PagBank

Sustainability Report 2025

PagBank



More than 30 million stories

Stories that show what happens when financial life stops being an obstacle and becomes a path forward. Stories of consumers, merchants, and those who are both at once - because in Brazil, the consumer and the person who runs a business are often the same.

For those who do not want to waste time waiting in line at a bank. For those who need to accept cards, so they do not miss another sale and can drive their business forward. For those who want to make their first investment.

Each of these stories carries a piece of Brazil that gets things done - the Brazil that starts businesses, works, believes and does not give up.

And they all go through PagBank.


PagBank

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In order to enhance the reading experience and promote inclusion for different audiences, we have adopted new accessibility features in this document.

Reading order
Programming and closing files in a way that allows screen readers and other assistive technologies to read the document in a logical sequence.

Bookmarks
Inclusion of page bookmarks.

Language selection
Setting the document language during programming.

Minimum contrast
Use of a color palette that meets minimum contrast requirements for the visually impaired.

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ABOUT PAGBANK

Our business

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We are PagBank[1], a digital bank that provides secure, simple and accessible financial and payment solutions to approximately 34 million customers across all 5,570 municipalities in Brazil. Our purpose is to simplify the financial lives of consumers, individual entrepreneurs and micro, small and medium-sized businesses.

Through a single digital platform, we bring together banking services, payment solutions, credit, investments, insurance, assistance services and value-added solutions. This integrated platform enables our customers to manage, save and invest their money, make payments, transfers and withdrawals, obtain credit, as well as access complementary products and services in a simple and secure manner.

To support business growth, we offer entrepreneurs and business owners payment solutions for in-person, online, omnichannel and self-service sales through mobile devices and card readers. These solutions enable merchants to accept credit and debit cards, meal vouchers, *boletos* (Brazilian bank payment slips), bank transfers and cash-in transactions while managing their cash flow.

All our customers also benefit from partnerships we maintain with companies in the telecommunications, transportation, delivery, gaming and entertainment sectors.

We are a publicly traded company listed on the New York Stock Exchange (NYSE) and controlled by the UOL (Universo Online) Group. Our businesses are regulated by the U.S. Securities and Exchange Commission (SEC) and by the Central Bank of Brazil.

We maintain governance practices aligned with applicable regulatory requirements and industry standards. At the end of 2025, the world's three leading credit rating agencies – Moody's, S&P and Fitch – assigned us their highest rating (AAA). We are among Brazil's largest digital banks and among the most profitable companies in the sector.

Headquartered in São Paulo[2], Brazil, we employed 8,645 people who work to drive innovation, develop scalable products and expand access to financial solutions across Brazil. Our managers and professionals are committed to ethical and transparent conduct and to considering our organizational values in their decisions and actions:

1. Legal name: PagSeguro Internet Instituição de Pagamento S.A.
2. Avenida Brigadeiro Faria Lima, 1384, Jardim Paulistano, São Paulo (SP).

1. **Client First:** Focus, agility and enthusiasm guide how we serve our clients

2. **Ownership:** We take ownership and do things differently and without fear of challenging the status quo.

3. **Collaboration:** We embrace collaboration and diversity to grow.

4. **Simplicity:** We simplify today by keeping things simple.

5. **Reliability:** Our actions give clients confidence and security.

PagBank Products and Solutions

Financial and banking services

PagBank Digital Account (individual and business), Pix (Instant Payment System), transfers, bills payments, credit, debit and prepaid cards, salary portability, loans (including INSS and SIAPE payroll-deductible loans), FGTS withdrawal advance, sales receivables advance and mobile top-ups

Investments

Fixed-income investments, *CDB PagBank* (Brazilian bank deposit certificate), investment funds, *Tesouro Direto* (Brazilian government bonds), equities, *Poupar Automático* (Automatic Savings) and *Cofrinho* (a type of automated savings pocket).

Insurance and assistance services

PagBank Saúde, Life, Home, Mobile Phone, Loss of Income, PagBank Account, Card and Business Insurance.

In-person payments

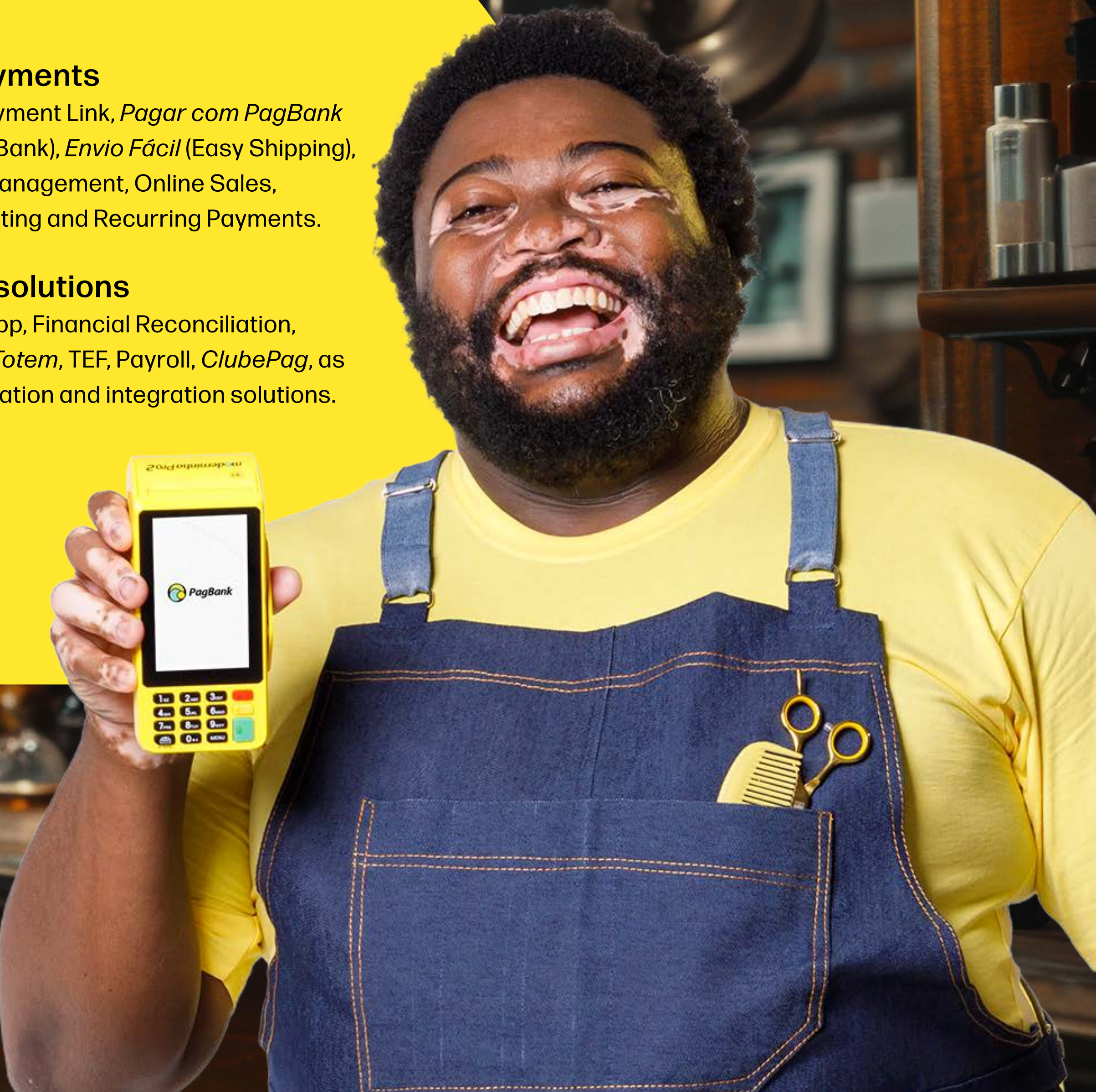
POS devices (*Moderninha* and *Minizinha*), Tap On, cards, Pix, QR Code, vouchers, international payments and in-person payment acceptance solutions.

Digital payments

Checkout, Payment Link, *Pagar com PagBank* (Pay with PagBank), *Envio Fácil* (Easy Shipping), Collections Management, Online Sales, Payment Splitting and Recurring Payments.

Business solutions

PagVendas App, Financial Reconciliation, *PlugPag*, *PagTotem*, TEF, Payroll, *ClubePag*, as well as automation and integration solutions.



ABOUT PAGBANK

From POS devices to a complete digital bank

Learn about our evolution in developing secure, simple and affordable financial and payment solutions:

2006

We were founded to enable online payments at a time when e-commerce was still in its early stages in Brazil. Our secure intermediation model helped build trust in the digital environment and expand small businesses' access to online sales.

2009 2011

In 2009, we reached more than 100,000 online merchants served by our platform and, in 2011, this figure exceeded 250,000, while the number of buyers surpassed 15 million.

2013

We introduced our Point of Sale (POS) device in Brazil using the magnetic-stripe technology and recorded 23 million active buyers. The Central Bank of Brazil created regulations for Payment Institutions.

2014

We innovated by establishing a new business model (selling card terminals instead of leasing them), which has become the industry standard. We became the first non-bank acquirer for Visa and Mastercard.

2015

We launched the *Moderninha* POS device and the PagSeguro Prepaid Card.

2016

Moderninha gained Pro and Wi-Fi versions, and the PagSeguro Vendas app (for point-of-sale operations) was launched.

2017

We introduced the *Minizinha* POS device, the PagSeguro *Minha Conta* app (digital account within the app), the *PlugPag* solution (to enable integration with third-party sales systems) and the Pag.ae domain (for payments through social networks).

2018

We took a strategic step by going public on the New York Stock Exchange (NYSE), in an IPO that raised approximately US$2.6 billion. The transaction reinforced the strength of our business model and governance.

2019

We created the PagBank digital account, free and 100% digital, expanding sellers' and consumers' access to financial services. We also obtained a license to operate as a full-service bank, launched account services and credit cards and expanded our POS device portfolio with *Minizinha Chip*, *Moderninha X* and *Moderninha Pro 2*.

2020

We began developing value-added services for merchants and expanded our financial offering with the launch of our first secured consumer credit product, our first CDB options, Pix and the early stages of Open Banking. We also launched *PagBank Saúde* (health care service) and acquired Moip Wirecard (an online payment gateway).

2021

We introduced hubs throughout Brazil and the *PagInvest* platform and began offering insurance (Life and Home) and payroll-deductible loans. We acquired Concil, a reconciliation company, and BoletoFlex, which provides installment payment solutions for *boletos*.

2022

We consolidated our position as a complete digital bank. Our customers gained access to the PagBank Business Account, a free credit card linked to a CDB, a special credit limit, and *PagTotem*. We launched the *Poupar Automático*, the *Seguro Conta Bank* and the *Seguro Pix* (Pix Insurance). We recorded R$20 billion in deposits.

2023

We unified the PagSeguro and PagBank brands, reinforcing our position as a simple, solid and complete digital bank. We introduced new offerings such as: Tap on Phone; a payment platform featuring QR codes, Pix and *boletos*; facial recognition technology; a payroll solution; direct deposits from third-party acquirers; and the launch of *Cofrinho* and *Seguro Cartão Protegido* (card protection insurance).

2024

We received AAA ratings from S&P and Moody's. The period was marked by launches such as Business Insurance and Mobile Phone Insurance; 1% cashback on credit card statements; the *PagBank Parcerias* (partnerships) automation program; CDB 130%; and the multi-function card. We surpassed 32 million customers and achieved the highest net income in our history, at R$2.1 billion.

2025 Highlights

GAAP net income of **R$ 2.1 BILLION**.

R$ 4.6 BILLION in gross credit portfolio, up 32.8% from 2024.

GROWTH OF 4 P.P. in the share of banking services in net revenue excluding transaction costs, reaching 20%.

FIRST DIVIDEND DISTRIBUTION (with R$ 1.4 billion expected to be distributed by the end of 2026).

HIGHEST RATING (AAA) from three of the world's leading rating agencies.

Announced our **STRATEGIC UPDATE** with long-term objectives.

Customer base reached **34 MILLION** (2.3% growth in 2025), with 17.3 million active customers.

Improvement in **CUSTOMER SATISFACTION NPS,** from 28 to 33.

Return of *Cofrinho PagBank* to our investment platform, offering **RETURNS OF UP TO 130% OF THE CDI RATE**.

Launch of ***PAGRESOLVE*** and *PagPrevine*, supporting entrepreneurs.

Internship program ***PAGTALENTS*** attracted **11,000** applicants.

#ELASTECH reached its fifth edition and trained an additional **50 WOMEN** for the technology sector.

R$ 14 MILLION invested in social initiatives under incentive laws.

Our **FINANCIAL EDUCATION** programs reached **6.5 MILLION** people through talks, audiovisual content, courses and games.

Improvement in the **CENTRAL BANK OF BRAZIL'S** complaints ranking.

ABOUT PAGBANK

Recognition

Moody's, S&P and now Fitch

We closed 2025 with the highest rating assigned by three of the leading international rating agencies, a recognition that reinforces our financial strength, our ability to meet our obligations and the consistency of our performance in an increasingly competitive market.

1,000 Largest Companies in Brazil

In the ranking prepared by the Getulio Vargas Foundation in partnership with Serasa Experian (a Brazilian credit bureau and data analytics company) and published by Valor Econômico newspaper, we ranked first in Net Revenue and Interest Coverage (EBITDA divided by financial expenses) in the Financial Services category. We also ranked second in Net Revenue Growth. This recognition places us among the five largest financial services companies in Brazil.

idwall Digital Experience Ranking 2025

We were recognized for Best Digital Onboarding in the ranking presented during the idSummit, an award that evaluates financial institutions based on criteria such as security, efficiency, transparency and innovation.

Consumidor Moderno (Modern Consumer) Award

We won in the Digital Wallets category, one of the country's most prestigious awards in customer experience. The distinction is awarded to organizations that stand out for innovation, service quality and a consistent focus on consumers.

Forbes World's Best Banks

We ranked second nationally on the list compiled by Forbes in partnership with the Statista online platform. The ranking evaluates criteria such as trust, contractual terms, service quality, digital platform performance and the financial guidance offered to customers.

LETTER FROM LEADERSHIP GRI 2-22

In 2026, PagBank celebrates 20 years of operations. This Sustainability Report provides an opportunity to reflect on the Company's contribution to expanding access to financial services in Brazil, a purpose that has guided our strategy since our founding.

Ricardo Dutra
Principal Executive Officer (PEO)

Gustavo Sechin
Chief Financial Officer (CFO)

Carlos Mauad
Chief Executive Officer (CEO)

The year 2025 was marked by a still challenging macroeconomic environment, characterized by high interest rates and more moderate economic activity. Even in this context, the Company reported net revenue of R$20.4 billion and recurring net income of R$2.4 billion, while expanding its customer base by about 1 million, reaching approximately 34 million people. This financial strength supports our ability to continue investing in initiatives aimed at financial inclusion, education and the development of increasingly accessible, secure and efficient solutions.

In a country where a significant portion of the population remains excluded from the financial system – often living in vulnerable conditions – expanding access to banking and payment services, together with promoting financial literacy programs, is a core element of our strategy. In 2025, more than 6.5 million people accessed financial literacy content developed by the Company and delivered across multiple formats and channels. Among the initiatives carried out during the year, we incorporated *Multiplicando Sonhos* (Multiplying Dreams) into the *50 Vezes Educação Financeira* (50 Times Financial Literacy) volunteer program, which trains individuals over the age of 50 to share financial knowledge with high school students and participants in Youth and Adult Education programs within São Paulo's public school system. We also continued to advance accessibility solutions and enhance the customer experience through the use of new technologies.

Internally, we have maintained programs focused on diversity, equity and expanding opportunities. #ElasTech dedicated to preparing women for careers in the technology sector, received more than 2,700 applications for 50 positions, half of which were reserved for persons with disabilities. The *PagTalents* internship program recruited 44 students from 11,000 applicants, allocating at least 50% of opportunities to young people in socially vulnerable situations. The Company also participated in entrepreneurship and inclusion initiatives, including the *Transformar é Incluir* (Transforming is Including) entrepreneurship trade fair, held in São Paulo and dedicated to entrepreneurs with intellectual and developmental disabilities.

Over the coming years, the Company will continue pursuing the sustainable expansion of its credit portfolio, supported by a balanced product mix and disciplined risk management. In 2025, we announced our long-term objectives, underpinned by the consistent growth of our banking business. By 2029, we intend to reach a R$25 billion credit portfolio, supported by a balanced mix of secured and unsecured products.

The growth achieved in deposits and credit reinforces our confidence in the path we have chosen. In this context, the expansion of our credit products – particularly working capital loans – combined with the use of artificial intelligence is expected to strengthen risk management and further enhance the customer experience.

From a profitability perspective, we expect growth supported by gradual margin expansion through stronger client relationships, as well as efficiency gains resulting from the dilution of fixed costs and the continuous improvement of processes. Over the long term, this strategy is expected to translate into a compounded average annual growth of at least 10% in gross profit and at least 16% in earnings per share, reinforcing our commitment to consistent value creation for shareholders and efficient capital allocation, while maintaining our Basel Ratio between 18% and 22%.

Our activities will continue to be guided by expanding access to financial and payment solutions, with the customer at the core of our decisions and with responsibility guiding the way we conduct our business.

As we reach two decades of history, we reaffirm our commitment to building an increasingly solid, inclusive and enduring business, capable of consistently generating value for customers, investors, employees and society. We appreciate the trust, support and partnership of all those who contribute to the continued progress of our business.

Our activities will continue to be guided by expanding access to financial and payment solutions, with the customer at the core of our decisions and with responsibility guiding the way we conduct our business.

Ownership

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OWNERSHIP

We are a full-service, profitable digital bank with a unique business model in Brazil, providing banking services and payment solutions to approximately 34 million customers.

We offer SALES SOLUTIONS across online, in-person, omnichannel and self-service channels.

Strategy & Objectives

To fulfill our purpose of expanding access to financial services, we have a well-defined strategic plan and clear, realistic objectives and targets. We develop assessments and perspectives based on identifying and understanding the context, opportunities and challenges of the domestic financial market, acting as facilitators for individuals and businesses in this area.

We have built and continue to enhance a comprehensive, secure and inclusive digital ecosystem to provide advanced payment solutions – we operate Brazil's largest acceptance network, with solutions for online and in-person, omnichannel and self-service sales. In banking services, a segment with high growth potential, we seek to expand our presence with a focus on consumers and micro, small and medium-sized businesses.

Our business model is unique in the Brazilian market and, among our peers, we are the only institution to bring together the seven pillars presented below.

Our seven pillars

- Maintaining a complete digital platform offering fully integrated payment services, financial services and software.
- Operating as an acquirer with the most widely accepted network in Brazil, offering in-person, online and cross-border payments with instant settlement.
- Issuing debit, credit and prepaid cards.
- Operating as a full-service multiple bank for individuals and legal entities with one or more account holders.
- Providing an investment platform offering public and private securities and investment funds, as well as a platform for trading stocks, FIIs and other investments.
- Distributing insurance and assistance products to protect customers' digital accounts, cards, businesses, homes, lives, mobile devices and health.
- Consolidating a superApp with an extensive network of partners in telecommunications, transportation, delivery, gaming and entertainment.

Our organizational culture also strengthens strategy execution by valuing diversity, inclusion and the personal and professional development of our professionals, as well as promoting a healthy and safe work environment. These attributes support the development of teams that reflect our core values of collaboration, simplicity, ownership, reliability, and client centricity.

Innovation is part of our origins and continues to guide the evolution of our business. We continuously develop and enhance financial solutions while strengthening our technology, commercial, logistics and client relationship capabilities. Our sales and customer acquisition channels combine the reach provided by our partnership with UOL, which is a member of the same controlling group, with the operation of hubs distributed throughout Brazil, enabling nationwide coverage with agility and quality.

ESG considerations are embedded in our strategy and incorporated into our operations and decision-making processes.Environmental, social and governance aspects are considered across our operations and decision-making processes. In 2025, we implemented a system to improve the monitoring of ESG indicators and strengthen data management, supporting the definition and tracking of objectives and targets. We remain committed to high standards of transparency and reporting, aligned with market-recognized frameworks and best practices. During the year, we were recognized by TIME magazine as one of the World's Most Sustainable Companies.

Our structure enables us to efficiently serve 100% of the country.

In September 2025, we presented our aspirations for the coming years. By 2029, we expect to:

Expand our credit offering through:

- expanding the portfolio while maintaining a focus on credit products with the best risk-return profile.
- activating high-value customers, defined as those with high engagement, a significant transaction history, recurring usage and greater capacity to generate revenue over time.
- evolving our credit offering, supported by the use of artificial intelligence, transactional data and sociodemographic information, which is expected to contribute to greater precision in setting credit limits, rates and terms. We also expect to capture efficiency gains through the dilution of fixed costs and the increasing use of technology to enhance customer experience and productivity.

Increase profitability through:

- a greater contribution from our banking services to results as we increase operational scale and expand cross-sell opportunities, while diversifying our portfolio with discipline in capital allocation.
- efficiency gains through the dilution of fixed costs and the increasing use of AI to enhance customer experience and productivity.
- projected CAGR (compound annual growth) of at least 10% in gross profit between 2025 and 2029.
- CAGR of at least 16% in earnings per share between 2025 and 2029.

Strategic goals:

- reach R$25 billion in our credit portfolio by 2029 by strengthening systems, governance and analytical capabilities while preserving our position in payment solutions.
- projected compound annual growth rate (CAGR) of at least 10% in gross profit between 2025 and 2029.
- distribute R$1.4 billion in dividends by the end of 2026.

Generate value for shareholders, through:

- capturing growth opportunities and operational improvements, with a view to consistent and sustainable performance over time.
- maintaining a regulatory capital (Basel Ratio) level between 18% and 22% as a benchmark, which, combined with operational efficiency, supports the distribution of excess capital.

OWNERSHIP

Operational Performance

We ended 2025 with 34 million individual and business customers, representing 2.3% growth compared with the previous year. Of this total, 17.3 million were active customers, equivalent to 51% of the customer base, considering those who made at least one transaction in the previous 12 months or maintained a balance in their digital account at the end of the fiscal year.

The base of entrepreneurs and businesses totaled 6.3 million customers, a slight 1.1% decrease compared with 2024, reflecting the more challenging economic environment and our strategy of prioritizing businesses with greater potential for engagement, relationship building, and integrated use of our ecosystem.

Active banking users totaled 11.0 million, a 3.6% year-over-year decline. This performance partly reflects the ongoing management of the client lifecycle, including a review of accounts with low activity levels and residual balances, without a significant impact on engagement, revenue contribution or the performance of the core customer base.

Throughout the year, we observed greater use of the platform, as measured by growth in bill payments, transactions, Pix and the penetration of investment and insurance products. This behavior demonstrates deeper customer relationships, more frequent use of our solutions and continued progress in monetizing the customer base.

Availability and operational efficiency remained priorities. In 2025, we recorded 25 service interruption or degradation incidents across our platforms, totaling 873 minutes of downtime (14 hours and 33 minutes). At PagBank (Digital Account and Digital Channels), there were 13 incidents, with 595 minutes of accumulated downtime and average availability of 99.89%. In the in-person payments segment, we recorded seven incidents, resulting in 84 minutes of downtime and average availability of 99.98%. In the cards segment, there were five incidents, totaling 194 minutes of downtime and availability of 99.96%.

We continued to invest in systems efficiency and processes to support the growth of our customer base and business volumes. Our technology infrastructure underpins our ability to process large volumes of data, automate processes, and deliver products and services at scale, while maintaining reliability and high availability during peak demand periods.

In 2025, our client base consisted of 34 million individuals and businesses, including 6.3 million merchants.

OWNERSHIP

Financial Performance

Our 2025 results reflected disciplined execution of our strategic plan, a continued focus on operational efficiency, and our ability to expand the business despite a challenging macroeconomic environment. These factors contributed to preserving our profitability and positioning us for the next stage of growth.

The contribution of banking services to our results continued to increase, accounting for 20% of revenues excluding transaction costs, compared with 16% in the previous year. Customer engagement remained solid, with cash-in transaction volumes sustaining platform activity, deposit growth and improved funding efficiency.

