

[00:00:18] **Felipe Peres** – Good Morning! Thank you for participating in our virtual meeting to present the 3Q22 results. A few quick reminders before we get started. This event is being recorded and has simultaneous translation into English. Those who wish to hear the audio in English, just click on the “interpretation” button at the bottom of the screen. During the meeting, we will show the presentation in Portuguese. To view the document in English, simply access it on our investor relations website (www.bbseguridaderi.com.br), at the address shown here. During the presentation, anyone wishing to submit questions just click on the “Q&A” button. We will also allow some questions to be asked via audio after the presentation exclusively in Portuguese. With us today are Ullisses Assis, CEO of BB Seguridade and Rafael Sperendio, Director of Finance and Investor Relations. I pass the floor to Ullisses, who will start the presentation. Ullisses may proceed, please.

[00:01:26] **Ullisses Assis** – Good morning, everyone! I would like to begin by thanking all of you immensely for being here at our call, to talk about the 3Q22 results. We are very happy with our result. And even before talking a little about the numbers and passing it on to Rafael to talk about the numbers, I would like to talk a little about some highlights and bring a little of what we have been doing in terms of structuring strategies. Bringing here the highlights of this quarter, we arrive at a net profit of R\$1.65 billion, which is a new record for the company's quarterly result. It is a result that we are very happy with, mainly because it is being built on very solid foundations. That's when we see an operating result really growing 48% year on year, R\$1.4 billion in the consolidated. All lines of business grew very robustly, 45% growth in insurance premiums. We reached R\$5.0 billion in written premiums. Loss ratio 14.7 p. P. lower than it was in the same period last year. Pension plan growth of around 30%, R\$15.0 billion in collection in 3Q22. Net inflows are once again positive compared to the last quarters. So, in 3Q21, in the same period we had R\$1.2 billion in negative net funding, now R\$1.8 billion positive. Capitalization also with growth above 40%. It is a market that we lost leadership in a few years ago. We aim to regain leadership. We are growing very consistently this year. All of this leading the brokerage to post revenues of R\$1.3 billion, a growth of 23% over the same period last year. This operating result is really growing on very solid bases in all lines of business. And the financial result, as we already predicted there at the end of last year, the financial result too, having a little more representation in the company's total result, reaching R\$232 million in this 3Q22 compared to R\$14 million in 3Q21. Speaking a little about our strategic lines. I always comment that we have three fronts that we have pursued in this management that are in our mandate: technological modernization and digital transformation, diversification of distribution channels and customer strategy. Starting here with technological modernization. We continue to grow, quarter after quarter, in relation to the representativeness of digital sales growing. We reached 13.8%, growing 10% over the same period last year. During this period – in these first 9 months of the year – 100% of our digital journeys were reviewed according to best practices. So, thus, extremely simplified contracting for our customers within the “App”. It is a work that has been developed with great mastery. And we reached a record R\$2.9 billion in

deals made from analytical intelligence. What do we mean by that? Of everything we sold R\$2.9 billion this year, the customer was impacted before making the purchase, whether physical or digital, but he was impacted by some of our digital marketing actions. This is 112% higher than what we did in the first nine months of last year. It is an investment in technology, and we can already see that it has had many effects. I would say that we were very bold at the beginning of this year investing, planning to invest, approving the total investment of almost R\$600 million in digital transformation. We can already see that the fruits are being reaped and the investment is really being done very well. We reached a total investment of R\$350 million by September and within our delivery schedule – which I had mentioned to you since last year: that our idea was to anticipate our new IT architecture, our digital transformation, by one year – the initial “roadmap” was for the end of 2023 and we brought it to the end of 2022 and we are 75% completed by September and we will deliver 100% by December, as we had already announced. So, taking very big steps, but the reverse schedule working very well, we will have the conclusion of this whole process, which will give us more distribution potential, whether in Banco do Brasil channels or in other channels. I think this transformation is also fundamental so that, thinking about a new market, mainly an open finance market, where we can work with a hyper-customization model, which is our main objective in terms of delivery, value proposition in the coming quarters and in the coming years. You can pass Felipe. Speaking a little bit about the distribution diversification strategy, this is another fact that makes us very happy, because back in the beginning, when I started talking about this strategy, we had an initial ambition of having 10 partnerships in the first half of this year, we closed June with 23 and in September, already with 45 partnerships with various types of companies, we have 11 more partnerships under negotiation and we are already starting to reap the benefits of this strategy. When we look at it on the left side, we issued R\$814 million in premiums this year through other channels. This is a business that did not exist within the company, we created it from scratch. Of course, it is still very focused on the rural segment and on credit life. The other products will come, we will start to see results from these products in the short and medium term, but these, mainly, which were the flagship products, we have finished. Also due to the model of partnership that we established with cooperatives, with correspondent banks in the agricultural sector, we expected really strong growth in this segment, but for you to have an idea, to materialize this strategy, in agricultural insurance alone we issued 737 million premiums. If our strategy here were an insurance company, it would already be the third insurance company in the agricultural insurance issuance market. So, we would be the first, which is within the bank's distribution network, and we would also be the third in the open sea. So, we created a business from scratch, in one year, which today would represent the third player in the market if it were an individualized business. What shows that we are on the right path in terms of our diversification strategy is a business model that, as I mentioned earlier, we have created structures within the BB Seguros holding itself and each of our affiliates in the sense of to expand these channels and really take our products to more and more customers inside and outside Banco do Brasil. You can move on to the next one, Felipe. And I would like to talk to you a little quickly about customer experience, which I think is an ambition, it is a very strong impression that we have

