively contributed to the maintenance of MEP revenues in the year. The slowdown in MEP Revenues results mainly from the increased claims in the mortgage segment.

Other Operating Revenues / Expenses grew 7.9% in 4Q 2020 vs. 4Q 2019. In the comparison between both years YTD, growth reached 13.6%, due to the 21.5% growth in administrative expenses, resulting from the increased personnel expenses, and 9.1% growth in tax expenses, due to the decrease in MEP's revenues, which are not taxed, in the breakdown of Operating Revenues.

The Company's **Financial Results** totaled R\$6.0 million in 4Q 2020 and R\$20.3 million YTD, down by 12.9% over 4Q 2019 and by 41.8% YoY, due to the lower financial revenue resulting from the lower SELIC rate.

In this context, Caixa Seguridade earned R\$1.77 billion in **recurring net income** in 2020, up by 5.2% over YTD 2019. The good result at the end of the year, although subject to negative effects from the economic slowdown and restrictive measures adopted to control the pandemic during the year, was leveraged by the increased BDF revenues, which followed the significant increase in revenues in the Credit Life and Homeowner insurances.

As for **2019's non-recurring effects**, it is worth noting, first, the adjustment of the price charged by Caixa in the sale of insurance products (recorded as a revenue boost totaling R\$106 million and impacting the 4Q19 result by R\$63.9 million. The second non-recurring effect observed in 4Q19 was the impairment in the investees "Odonto Empresas" (R\$100 million) and "CNPX" (R\$86.9 million), which occurred at CSH, impacting the Company in proportion to CAIXA Seguridade's interest, totaling R\$90.1 million. Finally, the success fee was obtained, totaling R\$8.4 million, referring to exceeding sales performance.

	R\$ million	4Q20	4Q19	Δ%		3Q20	Δ%		12M20	12M19	Δ%	
(+) Operating Revenues		558.1	563.0	-0.9%	●	649.9	-14.1%	●	2,165.3	2,006.4	7.9%	●
MEP		320.2	368.6	-13.1%	●	323.2	-0.9%	●	1,270.7	1,267.4	0.3%	●
BDF		237.8	194.5	22.3%	●	326.7	-27.2%	●	894.7	739.0	21.1%	●
(-) Operating Expenses		-36.3	-33.6	7.9%	●	-43.9	-17.3%	●	-138.8	-122.1	13.6%	●
(+) Financial Result		6.0	5.4	12.9%	●	3.7	61.5%	●	20.3	34.9	-41.8%	●
(-) Taxes and Interests		-74.4	-60.8	22.4%	●	-101.6	-26.8%	●	-277.5	-237.5	16.8%	●
Recurring Net Income		453.4	474.0	-4.3%	●	508.1	-10.8%	●	1,769.4	1,681.7	5.2%	●
SUCCESS FEE effect		0.0	0.0	-	●	0.0	-	●	0.0	8.4	-	●
Caixa Service Price Adjustment		0.0	-63.9	-	●	0.0	-	●	0.0	-63.9	-	●
Other non-recurring revenues		0.0	-	-	●	0.0	-	●	0.0	-	-	●
CSH Impairment		0.0	-90.2	-	●	0.0	-	●	0.0	-90.2	-	●
Net Income		453.4	319.9	41.8%	●	508.1	-10.8%	●	1,769.4	1,536.0	15.2%	●

Due to 2019's non-recurring effects, the 4Q 2020 **accounting net income** grew by 41.8% YoY. Comparing the YTD, the result grew by 15.2% over 2019.

In December 2020, the agreement with CNP Assurances was concluded to incorporate a new company that will jointly explore, for 25 years, the life and credit life insurances and private pension products at Caixa Econômica Federal's distribution network. Fulfilling all preceding conditions to conclude the transaction, including the necessary regulatory approvals and the incorporation of the new insurance holding XS1 and the new insurance company XS2, CNP subscribed a capital increase in XS1 totaling R\$7 billion, which was paid to CAIXA, in compliance with the distribution agreement.

The conclusion of the transaction with CNP generated effects in the Company's **corporate** and **equity** elements, with the merger of the shares of XS2 Vida e Previdência e da Caixa Vida e Previdência by Holding XS1 and a gain recorded in CAIXA Seguridade from equity valuation adjustment totaling R\$4.2 billion.

5. Investees

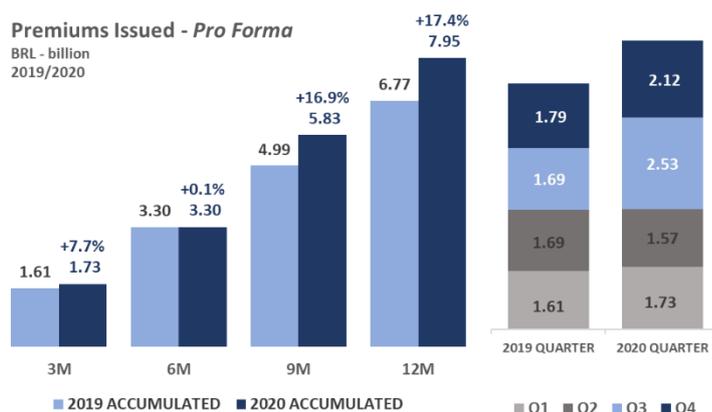
5.1 Group CSH

5.1.1 CAIXA Seguradora

A wholly-owned subsidiary of CSH with the corporate purpose of exploring mortgage insurance, homeowner insurance and other core insurances.

In early July 2020, CSH underwent an operational reorganization, which led to the transfer of Life and Credit Life operations to Caixa Vida e Previdência, thus keeping all insurance businesses related to the agreement between CNP Assurances and Caixa Seguridade within the same company, to operationally implement the new agreement.

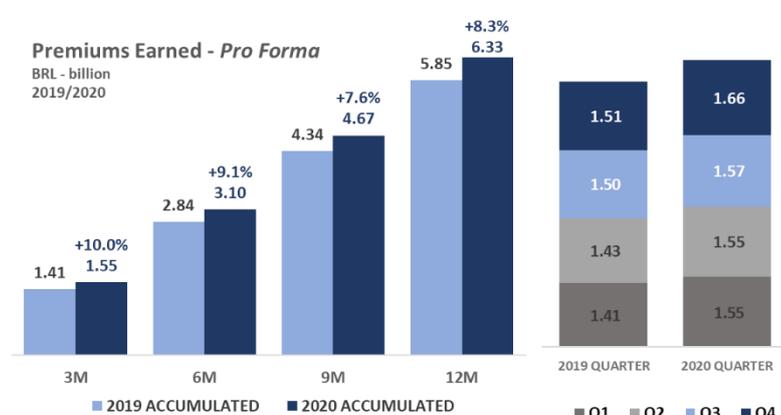
Therefore, to better show and assess the performance of insurances, the life and credit life results in Caixa Seguradora's evaluation will be included, showing the pro forma result of the company's revenue and indicators (loss ratio, commissioning, G&A expenses ratio, combined ratio and expanded combined ratio).



