

Social Bond Framework Agibank



ABOUT AGIBANK	3
OUR STRATEGY AND COMMITMENTS TO SUSTAINABLE DEVELOPMENT.....	5
SOCIAL OBJECTIVES AND ALIGNMENT WITH OUR STRATEGY	10
SOCIAL OBJECTIVES.....	10
ALIGNMENT WITH OUR STRATEGY	10
OUR TARGET AUDIENCE.....	11
USE OF PROCEEDS	14
PROCESS FOR CREDIT EVALUATION AND OFFER SELECTION.....	16
CUSTOMER SERVICE.....	16
CREDIT GRANTING CYCLE.....	18
EXCLUSION PROCESS AND ASSOCIATED RISKS.....	19
INTERNATIONAL AND NATIONAL STANDARDS.....	20
MANAGEMENT OF PROCEEDS.....	22
REPORTING	22
EXTERNAL REVIEW PROVIDERS	24
SECOND PARTY OPINION	24
PUBLIC DISCLOSURE OF INFORMATION.....	24
DISCLAIMER	25



ABOUT AGIBANK

Banco Agibank S.A. (“Bank” or “Agibank”) is a relationship-focused bank with a unique business model, present throughout Brazil through a hybrid format that combines both physical and digital service channels. Agibank’s approach aims to serve a population that is not digitally native, whose needs are often overlooked by both major traditional banks and fully digital banks. We prioritize proximity and personalized attention in every interaction, offering a tailored financial and digital journey that promotes customer autonomy. Additionally, we are transforming the traditional bank branch model by eliminating intermediaries between the bank and the customer, making daily financial management simpler and more efficient.

Our hybrid model combines the best of both worlds: (i) a comprehensive digital platform, accessible via mobile and desktop in a fast, intuitive, and lightweight manner; and (ii) Smart Hubs¹, which provide an accessible and welcoming in-person experience. This approach allows us to attract more customers, offer high-quality service, build long-term relationships, and strengthen our path toward sustainable growth.

Agibank facilitates access to financial services for a growing number of people. Below are key figures as of December 2024:

- Among over 3.9 million active customers², 49% identify as female;
- Silver economy focus: 56% of active customers are over 50 years old;
- Low-income focus: 47% of customers earn a minimum wage of BRL 1,518;
- Among more than 4,700 employees, 69% identify as female;
- 69% of women hold managerial leadership positions (supervisors and coordinators), while 29% are in senior leadership roles (managers);
- 75% customer engagement³ and a growing level of digitalization⁴;
- BRL 29 billion in total assets;
- More than 1,000 Smart Hubs across the country; and
- Physical presence in all Brazilian cities with over 100,000 inhabitants.

¹ Smart Hubs are Agibank’s physical service points, designed to serve its target audience.

² Customers who hold any of the following Bank products: Credit Card, Payroll Credit Card, Debit Card, Checking Account, Overdraft Limit, Personal Loan, Payroll Loan, or Insurance.

³ Percentage of customers who meet at least one of the following criteria: active Pix key, active loan, active credit/debit card, or payroll deposited into an Agibank account.

⁴ Our customers rely on our advisory services to support them in the digitalization of banking activities.

HISTORY

The history of Agibank began in 1999 as Agiplan, a credit distribution agency⁵ in the southern region of Brazil. In 2011, we founded Agiplan Financeira, and in 2016, we obtained our banking license. With approval from the Central Bank of Brazil (“BACEN”), we started operating as a full-service relationship bank. In 2018, continuing our transformation journey, we rebranded as Agibank.

In 2020, we strengthened our relationship and principality strategy by becoming a payment bank for the National Social Security Institute (“INSS”). As the institution responsible for distributing social security benefits in Brazil, including pensions and retirements, we ensure that beneficiaries receive their payments securely and conveniently through physical locations, ATMs, or digital channels.

We also received in 2020 a R\$420 million capital investment from Vinci Partners, a private equity fund, to continue expanding our operations and creating greater value for our customers. Since then, we have opened over 400 Smart Hubs nationwide, tripled our customer base, made significant investments in digital and in-person solutions tailored to our target audience, strengthened our credit underwriting intelligence, improved internal models and processes, and enhanced Agibank’s Corporate Governance standards.

In 2021, we inaugurated our new headquarters in Campinas, São Paulo: Agi Campus. In addition to being closer to one of the world's largest economic hubs, Campinas is also ranked among the most intelligent and connected cities in Brazil. This location serves as a sustainable hub for innovation and business, strategically positioning Agibank for nationwide expansion.

In 2024, we reached the milestone of 1,000 Smart Hubs, reinforcing Agibank’s commitment to being increasingly present and accessible to its customers. The year was also marked by a R\$400 million investment from Lumina Capital Management, further strengthening our financial position and driving our sustainable and strategic growth.

For more information about Agibank, visit our Investor Relations website: ri.agibank.com.br.

⁵ Refers to a person or entity that acts as an intermediary in credit granting, typically on behalf of a financial institution, such as banks or credit cooperatives.

OUR STRATEGY AND COMMITMENTS TO SUSTAINABLE DEVELOPMENT

Agibank's strategy is designed to promote sustainable development, expand access to financial services and education for its target audience, manage social, environmental, and climate risks, and adopt transparent practices to build balanced and long-lasting relationships. Our strategy follows these guidelines⁶:

(i) GUIDELINE FOR INCLUSION AND FINANCIAL EDUCATION

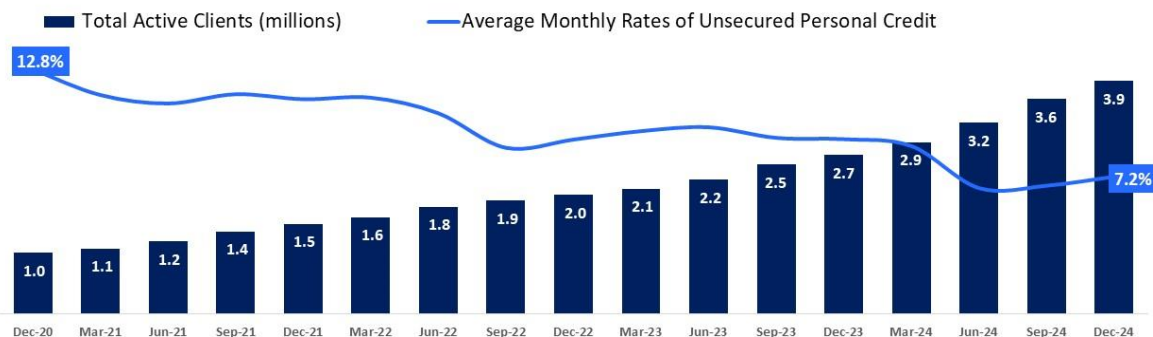
Understanding people's needs to provide knowledge and appropriate financial solutions, promoting financial inclusion and helping individuals develop a healthy relationship with money.