and it is very necessary and I would say that we have done a lot this year and I would even like to bring it here to render some accounts and to show how structuring some of the actions that we are carrying out are. First, this year we had growth in our customer base at a rate of 4% in the number of customers, 15% growth in capitalization customers, 9% in residential, 4% in life insurance. And even with a growth in the customer base and a high loss ratio, especially in the first quarter, specifically in rural areas, we were able to improve our NPS and significantly reduce our volume of complaints. When we look at the reduction of complaints, we reduced it by 26% in the 9M21 comparison against 9M22. When we look at the NPS, we had very significant growth, rural, with all the loss ratio, grew 5%, capitalization 26%, life 34%, we reached a 67% improvement in NPS and pension. What we have been doing is listening more and more to the customer in each of the interactions they have with our holding company so that we can effectively capture what this customer needs and be able to provide advice and service to him every time more timely, quick and resolute. I think the next step we are taking here is the relationship program. I even commented, I think that in the last call, what we did this year was to segment our entire customer base into levels of protection, we created a protection index to do this segmentation, to complement the segmentation that already exists at Banco do Brazil, and we are now increasingly ready to have a unified view of customers. Before, what we had was the following: the customer had the segmentation within Banco do Brasil, but when he acquired one of our products, he had the vision of that affiliate in relation to its business model, so Brasilprev saw only her clients, Brasilseg in the same way and Brasilcap in the same way. What we did this year was the CRM implemented in each of the affiliates and now taking the step of integrating the BB brokerage CRM with each of these companies, so that we have a unified view of customers. So, through this segmentation of this new customer relationship model. We were able to change a lot of relationship rules and more efficiency in communication, and this work will be strengthened over the coming quarters as the integration progresses. Even because, when we analyze our base internally, we are talking about practically half of the base with consumption of only one product, so we have a huge potential, potential and obligation to do a very strong cross-sell work within of our customer base and even because the most engaged customers, what we call overprotected, they have a profitability 10 times higher than other customers. So, what we want is to increasingly scale so that these customers have more consumption of BB Seguridade products and that we manage to take all of them to the maximum level of engagement. And this is the work we are doing through a program, the program was born now in October. It is still in a test model with 50,000 customers. We are validating some assumptions. We have already done 2 very robust tests this year in experiences called "game for life 1" and "game for life 2". The "game for life 1" our goal was to seek more and more customer behavioral information, needs, data sharing. In "game for life 2" we tested a series of tasks in relation to the series of models in relation to the stimulus of high consumption, and we saw that it was quite successful. And we brought all this intelligence into the relationship program, which has as its bias, to bring a series of benefits to customers, progressive discounts, to take a series of benefits, assistance, tasting of services so that this customer is more and more encouraged to centralize their business and their protection within our group. So, the customer will think 2 or

3 times more before switching insurance companies, because we will deliver an effective value proposition to the customer and, above all, deliver the right product at the right price at the right moment in the customer's life. And that's thanks to product improvements. As you can see below, between creation and revitalization, we delivered more than twenty-four products this year. Combined with technology and this customer intelligence, we are sure that we will be able to translate this into an effective value proposition, reducing churn, increasing profitability, increasing product consumption. You can pass, Felipe! I'll move on to Rafael now. I think that was this initial part, that was it. I'll pass it on to Rafael to talk a little about the numbers and at the end I'll be available for questions.

[00:13:33] Rafael Sperendio – Thank you Ullisses, Good morning gentlemen! Well, moving on to the presentation of the main highlights of our 3Q22 and year-to-date results. Profit of R\$1.7 billion in 3Q22, growth of 69% year-on-year, with strong sales growth, the main highlight here in the quarter, the rural segment. The moneylender also showed a strong recovery, I will go into some details later. And the capitalization segment itself also had a formidable collection performance throughout 3Q22. Finance also made a very important contribution, especially in relation to this, in 3Q21, we achieved, in the aggregate of all the companies in the group, a financial sum of R\$14.0 billion after taxes. In this 3Q22, 232 billion already present here 14.1% of the quarter's result, approaching that more normalized level that we previously had of financial contribution around 1/5 or 1/4 of the generation of results. In the 9M22 here we had a profit of R\$4.2 billion, growing 57% compared to the same period last year. Here, making that adjustment – normalizing the result for those temporal mismatches in updating the liabilities of the traditional plans, something that we were going to do, I believe it makes perfect sense, since this effect adds up to zero over time, there would be no reason not to eliminate this effect of the result to understand our ability to generate profit – so, if we segregated this effect, which totaled negative 123 billion in the accumulated of the 9 months, our profit would be R\$4.4 billion. In 9 months here, we have already surpassed the company's annual profit record, which was there in 2019, of R\$4.3 billion. On the next page, we have a breakdown of the composition of this growth in net income of R\$1.5 billion in the accumulated result for the year. So, we can see here a large part of this growth, it came from the improvement of the operation itself. So, of this R\$1.5 billion in profit variation, R\$877 billion came from the growth of the operation itself. Whether a sales performance, especially in the insurance segment here, materialized in the R\$710 billion growth in earned premiums. Be it in other products, also in the collection of pension funds and capitalization, as I said earlier, contributing here to brokerage revenue with an increase of R\$261 billion. The other important driver of operating growth was the reduction in claims, although we had this event of agricultural claims, as Ullisses mentioned, very concentrated in 1Q22 in the aggregate here, in the total effect, the impact ended up being much smaller than that problem that we had in 2021, due to the covid of products with death coverage. So, the compound effect here of the increase in the rural claims ratio and the reduction in the claims ratio of life products ended up being quite positive and contributing here in the net effect to a substantial growth in the operating result. So, finally, here in the last component, offsetting part of this growth, we have a