Premiums issued (pro forma) by Caixa Seguradora in YTD 2020 increased by 17.41% over 2019. In 4Q 2020, the result grew by 18.90% YoY, supporting the curve to resume the sales growth as of June, after the period with the biggest impact from social isolation measures to control the COVID-19 pandemic and with CAIXA's service network focused on making the payment of the Federal Government's

emergency aid program. Excluding the results from **life** and **credit life**, migrated to Caixa Vida e Previdência, premiums issued fell by 22.89% in YTD over 2019 and fell by 45.58% decrease in 4Q 2020 vs. 4Q 2019.

R\$ million	4Q20	4Q19	Δ%	3Q20	Δ%	12M20	12M19	Δ%
Mortgage	666.4	614.9	8.4%	659.2	1.1%	2,590.9	2,432.1	6.5%
Life	1.8	415.9	-99.6%	1.8	4.0%	702.0	1,417.7	-50.5%
Credit Life	0.0	472.4	-	0.0	-	832.5	1,842.4	-54.8%
Equity Risks	201.6	125.1	61.2%	192.9	4.5%	665.9	517.9	28.6%
Auto	100.0	93.9	6.4%	90.0	11.1%	336.3	327.6	2.7%
DPVAT	0.0	9.1	-	0.0	-	0.0	61.8	-
Others	2.2	55.0	-95.9%	3.3	-32.8%	95.2	174.0	-45.3%
Premiums Issued	972.1	1786.3	-45.6%	947.2	2.6%	5,222.8	6,773.5	-22.9%
Proforma Life	388.6	415.9	-6.6%	478.8	-18.8%	1,565.8	1,417.7	10.4%
Proforma Credit Life	765.1	472.4	62.0%	1,100.8	-30.5%	2,698.5	1,842.4	46.5%
Premiums Issued Pro Forma	2124.0	1786.3	18.9%	2,525.0	-15.9%	7,952.6	6,773.5	17.4%



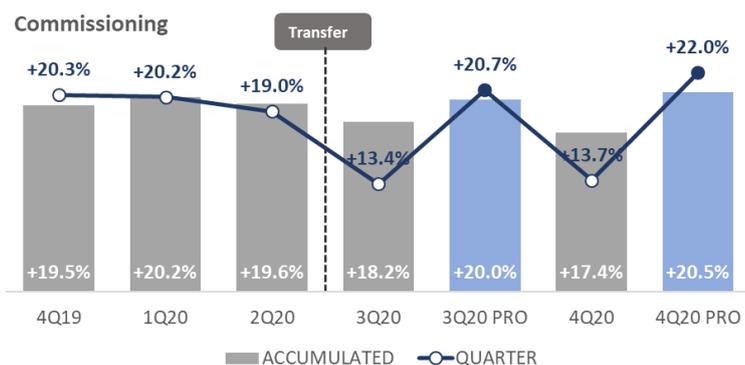
Regarding **premiums earned - pro forma** considering life's and credit life's results with Caixa Seguradora's products, the 4Q 2020's result was the best of the year. Year-to-date, premiums earned grew by 8.3% over 2019 and grew 10.1% in 4Q 2020 vs. 4Q 2019. The 2020 result reflects the performance in premiums issued in the year, mitigated by the increased variation in technical provisions, mainly in

the credit life segment, due to the increased production as of 3Q. It should be noted that the Credit Life product has a monthly payment flow, but provisions are set up at sale and reversed monthly, with a positive effect on future results.



Total claims YTD, proforma, grew 31.8% over 2019, due to increases in mortgage (49.6%), credit life (17.6%) and life (32.3%), combined with a smaller growth in premiums earned (8.3%). The variation in the number of claims is directly related to the increase in the portfolio and, additionally, for the mortgage branch, there was an increase in the IBNR (incurred but not reported reserves) in

2020 due to the pandemic. The increase reached 129% in 4Q 2020 vs. 4Q 2019 pro forma. When excluding claims for products migrated to Caixa Vida e Previdência, year-on-year total claims grew by 215% in 4Q20 and by 35.6% YTD. However, with the transfer of life and credit life, the 2020 year-to-date result of premium earned fell by 17% over 2019, increasing the company's **loss ratio** in the year end.



Commissioning, which considers the acquisition cost over the premium earned on products, proforma, had a positive variation of 1.7 percentage points in 4Q19 vs. 4Q20 due to the increase in acquisition cost by R\$50.2 million (+15.9%) resulting from the recognition of deferred costs in credit life.



Proforma, **G&A Expenses ratio**, which considers administrative expenses over premium earned, remained with the downward trend started in 2Q 2020. However, considering the transfer of credit life and life, G&A Expenses ratio increased by 18.5% YTD, due to a higher proportion of decrease in premiums earned compared to expenses linked to life and credit life.



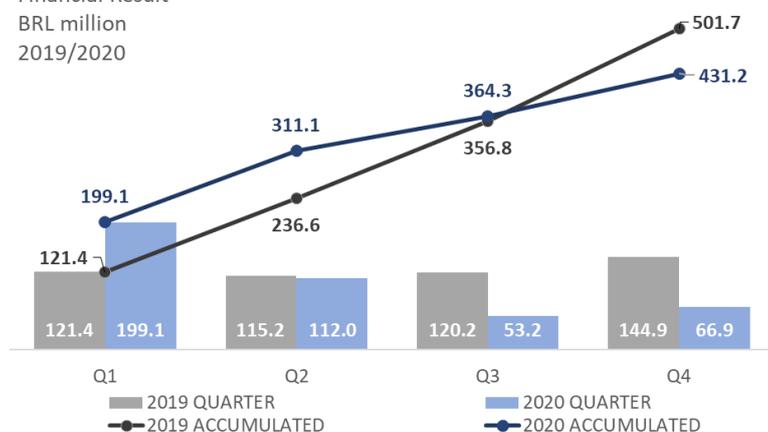
Proforma, the **combined ratio**, which combines loss ratio, commissioning and G&A expenses, increased by 3.8 percentage points over YTD 2019 and by 5.2 percentage points considering the migration of life and credit life, due to the increase in loss ratio, expenses and costs, not yet offset by premiums earned, whose growth was dulled by provisions made, mainly as of 3Q.