Agibank is committed to promoting financial inclusion for an increasing number of people by offering increasingly accessible products.

We continue to expand our network of Smart Hubs across Brazil, with the opening of over 100 new units in 2024 alone, allowing more customers to access our financial services. This initiative, which contrasts with the branch closure trend observed in parts of the market, is essential for us to continue meeting the needs of our target audience with quality service. Our goal is to reach 2,200 Smart Hubs by 2030, further expanding our presence and reach across the country.

Additionally, we constantly strive to reduce loan interest rates⁷ promoting greater financial inclusion by making credit more accessible through fairer offers, reaching an increasing number of people.

Personal Credit interest rates over time - Products Increasingly more accessible



Source: Prepared by the Company with its own data and that of the Central Bank of Brazil

⁶ The Agibank Sustainability Policy is available in "Estatuto, Códigos e Políticas - Agi" in Portuguese.

⁷ The data related to the interest rates practiced by Agibank are public information provided by the Central Bank of Brazil, one of the federal agencies of the National Financial System in <https://www.bcb.gov.br/estatisticas/txjuuros>.

Agibank is committed to guiding customers with less familiarity with technology through their digital transformation journey.

We understand that the digital world can be a challenge for a significant portion of our audience. That’s why we are committed to providing guidance and support both in person, through our Smart Hubs, and digitally, via customized apps, Pix key, virtual assistants, and WhatsApp support. Our goal is to help our customers achieve this empowerment naturally and with assistance, ensuring a complete and secure experience.

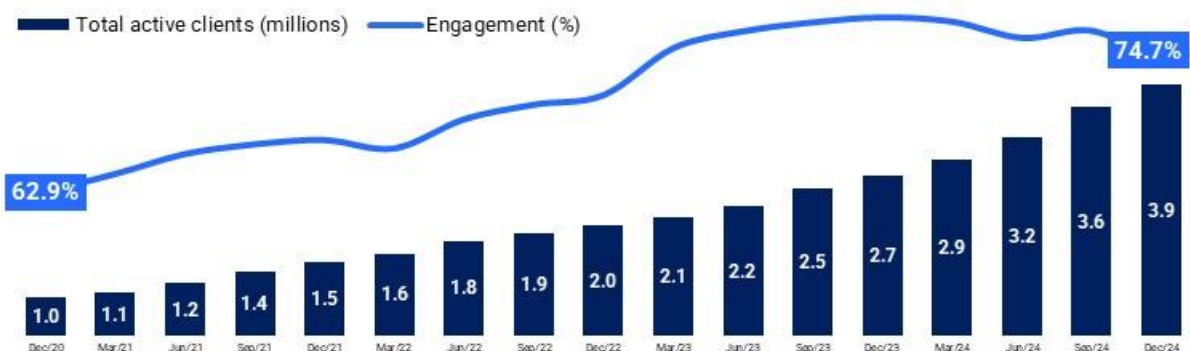
The growing share of credit underwritings through digital channels⁸ over the total underwritten credits demonstrates that our customers are using them more frequently, aligning with our commitment and objectives. The increasing Customer Engagement Index⁹, which considers, among other products, the use of the Pix key, further reinforces our commitment.

Credit Underwriting and share of digital channels - Our customers are increasingly digital



Source: Prepared by the Company with its own data.

Customer Engagement – Sustained Growth Trend



Source: Prepared by the Company with its own data.

⁸ Considering the total gross credit underwriting, including renegotiations and refinancings.

⁹ Percentage of customers who meet at least one of the following criteria: active Pix key, active loan, active credit/debit card, or payroll deposited into an Agibank account.

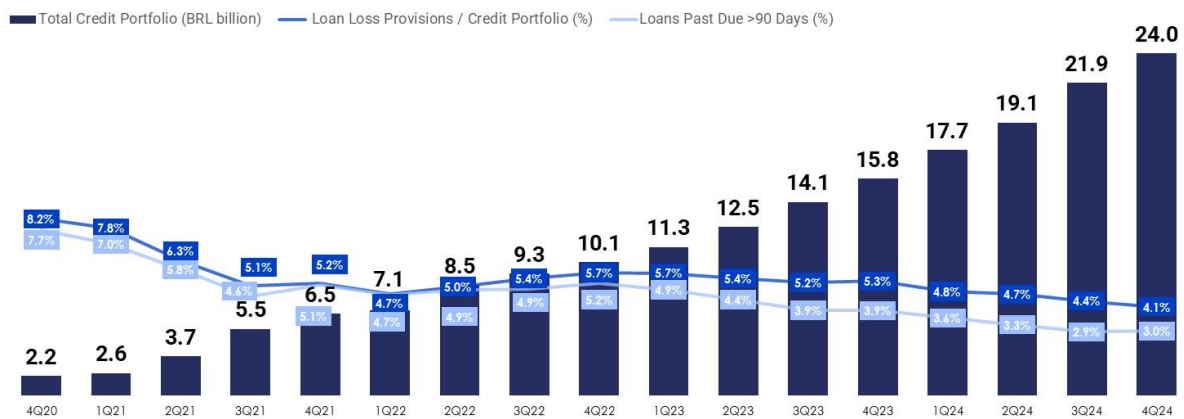


Agibank is committed to fostering an increasingly resilient customer base and a more sustainable financial ecosystem.

The granting of accessible credit, combined with customized products and close monitoring of our portfolio, results in lower delinquency rates. This approach strengthens our relationship with customers, promotes financial stability, and enables more accessible credit offers with better conditions.

The Bank takes a proactive approach to portfolio management by providing solutions such as credit refinancing, offering even greater support in helping customers overcome unforeseen financial challenges.

Portfolio Growth and Delinquency – Strengthening credit quality and customer health



Source: Prepared by the Company with its own data.

(ii) GUIDELINE FOR DIALOGUE AND TRANSPARENCY

Building trust-based relationships by upholding ethical conduct in our interactions on a long-term basis, with the aim of improving and developing the Bank's business while generating shared value.