negative impact of R\$396 million, mainly due to the increase in expenses. These expenses arise here, either from a variable cost associated with the increase in events that is natural to the operation's growth, the inflation adjustment in expenses, mainly collective bargaining, expenses that have some relation to the inflation of the period and the investments themselves, as Ulisses mentioned in terms of infrastructure, whether in technology or in commercial areas, to support our expansion of channels. The financial amount of R\$1.5 billion contributed with R\$654 million. We see that R\$476 million coming from the increase in the average balance of funds and the average rate, rate mainly here, effect of Selic. The time mismatch here, as we look at a longer period, it already has a smaller impact on the result, but it is a little more negative than it was last year, with a negative impact of R\$13 million. And finally, there is the effect arising from the opening of the yield curve, which was much higher in the 9M21. This year, R\$49 million negative mark-to-market adjustment versus R\$240 million negative mark-to-market adjustment last year, so this adds up to a R\$654 million increase in financials for the year. On the next page we have a breakdown, so I start to get into that breakdown that you are already used to, by operation. Starting with the insurance operation here, we see premiums written growing 45% year-on-year in the third quarter, growing 30% year-to-date. Rural, with a fantastic performance here, of 73% year-on-year growth, 56% in the accumulated. The moneylender who had been having difficulty at the beginning of the year, we continue in a strong trend of recovery of this performance, including already growing above the markets in the nine months, 46% growth year on year, 13% already in the accumulated growth. Regarding operating performance, we see a substantial improvement in the combined ratio of the company. On the blue line here in the graph, in the lower left corner, the combined index improved by 17.5 points year on year, 13 points accumulated. Loss ratio, here the main driver that has been maintained quite consistently at this high level of 20, a level that we had already been announcing, segregating that effect of covid, what we expected in terms of claims – let's say, more structural for the company at this level of 20 highs – it has been like this in the second, third quarter, the expectation is that there will be no major changes in this level from now to the end of the year. Commissioning, it drops, whether in a year-to-year comparison, as in the accumulated. A large part of this effect is due to the increase in rural participation. Rural has a much lower commission than the other products in the portfolio. This ends up bringing the average commission down a little bit. And the general and administrative expenses index, also falling, both year-on-year in the third quarter, and in the accumulated, due to the dilution of expenses, in view of the substantial growth that we have observed in earned premiums. Financial result growing 157% year on year, 144% in the accumulated result, here as a result of the increase in the average balance of funds and also the average rate. We have almost 80% of this portfolio marked to market at the insurance company, post-fixed, so it ends up appropriating practically the entire increase in the Selic rate, contributing a lot here to the growth of the financial result. And as we look here in the composite, the increase in the earned premium, the improvement in the combined ratio and the strong growth in financials, we can see here the profit growing 160% in the third quarter compared to 3Q21 and 115% in the accumulated of year. Moving on to pensions, on the next page. We have contributions here, as I also said at the beginning of my speech, an

absolute record, R\$15 billion reais in 3Q22, R\$40 billion reais in the accumulated, a growth of 29% year on year in the third quarter, 18% of growth in the collection in the accumulated of the 9 months. The redemption rate remains at the level of 11%, growing 60 bases compared to the third quarter of last year, 140 bases in the accumulated. It has a strong influence here, whether on account of disposable income due to market volatility, both fixed income and variable income, which ends up having an impact here on the outflow of resources. But when we look at net funding, we have managed to reverse this trend, but doing it here, in the first half, we came with something close to R\$1 billion in net redemptions. In the third quarter, we raised R\$2 billion net, which allowed us to reverse this balance of net funding from negative territory, moving into positive territory, R\$1 billion of accumulated net funding in 9M22. It is important to point out that this rate of redemptions in the third quarter, when we look at this indicator, intra-quarterly, it was higher in the month of July and it has been on a downward trend over the months, within the quarter itself. It now remains to be seen whether we will be able to maintain this trend, but in principle, it is a positive sign from here to the end of the year. In terms of reserves, R\$336 billion at the end of September, growing 8% in 12 months, the participation of multimarkets in total reserves, it has a reduction here in the quarter against the quarter, in the year against the year also reaching 28.2% here it is also a reflection of what I mentioned just now when I was commenting on net funding, due to market volatility, it ended up leading to greater risk aversion on the part of customers. Much of the resources have been allocated by the will of the customers to more defensive products. This is quite evident here when we look at the graph in the lower left corner, the drop in the average management fee, this increase in concentration, in fixed income, less in multimarket, cheaper management fee. So, it goes from 1.03% in the third quarter annualized last year to zero 0.98% annualized in 3Q22, in the accumulated of the year, which fell from 1.02% to 1%. Even so, with this growth in the reserve balance, we end up managing to compensate for the drop in the average rate and still have a revenue growth of 1% year on year and 4% in the accumulated due to net funding and per account, here also, from the accumulation of interest on the balance of reserves. A good part of our portfolio has performed there, between the first and second quartiles in relation to the market. Its respective return has also contributed significantly to the growth of reserves. Financial result, we went from a deficit of BRL 220 million in 3Q21 to a deficit of BRL 35 million in 3Q22. From a deficit of R\$613 million in the 9M21 to a surplus here in the positive result of R\$69 million in the 9M22. Here in the quarter, this reduction in the year-on-year comparison is practically due to a movement towards closing the term structure of the real interest rate, which ended up offsetting here a good part of the negative impact coming from deflation - which we observed at the throughout the third quarter - with a greater impact on the IGP-M. This also brings a reduction in the cost of liabilities, but ends up impacting, here too, the profitability of the asset. The outlook is positive, we already see the IPCA already in positive territory as the IGP-M reduces this deflation throughout the fourth quarter, converging to zero, eventually positive, we should appropriate this positive movement, whether in 4Q22 or 1Q23, depending on this convergence speed. And finally, the growth in management fee revenue, we also had a marginal improvement here in the operating efficiency ratio and the reduction of the negative impact on the financial