The **expanded combined index**, similar to the combined index, adding financial revenues to the denominator, increased in 2020 vs. 2019, already considering the migration of life and credit life.

R\$ million	4Q20	4Q19	Δ%	3Q20	Δ%	12M20	12M19	Δ%
Net Premiums Issued	972.1	1786.3	-45.6%	947.2	2.6%	5,222.8	6,773.5	-22.9%
Changes in the Technical Provisions for Premiums	-89.4	-278.8	-67.9%	-79.2	12.9%	-371.4	-926.0	-59.9%
Premiums Earned	882.7	1507.5	-41.4%	868.0	1.7%	4,851.4	5,847.5	-17.0%
Revenue from Policies Issued	0.0	2.5	-	0.0	-	0.0	17.0	-
Claims Occurred	-281.7	-196.3	43.5%	-306.7	-8.1%	-1,328.9	-1,259.1	5.5%
Acquisition Costs	-120.6	-306.2	-60.6%	-116.0	4.0%	-844.5	-1,141.0	-26.0%
G&A Expenses	-166.8	-295.3	-43.5%	-179.4	-7.0%	-896.5	-975.6	-8.1%
Result with Reinsurance	-10.6	34.5	-	0.3	-	-20.0	-64.3	-68.9%
Financial Results	66.9	144.9	-53.8%	53.2	25.6%	431.2	501.7	-14.0%
Equity Results	0.0	0.1	-	0.0	-	0.0	-0.7	-
Operating Results	369.8	891.7	-58.5%	319.6	15.7%	2,192.8	2,925.5	-25.0%
Gains or Losses on Noncurrent Assets	-82.0	-11.9	587.1%	-0.1	68689.7%	-112.0	-218.5	-48.7%
Taxes	-113.3	-339.3	-66.6%	-123.7	-8.4%	-821.4	-1,054.2	-22.1%
Profit Sharing	-8.6	-16.8	-48.8%	-11.0	-21.9%	-38.3	-33.8	13.3%
Net Income	166.0	523.8	-68.3%	184.8	-10.2%	1,221.0	1,619.0	-24.6%

Financial Result
BRL million
2019/2020

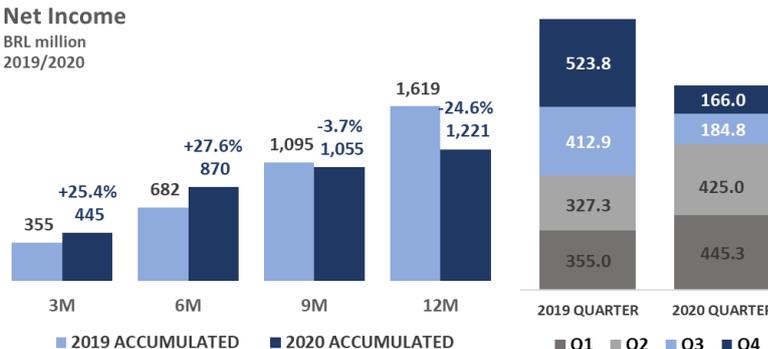


The **financial result** fell by 14% in 2020 vs. 2019, due to the migration of products to Caixa Vida e Previdência, and the result grew by 25.6% in 4Q 2020 vs. 4Q 2019 – post-migration.

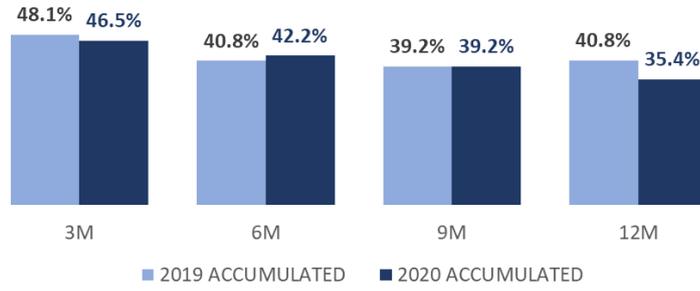
The migration of Life and Credit Life also reflected in the company's **operating result**, with a 25% drop in the YTD between 2020 and 2019. The result grew by 15.7% in 4Q vs. 3Q, mainly due to the drop in expenses incurred with claims, a drop in General and Administrative Expenses and a growth in Financial Result.

Due to the drop in the Company's revenues resulting from the new structure, **net income** fell by 24.6% over 2019.

Net Income
BRL million
2019/2020



Annualized Return on Average Net Equity

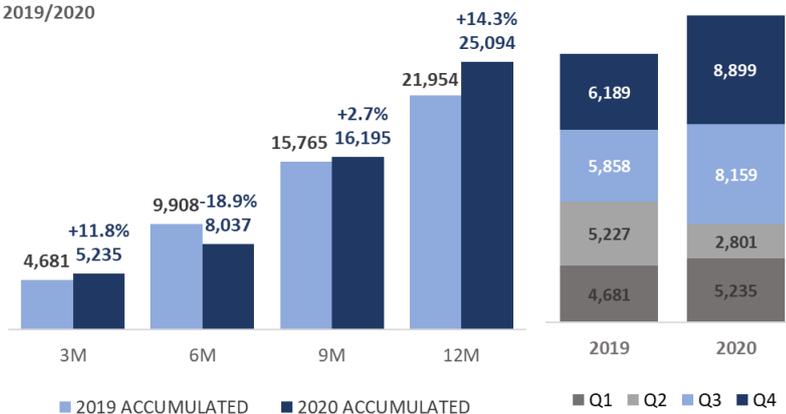


The **Annualized Return on Average Net Equity** closed 4Q at 35.4%, affected by the migration of products to Caixa Vida e Previdência, reducing the net income as of 2H 2020.

5.1.2 Life, Credit Life and Private Pension - Holding XS1

Contributions

BRL - million
2019/2020

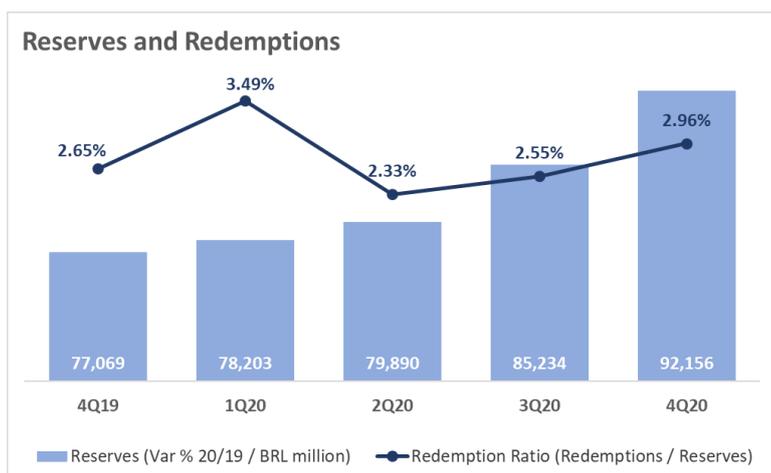


5.1.3 As of 3Q 2020, the operational reorganization at CSH led to the transfer of Life and Credit Life operations to Caixa Vida e Previdência. In order to implement the partnership agreement signed with CNP (CNP Agreement), Holding XS1 SA (“Holding XS1”) was incorporated, a company that merged Caixa Vida e Previdência and is exclusively focused on exploring life and credit life insurances and private

pension products in the distribution network of CAIXA’s Desks.