We continued to expand our credit offering in a disciplined manner, including working capital loans, payroll-deductible loans for public-sector employees, overdraft facilities and enhancements to our credit card products. As our portfolio evolves, we are progressing toward a more balanced mix of secured and unsecured products while maintaining disciplined risk management and asset quality.

In the payments segment, the more restrictive macroeconomic environment primarily affected lower-income entrepreneurs. Even so, results improved toward year-end as economic conditions started to stabilize. The competitive dynamics remained rational, and our decisions prioritized long-term value creation over short-term volume.

Instant payments continued to drive engagement across our ecosystem, complementing acquiring operations and supporting more frequent transactions across the different customer segments we serve.

In 2025, Total Net Revenue excluding transaction costs reached R$13.4 billion, an increase of 15.5% compared with R$11.6 billion in 2024. This performance primarily reflected the expansion of financial income, stronger customer engagement and the continued growth of the loan portfolio. GAAP net income remained stable at R$2.1 billion, while recurring non-GAAP net income totaled R$2.37 billion, up 4.4% year-over-year, demonstrating operational resilience despite a higher cost of funding environment.

The gross credit portfolio ended the period at R$4.6 billion, a 32.8% increase compared with the previous year, driven by the gradual recovery in credit origination and the expansion of unsecured products, particularly working capital lines, which increased 170% during the year. Secured products remained the largest component of the portfolio, accounting for 81% of the total and supporting the maintenance of a balanced risk profile. At the same time, the continued expansion of unsecured solutions, particularly among active customers, strengthens our credit offering and the consistency of our risk management models.

The expanded credit portfolio, which includes receivables prepayment, reached R$49.7 billion (up 3.2% year-over-year), reflecting greater adoption of credit solutions integrated into our ecosystem, particularly in a higher interest rate environment in which credit plays an important role as a source of liquidity for customers' day-to-day operations.

Deposits totaled R$40.7 billion, an increase of 12.6% year-over-year, driven by the diversification of funding sources, particularly the growth in bank issuances and interbank deposits.

Total Payment Volume (TPV) reached R$530.5 billion, an increase of 2.3% compared with R$518.4 billion in 2024. GAAP costs and expenses totaled R$17.9 billion, up 8.7% year-over-year, primarily reflecting higher funding costs resulting from the elevated benchmark interest rate.

Despite an environment characterized by monetary tightening and weaker economic activity, our 2025 results reflect disciplined execution of our strategy, supported by the continued expansion of our banking operations, gains in operational efficiency and sustained profitability. In this context, we remain focused on efficient capital allocation, strengthening our financial services platform and sustainably expanding our operations over the next business cycles.

Financial Statements

The growth in our economic results is also reflected in the value distributed to business partners, governments through taxes, capital providers through financial expenses and communities through social initiatives. In 2025, the cost of goods and services sold amounted to R$9,696.1 million, and selling expenses amounted to R$1,644.9 million, representing the amounts distributed to the supply chain, partners and service providers. Meanwhile, Income Tax and Social Contribution expenses totaled R$431.1 million during the period, with an effective tax rate of approximately 17%. The increase compared with 2024 was mainly attributable to higher profit before income taxes and the recognition of R$142 million in deferred Social Contribution on Net Income (CSLL), associated with Complementary Law 224/2025, which established a linear 10% reduction in certain federal tax incentives applicable, among others, to financial institutions. This change increased the taxable base for CSLL purposes and affected the recognition of deferred taxes during the period.

During the year, we also benefited from the Tax Incentive Law known as *Lei do Bem*, which provides tax incentives for investments in Research and Development and technological innovation. Value distributed to capital providers, in the form of financial expenses, totaled R$5,228.8 million, an increase of 39.5% year-over-year, primarily reflecting the impact of the higher benchmark interest rate on funding costs.

In line with our strategy of efficient capital allocation and shareholder returns, we approved the distribution of R$802 million in dividends in 2025 and repurchased R$1.3 billion of our shares over the course of the year.

For communities, we invested in financial education programs that reached 6.5 million people in 2025, as well as financial inclusion initiatives, support for micro and small entrepreneurs and social investment through incentive laws.

Financial Information

R$ million	2023	2024	2025
Revenue from transaction activities and other services	9,027.2	9,183.3	8,158.7
Financial income	6,653.0	9,150.4	11,584.6
Other financial income	268.1	475.9	667.3
Total revenue and income	**15,948.4**	**18,810.0**	**20,410.5**
Cost of services	(8,132.6)	(9,543.3)	(9,696.1)
Selling expenses	(1,429.8)	(1,859.6)	(1,644.9)
Credit loss allowance expenses	(109.3)	(110.2)	(129.2)
Administrative expenses	(732.7)	(972.3)	(861.0)
Financial costs	(3,270.0)	(3,746.7)	(5,228.8)
Other income (expenses), net	(366.7)	(307.9)	(301.1)
Profit before income taxes	**2,017.1**	**2,380.0**	**2,549.4**
Income Tax and Social Contribution	**(363.4)**	**(263.6)**	**(431.1)**
Current Income Tax and Social Contribution	(101.9)	(261.2)	(354.3)
Deferred Income Tax and Social Contribution	(261.6)	(2.4)	(76.8)
Net income	**1,653.7**	**2,116.4**	**2,118.4**
R$/share	**2023**	**2024**	**2025**
Basic earnings per common share	5.1	6.7	7.2
Diluted earnings per common share	5.1	6.6	7.1

Reliability

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RELIABILITY

Corporate Governance

GRI 2-9

We adopt governance practices aligned with regulatory requirements and standards recognized in Brazil and abroad.

We are committed to complying with laws and regulations, respecting human rights and the environment and promoting ethical and responsible conduct in our relationships with employees, partners and other stakeholders.

Responsible and reliable management is essential to the sustainability of the business and to value creation in the short, medium and long terms. For this reason, we maintain a robust governance structure supported by policies, plans, internal codes and mechanisms for accountability and oversight that guide our decision-making processes and strengthen transparency.

Additionally, we adopt methodologies and technologies to identify and monitor our performance and business risks.

Governance Structure

GRI 2-12 | 2-13 | 2-23 | 405-1 | 2-17 | 3-3

Our Board of Directors (BoD) is responsible for defining our business strategy, as well as developing or approving policies, codes and other guidelines to be followed internally and by our stakeholders. The Board also establishes our corporate purposes, mission, and values, appoints independent auditors and is responsible for overseeing the work of executive officers.

The BoD consists of eight members, three of whom are women (37.5%) and five men (62.5%); one is between 30 and 50 years old (12.5%) and seven are over 50 (87.5%); all self-identify as White (100%). Of the total, three directors are independent and one is the Chairman, in accordance with the criteria of the Securities and Exchange Commission (SEC) and the New York Stock Exchange (NYSE). The Board meets quarterly and holds extraordinary meetings when necessary, to consider and deliberate on strategic matters, critical issues and other matters relevant to the effective oversight of operations.

Material concerns are addressed through a formal governance structure, with the Audit Committee playing a central role. The Committee meets monthly to monitor key operational and financial matters, compliance, risks and internal controls. When a critical and urgent concern is identified, the Audit Committee is responsible for monitoring it and promptly referring it to the Board of Directors, which may be called at any time to analyze and deliberate on the matter. GRI 2-16

Members of the Board of Directors are elected at the Annual General Shareholders' Meeting for one-year renewable terms. The participation of three women on the Board reflects our commitment to diversity. In addition, in line with best governance practices, the Board is chaired by a professional who does not hold an executive position in the organization, reinforcing its independence from operational management. The statutory officers of the operating companies do not serve on the Board of Directors. GRI 2-11

The performance of directors is evaluated through internal and external audits and controls, in accordance with the Sarbanes-Oxley Act. Prior to election, they undergo an internal assessment that considers: independence, in accordance with applicable regulations (NYSE and SEC); technical expertise and relevant professional experience; diversity of profiles, including educational background and gender, as well as complementarity of perspectives; and an unblemished reputation and ethical alignment with our values. ESG aspects are considered transversally throughout the process and not as an isolated criterion. GRI 2-10 I 2-18

Environmental, social, and governance matters are also part of the Board of Directors' agenda. To deepen the management of these aspects, the Board is supported by the ESG Committee, which is responsible for advising it on the definition of guidelines, monitoring performance against commitments and analyzing sustainability risks and opportunities that may affect the business.

The ESG Committee is composed of the CEO, Chief Risk Officer (CRO) and other key executives. The Committee is responsible for monitoring strategic objectives, targets and risks related to environmental, social and governance matters, with support from the ESG Management team and related areas, which contribute topics, information and technical contributions.

Given it strategic relevance and connection to risk-management the Director of ESG, Investor Relations, Economics and Market Intelligence reports directly to the CFO.

In 2025, we established a Compensation Committee (CC), a measure that met the requirements of Central Bank Resolution 432/2024. The CC determines the fixed and variable compensation of directors, Board members and committee members, and analyzes it against market practices to identify potential material discrepancies.

GRI 2-19 | 2-20

In addition to these forums, we maintain six other committees, each with its own bylaws defining the responsibilities and operating procedures of each body. Some include independent members. The analyses and recommendations produced by these committees consider risks to our operations, as well as compliance with applicable laws, regulations and internal policies. The following committees were active during the year:

Audit Committee:
a statutory body that oversees our accounting and financial reporting and monitors the work of external auditors. It is responsible for evaluating quality and compliance controls and serves as an interface between the business and the market. It maintains relationships with analysts and rating agencies.

Data Governance Committee:
Establishes the governance structure for information management, privacy and protection. It appoints data domain owners and those responsible for classifying data according to its criticality. It seeks to ensure a responsible and secure relationship between information management and business strategy.

Credit, Credit Risk and Liquidity Committee:
Establishes risk policies, particularly those that consider potential default scenarios involving card issuers and/or acquirers.

Information Security Committee:
Assists Executive Management in decisions related to information security. It identifies internal and external risks and establishes the respective mitigating controls. It aligns actions with Information Technology Incident Response Policies and Business Continuity Plans (BCPs).

Corporate Governance Committee:
Advises the BoD and executive officers on governance principles and policies, operational guidelines, risk methodologies and internal controls, compliance and the prevention of money laundering and terrorist financing.

Financial Committee:
Advises the BoD on matters such as financial performance, cash generation, investments and risk mitigation. It evaluates projects and proposals to optimize resource management. It supports Executive Management in defining policies and operational guidelines for financial management.

Featuring a structure in line with best practices, our corporate governance structure supports business development.

Our governance structure also includes Technical Forums that support the committees in recurring initiatives that require specific/specialized knowledge. There are also working groups dedicated to defining actions and monitoring their implementation, as well as verifying compliance with schedules and achievement of the proposed objectives.

The Statutory Executive Board is composed of the Principal Executive Officer (PEO), Chief Executive Officer (CEO) and Chief Financial Officer (CFO), who are appointed and may be removed by the Board of Directors. Their responsibilities include representing us, coordinating internal activities, implementing and ensuring compliance with the guidelines and plans approved by the Board of Directors and the Annual Shareholders' Meeting, and overseeing the activities of other directors and managers across different areas.

In line with regulatory requirements, the Executive Board is also responsible for reviewing and approving the Social, Environmental and Climate Responsibility Policy (PRSAC, its Brazilian Portuguese acronym), which establishes the principles and guidelines related to the management of impacts on the environment and society. Supported by the ESG Committee and the officer responsible for the PRSAC, formally designated before the Central Bank of Brazil, the Executive Board is responsible for ensuring the group's compliance with the policy and with actions aimed at ensuring its effectiveness; ensuring its compatibility and integration with other corporate policies; and promoting the prompt remediation of any deficiencies. In addition, the Executive Board must establish the organization and responsibilities of the ESG Committee; ensure that the compensation structure does not encourage behavior that is incompatible with the PRSAC; and promote the internal dissemination of the PRSAC and actions aimed at its effectiveness.

Announced in 2025 and effective as of January 1, 2026, the changes to the Executive Board were part of a succession process that began in 2024. Carlos Mauad and Gustavo Sechin succeeded Alexandre Magnani and Artur Schunck, respectively, who joined the Board of Directors. This transition is aligned with our strategy of continuing to advance as a complete digital bank, with a greater contribution from financial services to our results.

Ethics and Compliance

GRI 2-23 | 2-25 | 2-26 | 3-3 | 205-1

Integrity, responsibility and transparency guide our decisions and activities. These are non-negotiable attributes for preserving our reputation and financial strength and maintaining the trust of investors, customers, employees and partners.

We continuously improve our internal controls, policies and regulations, incorporating technologies and solutions to increase process efficiency, security and traceability. We are also committed to proactively monitoring regulatory changes and changes in legislation and legal precedents. In addition, we are strengthening training and awareness initiatives for everyone who works with us on legislation and appropriate ethical conduct in day-to-day work.

We follow resolutions and regulations established by bodies and entities such as the Central Bank of Brazil and the Securities and Exchange Commission (SEC), as well as our own guidelines, such as those set forth in our Code of Ethics and Conduct. The document supports our commitment to high integrity standards by setting out principles and guidelines. Its content must be known and followed by employees, who receive periodic training on the subject. The Code details expected behaviors and prohibited conduct in the workplace, in negotiations, in the use of social media and in investment-related activities. Topics addressed include conflicts of interest, particularly those that may affect the impartiality of employees involved in the distribution of investment products. To also guide our business relationships, we maintain a Supplier Code of Ethics and Conduct. GRI 2-15

Violations of these guidelines may harm our reputation and business, subjecting those responsible to internal sanctions and, when applicable, legal action. We do not tolerate corruption, bribery, exchanging favors or any conduct that is incompatible with our ethical principles. Our professionals are informed and trained on anti-corruption policies through a structured mandatory training program conducted by the Training and Development department.

Members of the Board of Directors who are also part of our internal workforce are included in the mandatory anti-corruption training program. Professionals are informed during onboarding, and the information is reinforced annually through refresher training on mandatory content. During the year, we recorded no cases of corruption or legal actions related to unfair competition practices, trust formation, anticompetitive or monopolistic behavior. GRI 205-2 | 205-3 | 206-1

We provide professionals with guidance on how to address questions related to conduct and ethics-related concerns and direct them to the Whistleblower Hotline (accessible through canaldedenuncias@uolinc.com) to report misconduct. We ensure full confidentiality and non-retaliation for whistleblowers, and reports may also be submitted by external stakeholders. All reports submitted via the hotline are investigated by the Human Resources Department, which may designate employees from other areas to assist with the investigations.

Employees communicated about anti-corruption practices, by job category* GRI 205-2

	2024		2025	
	Total employees communicated	Percentage of employees communicated	Total employees communicated	Percentage of employees communicated
Officer	56	100%	52	100%
Manager	470	100%	424	100%
Coordinator	837	100%	867	100%
Supervisory	381	100%	377	100%
Operational	6,814	100%	6,891	100%
Intern	73	100%	79	100%
Apprentice	30	100%	29	100%
Total	8,661	100%	8,719	100%

For the indicator, professionals based abroad were not included.

Employees trained on anti-corruption practices, by job category* GRI 205-2

	2024		2025	
	Total employees trained	Percentage of employees trained	Total employees trained	Percentage of employees trained
Officer	47	84%	42	80.77%
Manager	448	95%	417	98.35%
Coordinator	795	95%	849	97.92%
Supervisory	368	97%	363	96.29%
Operational	6,531	96%	6,538	94.88%
Intern	72	99%	77	97.47%
Apprentice	30	100%	28	96.55%
Total	8,291	95.73%	8,314	95.35%

For the indicator, professionals based abroad were not included.

Employees communicated about anti-corruption practices, by region* GRI 205-2

	2025	
	Total employees communicated	Percentage of employees communicated
North	165	100%
Northeast	1,056	100%
Midwest	347	100%
Southeast	6,344	100%
South	807	100%
Total	8,719	100%

For the indicator, professionals based abroad were not included. Data reporting began in 2025, so there is no historical series.

Employees trained on anti-corruption practices, by region* GRI 205-2

	2025	
	Total employees trained	Percentage of employees trained
North	143	86.67%
Northeast	999	94.60%
Midwest	319	91.93%
Southeast	6,096	96.09%
South	757	93.80%
Total	8,314	95.35%

For the indicator, professionals based abroad were not included. Data reporting began in 2025, so there is no historical series.

Communication and training sessions on anti-corruption practices for the Board of Directors* GRI 205-2

	2025	
	Communication	Training sessions
Total number of members communicated/trained	4	2
Percentage of members communicated/trained	100%	50%

Of the total of the 8 board members, only 4 are eligible to receive communication; therefore, the independent members and the Chairman are not included. All directors are allocated in the Southeast region.

Policies GRI 2-24

Our internal policies are managed by the departments responsible for developing them, such as Human Resources, Procurement, and other departments responsible for the subject matter. These documents are developed and reviewed by the respective areas, submitted to Management for approval before publication and provide contact channels for questions and clarification.

The commitments made in our policies are incorporated into our strategy, management processes and operational procedures through a set of internal documents. These include the Code of Ethics and Conduct, Procurement Policy, Social, Environmental and Climate Responsibility Policy, Privacy and Data Protection Policy, Policy for Persons with Disabilities, Information Security and Cybersecurity Risk Management Policy, Internal Controls Policy, Operational and Social Risk Management Policy and Corporate Governance Policy.

Other internal documents that demonstrate our commitment to acting with integrity in our business activities include:

Compliance Policy and Code:
Establish compliance principles and guidelines and support the strengthening of our internal compliance culture.
Among other provisions, they require the maintenance of a Compliance System that is periodically reviewed and updated, as well as the preparation of periodic reports to be approved by Executive Management at least once a year. The Code also provides guidance on the need to pay attention to conflicts of interest, which must be reported by professionals to their area managers and/or the compliance leader. Leaders are responsible for monitoring and managing potential situations involving their teams. The conduct addressed includes the hiring of relatives and friends, which is permitted only when provided for in regulations approved by Executive Management, and the unauthorized use or sharing of information accessed through professional activities, including with colleagues or third parties, when not strictly necessary for the performance of their duties.

Anti-Money Laundering and Counter-Terrorist Financing Policy:
Establishes guidelines and procedures to prevent and mitigate risks related to money laundering and terrorist financing. The mechanisms adopted include Know Your Customer (KYC) and Know Your Supplier (KYS) processes, which involve gathering information to verify the integrity of customers, users and partners based on consultations with various sources, including specialized external agencies and databases. The policy also establishes procedures for identifying, analyzing and addressing suspicious or unusual transactions.

Anti-Corruption Policy:
Defines prohibited practices, such as the payment or receipt of bribes, corruption, improper exchanges of favors or advantages in relationships with public authorities or private entities, in Brazil or abroad. The document provides administrators, employees, suppliers and partners with guidance on their responsibilities for preventing and combating unlawful practices. It also formally establishes that we do not make contributions to candidates, political parties or electoral campaigns. Social-purpose donations and sponsorships, in turn, must follow the assessment and approval processes established in internal regulations.

In order to embed the Code of Ethics and Conduct, internal policies and applicable laws into employees' day-to-day activities, we conduct training and communication campaigns on these topics. Training is primarily provided through UniUOL, our virtual corporate university. Mandatory courses include Information Security, Anti-Money Laundering and Counter-Terrorist Financing, Anti-Corruption Practices, the Brazilian General Data Protection Law (LGPD, its Brazilian Portuguese acronym) and the Business Continuity Plan. In 2025, training on topics related to ethics and/or compliance totaled 20,785 hours, an average of 2 hours and 30 minutes per employee. In total, 8,314 professionals completed the training, corresponding to 95.3% of our workforce.

We also held our first Compliance Week, featuring talks and panels focused on strengthening the culture of integrity, ethics, compliance and prevention. The program addressed topics such as risk management, governance, operational risk and internal controls, raising employees' awareness of the importance of these matters in decision-making and day-to-day operations.

Our Corporate Guidelines

Codes

- Ethics and Conduct
- Supplier Conduct
- Compliance

Other

- Business Continuity Plan
- Internal Audit Regulations
- B3 Rules and Parameters of Conduct
- Distributor Compensation Rules

Policies

- Account opening, maintenance and closure
- Commercial Agreements
- New Products/Business Approval
- Continued Certification
- Collections
- Physical Access Control
- Compliance
- Know Your Investment Customer
- Fleet
- Technology Incident Management
- Change Management
- Liquidity Risk Management
- Fixed Asset Management
- Credit Risk Management
- Corporate Governance
- Data Governance
- Investments by Related Persons
- investment of Funds
- Trading in Securities Issued by the Company
- Ombudsperson service
- Losses – Recoverable Amount of Intangible Assets
- Payment Terms for Suppliers and Third Parties
- Anti-Money Laundering and Counter-Terrorist Financing
- Compensation of Banking Correspondents
- Social, Environmental and Climate Responsibility
- Operational Risk, Internal Controls and Social and Environmental Risk
- Information Security and Cybersecurity (consolidated)
- Suitability

Investor Relations

GRI 2-29

In 2025, the UOL Group held approximately 44% of our Class A and Class B shares, while 52% were in free float and 4% were held in treasury. Reflecting our commitment to generating shareholder value, in 2025, we approved the distribution of R$802 million in dividends.

In 2026, we will advance the execution of our capital return strategy, continuing the previously approved dividend distribution plan. As of the date of publication of this report, we have made the payments scheduled for February and June, totaling R$600 million distributed to shareholders. Additional payments of R$400 million in September and R$400 million in December remain scheduled, totaling at least R$1.4 billion in dividends. This execution reinforces our commitment to a consistent and predictable capital return strategy, while maintaining solid levels of regulatory capital and financing the sustainable growth of the business.

Our parent company, PagSeguro Digital, is publicly traded on the New York Stock Exchange in the United States and is therefore regulated by the Securities and Exchange Commission (SEC). In Brazil, our activities as an electronic money issuer, postpaid instrument issuer, and acquirer are supervised by the Central Bank of Brazil.

In 2025, we continued our second share repurchase program, announced on August 29, 2024, for the purchase of up to US$200 million in Class A common shares, with no expiration date and in accordance with Rule 10b-18 of the Securities Exchange Act of 1934. The program was completed following the full repurchase of the authorized amount.

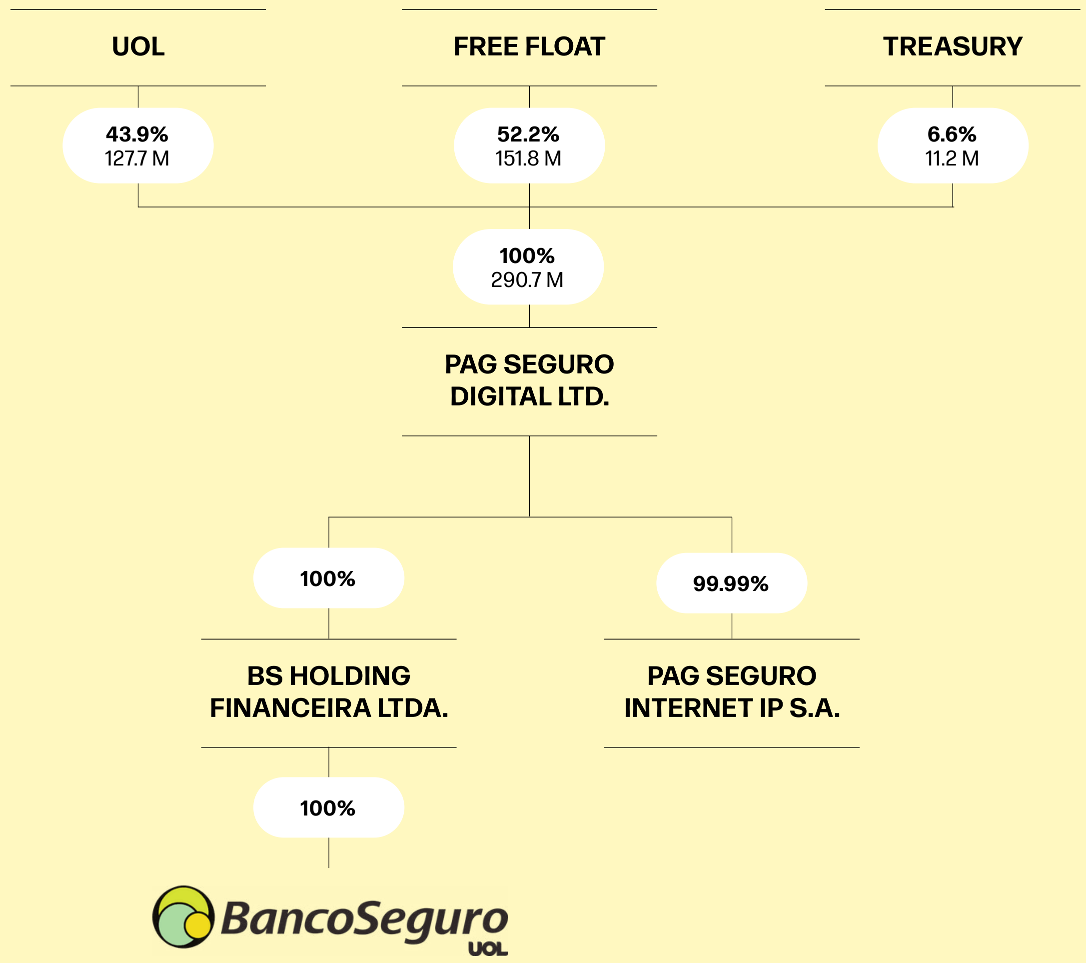
Additionally, on May 29, 2025, the Board of Directors approved the third share repurchase program, also for up to US$200 million in Class A common shares, effective immediately, with no expiration date and likewise subject to Rule 10b-18 of the Securities Exchange Act of 1934. In 2025, we announced the cancellation of approximately 24 million Class A shares.