result year on year, here looking at the third quarter, including, still in positive territory for the year, we see here a very positive contribution to the company's result (82% year-on-year growth in the third quarter and 98% growth in the 9 months). Moving on to the capitalization operation here, collection grew 43% year on year in the third quarter, registering the R\$1.6 billion mark in this third quarter. In the accumulated of 9 months, 32% growth, which is a very good sales performance. It will also reflect on the revenue performance of BB brokerage. The financial result that we see here then, a reduction of 160 bases here, approximately, in the financial interest margin. Here it is basically due to the negative hedge adjustment of the portfolio available for sale. This explains the 31% drop in the financial result. Remembering that this effect here, when we look economically, is null because the positive contribution is what cancels out this negative effect here in the financial result. It is impacting the company's shareholders' equity, look at the perspective of cash generation, this has little influence. And in the accumulated result for the year, we observe that the financial adjustment of this hedge is still positive in the accumulated result for the year, impacting here by 35% together with the increase in the Selic rate of growth in the financial result in the accumulated result. This is also a consequence of the 60 bases of growth in the financial interest margin. So, what happened? This dynamic that impacted the company's financial result is the same that explains here the dynamic of variation in profit from the capitalization operation, with a drop of 37% year on year in the third quarter and an increase of 20% in the accumulated result. Here, going through the operation of dental plans, it is a smaller operation, but even so with revenue growth of 4% year on year, 3% growth in the accumulated here, which added to the improvement in the EBITDA margin, mainly due to the reduction in the loss ratio, led to the profit of this operation to a growth of 37% year on year and 24% in the accumulated. Ending the distribution operation here, brokerage revenue down 23% year on year, 15% in the accumulated result, as I explained earlier, the extraordinary contribution from rural insurance, a very good performance also from pension operations and capitalization, which with this improvement, which we observe of 3 points in the net margin, is practically resulting here in the increase in the average balance of funds, and also the increase in the Selic contributed to a 30% growth in profit in the year against year and 22% accumulated. To close the presentation here, on the last page, our accountability in relation to the guidance. So, operating result, we had a range here of 15% to 20%, we delivered 31%. Overcoming here in our sales assumptions in almost all lines of business, an improvement in the loss ratio at a faster pace than we previously predicted. Therefore, we are revising here the range of 15% to 20% for a growth of 24% to 27% for the full year 2022. Premium issued, in the range of 20% to 25%, we are delivering 30.4% here with a very important contribution from rural insurance, we are also revising this range upwards, for a growth of 25% to 28% for the year from 2022. Pension reserves, in the range of 9% to 13% and we delivered 8.2%, if we annualize this growth rate, as we have been doing in the disclosures, this annualized rate would be 9.9%, staying within the range of estimates. So that's why we are keeping this interval, we are not doing any type of review. Well, gentlemen, these were the main points I would like to highlight and we are now available for questions. Thanks!

[00:31:38] **Felipe Peres** – Thank you, Raphael! We will now begin the Q&A session. If you want to ask a question via audio in Portuguese, just click on the “raise hand” button and release the microphone when authorized or, if you prefer, you can also send written questions in Portuguese or English, by clicking on the “Q&A” button. If it is not possible for us to answer all questions here live, we are committed to sending a response by email. Once the meeting is over. Our first question comes from Antônio Ruette from Bank of America. Ruette please! you can follow please!

[00:32:19] **Antonio Ruette** – Good morning people. Congratulations on the results! My question is for 2023, what can you share with us regarding growth in premiums and claims. What will be the focus then? With the rural market as strong as it has been, with credit life improving so well in the quarter. So, what will the focus be on next year for growth in premiums? Which lines, and what can you anticipate in terms of claims? And another question, in a more specific sense here, for rural people, what have you seen from “la ninha” that month after month, how has it been improving? And what can you already imagine for the rural loss ratio over the next 2 or 3 quarters? Thank you.

[00:33:09] **Rafael Sperendio** – Good Antonio, I'm going to approach, and you feel free, please, to add what you deem necessary. In general, let me start with the loss ratio. Antonio. at first, everything indicates that “la ninha” persists, although we understand that the severity of this climatic event should not be the same as the one that happened in the last cycle, anyway we understand to be much more prepared than the we were in the last cycle. We made some adjustments to our underwriting model, in our negotiation with a reinsurance panel. We also had a review here of our risk distribution across the entire national territory. So, even if “la ninha” eventually has the same severity, the event, has the same severity as it had in the last agricultural cycle, we hope that the impact on the loss ratio should not be repeated in the same magnitude that we had in the 1Q22. But it is still too early to say, we are still working a lot based on assumptions. We should have this clearer scenario in December and January. With regard to sales performance, what we observe in the macro context, at first for 2023 it has been designed a little better than what we experienced throughout 2022. Mainly the beginning of the year, when the main variables, the unemployment rate, it has been falling. We ended 2021 with the rate just above 11%, it has already converged to the single-digit level still available. It also reached the worst level in the last 10 years, towards the end of last year, and it is on a trend of important improvement, I think it should also favor our commercial performance, so we are confident. It is a principle that the economic context for business tends to be better in 2023 than 2022. Is it possible to repeat the same growth rates? At first not in the same magnitude, we should have a slowdown, but it shouldn't be a significant slowdown. We should still maintain a good pace of growth in all major lines of business for 2023.

[00:35:52] **Ullisses Assis** – Just more specifically speaking here briefly about the moneylender. We understand that the credit life, this new level is here to stay, because today we have a more adherent product. Back there, for example, we commented that, we had changed the product, we would go through a moment of portfolio transition, and that happened. So, it really is. We believe that we are at

another level of credit life sales and that the trend is for us to remain strong. In rural areas, we also understand that there is great room for growth, because the demand for the product is increasing, mainly due to the claims that occurred there in the not very recent past and given our very effective underwriting capacity, see there that we had a loss ratio, 1/3 of the market, and that certainly gives us firepower in negotiations, including with reinsurers, etc. And we understand that, just like this year, we remain strong for next year, not to mention the issue of planted versus insured area, which in Brazil is still a very low percentage and we have a huge space to grow.

[00:37:08] **Antonio Ruelle** – Perfect Ulysses. Thank you for the questions!

[00:37:15] **Felipe Peres** – The next question comes from Tiago Binsfeld, from Goldman Sachs. Thiago, can you follow up with your question, please!

[00:37:35] **Felipe Peres** – Tiago, it's already released for you to ask.

[00:37:54] **Ullisses Assis** – Felipe, let's go to the next question!

[00:37:55] **Felipe Peres** – Yeah, I'll prepare. The next question will be asked by Marlon Medina of JPMorgan. Marlon can follow, please!