R\$ million	4Q20	4Q19	Δ%	3Q20	Δ%	12M20	12M19	Δ%
Contributions Received	8,898.6	6,188.7	43.8%	8,158.9	9.1%	25,094.0	21,954.1	14.3%
Earning	8,860.7	6,147.9	44.1%	8,120.3	9.1%	24,939.7	21,788.2	14.5%
Risk	38.0	40.7	-6.8%	38.6	-1.5%	154.3	165.9	-7.0%
Reserves	92,155.6	77,069.5	19.6%	85,233.8	8.1%	92,155.6	77,069.5	19.6%
Redemption Ratio	3.0%	2.6%	0.3 p.p.	2.6%	0.4 p.p.	2.8%	2.8%	0 p.p.
Management Fee	259.6	232.9	11.5%	257.5	0.8%	991.3	858.2	15.5%
Average Rate	1.2%	1.2%	-0.1p.p.	1.2%	0.1p.p.	1.2%	1.3%	0 p.p.
Net Premiums Issued	1,257.1	38.7	3151.9%	1,678.3	-25.1%	3,014.4	155.4	1839.6%
Contributions to Cover Risks	38.0	40.7	-6.8%	38.6	-1.5%	154.3	165.9	-7.0%
Changes in the Technical Provisions for Premiums	-376.0	4.1	-	-881.9	-57.4%	-1,252.2	9.9	-
Premiums Earned	919.1	83.5	1001.0%	834.9	10.1%	1,916.5	331.2	478.7%
Claims Occurred	-104.5	-5.1	1931.6%	-176.5	-40.8%	-294.3	-19.8	1388.3%
Acquisition Costs	-179.6	-9.4	1818.1%	-214.4	-16.2%	-410.7	-36.7	1018.6%
G&A Expenses	-52.2	-18.7	178.2%	-46.7	11.6%	-134.2	-65.5	104.8%
Financial Results	81.7	39.8	105.1%	116.7	-29.9%	223.0	126.8	75.8%
Net Income	397.7	135.8	192.8%	372.8	6.7%	1,047.3	525.1	99.4%

The **contributions received** grew by 14.3% in YTD 2020 vs. 2019. Evaluating the 4Q’s performance, there was an increase by 43.8% YoY and an increase by 9.1% over 3Q 2020, a period that considers the migration of the life and credit life segments. The 3Q’s and 4Q’s results offset the pandemic’s adverse effect on the private pension segment’s revenue in 2Q 2020.



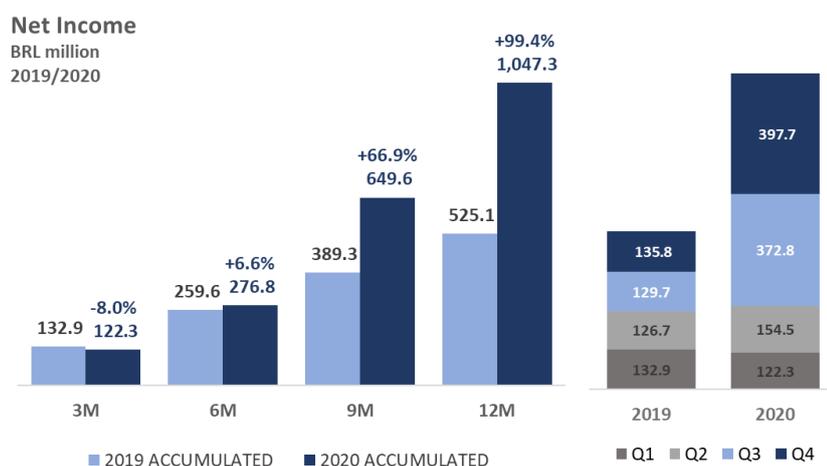
4Q 2020's total **reserves** grew 19.6% YoY and 8.1% over 3Q 2020, driven by the increase in the volume of contributions. The **redemption ratio** in 4Q 2020 has advanced YoY, due to the increase in the number of redemptions when compared to the previous year.

The **management fee** received in 4Q 2020 grew 11.5% YoY and 15.5% in YTD annual

comparison, reflecting the increase in reserves.

In addition to the revenue from management fees in private pension, as of 3Q, Caixa Vida e Previdência's – current Holding XS1 – results include revenues from life and credit life insurances. As a result, total premiums issued in 4Q 2020 reached R\$1.3 billion and **premiums earned** totaled R\$919.1 million, up by 10.1% QoQ.

With the incorporation of resources from life and credit life, the **financial result** grew by 105.1% in 4Q 2020 vs. 4Q 2019, due to the increased volume of resources after the migration. Year-to-date, grew by 75.8% over 2019.



In 2020, the net income reached R\$1.04 billion, up by 99.4% over 2019. In 4Q 2020, new income grew by 192.8% YoY. Such growths are related to the increase in revenues from management fee and financial result, besides life and credit life premiums. Compared to 3Q - a period that also covers the new restructuring - the net income grew by 6.7% in 4Q 2020.

5.1.4 CAIXA Capitalização

The company is an indirect subsidiary of CSH, with 51.0% of the share capital. Icatu Capitalização and Sulacap Capitalização own the remaining share capital¹.