Agibank is committed to adopting the best corporate governance practices.

In 2022, on our own initiative and voluntarily, we adhered to the Brazilian Corporate Governance Code, which was incorporated into regulations through the issuance of the Brazilian Securities and Exchange Commission (“CVM”) Instruction No. 586/2017. The document follows the “Comply or Explain” model¹⁰ and highlights 54 corporate governance best practices. Even as a privately held company, we have implemented the best practices in the Brazilian market, adhering

¹⁰ The 'Comply or Explain' model is a corporate governance approach used in various jurisdictions, including Brazil, under CVM regulation. Under this approach, publicly traded companies are encouraged to adopt recommended corporate governance practices. However, if a company does not adopt these practices, it must provide a clear explanation of why it has not followed these recommendations.

to transparency requirements to align operational efficiency with clarity in processes within our organizational structures.

We closed 2024 with 38 practices implemented, reaching 71% adherence to the 54 corporate governance best practices. Considering that only 44 best practices are applicable to the Bank, the compliance rate rises to 87.5%. According to the 6th edition of the 'Comply or Explain' study—a quantitative analysis of reports from Brazilian publicly traded companies, published by the Brazilian Institute of Corporate Governance (“IBGC”)—the average adherence rate for publicly traded companies was 65.3% in 2023.

(iii) GUIDELINE FOR COMMUNITY ENGAGEMENT

Supporting social causes focused on health, education, the elderly, sports, and children. This pillar aims to ensure the implementation of actions that reinforce Agibank's commitment to social responsibility.

Agibank is committed to supporting social causes focused on health, education, and sports.

Again in 2024, we opened applications for the selection of cultural and social projects in the state of São Paulo, and 11 projects were selected within the themes of financial inclusion, digitalization, entrepreneurship, innovation, health, sports, and social vulnerability reduction—topics aligned with Agibank's values. In total, we invested R\$2.2 million to support the selected organizations and their selected projects.

More details about the social projects supported by Agibank can be found in our Sustainability Report, available on our Investor Relations website: ri.agibank.com.br.

(iv) GUIDELINE FOR EFFICIENT RESOURCE CONSUMPTION

Develop and monitor awareness initiatives for the efficient use of natural resources by our employees and customers at Agi Campus¹¹, Agi Lab¹², and Smart Hubs. These initiatives aim to reduce paper usage, conserve energy and water, adopt waste recycling practices, and promote the use of alternative transportation, among other actions. This approach fosters a strategic and educational perspective on the topic, ensuring its long-term impact.

¹¹ Agi Campus is our headquarters in Campinas, located in the state of São Paulo, within the Bresco Viracopos Corporate Park in the Industrial District.

¹² Agi Lab is our base in Porto Alegre, located in the state of Rio Grande do Sul.

Agibank is committed to adopting increasingly efficient resource consumption.

We highlight the following initiatives in line with our commitment:

- **Paperless Project:** Implemented in 2022, this initiative eliminated the printing of contracts at Smart Hubs, ensuring greater efficiency and security for both customers and the business.
- **Use of Renewable Energy:** In 2023, we acquired shares in solar power plants located in different regions of Brazil and began implementing solar energy—a renewable, clean, and cost-effective source of electricity—at our Smart Hubs.
- **Agi Campus:** Leadership in Energy & Environmental Design (“LEED”) Gold Certification¹³ for our headquarters in Campinas, which spans 19,000 m².

With the launch of its first Social Bond Framework, Agibank reinforces its commitment to an increasingly sustainable and social operation, always aligned with the best market practices, promoting financial inclusion and independence for our target audience. The funds raised will contribute to achieving our goal of integrating more than 10 million customers with the profile of our target audience into our base by 2030.

¹³ The LEED Gold seal is a sustainability certification issued by the U.S. Green Building Council (USGBC) for buildings that achieve high environmental performance. It is the second-highest level of LEED certification, awarded to projects that accumulate between 60 and 79 points in areas such as energy efficiency, water management, use of sustainable materials, indoor environmental quality, and accessibility to public transportation.

SOCIAL OBJECTIVES AND ALIGNMENT WITH OUR STRATEGY

SOCIAL OBJECTIVES

Agibank is committed to promoting financial inclusion and dignity for its customers. The institution fills a gap left by traditional institutions by offering a banking experience that values and supports citizens who are often neglected by the conventional banking system, providing fair and accessible credit, with simple and welcoming service channels.

Our product portfolio is specifically aimed at INSS beneficiaries, including vulnerable groups such as the elderly and low-income individuals, offering not only accessible credit but also personalized support through our Smart Hubs, located across the country.

We are present in all Brazilian states, and the reach of our service network is essential for being close to these customers and offering them our value proposition. Agibank's hybrid model bridges the physical and digital worlds, promoting the digitalization of our customers, most of whom are not digital natives. The use of our app and other digital channels provides ease, simplifying processes and empowering our target audience, enabling them to self-serve, performing recurring operations autonomously and securely. At the same time, whenever necessary, customers can rely on Agibank's physical network to be assisted by trained professionals who are ready to offer advice for specific needs.

ALIGNMENT WITH OUR STRATEGY

Agibank's Framework aims to support financing that will contribute to the promotion of the positive social impact of our operations, directing resources to our target audience, focusing on financial inclusion, access to essential services, and support for vulnerable groups, thereby contributing to socioeconomic development.

This structure will be used to issue social bonds, ensuring transparency and alignment with best market practices, while reinforcing Agibank's commitment to social sustainability and the well-being of the communities we serve.

Our Framework complies with the four main components of the Social Bond Principles 2023 from the International Capital Market Association (ICMA), which are: (i) Use of Proceeds; (ii) Process for Project Evaluation and Selection; (iii) Management of Proceeds; and (iv) Reporting.

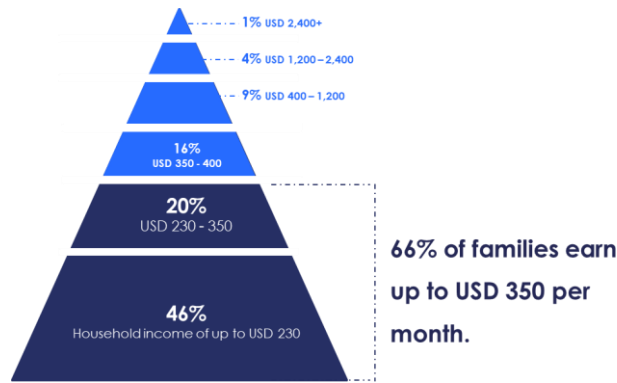
Furthermore, we follow the recommendation to have a Framework and independent verification of the components listed in items i-iv above.