[00:38:07] **Guilherme Grespan** – Hi everyone, this is Grespan speaking! Thanks for the presentation and for opening it up for questions! My question is also looking more towards 2023 but asking here from another angle. If we basically analyze this quarter here, we take the profit reported here of 1,750 and annualize it, we arrive at something close to R\$7 billion, which is materially above what I think the market is looking at today. When we do this analysis, what do you believe is the main risk for this type of calculation? A variable here would be, I think, the interest rate, but even assuming Selic falling next year, the curve still implies a higher average Selic next year versus this year. So, my question here is what would they be? If you could criticize this quarterly profit annualization, what could be the major risks in this calculation? Thanks!

[00:39:07] **Rafael Sperendio** – Good, Grespan! Thanks for the question! Let me try to clarify in the following way. The result generated in this third quarter, we can classify a result, let's call it that, without many extraordinary events. What I mean by this?! Thus, we are fully capable of maintaining this generation of results from now on. Obviously, everything else is constant, considering normal conditions here in the business environment. We don't see a lot of risk here, answering your question, when you look at all the loss ratio lines, it's well within what we understood as a more sustainable level in the medium term, here for the insurance operation. The commercial performance, we work here with a growth perspective on these volumes. Although, we are generating now in the third quarter, when we look at the 2023 fiscal year. So, we look at the result in this composition, you can even give your opinion, but in our view, we did not observe any type of extraordinary event that increased this result in the third quarter. It came in line with what we understand as the company's ability to generate profits.

[00:40:40] **Guilherme Grespan** – Perfect, understood, thanks Sperendio!

[00:40:46] **Felipe Peres** – I will return the question to Tiago Binsfeld, from Goldman Sachs. Tiago is already released for you to talk.

[00:40:53] **Tiago Binsfeld** – Felipe, good morning, can you hear me?

[00:40:54] **Felipe Peres** – We listen!

[00:40:54] **Tiago Binsfeld** – Nice! The first question I was going to ask about the new operating guidance. At the top of the guidance, growth of 27%. I understand it would be a slowdown versus what you delivered in the third quarter. Just wanted to confirm if this is the case? and if you understand that this is a conservative assumption on your side or if it already reflects it in some way, what do you see for the fourth quarter, or October and the beginning of November? And I ask my second question in sequence, thank you!

[00:41:27] **Rafael Sperendio** – Tiago, thanks for the question, the answer which is always very direct. As a basis for comparison, the fourth quarter of last year was not a very strong quarter. So, we expect a slowdown in this growth rate due to the base effect. We have practically no longer had the covid effect, so the loss ratio is already at a level very similar to the one we are generating now, so it is to be expected a slowdown. Although small, at the year-to-date rate.

[00:41:57] **Tiago Binsfeld** – Thank you, Rafael, but my question also regarding what you delivered in the third quarter, nominally versus the third quarter, should the fourth quarter be a little weaker? At least that's what I see here. Does it make sense or is there any other way of looking at this guidance?

[00:42:13] **Rafael Sperendio** – Quarter on quarter, a reduction in the nominal level of profit generation is not to be expected, not a significant reduction. There are indications of this, obviously the financial is a separate variable, and volatility, especially in inflation, it can change this perspective a little, but from the point of view of the operation, there is no reason to expect a relevant deceleration in the generation of results.

[00:42:43] **Ulysses Assis** – If you allow me, Rafael, just a comment like that here in relation to sales as a whole, we also have the question of the seasonality of some products. So, rural has a certain seasonality, and it may have some kind of impact on sales. But as Rafael said, in terms of results, we don't see much difference yet. Coming back to Grespan quickly, it is clear that we have a thousand variables and many years, we start by predicting an IGP-M of 5% at the beginning of the year. Even by market indicators and ends with 20%. So, like, there are some extraordinary IGP-M things, sinister, some things that can, a pandemic that we didn't expect, that arrived, that happened, but maintaining the temperature and pressure conditions. Really. Rafael brought it very well.

[00:43:39] **Tiago Binsfeld** – Perfect. Thank you, Ulysses. I would also like to ask a second question, if possible, it is in the line of contributions that was very strong this quarter that you started to answer in the presentation, but if you could talk a little more, give a little more detail of what was done in the quarter. Why did you

improve so much more, so much above the market that you gained market share? And if this is expected to be a trend for 2023 as well?

[00:44:04] **Ullisses Assis** – I'll start here. Rafael is free to complement. I think some issues, for example, in rural. This is really how I commented, given our capacity, our excellent underwriting capacity, we managed to have the capacity to operate even a little more than the competition. So, in some states, in the last 3 months, we operated practically alone in some states, also due to the capacity of other insurance companies that had a very high loss ratio at the beginning of the year. This impacted the ability to renegotiate with reinsurers. So, we can see that this is our strength in terms of growth in rural areas. So, we continue to operate normally throughout Brazil in terms of rural insurance. It's like I said too, even with such robust growth, when we analyze the percentage of planted versus secured area, we still have a huge space to grow, and we hope to occupy this space. In addition, we also had, as I showed you, that, in addition to the issue of the bank's network itself, we created a new distribution arm, and that only in this one, which we call the open sea, through partnerships, we did in rural insurance alone R\$440 million in the third quarter without relying on a single workforce from the Banco do Brasil network. So, we are creating a new business model based on these strategic partnerships and in the other products, I would say that we also did it, we had a very daring action and we created, delivered, to the Banco do Brasil network the largest bank history sales mobilization campaign. So, this obviously affects the distribution potential if the focus on security products was really strong, and we hope to maintain this for next year. We are already negotiating for us to maintain this new format of induction and mobilization, which we understand is also quite attractive, taking advantage here of some of the experience that I already brought back from the time I was network director and in conversations with the company itself. bank network. Today, with directors and vice president of the area so that we can really maintain a differentiated level in terms of positioning insurance products, within the induction of Banco do Brasil. It has already been translated into the moneylender himself. In some other products that we have gained market share. The capitalization that we really grew this year, I would say that it is a set of actions, Tiago, because there is improvement in the product, process, improvement of the customer experience in new forms of induction, so I don't think that has , I would say a silver bullet, it is a set of actions that we have been taking, which have made this commercial performance improve and also made us convinced that it is something that is here to stay and that we really will have new sales levels from now on.