R\$ million	4Q20	4Q19	Δ%		3Q20	Δ%		12M20	12M19	Δ%	
Collection	324.5	400.6	-19.0%	●	338.6	-4.1%	●	1,377.8	1,604.3	-14.1%	●
Monthly Payment	280.0	309.4	-9.5%	●	291.5	-3.9%	●	1,163.9	1,167.7	-0.3%	●
Single Payment	44.5	91.2	-51.2%	●	47.1	-5.4%	●	217.3	436.6	-50.2%	●
Change in the Provision for Redemption	-273.1	-326.2	-16.3%	●	-283.3	-3.6%	●	-1,146.7	-1,289.2	-11.1%	●
Net Revenue from Premium Bonds (Collection - Chg. Prov. For Redemption)	51.4	74.4	-30.9%	●	55.3	-7.0%	●	231.1	315.1	-26.7%	●
Change in Technical Provisions	0.18	- 0.05	-	●	0.2	-8.7%	●	0.50	- 3.49	-	●
Result with Sweepstakes	-14.8	-13.9	6.5%	●	-7.4	100.5%	●	-48.1	-16.2	196.7%	●
Acquisition Costs	-16.8	-31.7	-47.1%	●	-21.3	-21.2%	●	-96.0	-131.0	-26.7%	●
Result from Other Operating Expenses	-0.4	-1.2	-69.5%	●	-1.4	-73.2%	●	-3.6	-1.8	100.5%	●
Other Operational Revenues and Expenses	6.0	6.9	-13.1%	●	8.6	-30.4%	●	29.6	41.9	-29.2%	●
Administrative expenses	-14.0	-11.4	22.8%	●	-14.0	-0.4%	●	-49.6	-43.1	15.0%	●
Tax Expenses	-2.6	-3.9	-32.8%	●	-3.2	-17.9%	●	-12.1	-18.3	-34.1%	●
Financial Results	32.0	36.5	-12.3%	●	33.5	-4.5%	●	135.5	153.1	-11.5%	●
Operating Results	41.1	55.7	-26.1%	●	50.4	-18.4%	●	187.4	296.2	-36.7%	●
Taxes	-15.5	-22.2	-30.1%	●	-20.1	-22.5%	●	-74.3	-118.4	-37.2%	●
Net Income	25.4	33.1	-23.3%	●	30.0	-15.4%	●	112.1	176.9	-36.6%	●
Reserves	3,149.0	2,875.2	9.5%	●	3,078.4	2.3%	●	3,149.0	2,875.2	9.5%	●
Management Fee	42.8	62.5	-31.6%	●	47.1	-9.2%	●	194.4	265.2	-26.7%	●
Fee % (Manag. Fee/Collection)	13.2%	15.6%	-2.4p.p.	●	13.9%	-0.7p.p.	●	14.1%	16.5%	-2.4p.p.	●

2020's collection shows that the effects of the restrictive measures of the COVID-19 pandemic were not yet overcome, especially in single payment bonds, given that monthly payment bonds have greater resilience to the pandemic's impacts and remained stable when compared to 2019.



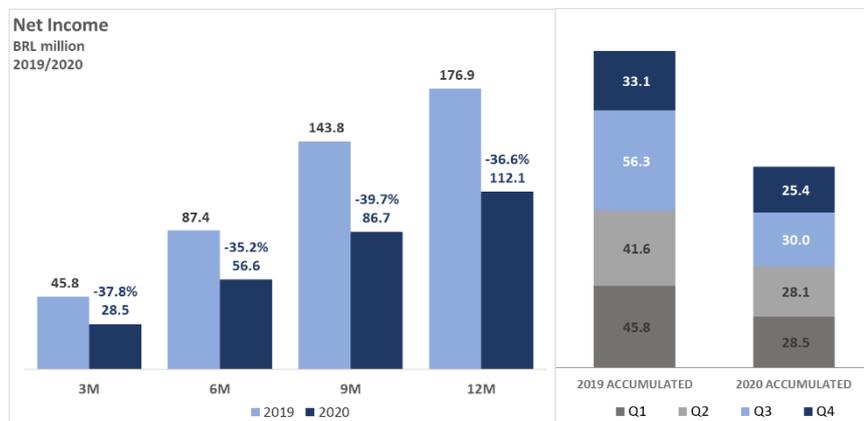
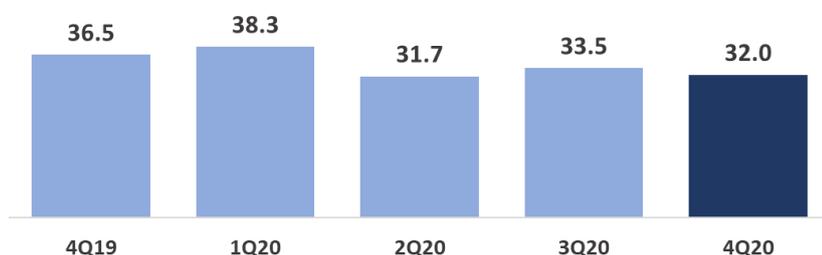
Although the redemption provisions fell by 11.1% in 2019 YTD, the **net revenue from Premium Bonds (Capitalização)**, which deducts the changes in provisions for redemptions from collection, fell by 26.7% in the period.

¹According to a material fact disclosed on May 13, 2019 by Sul América S/A., ICATU acquired Sulacap's minority interest in Caixa Capitalização. The conclusion of the transaction is subject to the approval from regulators.

Management Fee



Financial Result
BRL - Million



Reserves grew 9.5% over 4Q 2019 and 2.3% over 3Q 2020.

Revenue from **management fee** in 4Q fell by 9.2% over 3Q 2020 and 31.6% over 4Q 2019. Thus, the ratio of management fee and collection in the quarter (fee %) fell by 0.7 percentage points QoQ and fell by 2.4 percentage points YoY.

The **financial result** fell by 4.5% over 3Q 2020 and 26.1% over 4Q 2019, reflecting the higher expenses with reserve compensation, due to the growth in technical provisions.

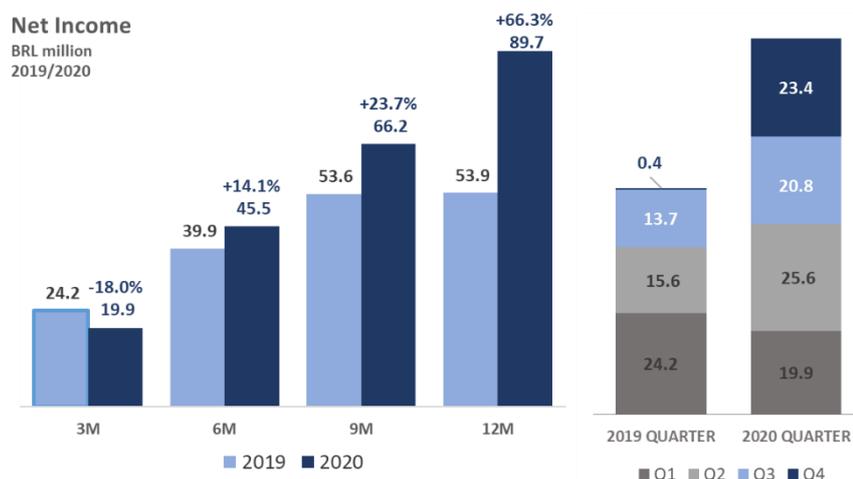
Net income fell by 15.4% in 4Q 2020 vs. 4Q 2019. In 2020, the result fell by 36.6% over 2019, due to the pandemic's negative effects on economic activity and the uptake of CAIXA's service network.