In order to establish transparent and effective communication with shareholders, market analysts and rating agencies, we follow the recommendations and calendars of the NYSE, the Central Bank of Brazil (BCB), and other regulatory agencies. On our Investor Relations website (investors.pagbank.com), we provide corporate presentations, information on our practices and performance, as well as reports (from the Form 20-F to Sustainability Reports) and other relevant content.

We are in the process of adapting to new regulatory and market requirements, including those related to disclosures aligned with the IFRS S1 and IFRS S2 frameworks, as well as the evolution of methodologies adopted by rating agencies.

In 2025, we advanced in generating shareholder value by approving the distribution of approximately R$802 million in dividends.

Shareholders Structure (as of December 2025)



Membership, Forums and Initiatives

GRI 2-23 | 2-28

Participation in entities and initiatives related to our business segments and aligned with our values allows us both to maintain and adopt good practices and to share our experiences. We are members of:

Brazilian Internet Association (Abranet)
An association that brings together companies providing access, services, information, research, development and other activities related to the internet and information technology. Abranet's membership includes relevant players in the payments ecosystem.

Brazilian Association of Banks (ABBC)
Represents financial institutions under Brazilian and foreign control and with different legal structures, such as banks and credit, financing, and investment companies, cooperatives, payment institutions, direct credit companies, peer-to-peer lending companies, and other entities.

It advocates the interests of its members by providing technical support, fostering competition and competitiveness and contributing to the education and training of professionals for the market.

Brazilian Association of Credit Card and Service Companies (Abecs)
Represents the electronic payments sector in Brazil and serves as an intermediary between its member companies and the market, public authorities and society. Its members include financial institutions, digital banks, acquirers, card networks, fintechs, marketplaces, technology companies and others operating in the payments system.

Brazilian Financial and Capital Markets Association (Anbima)
Represents institutions such as banks, asset managers, brokerages, distributors and administrators. It operates across four areas: informing, representing, self-regulating and educating.

UN Global Compact
We are signatories to the initiative that brings together companies committed to aligning their strategies and operations with ten principles related to human rights, labor, the environment and anti-corruption.

Women on Board (WOB)
An independent, nonprofit organization that recognizes companies committed to gender diversity in senior leadership.

Women's Empowerment Principles (WEPs)
We have adopted a set of principles that guides companies on practices to promote women's empowerment in the workplace, financial market and communities.

RELIABILITY

Risk Management

GRI 2-24 | 2-25

Effective risk management is fundamental to executing our strategy and ensuring the sustainability of the business. Our approach considers recommendations from international organizations, market best practices and regulations applicable to a full-service digital bank, including the Three Lines Model recommended by the Committee of Sponsoring Organizations of the Treadway Commission (COSO).

1.

1st Line:
Analysts and managers are responsible for identifying risks in their teams' activities and adopting measures to manage them effectively and in accordance with organizational policies, tolerance limits and other conditions defined by our Executive Board. To this end, they have the means to measure, address and report threats.

2.

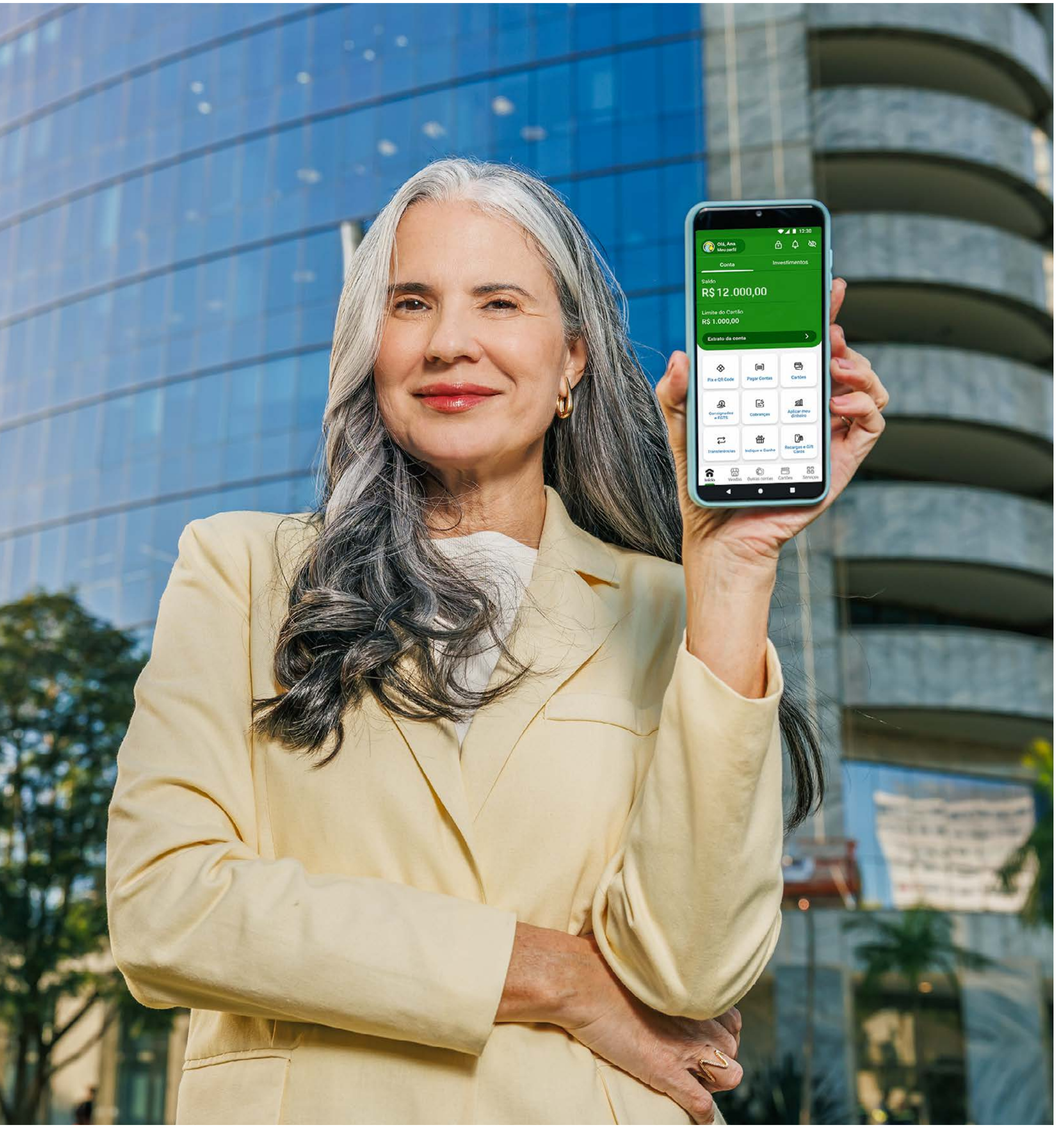
2nd Line:
The second line consists of representatives from departments responsible for risk oversight and management and compliance. They are responsible for monitoring, advising and challenging the first line, as well as assessing whether policies, procedures and internal controls are being properly applied. They also propose new guidelines, models and methodologies to prevent or address risks.

3.

3rd Line:
The third line consists of representatives from Internal Audit, who are responsible for periodically and independently assessing whether the first two lines are operating properly. They are also responsible for analyzing the relevance and effectiveness of our processes, plans and governance for eliminating or containing threats. They report deficiencies or shortcomings to the Executive Board and the Board of Directors.

In risk management, we follow a series of procedures to safeguard our activities and prevent potential negative impacts:

- documentation and storage of information related to losses.
- reports that enable the timely identification and correction of deficiencies in controls and risk management.
- assessment tests of operational risk control systems.
- dissemination of Operational Risk Management Policies across all organizational levels.
- protection and security mechanisms for stored, processed or transmitted data, networks, websites, servers and communication channels, in order to reduce vulnerabilities to attacks.
- procedures to monitor, track and restrict access to sensitive data, networks, systems, databases and security modules.
- a stress testing program that simulates relevant adverse scenarios, with results considered in strategic decision making, the review of risk appetite levels, the assessment of capital and liquidity levels, and the preparation of response plans for incidents.
- review of data confidentiality and security measures, particularly following failures and before changes to infrastructure or procedures, and a contingency plan with strategies to ensure business continuity.
- periodic assessment of controls.
- action plans to correct weaknesses identified in the analysis of risks related to new products or services.



These and other procedures are recommended or established in a set of policies that includes:

- **Integrated Risk Management Policy** – Establishes guidelines and strategies for the integrated management of corporate risks, promoting a coordinated, cross-functional approach aligned with our strategic planning.
- **Internal Controls and Operational and Social and Environmental Risk Management Policy** – Guides the strengthening of the internal control system and procedures for identifying, measuring, monitoring and controlling operational, social, environmental and climate risks.
- **Social, Environmental and Climate Responsibility Policy** – Establishes our commitments to sustainability, ethics, respect for human rights and the mitigation of social and environmental impacts, constituting one of the pillars of ESG risk management.

Our policies are reviewed periodically and made available on the corporate intranet, which is accessible to all employees. In addition, the Social, Environmental and Climate Responsibility Policy is available through a public channel (see here).

The area reports to the Chief Operating Officer (COO) and the Risk Committee, the body responsible for deciding on, monitoring and overseeing the main issues related to the risks to which we are exposed, including financial, operational, regulatory and technological risks. The Risk Committee is composed of senior leadership representatives and representatives from strategic areas, such as Integrated Risk, Internal Controls, Compliance, Finance and Business. At its meetings, management reports, Key Risk Indicators (KRIs), corrective action plans and risk event analyses are presented and discussed, enabling continuous monitoring of our exposure and the effectiveness of controls. The Committee's decisions, recommendations and follow-up actions are formally recorded in minutes and monitored by the departments in charge.

The Superintendency of Risk and Compliance comprises the Integrated Risk General Management Department, which is in turn divided into two other departments with specialized technical teams: one focused on risks related to market, liquidity and capital management; and another focused on Operational Risks and Internal Controls. In addition, there is a Credit Risk Management Department, which also monitors risks related to social, environmental and climate issues. We assess our exposure to these risks based on Central Bank of Brazil requirements and concluded that there is a low potential impact on our business in the short, medium and long terms. Despite this, we conduct process and control analyses and monitor new regulations related to the topic, logging incidents in internal systems.

We define our appetite for each relevant risk area based on quantitative and qualitative criteria, always aligned with our strategy, business objectives and internal risk tolerance. The main risk indicators are monitored and updated monthly and consolidated in management reports.

This organizational structure enables us to manage each risk type with specialized expertise while ensuring integration across governance bodies. The teams reporting to the Superintendency of Risk and Compliance continuously interact with the business areas and participate in internal committees, contributing to a preventive, integrated and strategic approach to identifying, assessing, monitoring and mitigating risks.

We also rely on periodic assessments by external auditors, including the semiannual review of internal control systems in the context of the Financial Statements. The results of these assessments are consolidated into formal reports issued within a timeframe compatible with the disclosure of the Financial Statements and shared with Management. Our Internal Audit function operates independently, based on its annual plan, conducting analyses of processes, internal controls and risks across different departments.

Our risk appetite is defined based on qualitative and quantitative criteria and takes into account our strategy and business objectives.

Social, Environmental and Climate Risks GRI 201-2

The mapping of social, environmental and climate risks is the responsibility of the Operational Risk and Internal Controls department, based on the requirements established by the Central Bank of Brazil. These risks are monitored by specific committees, such as the Risk Committee, whose composition includes C-level executives, who discuss and monitor the topic quarterly. The ESG Committee, in turn, among its other responsibilities, annually oversees our strategic objectives and targets related to social, environmental and climate aspects. The topics are brought forward by the ESG Management team, with occasional support from other related areas and analyzed and discussed by the members of the ESG Committee.

As a way of assessing risk perception regarding activities, customers, suppliers and correspondents, we classify credit operations above R$500,000 as Low, Moderate, High or Critical. This process considers the identification, classification, monitoring and control measures to mitigate social, environmental and climate risks; records of data related to actual losses resulting from social, environmental and climate-related damage for a minimum period of five years; prior assessment of the potential negative impacts of new types of products and services, including reputational risk; and procedures for adapting risk management to legal, regulatory and market changes.

Information Security

GRI 3-3 | TC-SI-220a.1 | TC-SI-230a.2 | TC-SI-550a.2

Cybersecurity and Information Security are critical for digital financial institutions like ours, which handle sensitive data and information related to our business, customers and partners. Preventing adverse impacts means protecting our internal systems, keeping them operational and preserving confidentiality.

Our approach to these topics is comprehensive, guided by international standards and market best practices. It involves robust employee awareness programs, an efficient governance structure, the incorporation of advanced technological solutions and continuous modernization of our digital platforms. We have implemented measures such as backup systems, contingency plans and business continuity mechanisms.

The increased use of mobile devices, digital channels and integrated solutions for payments and financial services requires our platforms to be constantly updated, scalable and compatible with different systems, networks and operating environments. Any limitations in the interoperability, performance or availability of these platforms may affect customer experience and compromise the volume of transactions processed. We invest in robust cybersecurity measures, such as firewalls, data encryption, access controls and continuous threat monitoring. Accordingly, we remain focused on protecting information belonging to customers, partners and the business.

Our Information Security and Cybersecurity Policy applies to our professionals, service providers and partners. The guidelines set forth in the document substantially reduce the likelihood of security incidents.

In this regard, the Policy addresses aspects such as information classification; incident management; identity and access management; procedures for selecting suppliers and onboarding customers; use of network and computing resources; backup procedures, encryption and PCI-DSS requirements; the Awareness and Training Program; Security for the Use of Artificial Intelligence (AI); and risk management. This topic is addressed in a dedicated policy, under which we have established a dynamic process for identifying potential threats, assessing vulnerabilities and adopting customized defense solutions to protect our assets.

Our cybersecurity strategy follows the recommendations of the CIS Critical Security Controls Version 8, the National Institute of Standards and Technology Cybersecurity Framework (NIST CSF) and ISO 27001 standards. These external guidelines guide policies and controls to ensure that we have a unified and robust defense mechanism. We use advanced technological solutions, such as data loss prevention (DLP) tools,endpoint monitoring and intrusion detection systems, including sensors and hardware or software protection controls against malicious code. In addition, we monitor physical and logical access to information and assets, as well as their storage, sharing and disposal, so that only authorized individuals can use them and do so in accordance with corporate rules, permissions or policies.

We maintain a dedicated Red Team structure internally, composed of cybersecurity specialists responsible for conducting controlled simulations of real-world attacks. These activities are intended to identify technical and procedural vulnerabilities, assess the resilience of our environment, and test the effectiveness of detection, incident response and recovery mechanisms, anticipating exploitation by external malicious actors. During the year, we also integrated our Network Operations Center (NOC) and Security Operations Center (SOC). The objective was to enable even more timely responses and provide an end-to-end visibility into incidents. Accordingly, starting in 2026, the NOC and SOC will operate in a shared 24/7 operations room.

In 2025, we also began implementing our Information Security Master Plan for the 2025–2027 period, comprising 27 objectives addressing processes, people, and technologies, broken down into 75 strategies. The objectives were classified as having high, medium or low criticality and achieving them involves the work of different internal areas. The Master Plan references controls and indicators established in ISO 27000, which provides guidelines, requirements and best practices for implementing, maintaining and improving an Information Security Management System (ISMS). We also consider security resolutions issued by the Central Bank of Brazil, the Brazilian Securities and Exchange Commission and other relevant frameworks.

In line with our commitment to complying with the Brazilian General Data Protection Law, we created a program to identify and assess controls and ensure their effectiveness and data protection, following market frameworks such as Data Security Governance (DSG) and the Privacy Framework of the National Institute of Standards and Technology (NIST). In addition, we comply with the Payment Card Industry Data Security Standard (PCI-DSS), the Brazilian Bank Secrecy Act and the Brazilian Anti-Money Laundering Law.

We have also adopted an Information Security Incident Management Policy covering the prevention, identification and handling of events and setting out procedures to be followed in the event of negative incidents. To strengthen incident prevention, we also have a Cybersecurity Incident Response Plan, which establishes the roles and responsibilities of participants throughout the entire life cycle of a potential incident.

To minimize digital risks related to suppliers or other external partners, we seek to understand the cybersecurity standards they have adopted and recommend that they prioritize solutions developed internally or provided by demonstrably reputable and qualified companies.

Our contracts contain clauses regarding the hiring of providers of processing, storage or cloud services. All service providers that store, transmit, process, manage, or access data classified as confidential undergo a risk assessment. This analysis considers the impacts on information security, security and business continuity, in addition to defining the controls required before activities begin.

We keep our professionals informed and prepared to defend against cyber threats and respond during contingency situations. Our training programs range from basic practices to advanced threat detection techniques, with guidelines for the use of network or computing resources and requirements for maintaining backup copies and restoring data and information. Regular training, combined with simulations, enables employees to understand their responsibilities and that inappropriate conduct with respect to security protocols or guidelines may be subject to sanctions. We also reinforce the need to consider digital risks when creating, developing and launching products and services, for which a 360° Risk perspective must be adopted.

Mandatory courses for employees include those on the Brazilian General Data Protection Law, Payment Card Industry Data Security Standard (PCI-DSS), Business Continuity Plan, phishing, Anti-Money Laundering and Bank Secrecy. A highlight was the first SecWeek, which featured sessions with internal and external experts, among other activities.

During the event, we also established an idea repository to receive contributions from participants.

In 2025, we offered our professionals a total of 31 remote and/or in-person courses, including 25 training courses through the KnowBe4 platform and six through the UniUOL platform. The training covered theoretical and practical aspects of cybersecurity and/or information security. Throughout 2025, we also conducted 84 internal information and awareness initiatives on technology security, including e-learning reviews, the dissemination of communications and newsletters and online and offline sessions.

We also continued phishing tests among our professionals, with 16 campaigns conducted in 2025. All employees who fail the phishing tests are required to complete refresher training.

In April 2025, we confirmed the maintenance of our ISO 22301:2019 certification, which attests to the effectiveness of our Business Continuity Management System (BCMS) and demonstrates the maturity of the policies, processes and controls adopted. The certification demonstrates the existence of a formal and resilient structure capable of maintaining operational continuity and reducing impacts in disruption scenarios.

The BCMS is supported by a structured program comprising policies, continuity plans and normative documents that, in an integrated manner, guide the identification, analysis and treatment of threats, as well as the management of their impacts. This structure strengthens organizational resilience and supports the continuous improvement of response strategies for disruptive events.

The BCMS, supported by defined objectives, targets, controls, processes and procedures, ensures our ability to maintain or promptly restore critical information and activities, in accordance with previously established criteria aligned with our risk appetite. In this context, we develop and maintain Continuity of Operations Planning (COOP). More than 150 plans were in effect in 2025, covering, among other areas, incident management and crisis management. These plans are reviewed, improved and tested at least annually to validate their alignment with the scenarios considered and their operational effectiveness.

The system is further supported by 16 Work Instructions covering all stages of the continuity cycle. The Instructions standardize criteria, methodologies, responsibilities and reporting formats, ensuring traceability and compliance with regulatory requirements. In 2025, 91 Business Impact Analyses (BIAs) were conducted, covering 19 departments, 106 processes and 398 subprocesses, enabling precise identification of the areas most critical to operations and supporting the prioritization of risk mitigation actions. BIAs of critical processes are conducted every two years, while other processes are reassessed every three years or whenever relevant changes occur. In December 2025, the GCN.ITR.017 methodology was established to identify critical processes, with implementation scheduled for July 2027.

In July and December 2025, we confirmed the maintenance of our Payment Card Industry Data Security Standard (PCI-DSS) and Payment Card Industry Personal Identification Number Security (PCI PIN Security) certifications, which attest, respectively, to the compliance of our environments, processes and controls with security requirements for the handling, processing, storage, and transmission of our customers' payment card data.

The certification renewals demonstrate our commitment to protecting cardholder information within our payments ecosystem through the adoption of robust technical and operational controls aligned with international information security best practices.

For customers and partners, compliance with PCI-DSS and PIN Security demonstrates our commitment to payment data security, helping prevent fraud, data breaches and unauthorized access and ensuring safer and more reliable operations.

Simplicity

40 Products and Services
44 Innovation Management

SIMPLICITY

Products and Services

GRI 3-3

Agility and innovation guide the development of our solutions, always with a focus on simplicity, functionality and relevance for customers. These principles are also reflected in the way we communicate: clearly, accessibly and in a close and approachable manner.

We work to expand and broaden access to financial products and services through a secure and accessible digital ecosystem. Our customers have access to simple, diverse, innovative and secure solutions. Our banking offer is comprehensive, and we have the country's largest payment acceptance network, as shown in the infographic and table below.

Full-service bank, with simple solutions[3]

PAYMENTS

A complete acquiring solution for in-person and online payments, including POS, QR Code, TEF, payment links, online checkout and cross-border transactions, supported by an exclusive 24/7 instant settlement feature.

DIGITAL BANKING

Full-service interest-bearing digital account supporting our customers' transactions through cash management tools, mobile top-ups, bill payments and other services.

SOFTWARE

Proprietary ERP and reconciliation software for merchants, as well as solutions integrated into our POS devices through partnerships with other software providers, helping merchants track sales, manage inventory and reconcile their finances.

CREDIT

Flexible credit offering with secured and unsecured products for merchants and individuals, including payroll-deductible loans, working capital loans and overdraft facilities.

PagBank

INVESTMENTS

Full-service investment platform offering everything from high-yield interest-bearing accounts and certificates of deposit to fixed-income investments, Tesouro Direto, equity investment products and investment funds.

CARDS

Prepaid and dual-function cards – debit and credit.

MARKETPLACE

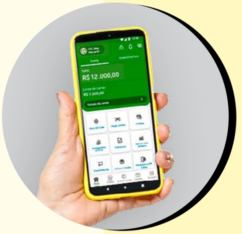
In-app promotional offers for customers and a loyalty program with cashback opportunities, as well as advertising solutions for merchants.

INSURANCE

In-app insurance, with a range of protection products covering Life, Health, Home, Income and Business, as well as specific transaction-related coverage, such as card and Pix insurance.

3. See our institutional website for information about our solutions and all their features: https://pagbank.com.br/

2025 Product Launches



Payroll-deductible loans

We began offering payroll-deductible loans through our app to INSS retirees and pensioners, with a feature that combines transactions such as refinancing and portability into a fully digital process. In the app, customers can simulate the loan, adjust its terms and complete the application, as well as track every stage of the process.

Pix Tap-to-pay

In the first quarter of 2025, we enabled Pix tap-to-pay on our POS devices. The feature, which complies with BCB and digital wallet regulations, makes the payment experience faster and more efficient. It also benefits merchants seeking to optimize their receivables management.