[00:47:08] **Tiago Binsfeld** – Thanks Ullisses! Just a follow up. When we look at social security, would you say these are the same trends? Or in the case of social security, is there anything specific that was done this quarter that led to stronger contributions as well?

[00:47:21] **Ullisses Assis** – In social security, we also have space, as I think the whole insurance market, but in social security, we have a large space for growth. I was just talking to the journalists that we have a certain level of penetration, which we

believe can still improve a lot when we talk about high retail, the bank's private sector, but we have in the middle of the pyramid of clients that it has a high potential for social security and that we still don't have adequate penetration. When we look at the market as a whole, for those of us who have the largest portfolio, there is always an extra challenge. We have the capacity to defend this base, I would say. We see some players growing but growing with a very low backlog. Defending a portfolio of R\$40 billion is different, defending a portfolio of R\$330 billion, but this has also made us, in recent years, take some actions that allow us to be more efficient in attack, in defense. I would say that since the movement we made there last year, in relation to multimarket, where we migrated practically R\$100 billion to multimarket. Nós levamos um produto com diversificação, porém não necessariamente com alta volatilidade. We take a product with diversification, but not necessarily with high volatility. And that allowed us to deliver an efficient value proposition where our penetration dropped from 32% to 28% in multimarket this whole year, while some competing players had a 70% share in multimarket and today it has 15%. So, we are much more focused on pensions, on delivering an effective value proposition, an investment strategy rather than necessarily migrating clients from one investment to another at all times. And that certainly makes us have a more adequate retention capacity, so this is what we call portability, the transfer in that we call it, that we are looking for in the market. We improved the performance, and we also improved the transfer out performance, that is, losing less resources, this combined with the capacity that we still have for sales within the base itself makes us very optimistic in relation to the pension plan, not least because pensions are not a simple product to sell on digital, pension distribution requires specialization. But with another fundamental point that we also made was within Brasilprev, today we have what we call a premium island, where we have a large number of highly specialized consultants, who have a virtual portfolio together with the relationship manager of the private, of the style, he also has an incarceration, of the highest value clients, and so, he constantly talks with this client through all channels to bring a more adequate investment strategy and more effective communication. And I think this also collaborates not only for us to bring resources, but for us to be more efficient in shielding. So, we believe in high sales levels. It's for all these reasons that I'm telling you, including the potential that we still have for exploring the base itself.

[00:50:22] Felipe Peres – Our next question comes from Eduardo Nishio, from Genial, please, Nishio, you can follow! please!

[00:50:31] Eduardo Nishio – Good morning, everyone! Good morning, Ullisses, Sperendio and Felipe. Congratulations on the results. I have 2 questions. The first relation to Brasilprev's hedge. You said that you are already starting to hedge. I would like to hear from you how we can look at the result from now on? If the result will be less volatile, if the numbers for the third quarter are more, shall we say, normalized? A small loss? So, how should we, in general, look at this number? And my second question is in relation to the succession process, unfortunately, it is a theme that comes up every time we have the President of the Republic re-elected. I would like to hear from you, how would the succession process take place there, if

any? And what mechanisms do you have for shielding the company's growing profit trajectory today? thank you so much!

[00:51:34] Rafael Sperendio – Nishio, thanks for the question! I'll answer the first one and then the Ullisses from the sequel on your second question. Regarding hedge, you only mentioned Brasilprev. I ended up talking about Brasilcap in the presentation, but I'll address both here, okay? Because both have a strategy with different perspectives, but in both we are working with protection mechanisms. Regarding Brasilcap, we have a pre-fixed portfolio, obviously matching our liabilities, which are also pre-fixed. Only a good part of this portfolio is available for sale there, impacting the company's equity. So, we started a protection strategy there, blocking this cost there. It was much bigger in the second half of last year. We have been reducing our protection, and in the third quarter, the closing of the nominal term structure ended up generating a negative result. On the other hand, we have an anti-compensation effect with an increase. I gain in this markup arising from the closing of the curve, but it is being appropriated to shareholders' equity, the zero-sum effect later, after all. We are working here on the shorter vertices now in this hedge, we hope that we will be able to have, and appropriate a gain for the closing of the term structure throughout 2023. We understand that there is a lot of premium on the curve, but still, obviously, it's a little early to say, but answering your question about Brasilcap. We do not expect major negative effects arising from the protection strategy, on the contrary. At Brasilprev we have that structure of the traditional plan, not saying that it exists in the current context, this is also in the past, I think it is even important for us to bring this point up for discussion. Our biggest concern in managing this portfolio is much more about matching the duration than the index, although the index draws more attention because of the volatility it ends up generating in profit. But when we look economically, it makes more sense for us to match the duration and we managed to take advantage of the opportunity to have a base and negotiate with a real rate for a duration of 15 and 20 years paying a real rate above 6%. So, we managed to bring some of that to the portfolio. But going back to your question here at Brasilprev today we have, in terms of matched index, around 80%, but in a shorter duration. I would say in the next 3 years, approximately 5 years at the most is the duration of this index hedge. Ullisses, if you want to continue with the next question.

[00:54:50] Ullisses Assis – Speaking of possible changes, I would say this is not a cause for concern for us, because if they do occur, the company has a very robust governance. Very well defined strategic documents. A very well done planning for the coming years. In the case of BB Seguridade, we are all career employees of Banco do Brasil. So, I would say that changes do not necessarily depend on the election period. Until recently, I was the bank's network director, then I was commercial director at Brasilprev. So, throughout our career, some changes happen, not necessarily due to changes in government command, and any changes that occur necessarily need to be – to be a member of the board, whether president or director in the area – an active employee of the bank, must have technical qualifications that will be screened by an eligibility committee by the company's Board of Directors. So, I would say that it's not a cause for concern. And the company's corporate strategy

is very well designed and if any changes happen, we don't see any risk of continuity, quite the contrary.