This Framework can be applied to both capital market fundraising through bonds and other securities, as well as the bilateral market, including time deposits and loans made by Agibank.

OUR TARGET AUDIENCE

A large part of the Brazilian population consists of low-income individuals who lack access to essential and quality financial services that could improve their quality of life, especially in times of greater vulnerability.

Monthly Income Distribution in Brazil



Source: Prepared by the Company based on IBGE data.

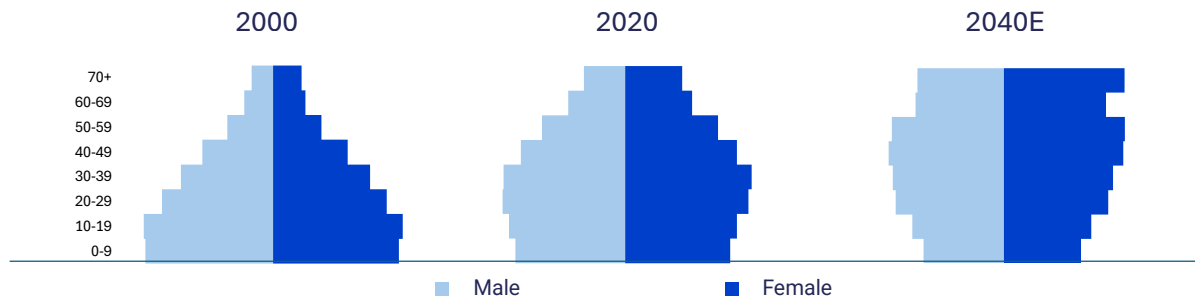
Many individuals in this group are retirees¹⁴, ¹⁵pensioners, and other beneficiaries of the INSS¹⁶, who constitute Agibank's target audience. According to reports from the Brazilian Institute of Geography and Statistics (“IBGE”), there will be a significant increase in the number of Brazilians who will rely on pensions and social benefits as their main source of livelihood in the coming decades. This scenario reflects the aging population and reinforces the importance of providing appropriate financial solutions to meet the needs of this audience.

¹⁴Retirees are workers who have met the requirements for contribution time or minimum age and are entitled to retirement due to contribution time, age, or disability.

¹⁵ Pensioners are dependents of INSS insured individuals who have passed away, such as spouses, children, and other dependents who are entitled to a death benefit.

¹⁶ Such as elderly individuals or people with disabilities who are low-income and have not contributed to Social Security. However, due to their vulnerable social situation, they receive a monthly benefit or other benefits such as sickness assistance, maternity pay, accident assistance, and others provided by the social security system.

Distribution of the Brazilian population by age group (years)



Source: Prepared by the Company based on IBGE data.

INSS beneficiaries in Brazil face several challenges, such as the insufficiency of Social Security benefits to cover basic expenses like health, housing, and food. This situation worsens in emergency cases, such as those resulting from climate-related disasters, floods, and other extreme events, which increase the vulnerability of these populations.

This group primarily consists of individuals with low educational levels and difficulties navigating digital platforms, which makes digital inclusion and access to financial services even more challenging, especially given the trend of reducing physical locations in the market.

As Agibank customers, this group has both in-person and digital support to access high-quality financial services, receiving assistance both in delicate moments and when realizing their dreams. Many of our customers need credit to start businesses and increase their income sources, or even to continue their studies and seek professional qualification, opening new opportunities for personal and professional growth, and improving their quality of life.

Among our more than 3.9 million active customers as of December 2024, 49% identify as female, 47% earn the minimum wage of BRL 1,518 (USD 262¹⁷), and 56% are over 50 years old. As a Payment Agent for the INSS, under the management of the Ministry of Social Security, we serve not only beneficiaries and pensioners but also people with disabilities who, due to being in a situation of social vulnerability, receive the Continuous Cash Benefit under the Organic Law of Social Assistance ("BPC-LOAS"), in addition to individuals receiving temporary benefits such as sickness benefits¹⁸, maternity leave¹⁹, accident benefits²⁰, and others provided by the social security system.

¹⁷ Considering the exchange rate of BRL 5.7924 on March 10, 2024.

¹⁸ Sickness benefit is a social security benefit granted by the INSS to insured workers who are temporarily unable to work due to illness or accident.

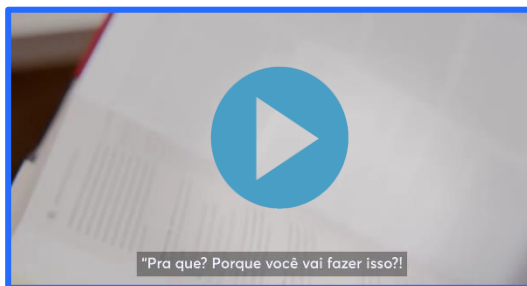
¹⁹ Maternity leave is a benefit paid by the INSS to female insured individuals during their period of leave due to childbirth, adoption, or legal custody of a child, or in cases of non-criminal abortion.

²⁰ Accident benefits is a social security benefit paid by the INSS to insured individuals who have suffered any type of accident or work-related accident that resulted in permanent impairments, reducing their work capacity.

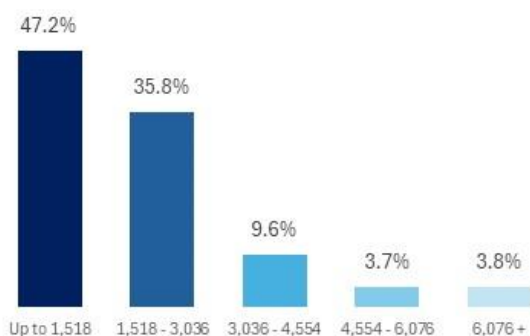
Discover the story of Dona Ivone²¹



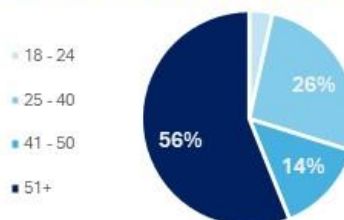
Discover the story of Denilton Barreto²²



Customer income range in R\$



Customer age range (years)



Customer distribution by gender



Source: Prepared by the Company using its own data.