Minizinha Voz

At the end of 2025, we announced *Minizinha Voz*, the newest member of our POS device family, which became available to customers in early 2026. It is the first device on the market with an AI-powered voice-operated sales assistant, increasing accessibility for visually impaired individuals. AI features enable users to perform calculations, check sales, and monitor inventory. They also provide real-time business management insights. The device supports payments directly through a mobile phone and, to ensure security, uses the same protection technology as our other POS devices, with encryption and secure, reliable transactions.

Installment payments with Pix and Boletos

We began offering all customers the option to pay bills using Pix and bank payment slips in installments. The feature is available in the app and allows customers to split payments into up to 12 installments on a credit card. Everything can be done in just a few clicks, securely and entirely digitally.

Mobile Phone Insurance

We launched PagBank Mobile Phone Insurance, developed in partnership with insurtech Pitzi and available to clients. In addition to coverage against robbery and theft, it covers loss of the device. Customers can also add coverage for accidental damage, such as breakage, liquid spills and oxidation. Upon launch in 2025, we surpassed 1 million customers in our protection products base, which has been growing by more than 100% annually. In addition to PagBank Mobile Phone Insurance, we offer Business Insurance, Health Assistance, Home Insurance, Life Insurance, PagBank Account Insurance and PagBank Card Insurance.

Investments

We expanded our investment product offering with *Cofrinho PagBank* and *Poupar Automático*. Both offer returns equivalent to 130% of the CDI for investments held until maturity, while allowing customers to redeem their funds at any time.

PagResolve

The service provides fast support for new sign-ups and when equipment or chip replacements, maintenance, receipt paper roll deliveries and other services are required. To support the service, we established our own logistics structure, staffed by 500 professionals. In 2025, *PagResolve* was activated 550,000 times.

PagPrevine

We offer preventive replacement of POS devices based on usage time, underperformance or when our systems identify a malfunction. The replacement is provided at no cost to customers who receive an identical or upgraded model within up to four business days. Old devices are collected when the new one is delivered so they can be remanufactured or properly disposed of.

SIMPLICITY

Innovation Management GRI 3-3

Innovation is in our DNA and is central to the evolution of our business in a sector marked by rapid change, technological advances and constantly evolving customer needs. We continuously invest in cutting-edge technology to develop simple, useful technology solutions efficiently.

We foster a dynamic work philosophy, the use of agile methodologies, and a sense of urgency, and we seek to go beyond conventional approaches. All professionals are encouraged to identify opportunities and share their ideas. We have also advanced in the use of Artificial Intelligence to enhance the analysis of data and information related to customer behavior, needs and interactions. This approach helps make our developments more precise, relevant and aligned with user expectations, strengthening engagement with our ecosystem.

We organize a significant portion of our innovation initiatives into small multidisciplinary teams, or squads, made up of representatives from different areas, such as Information Technology, Products, Business, Security and Customer Relations. These teams have the autonomy to lead new projects, using methodologies such as Scrum and Kanban. Our portfolio management system, which uses dashboards showing the scope of each development cycle, the backlog, and what has already been implemented, allows us to assess progress and track the stage of each initiative. Experiments and decisions are guided by lean practices based on information, data-driven approaches and hypothesis validation, helping us prioritize initiatives.

Among the initiatives aimed at strengthening innovation is *Hacka PagBank*, a hackathon that encourages the co-creation of solutions for the financial market. In 2025, the event convened employees and students over the age of 18 who were enrolled in the penultimate or final year of undergraduate programs – bachelor's or technology degrees – in technology-related fields.

The event was held in person in São Paulo with the theme Artificial Intelligence Applied to Business. Activities took place over 27 consecutive hours and included prototyping, mentoring with experts, discussions and collaboration among teams. The three best projects developed were awarded prizes. In addition to promoting learning and the exchange of experiences, *Hacka PagBank* strengthens our innovation culture, recognizes internal talent, and brings us closer to professionals entering the technology market.

We also support the development of other organizations through *PagBank Parcerias*, bringing to market solutions developed jointly with partners. The program is intended to serve the payments ecosystem, focusing on food service, parking facilities, gas stations and other segments.

The proposal is to create one-stop shop solutions for our customers by bringing together our technology, banking and acquiring capabilities. In 2025, for example, we introduced FlexPLay6, a device that enables customers to pay for fuel themselves at a kiosk or directly at the pump at gas stations, developed in partnership with Gilbarco Veeder-Root. Regarding Smartpag, we introduced technology for comprehensive management of food service establishments, from orders to financial management, including inventory, KDS and integrations. The key feature of the solution is that it makes all processes accessible on any mobile device (including kiosks, all-in-one POS systems and smart POS devices) via the cloud, regardless of local infrastructure.

Every new product or service undergoes an evaluation process before it is developed and/or launched. This includes assessing the risks it may pose to the business or customers. To move forward, solutions must comply with principles of social, environmental and climate responsibility. Before being made widely available, they are also tested by small groups of users so that strengths and areas for improvement can be identified.

Client First

47 Our Workforce
58 Our Customers

CLIENT FIRST

Our Workforce

GRI 2-7 | 2-29 | 3-3 | TC-SI-330a.2 | TC-SI-330a.3

We value an engaged, diverse and skilled workforce, with competitive compensation and benefits aligned with professionals' contributions to the evolution of the business.

The contribution of each of our 8,645 professionals was essential to achieving results aligned with our purpose throughout the year. We invest in an inclusive work environment so that everyone feels recognized and motivated to apply their skills and capabilities in support of the business and, especially, our customers and society.

All professionals are paid in a fairly and transparent manner, based on responsibilities, performance and positions held, regardless of race, ethnicity or gender. We offer competitive salaries and a comprehensive benefits package aligned with industry best practices. All employees are eligible for a Profit-Sharing Plan (PPR), in addition to long-term incentives for those in strategic positions.

Each department has the autonomy to implement recognition initiatives, considering the specific needs of each team. In our Sales teams, for example, in addition to the monthly sales incentive, employees may receive rewards through specific campaigns.

Employees by type of contract and region* GRI 2-7

	2024							2025						
	North	Northeast	Midwest	Southeast	South	Overseas	Total	North	Northeast	Midwest	Southeast	South	Overseas	Total
Total employees	160	817	322	6,459	830	7	8,595	165	1,056	347	6,265	807	5	8,645
Permanent employees	160	813	321	6,417	827	7	8,545	165	1,054	346	6,228	804	5	8,602
Temporary employees	0	4	1	42	3	0	50	0	2	1	37	3	0	43
Full-time employees	160	817	322	6,092	803	7	8,201	165	1,056	347	5,994	785	5	8,352
Part-time employees	0	0	0	367	27	0	394	0	0	0	271	22	0	293

**There are no employees with non-guaranteed hours. Interns are not included. There were 73 in 2024 and 79 in 2025. There were no significant fluctuations in the total number of employees, as required by the standard.*

Employee hiring rates and turnover, by age group GRI 401-1

	2024				2025			
	Under 30 years old	30-50	Over 50 years old	Total	Under 30 years old	30-50	Over 50 years old	Total
Total employees	2,141	6,024	400	8,565	2,064	6,103	478	8,645
Number of new hires	1,402	3,192	160	4,754	1,162	2,589	182	3,933
Rate of new hires	65.5%	53.0%	40.0%	55.5%	57.1%	42.4%	38.1%	45.6%
Number of employees dismissed	810	2,516	128	3,454	860	2,877	186	3,923
Rate of employees dismissed	37.8%	41.8%	32.0%	40.3%	42.3%	47.1%	38.9%	45.5%

Employee hiring rates and turnover, by gender* 401-1

	2024			2025		
	Female	Male	Total	Female	Male	Total
Total employees	3,553	5,042	8,595	3,569	5,076	8,645
Number of new hires	2,033	2,721	4,754	1,627	2,306	3,933
Rate of new hires	57.2%	54.0%	55.3%	45.6%	45.4%	45.5%
Number of employees dismissed	1,441	2,013	3,454	1,612	2,311	3,923
Rate of employees dismissed	40.6%	39.9%	40.2%	45.2%	45.5%	45.4%

Employees by type of contract and gender* GRI 2-7

	2024			2025		
	Female	Male	Total	Female	Male	Total
Total employees	3,553	5,042	8,595	3,569	5,076	8,645
Permanent employees	3,528	5,017	8,545	3,547	5,055	8,602
Temporary employees	25	25	50	22	21	43
Employees with non-guaranteed hours	0	0	0	0	0	0
Full-time employees	3,277	4,917	8,194	3,367	4,985	8,352
Part-time employees	276	125	401	202	91	293

**There are no employees with non-guaranteed hours. Interns were not included - there were 73 in 2024 and 79 in 2025. There were no significant fluctuations in the total number of employees, as required by the standard.*

Employee hiring rates and turnover, by region GRI 401-1

	2024							2025						
	North	Northeast	Midwest	Southeast	South	Overseas	Total	North	Northeast	Midwest	Southeast	South	Overseas	Total
Total employees	160	817	322	6,459	830	7	8,595	165	1,056	347	6,265	807	5	8,645
Number of new hires	143	620	252	3,147	591	1	4,754	141	645	221	2,426	500	0	3,933
Rate of new hires	89.4%	75.9%	78.3%	48.7%	71.2%	14.3%	55.3%	85.5%	61.1%	63.7%	38.7%	62.0%	0.0%	45.5%
Number of employees dismissed	135	378	187	2,295	457	2	3,454	127	447	205	2,625	519	0	3,923
Rate of employees dismissed	84.4%	46.3%	58.1%	35.5%	55.1%	28.6%	40.2%	77.0%	42.3%	59.1%	41.9%	64.3%	0.0%	45.4%

We also value our team by providing a comprehensive and high-quality employee benefits package. We also have an Internal Recruitment Policy that encourages both horizontal and vertical career moves. All positions made available during the year were filled by internal professionals.

Benefits offered GRI 401-2

- Meal/food allowance;
- Health and dental plans, with nationwide coverage and no monthly premium, including for dependents;
- Fully employer-paid life insurance (covering death from natural causes of spouses/partners and children);
- Lactation room;
- Childcare or babysitter allowance for employees with children up to six years of age;
- Parental kit for mothers and fathers upon the birth or adoption of their children;
- Private pension plan with an employer matching contribution of up to 100%;
- Emergency loan;
- Commuting allowance;
- Christmas gift – we provide kits to professionals and interns working under a hybrid work arrangement; others receive a card with credit for use at supermarkets;
- Flexible working hours and schedules (negotiable with direct managers);
- Work from home (for employees in Technology areas);
- Gym and mobility benefits (monthly membership subsidies);
- Bicycle and scooter parking area, with charging points and locker room facilities;
- Workplace exercise sessions for office-based professionals;
- Free quick massage, up to twice a week.
- Fique Bem (Stay Well) program – online psychological, financial and legal guidance for professionals and their family members;
- Discounts on products from the UOL Group and its partners;
- Online therapy sessions (two monthly consultations with psychologists, psychoanalysts, professional coaches, holistic therapists or nutritionists).

We offer extended maternity and paternity leave of six months for female employees and 20 days for male employees. As a result of this initiative, in 2025 we recorded a return-to-work rate after leave of 88.2% among women and 100% among men. The retention rate among employees who remained with us for 12 months after returning from leave was 99.3% for women and 100% for men.

Parental leave GRI 401-3

	Women	Men
Employees entitled to parental leave	181	89
Employees who took the leave	181	89
Employees who returned to work after the leave ended	120	87
Employees who should have returned during the reporting period	136	87
Employees who returned and remained employed 12 months after their return	135	89

Talent Attraction and Inclusive Recruitment

GRI 2-8

We establish partnerships with universities and advertise our job openings on social media, our website and specialized platforms to attract talent and strengthen our employer brand. Throughout the recruitment process, we seek to provide feedback to candidates, reinforcing transparency at each stage and respecting candidates' time and effort. Whenever possible, we prioritize hiring people from underrepresented groups.

PagTalents and Youth Apprenticeship Program

Our internship program, *PagTalents*, received more than 11,000 applications in 2025 for positions in areas such as Technology, Finance, Customer Service and Logistics Operations, Marketing, Products and Investments, Financial Services, Risk and Fraud. Of the total applicants, 78% were from underrepresented groups, and at least half of the positions are reserved for students experiencing social vulnerability. At the end of the period, we had 79 interns[4].

We invest in young students and promote diversity through our internship program, *PagTalents*.

Through the program, students have hands-on experience with projects and operations in an environment that encourages initiative, responsibility and engagement. They thereby develop relevant technical and behavioral skills. As a result, 40.06% of the 317 interns recruited over the past three years were hired as employees.

In addition to a stipend, transportation allowance and meal/food allowance, interns receive life insurance, health and dental plans, access to well-being and development platforms, and a day off on their birthdays. For 2026, we have already announced a new edition of *PagTalents*, with 60 positions. We also maintain the Youth Apprentice Program, offering theoretical and practical training to those seeking their first professional experience. In 2025, we had 29 youth apprentices.

Employee Referral Program

Through our +Talentos referral program, we invite our professionals to refer candidates for our job openings. If the candidate is selected, the employee who made the referral may receive an award of up to R$2,000, in accordance with the program rules. In 2025, we hired 40 professionals through +Talentos. The initiative runs continuously, with special campaigns held at certain times of the year focused on increasing internal diversity. For example, in June, LGBTQIA+ Pride Month, employees were encouraged to refer members of the community for positions in any area.

Onboarding

All new hires participate in our 100% online Onboarding Program. During the program, we present our history and culture, our products and business priorities, immersing them in our strategy. In addition, during their first 60 days, new hires participate in meetings to become familiar with our business objectives, processes and internal routines, with the support of colleagues who serve as peer mentors.

4. Workers who are not employees, but whose work is controlled by the organization.

Diversity and Inclusion

Promoting Diversity & Inclusion (D&I) is a priority for us. We view diversity of perspectives as a strategic value that can help reduce bias by bringing together different ways of thinking and doing, strengthening our teams and our business. These beliefs are reflected in initiatives that promote equal opportunity and dignity for all.

Our Diversity and Inclusion (D&I) Program addresses four main areas through engagement campaigns and initiatives: gender equity (#PorElas), LGBTQIA+ (#OrgulhoDeSerEu), disabilities (#SemBarreiras) and the Black community (#Raízes). We share educational content on these topics throughout the year, while also increasing the sharing of data and information. We also organize events on dates such as the Brazilian Transgender Day of Visibility, World Down Syndrome Day, the Day for the Elimination of Racial Discrimination and the anniversary of Women's Suffrage in Brazil.

D&I is also addressed in our training programs to promote inclusive leadership. The training sessions – held either in person or online – have a theoretical component but focus primarily on practical application, enabling executives and managers to apply what they have learned in support of diversity and inclusion. For this audience, we have developed a diversity and inclusion guide and an e-book compiling tips on how to strengthen inclusive practices within their teams.

Employees by job category and gender* GRI 405-1

	2024			2025		
	Female	**Male**	**Total**	**Female**	**Male**	**Total**
Officer	28.57%	71.43%	100.00%	36.54%	63.46%	100.00%
Manager	31.60%	68.40%	100.00%	38.97%	61.03%	100.00%
Coordinator	35.96%	64.04%	100.00%	31.49%	68.51%	100.00%
Supervisory	34.65%	65.35%	100.00%	31.83%	68.17%	100.00%
Operational	43.24%	56.76%	100.00%	43.21%	56.79%	100.00%
Interns	47.95%	52.05%	100.00%	51.90%	48.10%	100.00%
Apprentice	46.67%	53.33%	100.00%	41.38%	58.62%	100.00%
Total	**41.37%**	**58.63%**	**100.00%**	**41.38%**	**58.62%**	**100.00%**
Board of Directors	**50.00%**	**50.00%**	**100.00%**	**37.50%**	**62.50%**	**100.00%**

Employees by job category and age group* GRI 405-1

	2024				2025			
	Under 30 years old	**30-50 years old**	**Above 50 years old**	**Total**	**Under 30 years old**	**30-50 years old**	**Above 50 years old**	**Total**
Officer	0.00%	83.93%	16.07%	100.00%	0.00%	78.85%	21.15%	100.00%
Manager	3.23%	90.84%	5.92%	100.00%	3.05%	88.26%	8.69%	100.00%
Coordinator	9.56%	86.38%	4.06%	100.00%	7.04%	88.12%	4.84%	100.00%
Supervisory	9.19%	85.83%	4.99%	100.00%	5.84%	87.27%	6.90%	100.00%
Operational	29.82%	65.65%	4.53%	100.00%	28.13%	66.62%	5.25%	100.00%
Interns	94.52%	5.48%	0.00%	100.00%	87.34%	12.66%	0.00%	100.00%
Apprentice	100.00%	0.00%	0.00%	100.00%	100.00%	0.00%	0.00%	100.00%
Total	**25.62%**	**69.75%**	**4.63%**	**100.00%**	**24.45%**	**70.07%**	**5.48%**	**100.00%**
Board of Directors	**0.00%**	**0.00%**	**100.00%**	**100.00%**	**0.00%**	**12.50%**	**87.50%**	**100.00%**

Employees by job category and race* GRI 405-1

	2024							2025						
	Asian	**White**	**Indige-nous**	**Black**	**Brown**	**Not disclosed**	**Total**	**Asian**	**White**	**Indige-nous**	**Black**	**Brown**	**Not disclosed**	**Total**
Officer	3.57%	89.29%	0.00%	0.00%	7.14%	0.00%	100.00%	3.85%	90.38%	0.00%	0.00%	5.77%	0.00%	100.00%
Manager	3.05%	79.17%	0.18%	3.95%	12.93%	0.72%	100.00%	3.99%	77.70%	0.23%	3.76%	13.85%	0.47%	100.00%
Coordinator	1.79%	71.92%	0.12%	4.54%	21.62%	0.00%	100.00%	2.65%	68.86%	0.12%	5.77%	22.61%	0.00%	100.00%
Supervisory	3.41%	55.12%	0.52%	7.35%	33.60%	0.00%	100.00%	2.12%	57.56%	0.27%	6.63%	33.42%	0.00%	100.00%
Operational	1.50%	62.10%	0.13%	8.46%	27.74%	0.06%	100.00%	1.73%	53.38%	0.17%	9.99%	34.65%	0.07%	100.00%
Interns	1.37%	56.16%	0.00%	13.70%	28.77%	0.00%	100.00%	5.06%	67.09%	0.00%	6.33%	21.52%	0.00%	100.00%
Apprentice	3.33%	73.33%	0.00%	3.33%	20.00%	0.00%	100.00%	0.00%	65.52%	0.00%	6.90%	27.59%	0.00%	100.00%
Total	**1.73%**	**64.01%**	**0.15%**	**7.72%**	**26.30%**	**0.09%**	**100.00%**	**1.98%**	**56.67%**	**0.17%**	**9.02%**	**32.07%**	**0.08%**	**100.00%**
Board of Directors	**0.00%**	**100.00%**	**0.00%**	**0.00%**	**0.00%**	**0.00%**	**100.00%**	**0.00%**	**100.00%**	**0.00%**	**0.00%**	**0.00%**	**0.00%**	**100.00%**

**Data include interns.*

Note: In 2024, the percentage of employees of each gender, age group and race was calculated based on the job category itself. For 2025, the calculation is based on the organization's total number of employees according to each job category. **GRI 2-4**

Employees with Disabilities (PwDs) by job category*
GRI 405-1

	2024		2025	
	PwD	Percentage	PwD	Percentage
Officer	0	-	0	-
Manager	2	0.4%	2	0.47%
Coordinator	5	0.6%	4	0.46%
Supervisory	0	-	1	0.27%
Operational	24	0.4%	34	0.49%
Interns	0	-	0	-
Apprentice	0	-	0	-
Total	**31**	**0.4%**	**41**	**0.47%**

Data include interns. In 2024, the percentage of employees with disabilities was calculated based on the job category itself. For 2025, the calculation is based on the organization's total number of employees in each job category.* **GRI 2-4

Training and Performance Evaluation GRI 404-2

We conduct annual performance evaluations to support the identification of development opportunities, strengthen skills, and recognize employees.

The process, known as Development Management, consists of three stages. During the Checkpoint stage, leaders and their direct reports align expectations, agree on priorities and identify the professional's strengths and areas for improvement. In the One-on-One stage, employees meet again with their supervisors, with a focus on the individual and discussions covering career guidance and personal and professional development. Finally, the Insights stage provides an opportunity for leaders and employees to give feedback to one another, as well as for colleagues to provide input on the professional's performance.

As part of the scope of Development Management, one of our priorities in 2025 was to incorporate an evaluation and self-assessment of employees' alignment with our values, providing input for One-on-One discussions. During the year, 55% of employees underwent a performance evaluation.

The Development Management process also serves as a reference for adjusting our training portfolio. During the year, we invested R$2.1 million in training and provided more than 160,000 hours of content through synchronous, asynchronous, in-person and online formats.

Many development opportunities are available through UniUOL, our corporate learning platform, which recorded 433,467 visits in 2025. The platform hosts hundreds of pieces of content organized into behavioral and/or technical development tracks and specific training programs for in-depth learning on key topics. Integrated with UniUOL is the *Sapiência* Content Catalog, which offers more than 700 exclusive content items produced by market specialists and leading universities, with AI-powered personalization.

We also maintain the Leadership Development Program – *Jeito Pags de Liderar* (PagBank Way of Leading), held annually and organized into two tracks: Leadership Fundamentals (for employees in their first leadership positions and externally hired leaders) and Leadership Update (for all leaders, covering topics related to our strategy).

Another initiative is the Intern Development Program (*PagTalents*), a one-year development journey for the two annual cohorts of interns, with content based on our culture and strategy, as well as a hackathon and a project connected to a real-world challenge.

In addition, professionals have access to a technical skills development platform (Udemy), with more than 200,000 online courses, primarily for Technology professionals, as well as the training request system (Next), which allows employees to request external training and participation in events and certification programs, fully funded by the Company.

We periodically assess skill gaps to identify development needs. The programs benefit professionals with different levels of experience and across different areas, with a focus on technical, behavioral and leadership skills. For C-level executives, we also offer an Outplacement Program.

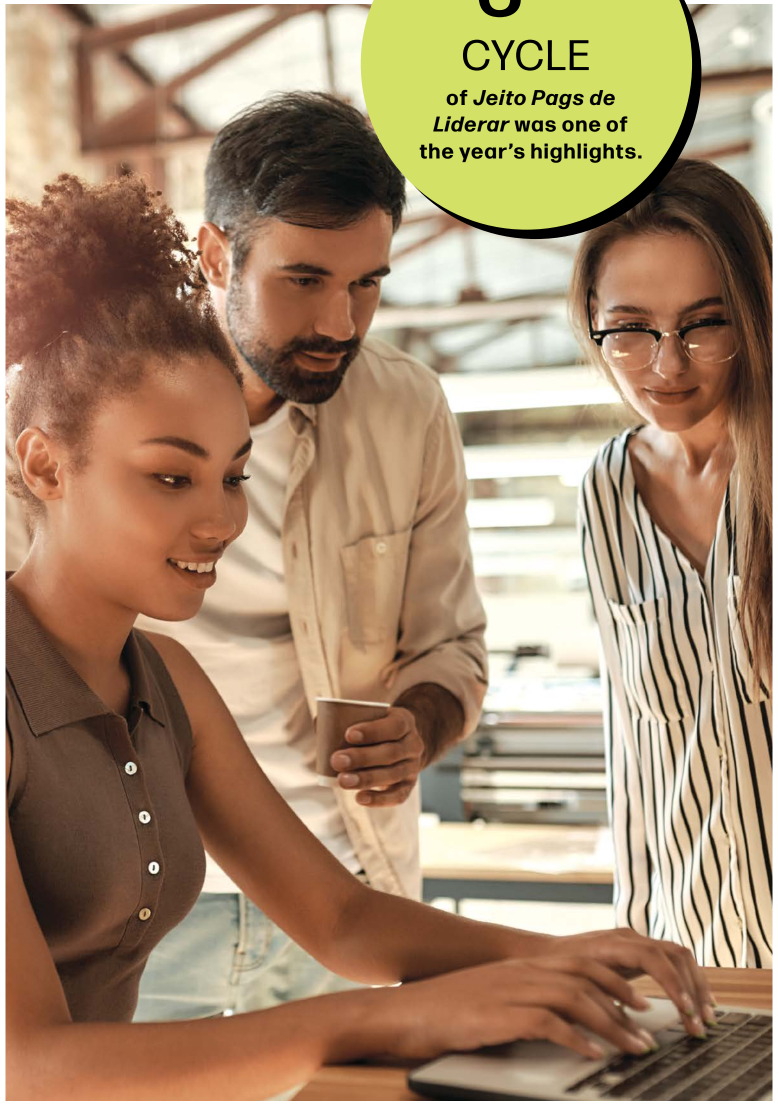
We also provide mandatory training, including programs related to our organizational culture and focused on Information Security, the General Data Protection Law, the Business Continuity Plan, Phishing, Anti-Money Laundering and Bank Secrecy. The Human Resources team monitors completion of mandatory courses. Managers are notified to support any necessary follow-up and, if the professional still has pending mandatory training, access to the corporate network may be temporarily blocked.