[00:56:09] **Eduardo Nishio** – Perfect! Thank you so much!!

[00:56:14] **Felipe Peres** – The next question comes from Kaio Prato from BB UBS. You can release the microphone, Kaio!!

[00:56:24] **Kaio Prato** – Hi guys, are you listening to me?

[00:56:28] **Rafael Sperendio** – Yes, we are Kaio.

[00:56:28] **Kaio Prato** – Cool! Thank you for asking questions! How are you, Sperendio, Ulysses? I have one, it's a follow up on rural. You mentioned that there are some regions, in some states, I think in Rio Grande do Sul, in some lines, you are operating alone, okay? On the rural side, in this sense, I would like to understand a little better what do you think that only you are currently managing to operate in these areas? And looking at it from the other side, perhaps a little more negative, possibly with an increase in penetration in these areas, if we have any negative effect on claims similar to what we had this year, it is correct to think that you would be even more impacted compared to what we had this year? Or if in this last wave, possibly renewal or penetration increase, have you already had some kind of increase in relation to reinsurance that could compensate for this factor?

[00:57:20] **Ulysses Assis** – I would tell you so Kaio. No, we don't have any concerns nor, I assure you, that we are not operating taking unnecessary risks, also because we want to grow, but with a lot of quality. The whole question is, why are we still operating? because we have more reinsurance capacity, as we have a loss ratio, we presented 1/3 of the market in the first quarter of this year, it is easier for us to discuss with the reinsurer any type of capacity in this period. The risk with us has been shown to be much lower over time. And so, we continue to grow in all Kaio regions. We have this advantage of the bank's capillarity, so we continue to grow very robustly in all regions, which also diversifies our risk. But we have analysis capacity by municipality. When we say Rio Grande do Sul, we analyze it by region of the state, not the state as a whole, so we have historical data, we have, we know the producer for a long time, we have agronomists who work directly with the assistance of that producer in the field. So, this increasingly strengthens our underwriting capacity. So, I would say to you, we are growing more and in a very responsible way. And we are still operating. And in the niches, in the regions where we understand that the risk is very acceptable and because of our ability, really, to negotiate with the reinsurers, given the loss ratio well below the other competitors. So, I would tell you to be calm about that because we are doing this growth very sparingly and following the niches that we understand are really extremely acceptable in terms of risk.

[00:59:13] **Kaio Prato** – Perfect, thank you!

[00:59:17] **Felipe Peres** – The next question comes from William, from Itaú BBA. William, you can clear the microphone. Please!

[00:59:25] **William Barranlard** – Hey guys. How are you? thanks for the opportunity. I have a follow up on the pension question as well. So, I see that, based on the data,

you are more or less thirty below, 30 average, percent of market share in the total contribution. And you also mentioned that you have a vision that it is possible to gain contribution share in some parts of the market yet. So, I would like to understand, adding this new share that you see to the current operating share, where do you expect your total share to be in the total contribution? And also talk a little bit about the expectation of rescue. It has been growing, it went to 11.9 in this quarter. Is this 11.9 already a more stable level or should it continue to rise a little in the coming quarters? Thanks!

[01:00:19] **Ullisses Assis** - I'll start here and Rafael complements William. What we see in the pension market today, redemptions in a way, they have behaved in a way, yes, I would say, they have behaved a little out of what is expected, what was normal in previous years, mainly because we still have reflections of the economic issues themselves. We have a very robust monitoring of the resources that are redeemed. We measure so much that it is being transferred to other players, to other competitors, we measure what is being redeemed, what is being redeemed to buy a property, what is being redeemed for funding. So, we still have a strong share of redemptions to effectively fund pension plans. So, this is a movement that is, in a way, at some point they cooled down a little bit, but it continues, still resistant. And he should behave like this, at least we believe, until the end of this year. About sales capacity, I would tell you where we believe we have the capacity to grow the Portfolio. At the same time that we have been selling a lot, and so, when we talk about R\$40 billion in 9 months, it is really a collection well above the second place. So, we believe that we have the capacity to continue to grow strongly in terms of collection or to continue to collect very strongly. I wouldn't even say growing because, based on the pace of the carriage here, we're going to pass with a certain amount of R\$50 billion in revenue for the year. It is not easy to sell BRL 50 billion in revenue for the year. We sell because we still have a lot of room to grow within the Banco do Brasil network. But what we have been doing, and in the sense that I mentioned just now, is to get closer and closer to the customer with a value strategy that makes sense, an investment strategy, something that slows down exit, mainly that exit that is not here. The customer who redeems for consumption, for funding, there is nothing to be done, the customer needs the money. The customer who redeems to take to another, who transfers to a competitor, then yes, there is a lot to do. And what we have been doing is precisely through renovation, product improvements, including products from houses from other houses (what we call open architecture), a much closer service. We have been able to reduce redemptions, which translates into net positive funding. Positive net funding, something that had not happened for some time. So, we bet a lot on keeping these customers and delivering an effective value proposition so that we lose less and less of these customers who will migrate because of the promise of great returns in the competition. It used to be like that, it was simple. Many came and said take it off the fixed income and bring it to me here and I'll give you heaven, and not necessarily, when you get there, you deliver what you promise. So we also see a return movement of some customers and we see, mainly through our diversification of strategies that through this communication the customer we talk to, that we explain the value proposition, that we offer a portfolio diversified, that we set up an

investment strategy, it is much less susceptible to attack. That's why we also reduce the transfer out. I would say that it is a set of actions that involves improving the product, process and proximity to the client, which is already making us more efficient in retaining, mainly what would be transferred. Because what is redeemed to buy a property, for funding, we really have nothing to do, is it really us or the competitor will lose the resource. But given all that, I would say this, sales capacity. We are convinced that it has a really strong sales capacity. And through all that I told you, we are also starting to see a more adequate retention capacity. Feel free Rafael for you to complement.