5.1.5 CAIXA Consórcios

A wholly owned subsidiary of CSH with the corporate purpose to manage credit letters (consórcio) groups to acquire movable and immovable assets and services.

R\$ million	4Q20	4Q19	Δ%		3Q20	Δ%		12M20	12M19	Δ%	
Resources Collected	831.3	762.9	9.0%	●	789.5	5.3%	●	3,127.9	3,104.1	0.8%	●
Loan Bills	1,608.3	2,337.1	-31.2%	●	2,274.1	-29.3%	●	7,593.9	8,770.7	-13.4%	●
Auto	228.9	513.3	-55.4%	●	451.4	-49.3%	●	1,324.0	1,943.5	-31.9%	●
Properties	1,379.4	1,823.9	-24.4%	●	1,822.7	-24.3%	●	6,269.9	6,827.2	-8.2%	●
Financial Intermediation	4.1	4.7	-12.4%	●	3.6	13.3%	●	15.9	18.8	-15.0%	●
Revenue from Services	135.7	126.7	7.1%	●	127.4	6.5%	●	514.7	479.5	7.3%	●
Fee % (Revenue/Rec. Collected)	16.3%	16.6%	-0,3p.p.	●	16.1%	0,2p.p.	●	16.5%	15.4%	1p.p.	●
Other Operating Revenues	22.6	19.8	14.0%	●	22.7	-0.3%	●	87.0	68.3	27.4%	●
Operating Expenses	-66.3	-96.5	-31.3%	●	-63.4	4.6%	●	-257.3	-294.2	-12.5%	●
G&A Expenses	-37.9	-33.5	12.9%	●	-35.6	6.3%	●	-135.9	-121.2	12.1%	●
Operating Results	35.6	1.3	2681.2%	●	32.0	11.3%	●	137.5	82.9	65.7%	●
Taxes and Interests	-12.2	-0.9	1215.2%	●	-11.2	8.6%	●	-47.8	-29.0	64.7%	●
Net Income	23.4	0.4	6525.0%	●	20.8	12.7%	●	89.7	53.9	66.3%	●

In 4Q 2020, there was an outstanding volume of **resources collected**, up by 9.0% YoY, as a result of the improvement in the compliance with monthly payments in the established portfolio. However, the loan bills traded fell by 31.2% in the period and fell by 13.4% in YTD 2020 year-on-year.



The growth in revenue from services (**management fee**) and the gains from other **operating revenues** contributed to the sharp growth in net income. It should be noted that the credit letters (consórcio) company does not defer trading costs. These costs are recognized at sale, according to BACEN's accounting rules (COSIF GAAP). Revenues from management fee are recognized

on a deferred basis, depending on the term of the bills sold. Thus, the drop in the sale of loan bills between 2019 and 2020 helped reduce the costs without proportionally impacting the revenues, which justifies the result.

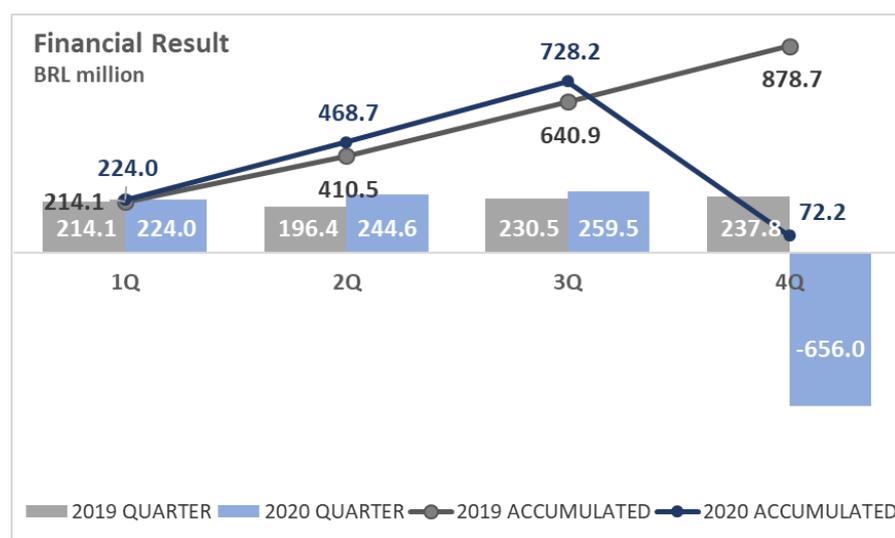
5.1.6 CSH Others/Adjustments

This group includes other businesses of CSH, besides consolidation adjustments of the Group.

Odonto Empresas Convênios Dentários Ltda – A wholly owned subsidiary of CAIXA Seguros Participações em Saúde Ltda. Its corporate purpose is to work as an operator specialized in dental insurance.

Companhia de Seguros Previdência do Sul S.A. - A wholly owned subsidiary of CSH. Its corporate purpose is to explore personal insurance (life, personal accidents, disability, and hospitalization).

CNPX S.A.S. – A wholly owned subsidiary of CSH, located in Colombia, created in 2015, with the purpose of having an interest in insurance companies. In December 2019, the board of directors of CSH, parent company, decided to discontinue the business. On June 1, 2020, the Settlement Meeting was held with a base date of May 31, 2020, operationally terminating the subsidiary’s activities. The impairment of CNPX S.A. was made in 2019 and the impact was indirect in Caixa Seguridade, in proportion to its interest, through an equity pickup in investments in equity interests.



The **financial result** of this consolidation was impacted in the 4Q 2020 by the payment of dividends and Payment of interest on equity, reducing the amount of reserves applied of CSH. Thus, the result of 2020 accumulated had a reduction of 91.8% in relation to 2019.