One of the year's highlights was the third cycle of *Jeito Pags de Liderar*. The program consists of learning paths for managers, with specific activities for Sales managers and others for all other managers. Approximately 750 leaders participated in the program, which totaled approximately 40 hours and covered topics such as conflict management, inclusive leadership, career strategy and succession planning, leadership through trust and adaptive leadership.

We also have a policy in place to enable employees to participate in external events or training programs, including certification exams, in Brazil or other countries. In 2025, 57 professionals benefited from these initiatives. Participation is authorized through a form signed by the employee's direct manager, department leadership and CEO, with justification explaining the relevance of the initiative to the employee's development.

3rd CYCLE

of *Jeito Pags de Liderar* was one of the year's highlights.



We value transparent, accessible and continuous communication with our professionals. We maintain different internal communication channels to share information related to work, corporate initiatives and topics relevant to employees. This helps ensure cultural alignment across teams.

In 2025, we redesigned our Intranet, adding new features and improving navigation, turning it into a central work platform with all the tools needed for daily activities, as well as a space for publishing announcements, campaigns, codes, policies and procedures. The intranet also became accessible through mobile devices, an important measure to ensure access for employees working outside our offices.

During the period, we continued Bate-Papo Pags (Pags Chats), quarterly meetings between leaders and teams, where projects are discussed, product and service launches are announced, results are shared and achievements are celebrated.

Another initiative that continued was *Café com o CEO* (Coffee with the CEO), held every three months at our headquarters in São Paulo. As a way of recognizing their performance, professionals from different areas, appointed by their leadership, are invited to meet with our CEO for conversations about business, processes and everyday experiences.

We also continued the *Encontro de Líderes* (Leaders' Meeting), an annual event held since 2023. In 2025, 450 participants discussed strategic goals and aligned on ways to strengthen our culture. The event also covered ongoing and planned projects and reinforced the need for leaders to act as multipliers of information and knowledge within their teams, with a commitment to fostering inclusion and diversity.

We also continued *Hacka Pags*, which brings together people with diverse knowledge and experience to develop better solutions, products and services for our customers, through internal editions and initiatives involving external students.

Percentage of employees receiving regular performance and career development reviews, by job category* GRI 404-3

	2023	2024	2025
Manager	28.6	85.9	45.0
Coordinator/Specialist	43.1	87.1	68.6
Supervisory	97.2	99.0	63.3
Team	54.9	82.9	53.4
Interns	28.0	79.5	57.0
Apprentice	12.1	26.7	44.8

**Director and superintendent evaluation programs are under review and validation. Therefore, they are not reported for 2025.*

Percentage of employees receiving regular performance and career development reviews, by gender GRI 404-3

	2023	2024	2025
Men	55.0	83.0	58.9
Women	51.3	85.0	41.1

Average training hours per employee, by job category GRI 404-1

	2023	2024	2025
Officer/Superintendent	10.6	12.1	4.1
Manager	23.3	25.0	14.6
Coordinator/Specialist	21.6	25.0	13.5
Supervisory	32.4	26.8	27.8
Team	31.9	33.3	18.6
Interns	0.0	43.9	70.3
Apprentice	11.7	12.4	7.6

Average hours of professional development, by gender GRI 404-1

	2023	2024	2025
Men	31.7	21.1	18.4
Women	28.1	30.8	19.2

Health and Safety

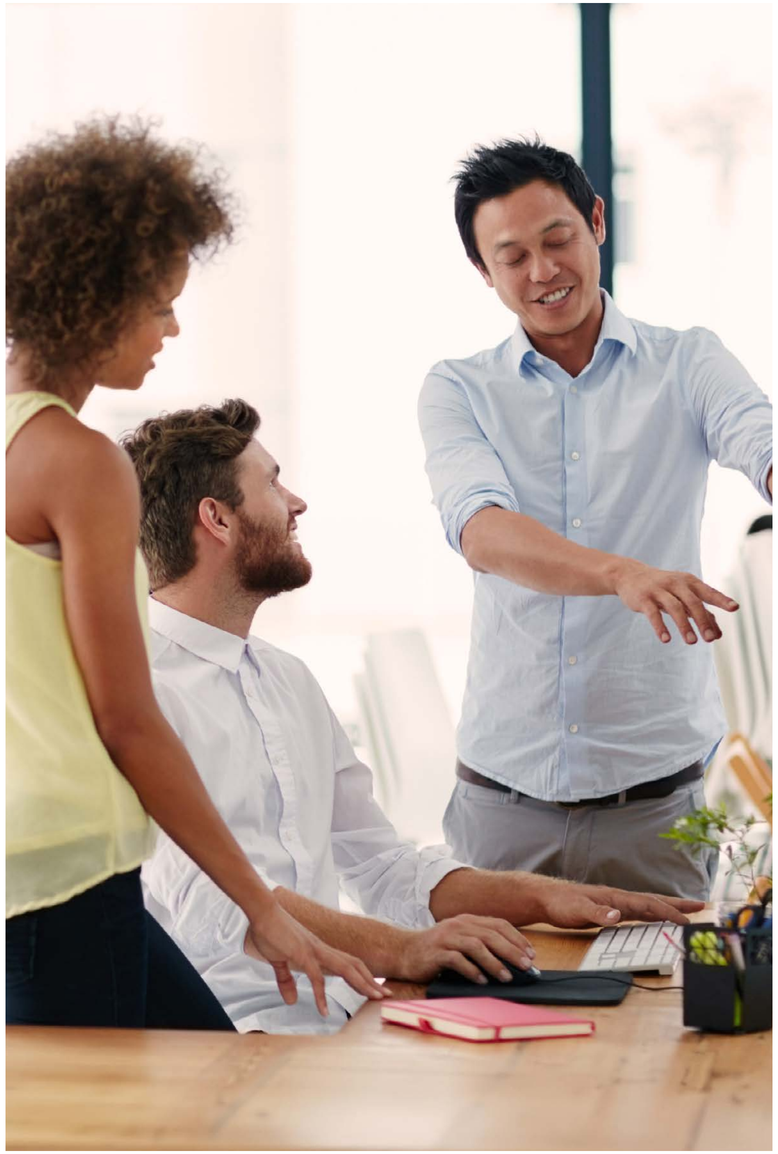
GRI 3-3 | 403-1 | 403-3 | 403-6 | 403-7 | 403-8 | 403-10

We seek to ensure appropriate health, safety and well-being conditions in the workplace. In addition to complying with applicable legislation, we adopt initiatives aimed at promoting employees' physical and mental well-being, offering health and dental plans, online therapy, flu vaccinations and discounts at gyms.

All our professionals are covered by an Occupational Health and Safety System (SOC, its Brazilian Portuguese acronym), focused on prevention, risk mitigation and the promotion of healthy habits. We use computerized systems to manage legal documents related to these topics. A safety technician and members of the Internal Committee for Prevention of Accidents and Harassment (CIPA, its Brazilian Portuguese acronym) – composed of professionals who monitor risks, propose improvements and contribute to awareness initiatives – are always available to support other employees. We periodically renew our Risk Management Program and Occupational Health Medical Control Program (PCMSO, its Brazilian Portuguese acronym), based on the relevant assessments and corrective measures.

The SOC is structured to manage legal occupational safety documentation. The system is based on the legal requirements of the Brazilian Ministry of Labor's Regulatory Standards and incorporates external standards, including ISO 45001 (Occupational Health and Safety Management Systems), Fundacentro's Occupational Hygiene Standards and other applicable standards. For health management, we have *CloseCare/SerSaúde*.

SerSaúde conducts workplace assessments performed by qualified professionals to support the preparation and annual review of PGR and PCMSO documents. Internally, a workplace safety technician participates in the inspections conducted by *SerSaúde*, while CIPA monitors occupational safety risks and recommends improvements to help prevent accidents. We also hold the Internal Week for the Prevention of Workplace Accidents (SIPAT, its Brazilian Portuguese acronym), covering topics related to ergonomics and broader occupational health and safety issues.



Our professionals work in different settings: some work in offices, performing administrative and technology functions, while others work in the field, directly selling products. Employees' biological monitoring information is restricted to the occupational physician at *SerSaúde*.

Volunteers from our teams receive annual training to serve as fire wardens, including participation in emergency drills and first-aid training. CIPA members also receive training on health and safety initiatives.

We provide employees with access to accredited clinics for occupational health assessments and communicate all relevant health and safety information through internal communications.

We also hold SIPAT annually, addressing a range of topics, from risk prevention, safety and ergonomics to workplace harassment and mobility.

We also raise awareness of well-being topics through campaigns held throughout the year. These initiatives reinforce the importance of preventing illnesses and accidents, as well as regularly monitoring one's health. For example, during the Yellow September campaign, a month dedicated to suicide awareness, we developed an exclusive calendar featuring 30 actions to support mental well-being, one for each day of the month, and held discussions with specialists. Our professionals were also able to access free therapy sessions through the Zenklub platform.

As a result of these initiatives, there have been no deaths resulting from work-related activities. Because we operate predominantly in the corporate and digital environment, we do not identify workplace hazards that directly contribute to the emergence of occupational diseases. Thus, no cases of occupational diseases were recorded during the period.

Workplace accidents* GRI 403-9

	2023	2024	2025
Deaths	0	0	0
Fatality rate	n/a	n/a	n/a
Work-related injuries with severe consequences	0	2	0
Rate of work-related injuries with severe consequences	n/a	0.1	n/a
Work-related injuries subject to mandatory reporting	5	20	86
Rate of work-related injuries subject to mandatory reporting	0.39	0.97	5.66*
Total hours worked	**12,742,296**	**20,596,730**	**15,206,400***

**Rate calculated based on 1,000,000 hours worked. Estimated hours based on 8,640 workers (1,760 hours per year). Data refers to direct employees in Brazil (excluding contractors, interns and employees working outside the country, as their occupational health conditions are not directly monitored). Data were compiled based on medical certificate records submitted through e-Social, as required by applicable legislation.*

We recorded a significant increase in the number of accidents, primarily due to the new roles in Logistics, where employees perform field activities involving motorcycles. These types of travel were the main cause of the accidents recorded. We conducted training and awareness initiatives addressing safe driving and reinforced the acquisition and use of appropriate Personal Protective Equipment (PPE) for activities involving motorcycles.

ALL FOR THE CUSTOMER

Our Customers

GRI 2-29

We work to provide customers with financial solutions that are simple, secure and easy to access and use. We seek to build long-term relationships with individuals and businesses that have chosen us as their full-service bank – in 2025, we had approximately 34 million customers, 17.3 million of whom were active and participated in various engagement initiatives.

We conduct periodic quantitative surveys to gather clients' feedback and assess their perceptions. During the year, we conducted 110 surveys, including 36 recurring surveys covering topics such as digital account products and services (12) and acquiring services (24), as well as 74 one-time surveys, including 51 on digital accounts and 23 on acquiring services.

We also provide customer service channels and monitor interactions on social media, reviews on platforms such as Google, and complaints filed with the Central Bank of Brazil, the Brazilian Securities and Exchange Commission and consumer protection organizations. Each interaction helps us identify needs, expectations, improvement opportunities and innovation opportunities, supporting our decisions and the continuous enhancement of the customer experience.

Using technological resources – including Artificial Intelligence – and following internal reorganizations, in 2025 we enhanced the mapping and analysis of our clients' interactions and experiences, as well as socioeconomic and demographic data on this audience. This enables us to better understand who our customers are and their life stage. We identified 26 customer macro-segments (profiles) among our consumers and entrepreneurs and are working to offer them seamless, consistent and increasingly personalized journeys.

We created features and TOOLS to promote self-service.

We also established a Customer Experience department to coordinate cross-functional initiatives focused on improving customer experience. We established four permanent forums addressing Satisfaction, Next Best Offer (NBO), Life Cycle, and Open Finance. Each forum is led by a representative of the Customer Experience area and includes professionals from other departments. The forums provide opportunities to discuss complaints, issues, trends and opportunities to develop or enhance processes and solutions.

As a result, we increased the precision of our customer communications, which translated into a reduction in the number of contacts and offers sent to them.

Customer complaints about signal quality for chips used in POS devices and about cards also decreased by 60% and 53%, respectively. The same was true of requests for clarification about device delivery timelines and activation methods, following the availability of new informational content and tutorials on these topics. We also made progress in self-service. We have created features and options that allow customers to resolve their requests independently through our digital channels. In many cases, they are assisted by Ana (Artificial Natural Agent), our generative AI-powered virtual assistant.

Our onboarding process has also become faster and more streamlined without compromising security. In February 2024, completing the process required an average of 60 clicks; by the end of 2025, that number had fallen to 30.

Our Net Promoter Score (NPS), measured monthly among customers, increased from 28 to 33.

Customer Service GRI 2-25

We seek to ensure transparent, effective, ethical and inclusive interactions. Clients can contact us by phone, email, chatbot and social media. Requests are classified by topic and routed to the appropriate teams. On business days, from 8 a.m. to 6 p.m., we also provide customer service in Brazilian Sign Language (popularly known by its acronym Libras) for people with hearing loss and/or speech disorders. In 2025, 200 people used this service. A dedicated phone number is also available to individuals who are not yet our customers.

Calls and messages through the chatbot and WhatsApp are kept in a secure environment for a minimum of five years. Emails are archived in the service providers' mailboxes for the same period. We also provide a Help Center on our website, featuring more than 1,000 questions answered by our teams, as well as detailed information about our products and services.

We monitor and respond to requests submitted through external channels, such as those maintained by the Central Bank of Brazil (Citizen Request Registry) and the Brazilian Securities and Exchange Commission (Citizen Service), as well as portals such as Consumidor.Gov (a free public service monitored by the National Consumer Secretariat) and *Reclame Aqui*. At the Central Bank of Brazil, we achieved a significant improvement in our complaint ranking score, which fell from 104.88 to 47.31 between the third quarter of 2024 and the same period of 2025.

On *Reclame Aqui*, Latin America's largest platform for resolving disputes between consumers and companies, we hold the RA1000 certificate, which indicates the highest reputation rating. We received more than 49,000 requests through the portal in 2025 and ended the period with 100% of complaints addressed and a 91% resolution rate.

Our Customer Service Center (SAC, its Brazilian Portuguese acronym) handles customer inquiries, complaints and product cancellations. Our Ombudsman's Office channel, which takes over cases not resolved through the SAC, was contacted 24,900 times during the period. The office also monitors cases registered with regulatory and consumer protection authorities and, every six months, submits a report for review by Internal Audit and the Statutory Executive Board.

Quality

Professionals working on our customer service channels and interacting with customers follow standards and rules established in our internal policies. Our goal is to provide fair and equitable treatment for everyone while taking individual needs into account. These professionals receive ongoing training. In addition to mandatory training – covering topics such as the General Data Protection Law and Information Security – they also take courses on financial market topics. The Advisory and Products teams, for example, hold weekly meetings to discuss the macroeconomic environment, trends and investment recommendations.

During the year, we held the second edition of PagDay Ouvidoria. The event brought together employees from our Ombudsman's Office as well as other areas to reflect on actively listening to customers. Topics included the increase in digital fraud and data breach cases in the sector and the importance of coordinated, collective efforts to address threats and find solutions. PagDay Ouvidoria also provided an opportunity to deliver certificates to employees who obtained the FBB200 certification from the Brazilian Federation of Banks, which attests to their knowledge of the function of the Ombudsman's Office, industry regulations and consumer rights.

We ensure that our professionals obtain the certifications recommended or required for their activities, such as those required for employees working on our trading desk or as investment analysts.

Transparency and Security

We seek to provide consumers with clear and accurate information about our products and services. We have a duty to provide the details they need to make free and informed decisions and use our products and features effectively. Information about rights and obligations, responsibilities, penalties, potential risks, terms, amounts, fees, fines, dates, and other conditions must be provided whenever requested and whenever required under applicable regulations and labels. We also follow the criteria established by regulatory authorities and applicable legislation for each category of solutions, including requirements concerning information on manufacturers.

We regularly issue communications and conduct campaigns on fraud and scams. Our blog also provides related content, including guidance on topics such as choosing a strong password to protect Wi-Fi networks. We have made progress in the responsible use of data, generative AI and machine learning models to strengthen security. These technologies enable us to analyze patterns and behavior to prevent and detect suspicious transactions. We are also increasingly incorporating security solutions that combine risk analysis, stronger authentication, behavioral monitoring and real-time notification mechanisms.

User features include:

- **Risky device login alert:** Sent through our app with the device type, time and location, allowing customers to confirm whether they were the ones who logged in.
- **Suspicious call alert:** When a customer is on a phone call while the app is open, an on-screen notification is displayed with preventive guidance.
- **Secure Wi-Fi:** Customers can register trusted networks and set a daily transaction limit. If a transaction exceeds the limit and/or is made over an unknown network, it can only be completed after security validation.

We also offer the *Compras Seguras* (Secure Purchases) feature. When a user makes an online purchase and does not receive the product or service as agreed, we assist with resolving the issue by providing mediation between the customer and seller through an internal team of specialists.

We hold Payment Card Industry Data Security Standard (PCI DSS) certification, issued by the PCI Security Standards Council (PCI SSC). It attests to our compliance with strict rules and requirements for protecting payment card data and information used in online transactions. PCI DSS enables us to assess our network security measures and monitor continuous improvement programs for our security systems. This ongoing monitoring reflects the continuous evolution and updating of our applications.

In addition, we have a risk management policy aimed at preventing fraud, enabling sellers who use our solutions to rely on an experienced team to analyze transactions and identify potential issues.

Collaboration

63 Society
73 Environment
77 Suppliers

COLLABORATION

Society

GRI 2-29 | 3-3 | 203-1 | 203-2 | 413-1

We contribute to sustainable development by promoting and supporting projects and initiatives that benefit people and the environment.

We invest in initiatives that contribute to Brazilians' quality of life and well-being. In this context, in 2025, the UOL Group allocated R$14.4 million to support projects under tax incentive laws and donations, of which we provided R$7.7 million.

These resources benefited a total of 13.2 million people. The full budget allocated to social initiatives was utilized, and the distribution of funds followed the guidelines of the UOL Group's Social Responsibility Policy, prioritizing initiatives related to research, access to technology, health, culture and knowledge, professional training, employability and financial inclusion and education.

Our Own Initiatives and Partnerships

To fulfill our purpose of making financial life easier for people and businesses, it is essential for Brazilians to manage their resources consciously and effectively. To contribute to this effort, we maintain a Financial Education and Investment Management department, reporting to the Investments Executive Board, whose role is to define the strategy and lead initiatives and projects aimed at financial inclusion and financial education. In 2025, we reached 6.5 million people through in-person talks and training sessions, as well as digital initiatives, including published content and audiovisual projects, interactive courses and educational digital games.

In our management approach, we adopted the concept of financial education proposed by the Organization for Economic Co-operation and Development (OECD), following its definition of a process that promotes the development of skills, values, and attitudes so that people can make informed decisions, seek support when necessary and promote their own financial well-being. Another key document guiding our financial education initiatives is Joint Resolution No. 8 of Brazil's National Monetary Council, issued at the end of 2023, which establishes financial education measures to be adopted by banks and other authorized institutions and determines, among other requirements, that these entities make content and tools available that are appropriate to the characteristics and needs of their customers and users.

50 Vezes Educação Financeira Program

A highlight of the year was our exclusive support for the *50 Vezes Educação Financeira* (50 Times Financial Education) Program, coordinated by *Multiplicando Sonhos*, a nonprofit social impact organization that brings financial education to public school students. A pioneering initiative in Brazil, the *50 Vezes* program is aligned with the Statute of the Elderly Person (Law 10,741/2003), the Federal Constitution and International Human Rights Treaties, as well as nine of the 17 Sustainable Development Goals (SDGs). The program's distinctive feature is its intergenerational approach, as it involves selecting and training volunteers over the age of 50 to serve as knowledge multipliers in public high schools and Youth and Adult Education programs in the city and state of São Paulo.

Volunteers undergo 18 hours of hybrid training covering financial education content as well as teaching practices, methodologies, classroom simulations, workshops and discussion groups with experienced educators. Throughout the activities, they receive ongoing support and specialized technical guidance to perform their roles safely and effectively.

The goal of the *50 Vezes Educação Financeira* Program is to train 300 volunteers aged 50 or older and reach 5,000 students directly. Activities for the first group of volunteers took place between September and November 2025, and the second group is scheduled to begin in March 2026.

Results and Assessment of the First Group

82 VOLUNTEERS
trained (professionals aged 50 or older)

3,835 STUDENTS AND 125 TEACHERS
directly reached

9 STATE SCHOOLS
served

Overall Program rating:
9.7/10 AVERAGE

Students' assessment of practical learning: 4.3/5 average,
WITH 59.8%
giving the highest rating

Students' assessment of classes: 9.2/10 average,
WITH 64.1%
giving the highest rating

Students' assessment of volunteers: 4.7/5 average,
WITH 82.2%
giving the highest rating

98% OF VOLUNTEERS
reported developing communication and facilitation skills, 63% reported learning about personal finance and 100% stated they would participate in the Program again.

Perceived Impacts

SOCIAL INCLUSION
free financial education for everyday life and shared with families.

EMPOWERMENT AND AUTONOMY
sharing tools to help avoid over-indebtedness, make informed and responsible consumption decisions and plan for the financial future.

INTERGENERATIONAL EXCHANGE
a learning environment that highlights experiences and brings out potential.

PREPARATION FOR THE FUTURE
training to help build a more financially secure life.

COMMUNITY IMPACT
an opportunity to put social responsibility into practice

TRANSFORMING LIVES
knowledge empowers people and creates opportunities for a fairer, safer, and more sustainable future.

Our app is one of our main resources for bringing financial education to the population. In 2025, approximately 1 million customers interacted with at least 400 materials covering topics such as financial organization, investments, entrepreneurship and tips for avoiding fraud and scams.

Our approximately 34 million customers have access to a dedicated financial education section in the app. Through it, they can access learning paths that include interactive and gamified courses using simple, accessible language. The *Jornada Mentalidade da Riqueza* (Wealth Mindset Journey) focuses on financial organization for individuals and businesses, while the *Jornada Mundo dos Investimentos* (Investment World Journey) covers fixed-income and equity investments, *Tesouro Direto* and investment funds. We monitor the impact of these initiatives, which show that among customers who completed at least one course, 12% made their first investment in the month they completed the course. Among those who were already investors, we observed an increase of nearly 25% in the amount invested in the month of completion and 18% in the following month.

Educational games have also attracted the attention of users of our app. In February 2025, we launched Crushing Cripto, with support from B3. The game is designed to demystify the world of virtual assets and teach users how to participate in it more safely. Players progress through different themed islands and learn about the characteristics and workings of crypto assets. At the end of each stage, they are challenged to take a quiz to test their knowledge. They can also access all the educational content underlying the game through a dedicated section. During its 11 months of availability, the game recorded approximately 97,000 visits, including 41,000 unique users and more than 325,000 clicks on educational content buttons, highlighting the initiative's educational purpose.

Other relevant resources are available to anyone, whether a customer or not. We have a section dedicated specifically to financial education on our YouTube channel and on the major audio platforms. Our blog brings together e-books, spreadsheets and other tools.