[01:04:28] William Barranjar – Thank you very much for the answer Ullisses, it was well explained.

01:04:37] Felipe Peres – Our next question comes from Mateus Amaral, from Banco Inter. Mateus, please proceed.

[01:04:45] Mateus Amaral – Hi everyone, good morning. Congratulations on the results. Can you hear? My question goes along the same lines, to clarify a little here, I had a little doubt about the distribution of distribution diversification. These are reporting around R\$800 million there in terms of premiums written with partners. I would like to understand if the gross platform is also part of that number or if it is not part of that number? And I would like to understand a little bit with you about these impacts that Broto can contribute in terms of premiums issued to Brasilseg? And my second question is in relation to the strategy you were using to reduce exposure with the IRB? If this continues from now on, how can we expect this strategy from now on? Thanks!

[01:05:39] Ullisses Assis – I'm going to talk about diversification. Rafael talks about the IRB next. About diversification. No, Broto sales aren't computed there in the open sea, we are computed within digital sales, together with what comes from sales of the bank's "app." Broto, the platform that has been growing, you saw that we made a corporate move with the bank. We are creating a company to effectively monetize Broto. Broto is a tool that depends a lot on Banco do Brasil, so the bank is what puts sellers in there, it's what attracts customers, it's what has an adequate value proposition. We entered, obviously with the insurance part in an exclusivity model. As operations increase within Broto, we will have more sales. So, we believe a lot in this strategy as a whole, but thinking more about the medium term, what we have that is great, of great strength, of our diversification strategy is, mainly, partnerships with cooperatives, partnerships with the agronomists, we brought almost 500 ATNI's – which are the technical analysts who are there on a daily basis with the rural producer – who acted as bank correspondents for Banco do Brasil for credit purposes, but did not act as insurance. So, we brought this complementary portfolio to them, and especially with these resellers that I spoke with. For now, as I said, we always have the idea that we are going to set up a business that can scale as quickly as possible and bring results, and so, our main focus was that. We will continue to focus on this, but at the same time we are closing a series of partnerships to distribute the other products in the portfolio. It is clear that each of these partnerships requires adaptation of the system, sales force training, sales campaigns,

a series of things, including because each of these partners has a specific need. That's why it also needed to accelerate the digital transformation process, which was to be able to adapt to the needs of each partner. Because sometimes a partner comes to us and says, until recently, - "Ullisses, I need to sell home insurance here for R\$40.00 per month, which has XYZ coverage" - some time ago we spent time to put such a product upright. Today we ship immediately because our products are customizable. It's what I said, we're starting now, our next step is hyper personalization in a very robust way. So these new partnerships really require some time to adapt, that's why we even prioritized, we prioritized in the first moment those that we understood to have more attractive capacity for the business to really move forward at greater paces, but all those 40 over there, 45 that I said more at 11 am, they are being worked on, each one has specific products that we will develop this sales strategy over the next few months.

[01:08:36] Rafael Sperendio – With regard to reinsurance, Mateus, just then, clarify. Until 2018 if my memory serves me right, we had a panel that was very concentrated in just 2 reinsurers, when we talk about automatic reinsurance contracts, from that moment until then we came to set up a reinsurance panel. We have 5 reinsurers, and our idea is that it is not in relation to any specific reinsurer, but in terms of not having a concentration, having a distribution, a greater spread of this risk. We have been successful in carrying out this spraying strategy. Regarding the participation of the IRB, specific. This will continue until the end of this agricultural cycle, midway between the first and second quarters of next year, it will be a time when we will sit down with the reinsurers again and discuss the recomposition and distribution of this risk with the reinsurance panel in the commission. It can be with the same simple ones that we have today. We can bring someone else to this Panel, everything is still open, we don't have anything defined yet at first and, obviously, we will take into account in this discussion, both capacity, capital to provide services, which at the IRB, in specific, it is a very good provision of service in the regulation, in the processing there in the payment flow. So all this will be considered, it will be discussed next year. In principle, there is nothing up for debate yet.

[01:10:14] Mateus Amaral – Well explained guys! Thanks!

[01:10:19] Felipe Peres – We have time for one more question and there is a question here in the chat from Thiago Paura, from BTG. He wants to know about investment expectations and "opex" growth looking at this digital transformation evolution agenda now in the fourth quarter, but next year.

[01:10:43] Rafael Sperendio – Well, regarding investment, I would say that in 2022, there is no significant change in opex. No, for the most part, there is no need for investment in technology infrastructure. Capex is going, but we don't expect any big leaps for this fourth quarter. For 2023 we are still finalizing the discussions, but I would say that a good part of this investment that had to be made and has already happened in the technological transformation part. Obviously, we have the issue of maintenance and improvements in a partnership, implemented over the course of 23, but most of this investment has already taken place. Enjoy the screen, there's a question here in Navarro's chat. Also related to reinsurance, I think it was not clear.

Negotiations already took place during the first half of the year, so no, we don't expect any big impact. He asked, here if the renegotiation of prices for agricultural insurance, agricultural reinsurance and if the full impact has already happened? The answer is yes, this negotiation with the Panel took place in the first semester, just to close the context here.

[01:11:56] Felipe Peres – With that, we finish our third quarter results meeting and at the very end a link will appear. We ask you to answer a questionnaire and give some opinions. Ulisses, Raphael, any final thoughts?

[01:12:16] Ullisses Assis – Once again thank you for being here with us, honoring the disclosure of the results, very happy with this result, but very aware that we still have a lot of work ahead of us so that the company is increasingly strong, robust, sustainable and is We are working on this bias, okay? A big hug and until next time.

[01:12:36] Rafael Sperendio – So, I would like to thank you again here for your participation and for the questions that were asked and make myself available here, along with the investor relations team, for any kind of doubt that still remains. Thank you and have a nice day!