In line with the specificities of our target audience, we comply with the principles of the Banking Self-Regulation System (SARB) of the Brazilian Federation of Banks (FEBRABAN) [SARB No 24/2021](#), which aims to establish guidelines and procedures that promote the improvement of product and/or service quality standards offered to consumers considered potentially vulnerable. This regulation applies to clients who, due to their personal conditions, demonstrate a lower capacity for understanding and discernment in analysis, decision-making, or representing their own interests. The following characteristics may be considered, either individually or in combination: (i) legal capacity; (ii) physical or mental disability; (iii) serious illness, according to the law; (iv) over-indebtedness; (v) level of education; (vi) digital skills and/or maturity; (vii) age; and (viii) income.

²¹ The use of Dona Ivone's image was authorized, in accordance with the terms agreed upon, ensuring compliance with the guidelines established for its publication.

²² The use of Denilton Barreto's image was authorized, in accordance with the terms agreed upon, ensuring compliance with the guidelines established for its publication.

USE OF PROCEEDS

The proceeds from the issuance of Social Bonds will be used for the project of offering credit lines to current and new INSS beneficiaries, including vulnerable individuals, with a focus on the following three categories:

- (i) Low-income individuals, that is, beneficiaries who receive up to 1 minimum monthly wage of R\$1,518 (USD 263²³)
- (ii) Silver economy, that is, individuals over 60 years of age²⁴; and
- (iii) Gender, that is, women.

Respecting the entire [Process for Credit Evaluation and Offer Selection, Exclusion Process and Associated Risks, Applicable Standards, Legislation, and Policies of Agibank](#), the financing lines may be available to all INSS beneficiaries, promoting access to essential financial services, regardless of age, gender, race, ethnicity, disability, origin, religion, economic condition, or any other condition.

The proceeds may also be used for the refinancing of credit lines already offered and contracted; an operation especially relevant for beneficiaries who rely solely on their benefits as a source of income. There is no predefined amount to be allocated to new credit or refinancing, as this allocation is entirely determined by the specific needs of the customer identified during the [Service Process](#).

Alignment with the Social Bond Principles and the Sustainable Development Goals (“SDGs”)

Agibank aligns its corporate strategy with the 2030 SDGs, focusing on the goals and targets that have the greatest strategic relevance and market impact potential. Consequently, the strategic priorities are also reflected in this Framework, as identified below:

²³ Considering the exchange rate of BRL 5.7924 on March 10, 2024.

²⁴ Age as provided in the [Elderly Statute](#).

SDG	Categories	Target audience	Indicators
<p>1.4 By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology, and financial services, including microfinance.</p>	<ul style="list-style-type: none"> • Access to essential financial services and financing. • Gender. • Silver economy. • Income of up to one minimum wage. 	<ul style="list-style-type: none"> • Elderly population. • People underserved due to lack of quality access to essential goods and services. • People with disabilities. • People with low educational attainment. • Women. • Other vulnerable groups, including those affected by natural disasters and climate change. 	<p>Number of low-income customers who received loans</p>

SDG	Categories	Target audience	Indicators
<p>8.10 Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all.</p>	<ul style="list-style-type: none"> • Access to essential financial services and financing. • Gender. • Silver economy. • Income of up to one minimum wage. 	<ul style="list-style-type: none"> • Elderly population. • People lacking assistance due to inadequate access to essential goods and services. • People with disabilities. • People with low educational attainment. • Women. • Other vulnerable groups, including those affected by natural disasters and climate change. 	<p>Number of loans/services provided to economically disadvantaged groups</p>

SDG	Categories	Target audience	Indicators
<p>10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.</p>	<p>Access to essential financing and financial services.</p>	<ul style="list-style-type: none"> • Elderly population. • People lacking assistance due to inadequate access to essential goods and services. • People with disabilities. • People with low educational attainment. • Women. • Other vulnerable groups, including those affected by natural disasters and climate change. 	<p>Number of loans and outstanding balance of the loan portfolio</p>

Regarding the overall corporate strategy, we highlight below some of Agibank's actions and their related SDGs. More details on the initiatives and social projects supported by Agibank can be found in the Sustainability Report, available on our Investor Relations website: ri.agibank.com.br.



SDG		Action
<p>5 IGUALDADE DE GÊNERO</p>	<p>We ensure full and effective participation of women, with equal opportunities for leadership and equal rights in access to financial resources.</p>	<p>In 2024, we conducted an internal diversity census and mapped the profile of our current workforce, highlighting that 69.3% of managerial leadership positions (including supervisors and coordinators) are held by women, while women represent 28.6% of senior leadership roles.</p>
<p>7 ENERGIA ACESSÍVEL E LIMPA</p>	<p>We seek to increase the share of renewable sources in the global energy mix, improve energy efficiency, and promote initiatives to reduce waste generation.</p>	<p>Agibank continues to invest in initiatives that promote energy efficiency. In 2024, the company made significant progress in its transition to a more sustainable business model, consolidating strategic projects in renewable energy, waste management, and process digitalization. As a result, we avoided the emission of 1,226 tons of carbon dioxide throughout the year.</p>
<p>8 TRABALHO DECENTE E CRESCIMENTO ECONÔMICO</p>	<p>We promote the creation of decent and well-paying jobs, driving inclusive economic growth and reducing the number of young people who are out of the labor market.</p>	<p>In line with this principle, we launched another edition of our internship program, "CEO of the Future," in 2024. The program aims to recruit young talents—undergraduate students from Campinas and the surrounding region in the state of São Paulo. Historically, our entry programs have an average retention rate of 82%, with 68% of interns being hired as full-time employees within 12 months of joining the program.</p>
<p>9 INDÚSTRIA, INOVAÇÃO E INFRAESTRUTURA</p>	<p>We are committed to the digitalization of financial services and the development of inclusive technological solutions for our audience while ensuring a physical presence as well.</p>	<p>Agibank's systems are designed to include our target audience, which consists primarily of individuals over 50 years old and low-income populations. We maintain a strong digital presence through lightweight applications with simple, intuitive interfaces, as well as tools like WhatsApp, which is widely used by this audience.</p>
<p>16 PAZ, JUSTIÇA E INSTITUIÇÕES EFICAZES</p>	<p>The voluntary adherence to the Brazilian Corporate Governance Code reinforces Agibank's commitment to promoting more effective, fair, and transparent institutions.</p>	<p>We closed the year 2024 with 38 practices implemented, achieving 71% adherence to the 54 best governance practices. Considering that only 44 best practices are applicable to the Bank, the compliance rate increases to 87.5%. According to the 6th edition of the "Comply or Explain" study, the average adherence rate for publicly traded companies in 2023 was 65.3%.</p>
<p>17 PARCERIAS E MEIOS DE IMPLEMENTAÇÃO</p>	<p>By working together with other organizations, Agibank contributes to building more effective and comprehensive solutions, reinforcing its commitment to promoting inclusive and sustainable development.</p>	<p>Agibank collaborates with various institutions and social projects, including cultural projects in the state of São Paulo. These partnerships strengthen the ability to achieve sustainable development goals, promoting joint actions that enhance the positive impact of the Bank's initiatives.</p>