In 2025, we launched the *Conta com a Gente (Count on Us)* podcast, whose educational content includes real-life stories from Brazilian entrepreneurs. Across eight episodes, guests share their experiences and how our solutions supported them along the way. Based on these stories, the episodes feature conversations in a studio podcast format, hosted by Carolina Gomes, our financial education and investments analyst, together with influencers Viih Tube and Eliezer. The idea is to share the challenges of managing a business and potential solutions in a direct, accessible format.

In March, Women's Month, we released the fourth season of the *Independência Financeira Feminina* (Women's Financial Independence) videocast , under the theme *Elas Fazem o Mercado Girar* (Women Keep the Market Going). The season discusses women's participation in the financial market, both as professionals and as investors. Each episode featured one of our professionals and a financial market professional. Reinforcing our commitment to diversity and inclusion, the season also took an intergenerational approach by dedicating episodes to different stages of professional life: *Revelação de um caminho* (Finding Your Path) – women building careers in the financial market; *Liderança feminina* (Female Leadership) – challenges and achievements in the financial sector; and *Finanças de mãe para filha* (Finances Across Generations) – challenges and lessons shared across generations.

Another audiovisual project released in 2025 was *Vozes que Inspiram* (Voices That Inspire). It uses the power of dialogue to discuss financial empowerment as a tool for social transformation in different communities. Recognizing that financial education is contextual, the episodes focused on three specific audiences: persons with disabilities, Black people and professionals aged 50 and over. Moderated by us, the episodes are structured as roundtable discussions with two guests: a representative of the community and the founder of an organization working to support it. Participants share their journeys, achievements and strategies for overcoming obstacles. The conversations create space to discuss new financial and business perspectives that can generate broader social impact.

Inclusion and Diversity Initiatives

We promote financial inclusion and encourage diversity by supporting events, particularly those focused on entrepreneurship and professional training.

For example, #ElasTech, now in its fifth year, seeks to increase women's representation in the technology sector through free, specialized training in back-end programming. In addition to technical content, the classes cover essential skills for women seeking to enter the technology industry. Women over the age of 18 who are undergraduate students or recent graduates in any field and are available during the evening can participate. No prior experience or knowledge of technology is required.

In 2025, our professionals were also eligible to apply, provided they met the eligibility criteria. We opened 50 spots for women from across Brazil, half of which were reserved for Persons with Disabilities. More than 2,700 applications were received. #ElasTech classes take place over 12 weeks, with 144 live classes and 240 hours of on-demand content. Participants also have access to digital literacy and professional development content, as well as opportunities to participate in our recruitment processes. Following the 2025 cohort, a total of 138 women have graduated from #ElasTech, 32 of whom have been hired by us.

We once again participated in the Entrepreneurship Fair, organized by the Brazilian Micro and Small Business Support Service (SEBRAE, its Brazilian Portuguese acronym) in São Paulo. The event attracted more than 110,000 people and generated more than R$45 million in business over its three days. The fair fosters business creation, facilitates networking and helps entrepreneurs showcase their products and services. In its 14th edition, the event focused on the concept of Entrepreneurial Intelligence (EI), a methodology developed by Sebrae. At our booth, visitors could learn about our exclusive offers on POS devices and explore features of our digital account, which simplifies financial management for individuals and businesses.

Our participation in the 17th Semana de Paraisópolis, which we sponsored, was also a highlight. The event celebrated the 104th anniversary of the community of the same name, located in the southern region of São Paulo. It brought together cultural, social and economic initiatives aimed at strengthening communities, including the Entrepreneurship Fair and a job recruitment drive. Activities took place at the *G10 Favelas* Business Hub, an accelerator for startups and social impact projects in vulnerable communities. Throughout the week, we showcased our POS devices and held an exclusive account-opening initiative: visitors who downloaded our app and completed registration received gifts. Sponsoring the event reinforced our efforts to support the development of entrepreneurs from underserved communities.

The 18th Semana de Paraisópolis also enabled us to offer basic Excel workshops in partnership with Emprega Comunidades, focused on increasing participants' employability and developing their technical skills. Given the initiative's relevance and in line with our commitment to education, productive inclusion and creating opportunities in underserved communities, we held the workshops again as part of a special edition for Student Day. Together, the two editions benefited approximately 32 students.

In 2024, together with *G10 Favelas* and Konecta, we launched *G10 Atende*, a social training program that prepares professionals from Paraisópolis to provide customer service for us. A customer service center was established in the community, with positions filled by residents.

In 2025, we held the *Transformar é Incluir* Entrepreneurship Fair at Villa-Lobos Park Library in São Paulo, in partnership with Conecta Diversidade. The free event took place in March, in recognition of World Down Syndrome Awareness Month. The initiative sought to promote inclusive entrepreneurship by highlighting business owners with intellectual disabilities and creating an environment for interaction and learning among visitors. We provided opportunities to discuss financial autonomy and professional recognition, as well as opportunities for participating entrepreneurs to display and sell their products. We also held interactive workshops for children, led by persons with Down syndrome and/or intellectual disabilities and created opportunities for families, inclusion advocates and representatives of the accessible entrepreneurship ecosystem to connect.

We combine social initiatives with diversity and inclusion efforts to promote the equitable development of communities.

Incentive-Based Projects

Under tax incentive laws, we focus on directing available funds to institutions that promote health, education, culture, sports and improved living conditions for vulnerable populations through research, technology, free access to services, social assistance, professional development and employability.

In 2025, we supported projects by institutions and proponents selected, among other criteria, for their alignment with our philosophy. The projects supported during the year included:

Brazilian Audiovisual Law

Casa de Cinema de Porto Alegre
"A Pedra" Documentary – The project encourages women to tell their stories. Close-up shots allow them to express and emphasize what they feel and speak about their inner conflicts.

Núcleos Criativos
"A Década Mix" Documentary – The documentary feature explores music, behavior, gender diversity, fashion and economics, creating a mosaic of archival footage and interviews with iconic figures.

Vitrine Filmes
"Ney Camaleônico" Documentary – The documentary about singer Ney Matogrosso explores the most significant moments of his life and how the artist views the world as he prepares for the parade of a Rio de Janeiro samba school that honored him in 2025.

Rouanet Law for Cultural Projects

Associação Bonecar
Coleção Bonecar – Program for the adoption of therapeutic cloth dolls designed to be used as tools to promote encouragement and humanization in healthcare.

Associação Viva e Deixe Viver
Plano Anual Viva e Deixe Viver – Offers courses, workshops and training programs in different regions of Brazil to train storytellers and encourage reading mediation practices. The program also distributes books and includes the production of short- and medium-length audiovisual series for digital distribution.

Clube das Máscaras
Galo da Madrugada Parade – The event is part of the *Alegria o Ano Inteiro* program and preserves and promotes folklore, popular culture and tourism in Pernambuco.

Conteúdo Criativo Produções Artísticas
Festival Sorrisos Nos CEUs – Provides free performing arts shows featuring artists representing different forms of comedy.

Fontes Realizações Artísticas
"A árvore" Show – The project includes rehearsals and performances of the show, starring Alessandra Negrini, as well as introductory workshops on theatrical expression.

Fundec
Season 2026 of Fundec – Includes an annual program featuring 40 symphonic, popular and educational concerts by the Sorocaba Symphony Orchestra, Fundec Academic Orchestra and Fundec Symphony Band. Performances include educational and accessibility initiatives designed to broaden access to culture.

G10 Favelas
Paraisópolis Arts Festival – The event promotes collaboration among artists and entrepreneurs from underserved communities, with a focus on celebrating the cultural expressions of Paraisópolis, in the southern region of São Paulo (SP). It brings together fashion, graffiti, music, dance, theater and other artistic forms in a diverse and accessible program.

Grupo de Cultura Quadrilha Junina
June Gang Festivals in the Largest São João Event in the World – The funding supports the planning, production and execution of two traditional Brazilian June festival dance competitions in Campina Grande, state of Paraíba.

Grupo Primavera
Art and Culture 2026 – Conducts cultural workshops for children and adolescents, including the staging, open rehearsals and performances of a free musical show to share the knowledge and skills acquired by participants.

Instituto Baía dos Vermelhos
New Year's Concerts – The concerts in Ilhabela, state of São Paulo take place at the end of the year and combine classical and popular music at Teatro Vermelhos and Sala do Porão, surrounded by the Atlantic Forest.

Instituto Casa Líquida
Arts Residency Program – Integrated program for artistic creation, training, and cultural production with nationwide reach.

Instituto Energia do Saber
Cultura é mais saber – Provides free cultural workshops and activities for children in vulnerable situations, as well as cultural visits and thematic meetings.

Instituto Joca
Little Newspaper Book Box – The collection features news and general knowledge content adapted for children.

Instituto Palavra Aberta
Biannual Plan – The support enables the Institute to continue its activities and produce and distribute a documentary.

Liga SP
Carnaval 2026 – Special Group – Supports the carnival parade of 14 samba schools, including the free distribution of costumes.

Luiza Curvo Produções Artísticas
"Betrayal" Show – Supports the staging of the play by British playwright and Nobel Prize in Literature laureate Harold Pinter, staged by Luiza Curvo.

Quadrivium Soluções Acústicas
Sonoro Devaneio – Supports the recording and release of the second studio album by the duo Sonoro Devaneio, as well as the production of a live performance video.

Rever Produções Culturais
Sacode Verão – The event uses theater and dance performances as tools to encourage healthy habits.

Municipal Fund for the Rights of Children and Adolescents

Baleia Hospital
ICU – Caring, Transforming and Intensifying Child and Youth Care – The project includes initiatives to promote humanization and comprehensive care in the pediatric ward and ICU. It also includes renovations to spaces designed to provide a welcoming environment, the hiring of a multidisciplinary team and improvements to the children's playroom.

Hospital Erastinho
Little Warriors Against Cancer – Provides multidisciplinary diagnosis and appropriate cancer treatment while promoting the well-being and future of pediatric cancer patients referred through the Brazilian Unified Health System.

Pequeno Príncipe Hospital
The Best Care – Resources are used to purchase and provide equipment and furnishings for care areas, as well as hospital and outpatient materials, medications and supplies.

Sports Incentive Law

Association of the Visually Impaired of Taubaté and Vale do Paraíba – Paralympic Sport – Teaching to include
Promotes opportunities for students in public schools to experience different sports, fostering social inclusion and leadership among children and adolescents with visual impairments.

Nauru Parasports Association
Swimming Year III – Provides free swimming and athletics programs for people in socially vulnerable situations and people with visual impairments.

Athlon Institute
Paralympic Sports – ESG and Inclusion through Sports – Provides access to sports activities tailored for people on the autism spectrum in an inclusive and welcoming environment.

Brazilian Institute for Sports Development
Judo at INBRADE School – Educational project offering free judo activities in a rural area, providing constructive after-school activities for children and young people in socially vulnerable situations.

Brazolin Institute
Anjinhos do Futebol – Through soccer schools for children and young people in highly vulnerable communities, the project focuses on social inclusion and helping participants develop as active members of society.

Futuros Craques Institute
Training Program – Provides sports activities for children and adolescents with and without physical disabilities to promote social inclusion and reduce inequalities. It also supports health, education, social assistance and community initiatives.

ISS Law – Rio de Janeiro

Drum Brasil
Girls in Technology – Trains girls from public schools in vulnerable situation in the game development area.

Grupo Ecoarte
The Path to Financial Security – Benefits students in Youth and Adult Education through art, education, games, interactive classes and music.

Elderly Person Law

Hospital de Amor
Support for the Elderly – Provides comprehensive care to patients aged 60 and over in Barretos, São Paulo. The project covers treatment costs and ongoing multidisciplinary activities.

Hospital das Clínicas Ribeirão Preto – USP
No one 60+ is left behind – Provides care to 8,000 elderly patients.

Santa Casa de Itaguara
Health and Care for the Elderly in Itaguara – Resources are allocated to health prevention, monitoring, assessment, and diagnosis initiatives for older people, as well as outpatient care and follow-up in urgent and emergency situations and for elective procedures.

Brazilian National Program to Support Health Care for People with Disabilities (PRONAS)

Obras Sociais Missionários da Compaixão
Multimedia Rehabilitation for Persons with Disabilities – Develops therapeutic and educational activities for children and adolescents on the autism spectrum.

Brazilian National Program to Support Cancer Care (PRONON)

Hospital de Amor
Upgrade and Modernization of the Equipment Fleet to Expand and Improve Cancer Care – We helped strengthen essential activities related to monitoring, evaluating, and reporting on the institution's project execution.

Volunteer Program

Associação Viva e Deixe Viver
Offers 17 spots for employees in the *A Arte de Contar Histórias e do Brincar na Saúde* (The Art of Storytelling and Play in Healthcare) course, designed to train volunteers to tell stories to children in hospitals.

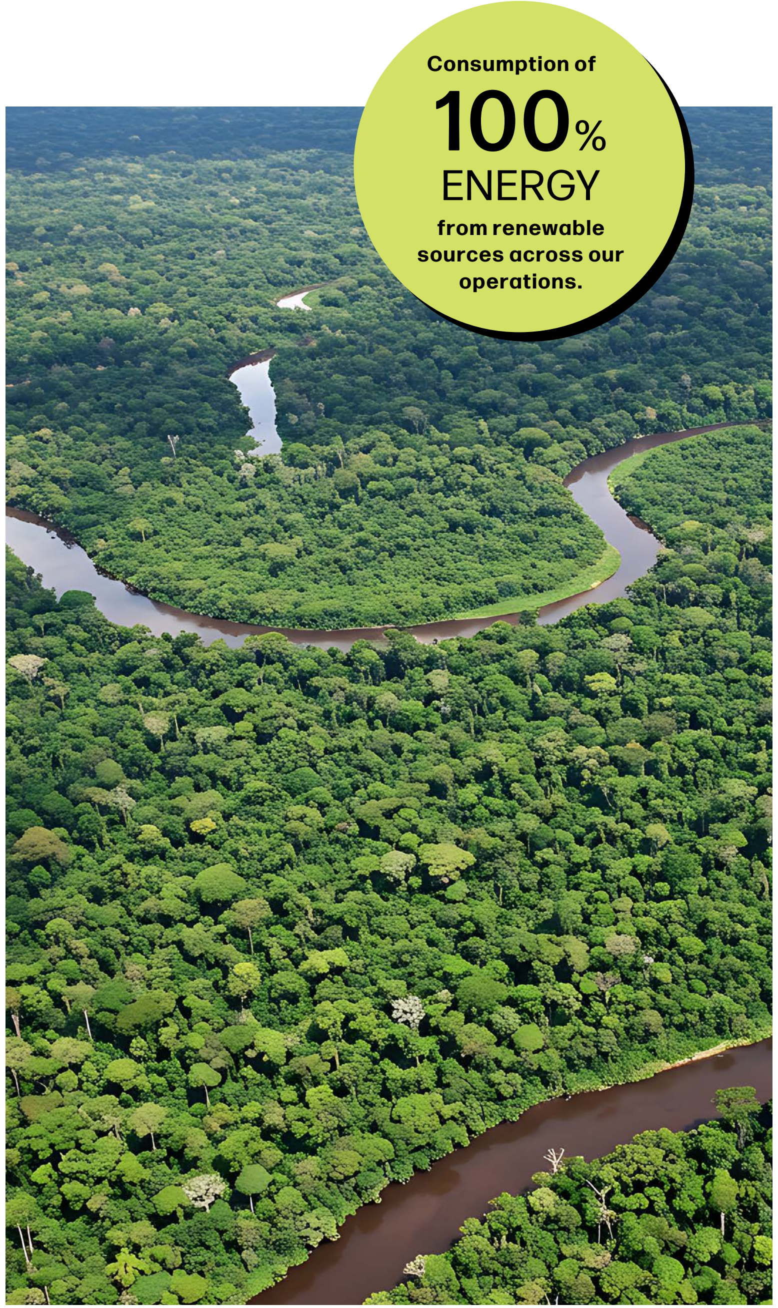
Instituto Casa Líquida
Offers 20 spots for employees to volunteer in production, audiovisual, music studio and institutional copyediting activities.

COLLABORATION

Environment

We seek to minimize the direct and indirect negative environmental impacts associated with our operations and processes by making our corporate buildings more eco-efficient, purchasing energy from renewable sources and mitigating or offsetting emissions. We comply with all applicable environmental legislation and encourage our workforce and value chain partners to adopt solutions and practices that contribute to the preservation or restoration of nature.

We are also committed to monitoring performance and risks related to environmental issues and climate change, and we report on our achievements and progress in this Sustainability Report and in our Social, Environmental and Climate Risks and Opportunities Policy. We are currently aligning our practices with IFRS S1 and IFRS S2, the sustainability- and climate-related standards issued by the International Sustainability Standards Board (ISSB).



Emissions GRI 305-1 | 305-2 | 305-3

One of our focus areas is reducing greenhouse gas (GHG) emissions associated with our operations, thereby contributing to mitigating climate change. We ensure that 100% of the electricity consumed in our operations is covered by renewable energy certificate (I-RECs). In addition, we offset Scope 1 emissions and selected Scope 3 emissions, except for financed emissions, through the purchase of carbon credits from certified projects.

We are proud to have once again earned the Gold Certification from the Brazilian GHG Protocol Program, the highest qualification level awarded to companies that demonstrate transparency and technical rigor in managing and reporting GHG emissions. In 2025, we expanded our assessment of indirect emissions along the value chain (Scope 3). We calculated our financed emissions, which totaled 54,911.328 tCO_2e during the period. Due to the high cost and the fact that offsetting financed emissions is not common practice in our sector, we opted not to offset them. Our focus is on developing initiatives to reduce these emissions, as most of our credit is extended to individuals or companies whose activities have a low environmental impact, such as microentrepreneurs. We therefore continue to prioritize climate risk mitigation strategies aimed at transitioning to a low-carbon economy, as well as investments in ESG initiatives.

We also participated in CDP's Climate Change questionnaire from 2022 to 2024, during which our CDP score improved from E to B, reflecting significant progress in managing climate impacts. In 2025, we opted not to participate while reassessing the alignment between CDP's updated methodology and our internal climate reporting strategy.

Under these guidelines, our direct Scope 1 emissions (covering all gases) totaled 0.553 tCO_2e in 2025, a 99.71% decrease from the previous year[5]. The significant decrease resulted from the absence of stationary combustion in 2025, as no diesel was purchased for generators, as well as the fact that refrigerant gas consumption occurred only at the Faria Lima and BL5 units in 2024. Scope 2 emissions, associated with energy consumption, totaled 119.380 tCO_2e, a 16.38% decrease over 12 months, and were fully offset through International Renewable Energy Certificates (I-RECs).

Scope 3, which covers all indirect emissions occurring throughout the value chain, totaled 77,078.909 tCO_2e, while biogenic CO_2 emissions totaled 5,770.323 tCO_2e, primarily resulting from employee commuting.

5. Following the completion of independent verification, adjustments were made to the Scope 1 emissions data. Consequently, the values reported in this Sustainability Report may differ from those presented in the Greenhouse Gas Emissions Inventory.

Energy GRI 302-1 I 302-3

We recorded 9,618 GJ of energy consumption in 2025, corresponding to an energy intensity of 0.47 GJ per million Brazilian reais in net revenue. Compared with 2024, energy intensity decreased by 6%, driven by stable energy consumption and higher revenue. Electricity accounted for 100% of total energy consumed.

Starting in 2025, we began estimating the energy consumption associated with the use of our active POS devices. Based on 3.4 million units, total consumption would range from 442,000 GJ/year to 1.178 million GJ/year. The more conservative estimate of 1.178 million GJ/year assumes that the entire fleet of POS devices remains connected to the electrical grid 24 hours a day.

Considering total energy consumption, energy intensity was 58.17 GJ/R$ million.

Total electricity consumption GRI 302-1

	2024	2025
Total electricity consumption (GJ)	9,465.67	9,617.92
Renewable energy coverage (i-REC)	100%	100%

Total energy consumption within the organization* (GJ) GRI 302-1

	2024	2025
Total consumption of non-renewable fuels	6.94	0.00
Diesel	6.94	0.00
Renewable energy	9,465.67	9,617.92
Electricity	9,465.67	9,617.92
Total energy consumed (renewable and non-renewable)	**9,472.61**	**9,617.92**

** In 2025, there was no consumption or sale of heating, cooling or steam.*

Energy intensity (GJ/R$ million) GRI 302-3

	2024*		2025	
	Consumption	Intensity	Consumption	Intensity
Total energy consumption within the organization (GJ)	9,472.61	0.50	9,617.92	0.47
Total energy consumption outside the organization (GJ)	n/a	n/a	1,177,833.48	57.7
Total energy consumption within and outside the organization (GJ)	9,472.61	0.50	1,187,451.40	58.17
Total revenue (R$ million)	18,809.63	-	20,410.51	-

In 2025, the energy intensity for 2024 was restated for comparability purposes. In the original 2024 disclosure, energy intensity was calculated using the total number of employees as the denominator. For this publication, the calculation was revised to use Net Revenue (R$ million) as the denominator, a methodology also adopted for 2025.* **GRI 2-4

Water GRI 303-5

We consumed 12.058 ML of water during the year, an 18.1% increase compared with 2024. This increase partly reflects the broader measurement scope, with the inclusion of the João Pessoa I and João Pessoa II offices in the calculation as of 2025 (the Goiânia office, which had previously been included in the scope, was closed during the period).

As measures to reduce water use and improve water efficiency, our office is equipped with the Deca Hydra Duo flush valve, which provides significant water savings (up to 60%) through a dual-flush system (3 or 6 liters). The valve features a modern design, durable chrome finish, ease of maintenance and noise reduction. It is suitable for sustainable projects, allowing users to choose between a quick or full flush. We have also installed faucet flow regulators in our sinks, devices designed to control the amount of water used, providing practical, economic and environmental benefits, with consumption reductions of up to 70% without significant loss of efficiency.

Water consumption* (ML) GRI 303-5

	2024	2025
Total water consumption	10.207	12.058
Consumption in water-stressed areas	0	0

**We do not consume water from water-stressed areas or store water; therefore, these indicators are not applicable to our operational context.*

Waste GRI 306-3 | 306-4

In 2025, we generated 176.12 metric tons of non-hazardous waste (no hazardous waste is generated), a slight 3.6% increase compared with 2024. Waste is segregated at the source and handled by a specialized company that collects and transports recyclable and organic waste, with the latter sent to a sanitary landfill. At our offices, we also provide collection stations for the disposal of batteries and rechargeable batteries.

Regarding our POS devices, we have a structured process for replacing and returning devices, with system records and traceability throughout the logistics chain. Returned equipment is inspected at our laboratory, and devices that can be repaired are put back into service, avoiding premature disposal. Obsolete or irreparable equipment is sent to a specialized company certified to perform environmentally appropriate disposal. In these cases, the POS devices are de-identified and dismantled, including the removal of labels, disassembly and separation of materials by type (which are then shredded), followed by the issuance of a technical report confirming that the disposal process has been completed.

We have targets related to the POS device replacement rate, taking into account model, manufacturer, and time in use, and we act proactively, including through the *PagPrevine* program, to replace devices before they reach an irreversible stage of obsolescence or deterioration. Data on equipment undergoing repair are reported to the Accounting Department, with monitoring by Internal Controls and External Audit.

We also work to reduce, whenever possible, the use of paper and printed materials, such as brochures, manuals, packaging and envelopes, incorporating these materials into our reverse logistics process whenever applicable.

Waste Generated GRI 306-3

	2022	2023	2024	2025
Total waste generated (t)	34.409	45.974	169.957	176.120
Hazardous waste (t)	0	0	0	0
Non-hazardous waste (t)	34.409	45.974	169.957	176.120
Sent to recycling (t)	11.019	16.354	25.557	12.900
Sent to landfill (t)	23.390	29.620	144.400	163.220
Recycling rate (%)	32.0%	35.6%	15.0%	7.3%

We invest in the SUSTAINABLE DISPOSAL of waste from our POS devices.

COLLABORATION

Suppliers

GRI 2-29 | 204-1 | 308-1 | 308-2 | 408-1 | 409-1 | 414-1 | 414-2

A total of 649 companies contracted by us in 2025[6], 96% of them headquartered in Brazil, provided the products and services needed for our operations. We seek to maintain partnerships with reputable organizations committed to legal compliance, environmental responsibility and respect for human rights.