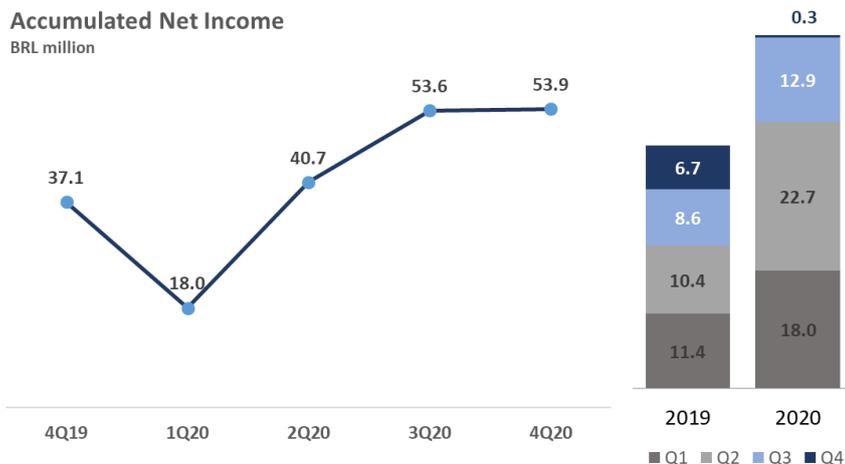


In 4Q 2020, despite the poor performance of the financial result, the **net income** from this consolidation exceeded the 4Q 2019 by R\$193.7 million, as a result of the R\$ 876.8 million increase in **revenues from the operation**. The growth also results from the negative result in 4Q 2019, which is due to the impairment recorded at investment balance with CNPX (around R\$86.9 million), resulting

from the decision to discontinue operations, and that recorded in the investment balance of “Odonto”,

referring to the write-off of intangible assets related to the prospect of future results (around R\$100 million).

Accumulated Net Income
BRL million



Caixa Seguros Saúde, a wholly owned subsidiary of CSH, has as corporate purpose operating an insurance company specialized in health insurance. Despite the growth in 1H20, due to the investee's financial results, the operation's revenues are declining, resulting from the strategy adopted by the management to suspend business activities and conclude the portfolio's sanitation work.

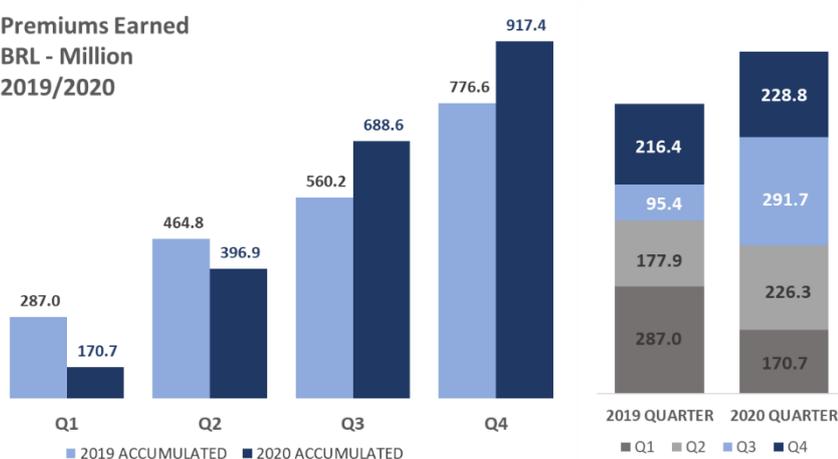
5.2 Too Seguros and PAN Corretora

Too Seguros is a company that operates in the insurance segment, selling its products in the distribution network and partners of Banco PAN. Currently, in the mortgage segment, Too Seguros is also one of the options for customers in CAIXA's banking and lottery correspondents.

R\$ million	4Q20	4Q19	Δ%	3Q20	Δ%	12M20	12M19	Δ%
Mortgage	48.8	40.8	19.5%	45.7	6.6%	178.9	154.2	16.0%
Life	9.1	17.1	-46.8%	10.1	-9.8%	42.3	62.7	-32.4%
Credit Life	138.1	73.8	87.2%	88.7	55.8%	363.7	244.7	48.7%
Insured Warranty	16.4	65.7	-75.1%	40.9	-59.9%	119.0	219.1	-45.7%
Others	65.8	19.0	246.6%	106.3	-38.1%	262.8	95.9	174.0%
Premiums Issued	278.2	216.4	28.5%	291.7	-4.6%	966.8	776.6	24.5%

In 4Q 2020, total premiums issued by the insurer grew by 28.5% YoY, mainly in the credit life segment, up by 87.2%, and in other risks, by 343.7%. The premiums issued grew by 24.5% in 2020 vs. 2019. Due to the transaction's increased costs and expenses, such operating revenue has not been converted into growth in net income.

Premiums Earned
BRL - Million
2019/2020

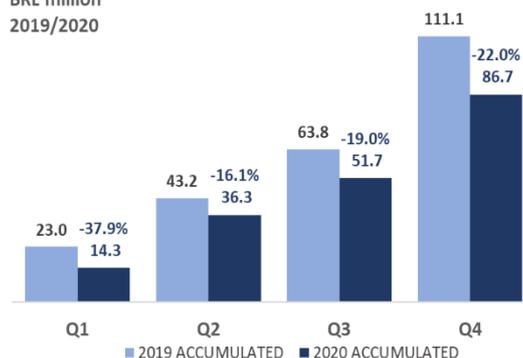


Premiums earned grew by 14.8% in 4Q 2020 vs. 4Q 2019 and by 13.9% in the year-to-date YoY. This result is due, besides the increase in premiums issued, to the increased variation of technical provisions, mainly from credit life and other risks.

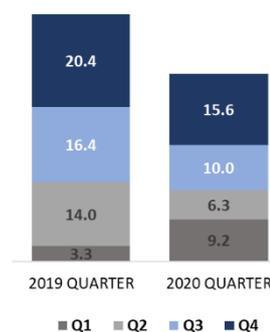
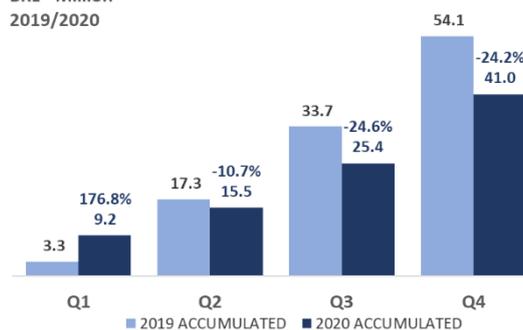
The 4Q 2020 **financial result** fell by 16.9% over 4Q 2019, reflecting the low yield government bonds and

fixed income investment funds.

Net Income *Too Seguros*
BRL million
2019/2020



Net Income Corretora
BRL - Million
2019/2020



Despite the negative variation in the financial result, the **operating result** grew by 15.6% over 4Q 2019, due to the positive variation in operating revenues and the favorable trend in Other Operating Revenues/Expenses. The company's **net income** fell by 22.0% in 4Q 2020, with a negative contribution from gains or losses with noncurrent assets. Year-to-date, net income fell by 26.1% over 2019.

PAN Corretora's **Operating Revenues** fell by 32.8% in 4Q 2020 and 23.7% in the year, compared to the end of 2019. In line with the revenue result, net income fell by 24.2% in 2020 vs. 2019.