PROCESS FOR CREDIT EVALUATION AND OFFER SELECTION

CUSTOMER SERVICE

Customer interactions with the Bank are conducted through Agibank's hybrid relationship channels. All these channels are enabled to offer products and services attentively, clearly, and accurately, as well as to analyze and address customer requests promptly, without imposing unnecessary burdens. This ensures fair and equitable treatment at every stage of the customer relationship journey.

Pre-contracting: Regardless of the service channel used by the client and/or potential client, the offering of products and services is accompanied by their respective characteristics and conditions, ensuring clear and accurate information tailored to the target audience. Agibank's Marketing and Communication department follows the regulations set by supervisory bodies regarding the offering of financial products and services to clients and potential clients.

For each case, a prior consultation with the INSS databases is required to verify the beneficiary's registration status. Irregularities in the INSS registration are considered impediments in the process. In such cases, Agibank provides clear guidance on how to regularize the situation with the relevant government authorities. It is worth noting that, since the publication of INSS Presidential Ordinance No. 1,408/2022, the responsibility for beneficiary proof of life has been directly assigned to the INSS. However, if the beneficiary prefers, they can rely on Agibank for assistance in carrying out the procedure and submitting the necessary information to the INSS.

Contracting: Agibank ensures that its data processing operations comply with applicable legal, regulatory, and contractual standards, including the [General Data Protection Law \(LGPD\)](#), as well as best practices in privacy and data protection. Safeguarding customer data privacy reinforces Agibank's commitment to the continuous improvement of processes related to this matter.

Post-contracting: Agibank is committed to resolving customer inquiries and complaints across its various service channels. The bank employs internal mechanisms to measure and manage service quality, ensuring continuous improvement and strengthening customer relationships.

The Bank follows the industry's best practices for credit recovery, ensuring support for customers facing difficulties in keeping their payments up to date. To achieve this, it provides regular training to ensure that all employees act ethically and use appropriate collection methods. Ethics training is part of the mandatory curriculum and must be completed within the first few days after hiring.

After granting credit, the Bank maintains a continuous process of monitoring its customers' financial conditions. Using credit analysis and evaluation tools, the Bank tracks factors such as payment behavior, income evolution, and potential changes in financial circumstances.

If a potential difficulty in loan repayment is detected or an opportunity arises to improve financing terms, the Bank proactively reaches out to the customer to offer personalized solutions, such as debt refinancing. This proactive monitoring ensures that customers have access to financial alternatives that best fit their financial situation.

For portfolio monitoring, reports with key indicators are submitted monthly to the Bank's Credit Committee²⁵ to assess credit quality based on payment behavior, income evolution, and potential changes in customers' financial circumstances. This process helps implement swift action plans whenever necessary.

CREDIT GRANTING CYCLE

The Credit Granting and Review Cycle begins with the application of models and the definition of limits, followed by credit analysis and resource approval. It then continues with the customer/portfolio monitoring process, including measurement and control (credit risk management).

Credit Statistical Modeling: The credit cycle relies on information systems and statistical models developed to provide technical support for its proper functioning. The primary objective of this modeling is to measure the risk of credit borrowers and individual transactions, as well as the credit portfolio.

Credit Score Models²⁶ are applied in the credit granting process, assessing a borrower's risk through a measure that represents the expected default risk, expressed as a credit score.

After establishing a relationship history, customers are evaluated based on the behavior score²⁷ model. These models use transactional, registration, and market data, among other sources, to periodically measure credit risk. Based on the results of these models, limit management policies and credit strategies are executed to optimize risk management and portfolio performance.

All implemented models undergo rigorous performance evaluations and are submitted for approval by the Credit Committee. The quality monitoring of these models is carried out by the development team, which presents reports to other areas within the Credit Committee, ensuring that decisions are made by consensus and involve Senior Management.

Limits/Exposure: The definition of limits and exposure is a dynamic process that adjusts to the level of risk considered acceptable by the Bank. To achieve this, automated tools are used to apply specific rules based on the product, credit profile, and the customer's risk score.

²⁵ The Credit Committee deliberates on matters related to the institution's credit granting policies, collections, revenue management, and fraud prevention. It has specific responsibilities for advising, proposing, and ensuring compliance with the institution's risk appetite regarding the credit cycle.

²⁶ Credit Score is the result of a statistical modeling process designed to classify customers based on their default risk. It is used as a key factor in credit decision-making during the credit granting phase.

²⁷ Behavior Score is a statistical scoring model that evaluates customer behavior, allowing for the classification of individuals during the management phase of their credit relationship.

Credit Analysis: Credit analysis involves evaluating the potential of customers, considering the level of risk that the operation may present in the future. This analysis is automated, eliminating the need for manual approval. The criteria are embedded in the system in accordance with the current credit policies.

Monitoring, Reporting, and Recovery: After credit approval and granting, the Bank maintains a continuous, automated monitoring process of its customers' financial conditions. Using credit analysis and evaluation tools, the Bank regularly tracks payment behavior, income evolution, and potential changes in customers' financial circumstances. If any issues are identified, the Recovery Department is responsible for developing appropriate actions. Additionally, key indicator reports are submitted monthly to the Credit Committee for assessment, supporting swift action plans and adjustments to credit policies as needed.

EXCLUSION PROCESS AND ASSOCIATED RISKS

Agibank defines social, environmental, or climate risk as the high probability of failing to meet corporate objectives, leading to monetary losses and/or a decrease in the value of the conglomerate's assets due to exposure to social, environmental, or climate-related events.