Before we establish a business relationship, all centralized suppliers undergo an onboarding and approval process. We verified supplier registration data and publicly available labor, financial and compliance documents. For suppliers with annual expenditure exceeding R$200,000, we request non-public documents, such as financial statements, as well as completion of an ESG questionnaire to assess the supplier's track record.

6. The contracting process did not include a systematic assessment of environmental and social criteria as a qualification requirement in 2025.

In 2025, we advanced the environmental and social management of our supply chain by adopting the Linkana system for supplier approval. The system conducts periodic searches of public sources to identify evidence of environmental non-compliance issues. This initiative increased the efficiency of the approval process and improved the quality of the assessments performed. During the year, 471 suppliers were assessed for actual or potential adverse environmental impacts[7]. One supplier was identified as having a significant negative environmental impact due to notices of violation issued by Ibama for the destruction of native vegetation.

After approval, partners are monitored periodically to ensure that, like us, they continue to comply with laws, regulations and ethical standards of conduct. Thus, in addition to mitigating risks, we encourage other organizations to adopt the same standards and identify gaps and opportunities for improvement.

7. No contracts were terminated in 2025 as a result of the impact assessments. For the future cycles, our goal is to establish an action plan for addressing suppliers identified with environmental non-compliance issues, with clear response and procedures for monitoring cases.

We strengthen our supply chain through management and monitoring of environmental and social practices.

The values, practices and behaviors we expect from suppliers are detailed in a Code of Conduct developed specifically for this group. The document provides guidelines and recommendations on social, environmental, climate, ethical and governance issues, including data privacy and confidentiality, information security, the prevention and combating of money laundering, abusive practices and conflicts of interest. Serious or deliberate violations of the Code may result in termination of the business relationship or legal action. Our contracts also include specific clauses covering all these aspects, as well as quality requirements, such as service-level agreements.

Supplier management is overseen by the Supply Management Department through two management areas. Supplier contracting, as well as partner-related control and reporting, is carried out through SAP and SAP Ariba SLP systems.

For the procurement of goods and services, we also follow internal rules and criteria to ensure cost efficiency and alignment with our strategic objectives in our transactions. We have targets related to price, quality, and delivery timelines, as well as budget limits for CapEx (investments) and OpEx. Negotiations are audited by the UOL Group's Internal Controls area and, whenever necessary, by PagSeguro Digital's SoX audit function. In 2025, 99.5% of total purchases were made from local suppliers headquartered and operating in Brazil, contributing to national development.

Our focus on cybersecurity and information security also extends to partners and service providers. Accordingly, we employ a comprehensive strategy to ensure that they meet strict standards and preserve the integrity of our entire supply chain.

About This Report

GRI 2-2 | 2-3 | 2-5

The publication of this 2025 Sustainability Report[8] marks the sixth consecutive edition of our report (all editions are available here). Gathering, validating and disclosing information on our decisions, practices and results enables us to monitor progress, identify opportunities and enhance transparency in our relationships with our stakeholders. Through this publication, customers, suppliers, employees, investors and society at large can also understand how we conduct our business, learn about our objectives and targets, and see how we promote financial inclusion, financial education and sustainable development.

This document covers the period from January 1 to December 31, 2025, unless stated otherwise. Quantitative and qualitative information covers all our units and operations, in line with the information presented in our Financial Statements (FS). Data collection involved the participation of leaders and employees from different departments through interviews and responses to questionnaires and forms. Key information was prioritized based on our materiality matrix.

In addition, the information was subject to limited assurance by PricewaterhouseCoopers (PwC), as indicated in the GRI Content Index. Our Greenhouse Gas (GHG) inventory was independently verified by Instituto Totum.

The content is presented in accordance with the requirements of the Global Reporting Initiative (GRI) – GRI Standards 2021 and the Sustainability Accounting Standards Board (SASB) standards for Software & IT Services – Technology & Communications Sector, two of the leading frameworks for organizational reporting adopted worldwide. The report also considers the United Nations (UN) Sustainable Development Goals (SDGs). We notified the GRI of our use of the GRI Standards and submitted the statement of use by email to reportregistration@globalreporting.org. The preparation of this document was overseen and approved by the Sustainability Committee.

Questions, suggestions or complaints regarding this document may be sent to: ir@pagbank.com

8. In addition to this document, which presents our annual performance, we publish quarterly reports containing our financial results.

Materiality

GRI 2-14 | 2-29 | 3-1 | 3-2

In 2024, we conducted a materiality process to identify the topics considered most relevant by our internal and external stakeholders in terms of their current and potential impacts on our ability to create, preserve or enhance economic, environmental and social value for the business, stakeholders and the planet. As part of the process, we mapped our main stakeholders as customers, employees, executives, investors, suppliers, regulators and self-regulatory organizations, as well as non-governmental organizations (NGOs). We sought to engage with these stakeholders as a means of building trust and collaboration, improving decisions and outcomes and mitigating risks. A total of 8,831 consultations were conducted with these groups, in addition to representatives of NGOs with which we engage.

The materiality assessment identified eight topics to be managed and reported as priorities:

- Customer experience
- Data privacy and information security
- Ethics, integrity and compliance
- Innovation and technology
- Corporate governance
- Employee attraction, development and retention
- Employee safety, health and well-being
- Financial inclusion and education

To define these topics, we followed a process involving different sources and stakeholder groups. In the first stage, Organizational Context, we mapped our activities and stakeholders and assessed how the topic of "sustainability" is addressed internally.

We then moved to identification of the potential and actual impacts of our operations on the ESG Agenda. This work included an analysis of sustainability indices, and the practices of companies considered benchmarks in our sector, as well as first-hand inputs. We cross-referenced common themes identified in the materials analyzed to develop the instruments used in the next stage, Impact Analysis, involving stakeholders.

This stage involved quantitative and qualitative consultations with managers, employees, customers and other partners, who assessed and rated the selected topics based on their implications for business, the environment and society.

A group of 17 executives and an external banking-sector specialist participated in in-depth interviews. In addition, 8,813 respondents completed an online questionnaire, including leaders and employees, suppliers, investors, customers, regulators, self-regulatory organizations, industry associations and NGOs.

Finally, we validated the results through the ESG Committee and linked seven of the eight material topics to the Sustainable Development Goals (SDGs). As the ESG Committee is composed of members of the Board of Directors, no further approval step by this body is required, as it is the highest governance body and already participates in the analysis and oversight of material topics through the ESG Committee.

In 2025, the list of material topics remained unchanged compared to the previous reporting period.

GRI Content Index

Statement of use	PagBank has reported in accordance with the GRI Standards for the period from January 1 to December 31, 2025.
GRI 1 used	GRI 1: Foundation 2021.
Applicable GRI Sector Standard(s)	N/A

GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
The organization and its reporting practices						
GRI 2: General Disclosures 2021	2-1	Organizational details	pages 5-8	–	–	–
	2-2*	Entities included in the organization's sustainability reporting	page 80	–	–	–
	2-3*	Reporting period, frequency and contact point	page 80	–	–	–
	2-4*	Restatements of information	pages 53-54, 76	–	–	–
	2-5*	External assurance	page 80	–	–	–
	2-6	Activities, value chain and other business relationships	pages 5-8	–	–	Relevant business relationships: These comprise relationships that have the potential to generate significant operational and financial impacts capable of influencing the organization’s decision making at the strategic, financial and operational levels. Significant changes: These correspond to substantial changes in the organization’s activities, such as the opening or closing of operating units, expansions, changes in the supply chain, changes in business relationships with suppliers (including their selection, hiring, or termination), and changes in the location of suppliers.

** Indicators subject to limited assurance by PwC Brasil.*

GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
GRI 2: General Disclosures 2021	2-7*	Employees	pages 48-50	–	–	For "permanent employees" and "full-time employees," we considered employees with an indefinite-term contract working 6 to 8 hours per day (under Brazil's Consolidated Labor Laws – CLT – regime): officers, managers, coordinators, specialists, supervisors, operational employees and apprentices. The definition of "employees with non-guaranteed hours" refers to employees who are not guaranteed a minimum or fixed number of working hours per day. There are no such employees in the organization. "Significant fluctuations" were considered to be any current-year result that deviated from the historical pattern presented (by more than 40%) compared with the previous year, was significantly above the historical average, or was significantly above that of companies in the same industry. For "temporary employees" and "part-time employees," we considered employees with a contract for a limited period working 6 to 8 hours per day. There are no such employees in the organization. Interns are not considered.
	2-8*	Workers who are not employees	page 52. Considering the 79 interns who work in the organization.	–	–	"Significant fluctuations" were considered to be any current-year result that deviated from the historical pattern presented, was significantly above the historical average, or was significantly above that of companies in the same industry.
Governance						
GRI 2: General Disclosures 2021	2-9	Governance structure and composition	pages 22-25	–	–	The Board of Directors comprised eight members in 2025 – five men and three women – three of whom were independent (including two women) and one of whom was the Chairman, in accordance with the criteria of the Securities and Exchange Commission (SEC) and the New York Stock Exchange (NYSE). The remaining members are internal members. The members of the Board of Directos remain in office until the next annual general meeting, unless the shareholders resolve otherwise. Complementing the governance structure, we have executive committees that address specific matters to ensure that the strategies defined are aligned with identified risks and applicable legislation. All of them provide advice to the Board of Directors and executive management. Committees: Audit, Risk and Liquidity, Finance, Information Security, Data Governance and ESG.
	2-10	Nomination and selection of the highest governance body	page 23	–	–	–
	2-11	Chair of the highest governance body	page 23	–	–	–
	2-12	Role of the highest governance body in overseeing the management of impacts	page 23	–	–	–
	2-13	Delegation of responsibility for managing impacts	page 23-24	–	–	–

** Indicators subject to limited assurance by PwC Brasil.*

GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
GRI 2: General Disclosures 2021	2-14*	Role of the highest governance body in sustainability reporting	page 81	–	–	–
	2-15*	Conflicts of interest	page 26	–	Omission: Item B. Incomplete/unavailable information. As of the publication of this Report, no disclosures had been made to stakeholders regarding conflicts related to cross-participation, cross-shareholding, or the existence of controlling shareholders or related parties. We do not expect to disclose this information.	The organization defines “conflict of interest” as situations in which an individual must choose between the requirements of their role in the organization and their own personal or professional interests or responsibilities. To prevent and manage such situations, the UOL Group establishes guidelines in its Code of Ethics and Conduct, which provides guidance on how professional activities should be performed and must be known and followed by all professionals in their respective roles.
	2-16*	Communication of critical concerns	page 23	–	Omission: Item B The total number and nature of critical concerns reported to the Board of Directors are not disclosed due to confidentiality restrictions..	We consider critical concerns to be situations related to the Company’s key operational, financial, compliance, risk and internal control matters. The assessment also considers the external and macroeconomic context, such as regulatory changes, significant changes in the Company’s industry, systemic risks and events that could increase the organization’s exposure to specific risks. In the context of managing information and critical concerns, the reporting channel is a tool for receiving reports which, if deemed substantiated during the reporting period, may become matters of critical concern for the Board of Directors.
	2-17	Collective knowledge of the highest governance body	page 23	–	–	–
	2-18	Evaluation of the performance of the highest governance body	page 23	–	–	–
	2-19	Remuneration policies	page 24	–	–	–
	2-20	Process to determine remuneration	page 24	–	–	Compensation is considered to include fixed compensation, variable compensation and benefits granted to members of governance bodies and employees.
	2-21	Annual total compensation ratio		–	Until the publication of this Report, we considered the topic confidential and did not disclose information on the annual total compensation ratio.	–
Strategy, policies and practices						
GRI 2: General Disclosures 2021	2-22	Statement on sustainable development strategy	pages 11-12	–	–	–

** Indicators subject to limited assurance by PwC Brasil.*

GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
GRI 2: General Disclosures 2021	2-23	Policy commitments	pages 23-29, 32	–	–	The precautionary principle was introduced by the United Nations in Principle 15 of the “Rio Declaration on Environment and Development,” which states: “In order to protect the environment, the precautionary approach shall be widely applied by States, according to their capabilities. Where there are threats of serious or irreversible damage, lack of full scientific certainty shall not be used as a reason for postponing cost-effective measures to prevent environmental degradation."
	2-24	Embedding policy commitments	pages 28, 33	–	–	–
	2-25*	Processes to remediate negative impacts	pages 26, 33, 61	–	Omission: Items D and E The results of grievance mechanisms, as well as details on how stakeholders are involved in their design, review, and improvement, are not disclosed due to confidentiality restrictions.	–
	2-26*	Mechanisms for seeking advice and raising concerns	page 26	–	-	-
	2-27*	Compliance with laws and regulations	No cases of non-compliance were identified during the reporting period. We consider significant cases of non-compliance to be interactions involving the Central Bank of Brazil or regulatory agencies for the financial market.	–	–	–
	2-28	Membership associations	page 32	–	–	–
Stakeholder engagement						
GRI 2: General Disclosures 2021	2-29*	Approach to stakeholder engagement	pages 30, 48, 59, 64, 78, 81	–	–	–
	2-30	Collective bargaining agreements	All PagBank employees working in Brazil are covered by collective bargaining agreements.	–	–	“Employees” were considered to be all individuals with whom PagBank maintains an employment relationship, except for interns and outsourced workers. These include officers, managers, coordinators, specialists, supervisors, operational employees and apprentices.
Material topics						
GRI 3: Material Topics 2021	3-1*	Process to determine material topics	page 81	–	–	–
	3-2*	List of material topics	page 81	–	–	–
	3-3	Management of material topics: Customer experience	pages 41-44	–	–	–

** Indicators subject to limited assurance by PwC Brasil.*

GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
GRI 3: Material Topics 2021	3-3	Management of material topics: Data privacy and information security	pages 36-39	–	–	–
	3-3	Management of material topics: Ethics, integrity and compliance	pages 26-29	–	–	–
	3-3	Management of material topics: Innovation and technology	pages 45-46	–	–	–
	3-3	Management of material topics: Corporate governance	pages 23-25	–	–	–
	3-3	Management of material topics: Attraction, development and retention of professionals	pages 48-56	–	–	–
	3-3	Management of material topics: Professional safety, health and well-being	pages 57-58	–	–	–
	3-3	Management of material topics: Financial inclusion and education	pages 64-69	–	–	–
Economic performance						
GRI 201: Economic Performance 2016	201-1*	Direct economic value generated and distributed	-	–	We do not report the indicator for direct economic value generated and distributed (EVG&D) under the GRI methodology, as this metric is not part of our core economic and financial management tools. Relevant information on value generation and allocation is reflected in the audited financial statements, prepared in accordance with IFRS standards and filed with the U.S. SEC, ensuring transparency and regulatory compliance.	–

** Indicators subject to limited assurance by PwC Brasil.*

GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
GRI 201: Economic Performance 2016	201-2	Financial implications and other risks and opportunities due to climate change	page 35	–	–	"Substantial changes" are those that have the potential to significantly affect the Company operationally or financially. The costs of measures taken to manage climate-related risks and opportunities refer to amounts incurred for risk management. The time horizons considered in the management of climate-related risks and opportunities are: short term (0–3 years), medium term (4–6 years), and long term (7–10 years). The financial implications of climate-related risks and/or opportunities are under assessment; therefore, it is not yet possible to describe the amounts applicable to the present and future
Indirect economic impacts						
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	page 64	–	–	"Significant" investments are considered to be investments in infrastructure and services that go beyond the scope of the Company's own operations (social, environmental, educational and other investments). Impacts that directly benefit communities without directly serving a commercial purpose are considered positive. We consider "relevant" impacts to be all impacts that may affect the Company's operations. Conversely, "negative impacts" are impacts that may affect production or the communities surrounding our operations.
	203-2	Significant indirect economic impacts	pages 64-66	–	–	The organization considers "significant indirect economic impacts" to be resources (own or incentive-based) invested in social and environmental projects and programs, the availability of products and services for low-income individuals, and the economic impacts resulting from the use of products and services, such as expanding access to financial services and helping Brazilians develop the knowledge and skills to save and invest.
Procurement practices						
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	pages 78-79	–	–	The percentage of local suppliers is calculated as follows: total local suppliers providing products and services / total suppliers providing products and services. No supplier category is excluded from the calculation.
Anti-corruption						
GRI 205: Anti-corruption 2016	205-1*	Operations assessed for risks related to corruption	The corruption risk assessment covers 100% of our operations. Significant risks linked to corruption are those that could affect the budget, government-related targets, the organization's reputation or senior management.	–	–	We consider "Operations" to include all PagBank offices/operating locations, including all departments and employees of the Company, without exception. Significant risks are risks related to critical concerns connected to the business that may affect the Company operationally and/or financially.

** Indicators subject to limited assurance by PwC Brasil.*

GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
GRI 205: Anti-corruption 2016	205-2*	Communication and training about anti-corruption policies and procedures	page 26-27. Members of governance bodies and employees are communicated by email, and training is provided through UniUOL. Accordingly, 100% are communicated.	–	Omission: Item C. We do not communicate with business partners, and there is no information broken down by functional category, region and percentage because we do not perform this measurement.	The figures and percentages reported in the indicator refer to the reporting period. Communication activities include internal communication emails, communications on the intranet and the corporate university website (UniUOL), displays, screen savers, as well as general offline communications (posters, flyers etc.). For “permanent employees” and “full-time employees,” we considered employees with an indefinite-term contract working 6 to 8 hours per day (in accordance with the CLT regime): directors, managers, coordinators, specialists, supervisors, operational employees and apprentices. Independent directors are not considered employees. For “temporary employees” and “part-time employees,” we considered employees with a contract for a limited period working 6 to 8 hours per day. There are no such employees in the organization. Interns are not considered. Business partners are acquiring suppliers and customers. The stratification was performed at the following levels: Officer, Manager, Coordinator/Specialist, Supervisor, Operational, Intern and Apprentice. For “anti-corruption training,” we consider courses included in the mandatory training curriculum and specific courses for sensitive areas made available on the UniUOL platform. Employees who do not complete the training within the required period are communicated and may have their user access blocked.
	205-3*	Confirmed incidents of corruption and actions taken	page 26. No cases were recorded in 2025.	–	–	We consider “Confirmed cases” those that are final and unappealable and “corruption” according to Law 12,846. For “permanent employees” and “full-time employees,” we considered employees with an indefinite-term contract working 6 to 8 hours per day (in accordance with the CLT regime): officers, managers, coordinators, specialists, supervisors, operational employees and apprentices. For “temporary employees” and “part-time employees,” we considered employees with a contract for a limited period working 6 to 8 hours per day. There are no such employees in the organization. Interns are not considered.
Anti-competitive behavior						
GRI 206: Anti-competitive Behavior 2016	206-1*	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	page 26. No cases were recorded in 2025.	–	–	The identification of legal proceedings related to unfair competition, antitrust violations and monopolies is carried out through continuous monitoring of legal proceedings involving PagSeguro Group companies, using the ESPAIDER platform and information obtained from courts and specialized providers. The cases are analyzed by the Legal Department and classified according to their nature; during the reporting period, no proceedings falling into these categories were identified.

** Indicators subject to limited assurance by PwC Brasil.*

GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
Energy						
GRI 302: Energy 2016	302-1*	Energy consumption within the organization	page 76. Includes renewable electricity purchased from solar sources.	–	–	For the quantification of energy consumption, the Company's own facilities and administrative offices were considered, including both owned and leased spaces. Consumption exclusively comprises electricity, measured based on utility bills and information from the free energy market. At offices shared with other UOL Group companies, consumption is allocated to PagBank proportionally to the occupancy rate of each location, calculated based on the number of employees using the space. Specifically, at the Barão de Limeira facility, consumption is calculated using an allocation spreadsheet provided by the building management, supplemented by measurements from the Company's own meters for comparison and validation purposes. The Company does not sell electricity, heating, cooling or steam, nor does it purchase these inputs. For the reporting period, electricity accounted for 100% of PagSeguro's energy consumption. Energy consumed within the organization refers to electricity purchased from the grid and consumed at facilities under the Company's operational control.
	302-3*	Energy intensity	page 76	–	–	
Water and effluents						
GRI 303: Water and Effluents 2018	303-5	Water consumption	page 76	–	–	We currently do not conduct systematic consultations of public platforms to assess areas of water stress. We recognize, however, that this practice is relevant and are evaluating its future implementation. As for water withdrawal, all consumption is supplied by local utilities. The amount consumed is monitored primarily through utility bills, which are compiled in spreadsheets tracking consumption and costs. The Faria Lima and Mario Garnero buildings have their own meters, which allow direct monitoring of consumption. At the other locations, consumption is measured by the building management and included in the monthly charge, and is recorded in spreadsheets. We maintain records in spreadsheets based on utility or building management charges. In addition, the organization does not store water. As a result, no significant impacts related to this activity have been identified, and no specific criteria were required to determine them.

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GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
GHG emissions						
GRI 305: Emissions 2016	305-1*	Direct (Scope 1) GHG emissions	page 75. The consolidation approach considers equity ownership.	–	–	The company also reports stationary combustion; however, there was no diesel consumption in 2025. For the calculation of fugitive emissions, the occupancy rate of offices shared with other UOL Group companies is applied to ensure greater accuracy in the allocation of emissions. Emissions were calculated in accordance with the methodology and assumptions established by the Brazilian GHG Protocol Program. Data on fugitive emissions are obtained from invoices for refrigerant gas replacement in air-conditioning equipment, which is managed by the Facilities department. This area consolidates and provides consumption information for the GHG inventory, while the ESG area conducts the methodological review, validates the data and consolidates the information for final reporting. The process includes consistency checks and documentary traceability to ensure the quality of the reported information.
	305-2*	Energy indirect (Scope 2) GHG emissions	page 75	–	–	For the quantification of Scope 2 emissions, electricity consumption data from the organization's facilities were considered, based on utility bills and internal consumption records. Where the organization occupies part of shared buildings, consumption was calculated using an allocation based on the occupied area or the criteria established for each location. In 2025, the occupancy rates considered were: Faria Lima (88%), Mario Garneiro (100%), Barão de Limeira (51%), Rio de Janeiro (43%), Maringá (100%), Florianópolis (100%), João Pessoa I (100%) and João Pessoa II (100%). Consumption data are originally received in kWh, as reported by utilities, and subsequently converted to GJ to comply with GRI reporting requirements. For GHG emissions calculations, energy consumption is converted to MWh whenever necessary to apply emission factors. For electricity from Brazil's National Interconnected System (Sistema Interligado Nacional – SIN), the Brazilian Electricity System emission factors applicable to 2025 are used, as officially published by the Ministry of Science, Technology and Innovation (MCTI). In 2025, the Company purchased I-RECs equivalent to 100% of electricity consumption eligible for compensation, resulting in the full neutralization of emissions reported under the market-based approach. Calculations were performed in accordance with the guidelines of the Brazilian GHG Protocol Program.
	305-3	Other indirect (Scope 3) GHG emissions	page 75	–	–	We follow the assumptions of the Brazilian GHG Protocol Program. We consider "significant changes" to be major changes in the final inventory value (more than 40%) compared with the previous year. Scope 3: Purchased goods and services; Employee commuting; Investments; Waste generated in operations; Upstream transportation and distribution; End-of-life treatment of sold products; Use of sold products; Business travel. The reported data are based on direct measurements, corporate records, estimates, and modeling, as applicable to each category, through the collection of information from the responsible internal areas.