6. New Caixa Seguridade

In 2019, the Company's Board of Directors approved reviewing the strategy to explore insurance products in the distribution network of Caixa Econômica Federal ("CAIXA's Desk").

In this context, new agreements were signed for the segments: (i) Life, Credit Life and Private Pension (VPP), with CNP Assurances; (ii) Mortgage and Homeowner, with Tokio Marine; (iii) Premium Bonds (Capitalização), with ICATU; (iv) Credit Letters (Consórcio), with CNP Assurances and; (v) Assistance Services, with Tempo Assit.

In 4Q 2020, the Life, Credit Life and Private Pension (VPP) agreement's operation and implementation with CNP Assurances was concluded to incorporate a new company that will jointly explore, for 25 years, the life and Credit Life insurances and private pension products at CAIXA's Desk. To conclude the VPP agreement, all preceding conditions were fulfilled, including the necessary regulatory approvals and the incorporation of the new insurance holding ("XS1") and the new insurance company ("XS2"). Caixa Seguridade will have a 60% interest in the total capital of the new company, owning 49% of the common shares and CNP will have a 40% interest, with 51% of common shares.

Also in 4Q, Caixa Seguridade started the competitive process to select a co-broker(s) to operate in the Company's business lines, in partnership with Caixa Seguridade's own broker, scheduled to start on February 15, 2021 with a 10-year term. Ending on February 14, 2021, the Commercial Agreement with Wiz Soluções e Corretagem de Seguros S.A. ("Wiz") for brokerage or co-brokerage services in CAIXA's Distribution Network underwent an amendment on February 3, 2021, establishing the conditions for the transition period lasting six months. Besides confirming Wiz's commitment to cooperate and provide all necessary support, including providing all tools, processes, software and platforms at no cost to Caixa Seguridade, the amendment has the following characteristics: (i) excludes Wiz's compensation on mortgage insurance sold as of February 15, 2021; (ii) gradually reduces the commissioning in other insurances, reaching 50% of current commissions in the last month; and (iii) gradually reduces sales intermediated by Wiz, starting at 100% and reaching 90% of sales made in the last month.

In early 2021, two transactions were completed: (i) implementation of the agreement with Tokio Marine Seguradora S.A. to jointly explore, for 20 years, Homeowner and Mortgage insurances at CAIXA's Desk, by incorporating the new insurance company ("XS3"), and (ii) implementation of the agreement with Tempo Assist to incorporate a new company ("XS6") that will explore, for 20 years, the Assistance Services segment in CAIXA's distribution network.

Just like the agreements with Tokio Marine and Tempo Assist, according to other new agreements - Premium Bonds (Capitalização) with ICATU incorporating XS4 and Credit Letters (Consórcio) with CNP Assurances incorporating XS5 - Caixa Seguridade will have a 75% interest in the total capital of the new companies, with 49.99% of the common shares and 100% of the preferred shares, while the partners will hold 50.01% of the common shares, corresponding to a 25% interest in the total capital. The new companies will have a term of 20 years and their management and governance will be shared between

Caixa Seguridade and partners to leverage the strengths of each shareholder, under the best corporate governance practices.

On February 12th, Caixa Seguridade concluded the competitive process to select a co-broker(s) to operate in the Company's business lines, in partnership with Caixa Seguridade's own broker. These partnerships will be implemented through Operational Agreements, with the following companies selected:

- Insurance Products: MDS Corretora e Administradora de Seguros S.A.;
- Auto: MDS Corretora e Administradora de Seguros S.A.;
- Health and Dental: Alper Consultoria e Corretora de Seguros S.A.; and
- Large Risks and Corporate: Willis Affinity Corretores de Seguros Ltda.

7. Glossary

BDF - Bancassurance Distribution Fee, fee paid by the Insurer to Caixa Seguridade to access the distribution network and use the brand.

CSH - Caixa Seguros Holding, name changed to CNP Seguros Brasil at AGE on February 14, 2021.

CNPX - A wholly owned subsidiary of CSH, located in Colombia, created in 2015, with the purpose of having an interest in insurance companies.

Commissioning - Indicator that considers the cost of acquisition over premiums earned on the products.

Non-Recurring Effects - Events that produce one-off impacts.

GAAP - Generally Accepted Accounting Principles.

Impairment - Appraisal of the recoverable amount of an asset.

Combined Ratio - Indicator adding the loss ratio, commissioning and G&A expenses.

Expanded Combined Ratio - Indicator adding the loss ratio, commissioning, G&A expenses and financial revenues.

G&A Expenses Ratio - Indicator considering administrative expenses over premium earned.

Loss Ratio - Indicator that evaluates the loss ratio over premium earned.

Market Share - The calculation of market share considers direct insurance premiums, private pension plan

contributions and premium bonds (capitalização) collections released by SUSEP for all companies in the group, from the beginning of the year until the end of the quarter evaluated or until the position available.

MEP - Revenue from investments in equity interests, which can be by MEP - Equity Method or JCP - Interest on Equity.

PPNG - Provisions for Unearned Premiums.

PRONAMPE - Program to Support Micro and Small Enterprises.

Resources Collected - Installments received by CAIXA Consórcios.

CAIXA Network - Employees of CAIXA's distribution network.

RSPL(ROE) - Average Return on Equity.

Success Fee - Bonus revenue contractually paid by CAIXA Seguradora to Caixa Seguridade, at the beginning of each year, calculated based on the compliance with the approved Business Plan and performance targets of specific segments, established annually.

SUSEP - Superintendence of Private Insurances.

XS1 - Holding XS1 is a partnership signed with the French group CNP Assurances, which has two companies that operate in the Life, Lending and Private Pensions: Caixa Vida e Previdência SA and XS2 Vida & Previdência SA.

XS2 - XS2 Vida & Previdência S.A. responsible for trading Life and Credit

Life products, starting operations on January 4, 2021.

XS3 - XS3 Seguros S.A. focused on distributing, disclosing, offering, selling and providing after-sales for mortgage and homeowner insurance, incorporated through a partnership with Tokio Marine.

XS4 - XS4 Capitalização S.A. has the corporate purpose to distribute, disclose, offer, sell and provide after-sales for premium bonds (capitalização) products,

incorporated through a partnership Icatu Seguros S.A.

XS5 – XS5 Administradora de Consórcios S.A. is responsible for managing a Credit Letters (Consórcio) group, incorporated through a partnership with CNP Assurances.

XS6 – XS6 Participações S.A. incorporated under the agreement with Tempo Assist to explore Assistance Services in Caixa Econômica Federal's distribution network.