Social, environmental, or climate-related damages are understood as impacts resulting from the following events, for which Agibank implements evaluation and monitoring procedures:

- Child labor
- Forced or slave-like labor
- Pollution and contamination
- Non-compliance with environmental licensing
- Involvement with contaminated or restricted areas
- Irregular use of Indigenous lands

Any clients and/or potential clients who do not comply with Agibank's [Policy on Prevention and Combat of Money Laundering and Terrorism Financing](#) or the [Policy on Prevention and Combat of Corruption](#) will also be excluded.

Due to Agibank's business strategy and the profile of its credit portfolio, which consists primarily of individual customers, the Bank does not consider itself to have significant exposure to environmental and climate risks.

INTERNATIONAL AND NATIONAL STANDARDS

Regulatory Standard of the Banking Self-Regulation System (SARB No. 24/2021)

Published by FEBRABAN, this standard aims to establish guidelines and procedures that enhance quality standards during the pre-contracting, contracting, and post-contracting phases of products and/or services offered to consumers considered potentially vulnerable.

Under this regulation, customers who, due to their personal condition, exhibit a reduced ability to understand, analyze, and make decisions or to represent their own interests are classified as vulnerable. Customers may be considered vulnerable based on one or more of the following characteristics: (i) legal capacity; (ii) physical or mental disability; (iii) severe illness, as defined by legislation; (iv) over-indebtedness; (v) level of education; (vi) digital skills and/or maturity; (vii) age; and (viii) income.

The identification and implementation of protective risk mitigation mechanisms specifically designed for this group are supported by a methodology to map and assess risks, taking into account different degrees of vulnerability.

The analysis must be periodically reviewed by the Data Science and Customer Relationship Management ("CRM") teams and reported to the Customer Committee, considering the entire active customer base. This process aims to continuously improve modeling by taking into account behavioral and/or transactional factors. The full standard can be consulted in [SARB No. 24/2021](#).

Normative Instruction (PRES/INSS No. 138/2022)

Normative Instruction PRES/INSS No. 138/2022 regulates payroll-deductible loans for INSS beneficiaries, including pensions, retirements, and social assistance benefits, establishing a maximum installment deduction limit of 35% for payroll loans. It defines criteria for contracting, restrictions, cancellations, portability, refinancing, and the responsibilities of the involved parties, implementing measures to prevent excessive indebtedness and protect beneficiaries. The full regulation can be consulted at [PRES/INSS No. 138/2022](#).

General Data Protection Law (LGPD) (No. 13.709/2018)

Law No. 13,709/2018 is the Brazilian legislation that regulates the processing of personal data of individuals, both in physical and digital environments, by companies and public or private entities. Inspired by the European Union's General Data Protection Regulation ("GDPR"), the LGPD establishes clear rules on the collection, storage, use, and sharing of personal data, aiming to ensure privacy and information security. The full text of the law can be consulted in [Law No. 13,709](#).

Anti-Corruption Law (Law No. 12,846/2013)

This law aims to hold companies accountable for acts of corruption against the public administration, whether national or foreign. It establishes severe penalties for organizations involved in bribery, fraud in public procurement, and other harmful acts, encouraging ethical practices and corporate integrity. The full text of the law can be consulted in [Law No. 12,846](#).

Consumer Protection Code (Law No. 8,078/1990)

The Code establishes consumer rights and the obligations of companies in their commercial relationships, ensuring fair practices, transparency, and protection against abuses. This law is essential for guaranteeing the quality and safety of services and products offered to the public. The full text of the law can be consulted in [Law No. 8,078](#).

Banking Regulation Based on the Basel Committee Recommendations

The Basel Committee recommendations aim to promote the stability and soundness of the international financial system. These standards include guidelines on minimum capital requirements, risk management, and banking supervision to ensure the integrity of financial institutions. More details are available in the [Basel Recommendations](#).

IFC Performance Standard #2 on Environmental and Social Sustainability

The Bank has a documented human resources policy aligned with Performance Standard #2, ensuring that all employees are formally registered. The non-discrimination policy is outlined in the [Code of Ethics](#), and anonymous or confidential reports can be made 24/7 via phone or app through an independent reporting tool. Training on ethics, inclusive leadership, and harassment is mandatory for employees during the initial onboarding period, with continuous reinforcement through various initiatives. Organizational climate surveys are conducted regularly, and serious harassment cases are handled with urgency.

Committee of Sponsoring Organizations of the Treadway Commission (“COSO”)

The Committee is a risk management framework that helps organizations identify, assess, and manage risks effectively. It promotes a strong internal control environment to prevent fraud and errors. More details are available at [Home | COSO](#).

ISO 27001 Standard

The standard is an international framework that defines the requirements for an Information Security Management System (“ISMS”), ensuring the protection of sensitive data and the implementation of controls to prevent security breaches.

Foreign Account Tax Compliance Act (“FATCA”)

FATCA is a United States legislation that requires foreign financial institutions to report information on accounts held by U.S. clients to the Internal Revenue Service (“IRS”). This compliance reflects Agibank’s commitment to tax transparency and international cooperation. More details are available at [Foreign Account Tax Compliance Act | U.S. Department of the Treasury](#).

MANAGEMENT OF PROCEEDS

Until allocated to the target audience, financial resources are maintained in high-liquidity assets, following the criteria defined in the Bank’s Treasury and Cash Management Policies. This allows Agibank to provide timely updates on the total allocated funds and the volume of unallocated resources, as well as their temporary application, following the criteria outlined in the Bank’s Treasury and Cash Management Policies. Once credit is approved and disbursed, the operation becomes part of the institution’s credit risk, and customers are monitored by Agibank’s Credit Departments.

After the credit is granted, credit risk is reassessed for each customer through a monthly risk score calculation using behavioral models, which may consider variables related to payment delays and existing credit operations (such as nature, amount, and term).

To ensure effective monitoring, key indicator reports provide insights into credit concentration and losses. The Credit Committee uses these reports to assess credit quality and implement timely action plans in coordination with the Recovery department, including refinancing and/or renegotiation, whenever necessary.

REPORTING

Information regarding our Social Bonds will be disclosed in Agibank's annual Management Reports and/or Sustainability Report until the full allocation of funds obtained through Social Bonds, and, if necessary, even after full allocation.

The reports may include:

- (i) Information on fund allocation; and
- (ii) Information on impact metrics.