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GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
GRI 305: Emissions 2016	305-5	Reduction of GHG emissions	No reduction initiatives were implemented, as the base year was still being defined due to financed emissions.	–	–	Emissions are calculated following the methodology and assumptions established by the Brazilian GHG Protocol Program. The organization monitors its greenhouse gas emissions annually by preparing an emissions inventory. Reductions are monitored by comparing the inventory for the reporting period with the results obtained in the previous year. The assessment considers total emissions. The associated primary effects correspond to reductions resulting directly from actions implemented by the organization in its operations. Significant secondary effects refer to the indirect impacts resulting from these actions, when applicable. The organization considers "significant changes" to be variations of more than 40% in total inventoried emissions compared with the previous reporting period.
Waste						
GRI 306: Waste 2020	306-3	Waste generated	page 77	–	–	Waste information was compiled exclusively based on waste generated at the Company's headquarters. Waste management, collection, segregation, weighing and disposal are carried out by a specialized third-party company responsible for monitoring and issuing supporting documentation confirming final disposal. The recyclable waste reported includes cardboard, white office paper, mixed paper, mixed recyclables, plastics in general, expanded polystyrene, scrap metal and glass. Non-recyclable waste consists primarily of sanitary and organic waste, which is sent for environmentally appropriate treatment and final disposal. The reported information is based on Certificates of Final Disposal provided by the contracted company.
	306-4	Waste diverted from disposal	page 77	–	–	Waste information was compiled exclusively based on waste generated at the Company's headquarters. Waste management, collection, segregation, weighing and disposal are carried out by a specialized third-party company responsible for monitoring and issuing supporting documentation confirming final disposal. The recyclable waste reported includes cardboard, white office paper, mixed paper, mixed recyclables, plastics in general, expanded polystyrene, scrap metal and glass. Non-recyclable waste consists primarily of sanitary and organic waste, which is sent for environmentally appropriate treatment and final disposal. The reported information is based on Certificates of Final Disposal provided by the contracted company.

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GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
Supplier environmental assessment						
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	pages 78-79	–	–	"New suppliers" are those onboarded during the reporting year, assessed as higher risk and collectively accounting for approximately 98% of centralized spending. Centralized spending refers to spending managed directly by the Procurement/Supply Chain area. For "environmental criteria," we consider: documentary qualification and an assessment of the environmental topics evaluated during supplier registration and approval (environmental licensing, the Brazilian Institute of Environment and Renewable Natural Resources (IBAMA) registration, Environmental Risk Prevention Program (PPRA), ISO 14001, and waste management and recycling programs). For the calculation of the reported percentage, the following was considered: / New suppliers selected based on environmental criteria / New suppliers.
	308-2	Negative environmental impacts in the supply chain and actions taken	pages 78-79	–	–	The supplier base considered for reporting comprises active direct raw material suppliers during the year. The environmental assessment of centralized suppliers is an integral part of the annual supplier approval process, which is managed by the Supply Chain area. We consider "actual and potential negative environmental impacts" to be those caused wholly or partially by the Company, or directly associated with our activities, products, or services as a result of the relationship with a supplier. We consider "significant negative impacts" to be direct or indirect impacts generated or identified by our suppliers that may affect a broad range of stakeholders as a result of social, environmental and climate impacts.
Employment						
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	pages 49-50	–	–	The new-hire rate considers the breakdown of hires by gender, region and age group relative to total hires during the reporting year. The turnover rate considers total terminations relative to total employees during the reporting year. For the calculation, all employees reported under Indicator 2-7 were considered: Officers, managers, coordinators and specialists, operational employees and apprentices.
	401-2	Benefits provided to full-time employees	page 51	–	–	"Employees" were considered to be all individuals with whom PagBank maintains an employment relationship, except for interns and outsourced workers. These include officers, managers, coordinators and specialists, supervisors, operational employees and apprentices.
	401-3	Parental leave	page 51	–	–	"Employees" were considered to be all individuals with whom PagBank maintains an employment relationship, except for interns and outsourced workers. These include officers, managers, coordinators and specialists, supervisors, operational employees and apprentices.

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GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
Occupational health and safety						
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	pages 57-58	–	–	"Employees" were considered to be all individuals with whom PagBank maintains an employment relationship, except for interns and outsourced workers. These include officers, managers, coordinators and specialists, supervisors, operational employees and apprentices. "Workers who are not employees" are considered to be interns.
	403-3	Occupational health services	pages 57-58	–	–	"Employees" were considered to be all individuals with whom PagBank maintains an employment relationship, except for interns and outsourced workers. These include officers, managers, coordinators and specialists, supervisors, operational employees and apprentices. "Workers who are not employees" are considered to be interns.
	403-6	Promotion of worker health	pages 57-58	–	–	"Employees" were considered to be all individuals with whom PagBank maintains an employment relationship, except for interns and outsourced workers. These include officers, managers, coordinators and specialists, supervisors, operational employees and apprentices. "Workers who are not employees" are considered to be interns.
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	pages 57-58	–	–	The organization considers "significant occupational health and safety impacts" to be those that may result in substantial risks to the physical, mental, or social integrity of employees in the performance of their duties, including accidents resulting in leave from work, recognized occupational diseases, inadequate environmental conditions, or any event that may significantly compromise well-being in the workplace.
	403-8	Workers covered by an occupational health and safety management system	pages 57-58	–	–	"Employees" were considered to be all individuals with whom PagBank maintains an employment relationship, except for interns and outsourced workers. These include officers, managers, coordinators and specialists, supervisors, operational employees and apprentices. "Workers who are not employees" are considered to be interns.

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GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
GRI 403: Occupational Health and Safety 2018	403-9*	Work-related injuries	page 58	–	–	We consider accidents to be serious when they involve multiple bodily injuries, burns, death, crushing injuries or amputations. For all accidents involving workers during working hours or while commuting from home to work or from work to home, a Workplace Injury Report (CAT) must be issued and the mandatory notification must be made. The basis used to determine the total number of hours worked is the sum of the monthly working hours of all workers. "Employees" were considered to be all individuals with whom PagBank maintains an employment relationship, except for interns, outsourced workers, and employees located abroad. These include officers, managers, coordinators and specialists, supervisors, operational employees and apprentices. "Workers who are not employees" are considered to be interns. The headcount provided by Human Resources comprises the active employee base extracted from the SAP system at the close of the reporting period. Interns are not considered, and the following assumptions are used to calculate total man-hours worked (HHT): total number of employees (headcount), multiplied by 8 hours per day, multiplied by 20 days per month, and multiplied by 11 months per year (excluding one month of vacation). All accidents are subject to mandatory reporting, whether they are commuting-related or occur at the workplace. Records are maintained in Excel spreadsheets, including the type of accident, employee name, and personnel number. No fatalities were recorded in 2025.
	403-10	Work-related ill health	pages 57-58	–	The diversity of diagnoses recorded did not allow for the categorization and measurement of the predominant types of occupational diseases.	"Employees" were considered to be all individuals with whom PagBank maintains an employment relationship, except for interns and outsourced workers. These include officers, managers, coordinators and specialists, supervisors, operational employees and apprentices. "Workers who are not employees" are considered to be interns. The identification of occupational diseases subject to mandatory reporting is carried out through the Occupational Health and Safety System (SOC), based on the assessments provided for under the Risk Management Program (PGR) and Occupational Health Medical Control Program (PCMSO). No cases of occupational diseases were recorded during the reporting period. The organization reinforces this management through training, awareness campaigns, and occupational health monitoring of employees.
Training and education						
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	page 56	–	–	The average number of training hours is calculated per employee. Training activities considered include courses, training sessions, classes and other activities. The average number of hours was calculated based on the actual time spent on and recorded for training activities. The definition of employees adopted for this indicator considers all individuals with whom PagBank maintains an employment relationship, including interns and excluding outsourced workers. Functional categories were stratified at the following levels: Officer, Manager, Coordinator and Specialist, Supervisor, Operational (including interns) and Apprentice.

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GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
GRI 404: Training and Education 2016	404-2	Programs for upgrading employee skills and transition assistance programs	pages 54-55	–	–	–
	404-3	Percentage of employees receiving regular performance and career development reviews	page 56	–	–	The activities considered in the "regular performance and career development review" process were those related to the performance of the duties assigned to employees at each level, function, and specific area. The definition of employees adopted for this indicator considers all individuals with whom PagBank maintains an employment relationship, including interns and excluding outsourced workers. Functional categories were stratified at the following levels: Officer, Manager, Coordinator and Specialist, Supervisor, Operational (including interns) and Apprentice.
Diversity and equal opportunity						
GRI 405: Diversity and Equal Opportunity 2016	405-1*	Diversity of governance bodies and employees	pages 23, 53, 54	–	–	The definition of employees adopted for this indicator considers all individuals with whom PagBank maintains an employment relationship, including interns and excluding outsourced workers. Independent officers were not considered because they perform governance functions but do not have an employment relationship with the Company. Functional categories were stratified at the following levels: Officer, Manager, Coordinator and Specialist, Supervisor, Operational, Apprentice and Interns.
	405-2*	Ratio of basic salary and remuneration of women to men	-	–	We do not publicly report the ratio between the base salary and compensation received by women and those received by men, as this information is considered strategic. We are evaluating the publication of these data in the coming years.	–
Child labor						
GRI 408: Child Labor 2016	408-1*	Operations and suppliers at significant risk for incidents of child labor	-	–	Incomplete/unavailable information. Although we have made progress in third-party management through the implementation of the Linkana platform and the Supplier Code of Conduct, the data collected have not yet been consolidated to provide a detailed mapping of risks and operations with potential child labor and forced labor in accordance with the GRI methodology. Structuring this data collection is currently being planned.	–

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GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
Forced or compulsory labor						
GRI 409: Forced or Compulsory Labor 2016	409-1*	Operations and suppliers at significant risk for incidents of forced or compulsory labor	-	–	Incomplete/unavailable information. Although we have made progress in third-party management through the implementation of the Linkana platform and the Supplier Code of Conduct, the data collected have not yet been consolidated to provide a detailed mapping of risks and operations with potential child labor and forced labor in accordance with the GRI methodology. Structuring this data collection is currently being planned.	–
Local communities						
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	pages 64-73	–	–	We consider "Operations" to include all PagBank offices/operating locations, including all departments and employees of the Company, without exception. Significant risks are risks related to critical concerns connected to the business that may affect the company operationally and/or financially. The measurement of actions that determine social impacts is carried out based on the investment or expenditure incurred and their operational results (such as the number of people trained, engaged, impacted etc.). Environmental impact assessments are conducted by the Social Investment and ESG areas according to the nature and materiality of the community projects invested in, where they have an inherent positive or negative environmental impact. Continuous monitoring is maintained for as long as the company supports the respective projects. The Company determines the needs of local communities and the criteria for reflecting them in development programs based on the alignment between its social investment strategy and the needs identified by project proponents. The criteria for stakeholder mapping are based on identifying those directly and indirectly impacted by the Company's social investment actions, in addition to its direct customers. Consultation processes for determining vulnerable groups consider household income, education level, geographic region, gender and race of the populations served and/or impacted, based on public data issued by different government bodies, data from nongovernmental organizations and/or proprietary research. The Company considers "engagement with the local community" to be non-commercial actions carried out by the Company and/or its partners with the objective of generating positive impacts or mitigating negative social and environmental impacts and that require the active participation of the communities to be impacted.

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GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
GRI 413: Local Communities 2016	413-2	Operations with significant actual and potential negative impacts on local communities	No operations with actual or potential significant negative impacts on local communities were identified during the reporting period.	–	–	We consider "Operations" to include all PagBank offices/operating locations, including all departments and employees of the Company, without exception. "Actual and potential significant negative impacts" are identified based on social and environmental criteria monitored by the Social Investment department. Examples of social and environmental criteria include income, employability, demographics and diversity, greenhouse gas emissions, polluting activities, energy and fuel consumption, among others. The Company defines "local communities" as the cities where it has administrative and commercial operations.
Supplier social assessment						
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	pages 78-79	–	–	"New suppliers" were considered to be those approved during the reporting year that are assessed as higher risk and that collectively account for approximately 98% of centralized spending. Centralized spending refers to spending managed directly by the Procurement/Supply Chain area. Calculation formula = New suppliers selected based on social criteria / New suppliers The social criteria considered are: compliance with legal obligations (Brazilian National Social Security Institute – INSS, Length-of-Service Guarantee Fund – FGTS), PCMSO, Health and Safety certifications, safety initiatives and community development initiatives.
	414-2	Negative social impacts in the supply chain and actions taken	pages 78-79	–	–	The Company considers "negative social impacts" associated with suppliers to be any non-compliance with Brazilian legislation related to labor, children and adolescents, gender, race, sexual orientation and other social issues. The concept adopted by the organization for "actual and potential significant social impacts" refers to the risks of non-compliance with regulations and fines related to labor issues, children and adolescents, gender, race, sexual orientation and other social issues. The Company determines which actual and potential negative social impacts are significant based on the assessment conducted through the annual supplier registration and approval questionnaire, submission of documentation and other supplier research. The social criteria considered in supplier approval are: compliance with legal obligations (Brazilian National Social Security Institute – INSS, Length-of-Service Guarantee Fund – FGTS), PCMSO, Health and Safety certifications, safety initiatives and community development initiatives. Calculation rationale: total suppliers identified with negative social impacts / total suppliers assessed.
Public policy						
GRI 415: Public Policy 2016	415-1	Political contributions	We do not make financial contributions to politicians or political parties.	–	–	The Company does not disclose information on contributions of a non-political nature.

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GRI Standard	Code	Content/Indicator	Page/Comment	Assurance	Omission	Basis for preparation | Assumptions and criteria
Marketing and labeling						
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	All our financial products and services are covered by information and regulatory compliance procedures, in accordance with the requirements of applicable regulatory agencies.	–	–	The reporting of substances that may have social or environmental impacts considers the requirements established by regulatory authorities and Brazilian legislation for each category in the product portfolio. The Company applies the criteria established by regulatory authorities and Brazilian legislation for each category in the product portfolio, as well as information provided by manufacturers, to determine the safe use of products and services and the appropriate disposal of its products. The criteria used to determine the significant categories were based on regulations established by regulatory agencies and the Brazilian legislation.
	417-3	Incidents of non-compliance concerning marketing communications	In 2025, we recorded no cases of non-compliance related to marketing communications, including advertising, promotion and sponsorship, whether resulting from external regulations or voluntary codes adopted internally.	–	–	The information was reported in accordance with the requirements of federal legislation and regulatory agencies, considering the active portfolio during the year. For reporting the indicator results for the reporting period, we considered notifications recorded in the internal legal system related to marketing, advertising, promotion, sponsorship and other communications subject to the same guidelines and procedures.
Customer privacy						
GRI 418: Customer Privacy 2016	418-1*	Substantiated complaints concerning breaches of customer privacy and losses of customer data	In 2025, PagBank received 168 substantiated external messages through its dedicated privacy contact channel (i-lgpd@uolinc.com). The contacts concerned requests for erasure and complaints related to account openings that were not recognized by the account holder. This figure does not include requests submitted by data subjects through the self-service tools made available by PagBank to exercise rights under the LGPD. In addition, two formal complaints were submitted by data subjects to the Brazilian Data Protection Authority (ANPD), both of which were duly answered within the applicable deadlines. No complaints were received from regulatory agencies regarding privacy violations during the period and there were no recorded incidents involving the leakage, theft, or loss of client data.	–	–	We consider “substantiated complaints” to be those that were assessed and found to have materialized as defined under the Brazilian General Data Protection Law (LGPD), which establishes requirements regarding the leakage, theft or exposure of personal data, as well as the definition of “breaches of privacy.” We consider “significant fluctuations” to be large variations (+50%) compared with the amount reported in the previous year.

** Indicators subject to limited assurance by PwC Brasil.*

SASB Index

SASB - TC-SI

SASB Topic	Code	Metric	Page/Comment
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	Total energy consumed and percentage of grid energy	Total energy consumed: 9,472.61 GJ. 100% of the energy consumed comes from the grid and 100% is sourced from solar energy, as evidenced by I-RECs.
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of privacy policies and practices	page 36
Data Privacy & Freedom of Expression	TC-SI-220a.3	Amount of monetary losses in legal proceedings associated with privacy	No monetary losses were recorded as a result of legal proceedings or administrative penalties associated with user privacy.
Data Privacy & Freedom of Expression	TC-SI-220a.4	Number of government requests for data.	The total number of requests received was 15,077. PagBank responds to legally grounded requests received from competent authorities. However, under its internal policy, it does not disclose the percentage of cases that resulted in the actual disclosure of data.
Data Security	TC-SI-230a.1	Number of data breaches (data breaches) involving personal data and users affected	In 2025, PagBank did not record any incidents involving the leakage, theft, or loss of customer data. There were no data breaches, and no users were affected by incidents of this nature during the reporting period.
Data Security	TC-SI-230a.2	Description of the approach to cybersecurity risk management and incident response.	page 36
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.2	Employee turnover	page 48
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.3	Description of recruitment, inclusion and engagement efforts	page 48
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Number of system disruptions, total downtime, and % impact on the network.	In 2025, PagBank recorded 25 service interruption or degradation incidents across its platforms, totaling 873 minutes of downtime (14 hours and 33 minutes). For PagBank (Digital Account and Digital Channels), there were 13 incidents, totaling 595 minutes of cumulative downtime, with average availability of 99.89%. In the in-person payments segment, there were seven incidents, totaling 84 minutes of downtime, with availability of 99.98%. In the cards segment, there were five incidents, totaling 194 minutes of downtime, with availability of 99.96%.
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.2	Approach to cybersecurity risk management	page 36-39

** Indicators subject to limited assurance by PwC Brasil.*

A FREE TRANSLATION OF THE ORIGINAL IN PORTUGUESE

Independent auditors' limited assurance report

on the non-financial information contained in the 2025 Sustainability Report

To The Board of Directors and Stockholders
PagSeguro Digital Ltd.
São Paulo - SP

Introduction

We were engaged by PagSeguro Digital Ltd. ("Company" or "PagSeguro") to present our limited assurance report on the non-financial information contained in the 2025 Sustainability Report of PagSeguro, as detailed in the GRI Content Summary, for the fiscal year ended December 31, 2025.

Our limited assurance does not extend to information from prior periods or to any other information disclosed in conjunction with the 2025 Sustainability Report, including any images, audio files, or embedded videos.

Responsibility of the Management of PagSeguro

The management of PagSeguro is responsible for:

(a) Selecting or establishing appropriate criteria for the preparation and presentation of the information contained in the 2025 Sustainability Report.

(b) Preparing the information according to the GRI Standards and with the basis of preparation, prepared by the Company itself;

(c) Designing, implementing and maintaining internal controls over the relevant information for the preparation of the information contained in the 2025 Sustainability Report, so that it is free from material misstatement, whether due to fraud or error.

Limitations in the preparation and presentation of non-financial information and indicators

In preparing and presenting non-financial information and indicators, management followed the definitions set out in the basis of preparation prepared by the Company and the GRI Standards., therefore, the information presented in the 2025 Sustainability Report is not intended to ensure compliance with social, economic, environmental, or engineering laws and regulations. The aforementioned standards, however, provide for the presentation and disclosure of any non-compliance with such regulations in the event of significant sanctions or fines.

The absence of a significant set of established practices to rely on for evaluating and measuring non-financial information allows for different yet acceptable evaluation and measurement techniques, which can affect comparability between entities and over time.

Our independence and quality management

We comply with the independence requirements and other ethical demands of the Federal Accounting Council (CFC), which are based on the principles of integrity, objectivity, competence, and professional diligence, and which also consider the confidentiality and behavior of employees.

We applied NBC PA 01 - Quality Management for Independent Auditors' Firms (Legal Entities and Individuals), and consequently projected, implemented and maintained a comprehensive quality management system, including policies and procedures related to compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Responsibility of the independent auditors

Our responsibility is to express a conclusion on the non-financial information contained in the 2025 Sustainability Report based on limited assurance engagement conducted in accordance with NBC TO 3000 - "Assurance Engagements other than Audits or Reviews," issued by the CFC, which is equivalent to the international standard ISAE 3000 - Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by International Auditing and Assurance Standards Board (IAASB), applicable to non-financial information. These standards require that the work be planned and performed for the purpose of obtaining limited assurance that the non-financial information included in the 2025 Sustainability Report, taken as a whole, is free from material misstatement, whether due to fraud or error, and to issue a limited assurance report that includes our conclusion.

A limited assurance engagement performed in accordance with NBC TO 3000 (ISAE 3000) consists mainly of making inquiries of PagSeguro management and other PagSeguro Digital Ltd. employees which are involved in the preparation of the information and applying analytical procedures to obtain evidence that allows us to issue a limited assurance conclusion on the information taken as a whole. A limited assurance engagement also requires the execution of additional procedures when the independent auditor becomes aware of matters that lead them to believe that the information disclosed in the 2025 Sustainability Report, taken as a whole, might present significant misstatements.

As part of a limited assurance engagement in accordance with NBC TO 3000 (ISAE 3000), we exercise professional judgment and maintain professional skepticism throughout the engagement. We also:

(a) We determine the appropriateness in the Company's circumstances of using the GRI Standards as a basis for the preparation of non-financial information and indicators.

(b) We perform risk assessment procedures, including obtaining an understanding of the internal controls relevant to the work, to identify where relevant misstatements are likely to arise, whether due to fraud or error, but not for the purpose of providing a conclusion on the effectiveness of the Company's internal controls.

(c) We design and implement procedures that address cases where significant misstatements in non-financial information and indicators are likely to arise. The risk of not identifying a relevant misstatement resulting from fraud is greater than the one resulting from error, as fraud may involve collusion, forgery, willful omissions, or breach of internal controls.

Summary of procedures performed

The procedures selected are based on our understanding of the aspects related to the compilation, materiality and presentation of the information contained in the 2025 Sustainability Report, other circumstances of the engagement and our analysis of activities and processes associated with material information disclosed in the 2025 Sustainability Report, where significant misstatements might exist. The following procedures were adopted:

(a) planning the work taking into consideration the materiality and the volume of quantitative and qualitative information and the operational and internal control systems that were used to prepare the information contained in the 2025 Sustainability Report;
(b) understanding the calculation methodologies and the procedures adopted for the compilation of the indicators through inquiries with the managers responsible for the preparation of the information;
(c) the application of analytical procedures on quantitative information and inquiries about qualitative information and its correlation with the indicators disclosed in the 2025 Sustainability Report;
(d) the application of substantive tests for certain non-financial information and indicators; and
(e) for cases where non-financial data correlates with financial indicators, the comparison of these indicators with the audited financial statements.

The limited assurance engagement also included the analysis of adherence to the GRI Standards, and to the provisions in the basis of preparation prepared by the Company.

Our procedures did not include assessing the design adequacy or operational effectiveness of the controls, testing the data on which the estimates are based, or separately developing our own estimate to compare with the estimate of PagSeguro.

We believe that the evidence obtained in our job is sufficient and appropriate to support our conclusion in a limited manner.

Scope and limitations

The procedures applied in a limited assurance engagement are substantially less in scope than those applied in a reasonable assurance engagement for the purpose of issuing an opinion on the data contained in the 2025 Sustainability Report. Consequently, we were unable to obtain reasonable assurance that we became aware of all the significant matters that might have been identified in a reasonable assurance engagement. If we had performed our engagement for the purpose of issuing an opinion, we might have identified other matters and potential misstatements that may exist in the 2025 Sustainability Report. Therefore, we will not issue an opinion on this information.

Non-financial data is subject to more inherent limitations than financial data, given both the nature and the diversity of the methods used for determining, calculating or estimating such data. Qualitative interpretations of the relevance, materiality and accuracy of the data are subject to individual assumptions and judgments. In addition, we have not performed any procedures in relation to the information presented for prior periods, forecasts and goals. Our assurance report should be read and understood in the context of the inherent limitations of the process of preparing non-financial information and indicators by management, including the fact that this information is not intended to assure compliance with social, economic, environmental, or engineering laws and regulations.

The contents included in the scope of this assurance engagement are presented in the GRI Content Summary of the 2025 Sustainability Report.

Conclusion

Based on the procedures performed, described herein and the evidence we obtained, no matter has come to our attention that causes us to believe that the non-financial information contained in the 2025 Sustainability Report of PagSeguro, were not compiled, in all relevant aspects, in accordance with the criteria established by the basis of preparation and by the GRI Standards.

Other matters - Restriction of use and distribution

This report was prepared for the use of PagSeguro and may be presented or distributed to third parties, provided they are familiar with the subject matter and criteria applicable to this assurance engagement, in view of the specific purpose described in the first paragraph of this report.

Any party other than PagSeguro that obtains access to this report, or a copy of it, and relies on the information contained herein will do so at its own risk. We do not accept or assume any responsibility and disclaim any liability to any party other than PagSeguro for our work, the assurance report or our findings.

São Paulo, July 31, 2026.
PricewaterhouseCoopers

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