RESOURCE ALLOCATION

The use of Social Bond proceeds will be continuously monitored by the Agibank’s Credit Departments, utilizing existing systems dedicated exclusively to financing new loans, refinancing or renegotiating existing credit, in alignment with the project's social categories and target audience.

There is no predefined allocation between new loans and refinancing, as this distribution is entirely determined by the specific needs of each customer identified during their service process.

IMPACT METRICS

Whenever possible, qualitative and quantitative social performance indicators will be included in the reports, according to the project's social categories. Agibank will seek to report impact metrics to demonstrate how these resources are expanding access to quality financial services for the specified category and target population. The metrics may include, but are not limited to:

Gender

Metrics	Granularity	Unit
Number of customers with active loans	By gender	#
Credit portfolio volume	By gender	R\$
Credit underwriting data	By gender	R\$ and/or %
Customer engagement levels	By gender	%
Number of products per customer	By gender	#
Number of new INSS beneficiaries	By gender	#

Silver Economy 60+

Metrics	Granularity	Unit
Number of customers with active loans	By age group and gender	#
Credit portfolio volume	By age group and gender	R\$
Credit underwriting data	By age group and gender	R\$ and/or %
Customer engagement levels	By age group and gender	%
Number of products per customer	By age group and gender	#
Number of new INSS beneficiaries	By age group and gender	#

Beneficiaries Earning Up to One Minimum Wage (R\$ 1,518)

Metrics	Granularity	Unit
Number of customers with active loans	By income range and gender	#
Credit portfolio volume	By income range and gender	R\$
Credit underwriting data	By income range and gender	R\$ and/or %
Customer engagement levels	By income range and gender	%
Number of products per customer	By income range and gender	#
Number of new INSS beneficiaries	By income range and gender	#

Access to Essential Financial Services for INSS Beneficiaries

Metrics	Granularity	Unit
Number of customers with active loans	Total number of INSS beneficiaries served by Agibank	#
Credit portfolio volume	Credit portfolio volume allocated to INSS beneficiaries	R\$
Credit underwriting data	Credit underwriting volume allocated to INSS beneficiaries	R\$ and/or %
Customer satisfaction	-	NPS
Customer engagement levels	Engagement levels of INSS beneficiaries	%
Number of products per customer	Number of products per INSS beneficiary	#
Number of new INSS beneficiaries	-	#

EXTERNAL REVIEW PROVIDERS

SECOND PARTY OPINION

Agibank has appointed Sustainalytics to provide an external review in the form of a Second Party Opinion (“SPO”) for this Framework. The SPO document will be made available on our Investor Relations website: ri.agibank.com.br.

PUBLIC DISCLOSURE OF INFORMATION

Any public disclosure will be conducted annually through the Bank’s official communication channels, including the Investor Relations website (ri.agibank.com.br), the Institutional website (agibank.com.br), as well as other proprietary or third-party channels, when applicable.

DISCLAIMER

Temporal Scope

The information and opinions contained in this Agibank Social Bond Framework are valid from the date of this document and are subject to change without prior notice. No individual or entity reviewing this Framework should consider it definitive, as it may be modified at any time. Agibank assumes no obligation to update or revise the information or statements contained in this document, regardless of new information, future events, or other factors.

Forward-Looking Statements

This Framework may contain "forward-looking statements," as defined under the U.S. Private Securities Litigation Reform Act of 1995, identified by terms such as "aims," "anticipates," "expects," "intends," "targets," "estimates," "plans," "will," "believes," "foresees," and similar expressions. These statements reflect current expectations and assumptions, but actual results may differ significantly due to various risks, uncertainties, and external factors. Factors that may impact future performance and result in deviations from anticipated outcomes include: (i) general economic or sector conditions in areas where Agibank operates, including market volatility, inflation, demographics, and natural disasters; (ii) exposure to market risks such as interest rates, exchange rates, credit risks, and asset price volatility; (iii) potential losses from early payments, collateral devaluation, and counterparty risks; (iv) political stability in Brazil and other relevant regions; (v) changes in legislation, regulations, taxation, and capital and liquidity requirements; and (vi) negative publicity. Forward-looking statements reflect the knowledge and perspectives available as of the date of this document, and Agibank is not obligated to update or revise such statements based on new information, future events, or other circumstances

Investor Responsibility

This document is for informational purposes only and does not constitute an offer or solicitation to buy or sell securities, nor does it establish any contractual obligation. Investment decisions should not be based solely on the information contained herein. Potential investors are advised to conduct an independent assessment of the suitability of securities based on their financial situation and objectives and, if necessary, seek guidance from qualified financial and legal professionals. This Framework does not replace the need for a prospectus, offering memorandum, or other relevant disclosure documents for any securities issuance.

Third-Party Data

Certain information in this Framework has been obtained from third-party sources that Agibank, its directors, employees, and affiliates consider reliable. However, Agibank, its administrators, directors, or employees, expressly or implicitly, do not guarantee the accuracy, completeness, or timeliness of this information and are not obligated to maintain or correct any discrepancies. Any differences between third-party data in this document and publicly available versions are not Agibank's responsibility, and any reproduction, adaptation, or variation of this content may introduce inconsistencies for which Agibank disclaims liability.

Regulatory and International Compliance

This document does not constitute financial promotion nor seeks to induce or invite investment activities under the Financial Services and Markets Act of 2000 in the United Kingdom or any other specific jurisdictional regulation. Any securities offering must comply with applicable regulations, including registration under the U.S. Securities Act of 1933, as amended, or an exemption from such registration, subject to local laws. This Framework should be interpreted in conjunction with Agibank's other public disclosures, including prospectuses or offering memoranda, if a securities issuance occurs.

Structure and Content Accuracy

This disclaimer has been structured clearly and precisely to facilitate readability, with all points organized to align with best practices in legal and regulatory language. The information in this Framework is presented exclusively for informational purposes and should not be interpreted as guidance, recommendation, or investment promotion. Agibank maintains a formal and neutral stance regarding the interpretation of this document.

Additional Cautionary Statements

Agibank's Framework complies with the 2023 Social Bond Principles, ensuring transparency and alignment with market best practices. However, such compliance does not imply certification or guarantee of specific results, as this Framework is purely informational and does not create binding commitments, guarantees, representations, or liabilities for Agibank. This document may reference specific regulations, such as SARB 24/2021 and LGPD, but these references do not imply that Agibank is subject to all obligations under such regulations, and readers should independently verify applicable legal implications.