



# MANAGEMENT REPORT

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## 2Q22



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## Management Report

To the Brazilian society, employees, contractors, investors and customers, CAIXA presents the Management Report and the Consolidated Financial Statements of CAIXA ECONÔMICA FEDERAL for the second quarter of 2022, following practices and standards established in the country applicable to institutions authorized to operate by the Central Bank of Brazil (BACEN).

### New Management Structure

On July 1, 2022, Mrs. Daniella Marques Consentino took office as CAIXA's CEO, according to the appointment by the Hon. Mr. President of the Republic, Jair Messias Bolsonaro.

Mrs. Daniella Marques has an MBA in Finance from IBMEC/RJ and a degree in Business Administration from Pontifícia Universidade Católica do Rio de Janeiro (PUC/RJ), having worked for 20 years in the financial market, in independent management of investment funds.

Before invested as CAIXA's CEO, she was Secretary of Productivity and Competitiveness at the Ministry of Economy from February to June 2022. At the head of the Government Office, she launched "Brasil pra Elas" program, to foster female entrepreneurship in partnership with Sebrae and CAIXA. In four months, the program benefited more than 10 thousand women.

While at the Ministry of Economy, she worked as head of the Special Advisory for Strategic Affairs. Actively participated in designing and negotiating the Pension Plan Reform and Emergency Aid, which served 68 million Brazilians in the COVID-19 pandemic; besides the project that ensured autonomy to the Central Bank.

In the financial market, she managed equity bonds assets and worked as Chief Financial, Compliance and Operations Officer.

### Adequacy of the Organizational Structure

In order to reconcile its social vocation and the generation of results, to improve its governance standards and to become reference in sustainability, on July 18, 2022 the Board of Directors approved the adequacy of the CAIXA's organizational structure. Changes took place in the following areas:

- **Migration of Internal Affairs and related units, previously subordinated to the Presidency, to the Board of Directors**, reinforcing the autonomy and isonomy of its work.
- **Creation of the Vice-Presidency of Corporate Management from the merger of the Vice-Presidencies of "Strategy and People" and "Logistics and Operations"**, expanding the integration of activities in corporate topics, adhering to the best market practices, providing better internal communication, optimization, efficiency and fluidity in the people and processes management.
- **Creation of the Vice-Presidency of Sustainability and Entrepreneurship** to strengthen and expand sustainability in all its dimensions, highlighting entrepreneurship as a tool for social transformation.

## Management Commitments

CAIXA, the mother of women's cause, great protector and promoter of women in Brazil.

### Support Network for Women

The new management will dialogue with entities from society's different segments, promoting a wide support network for all women in the country, mobilizing the structure of the service network with its wide coverage in Brazil

CAIXA's role as a bank for all Brazilians is to support the country and all people in vulnerable situations. Besides providing women with information and welcoming spaces to prevent domestic violence, the new management will encourage entrepreneurship, financial and business education, to help them achieve financial independence.

### Strengthening Practices to Protect Female Workers

Work is underway to review and improve risk governance practices, ombudsman, internal affairs and integrity and harassment prevention policies, in line with the best market practices. These measures contribute to CAIXA's reach in its leading role in the women's cause.

Among the measures implemented since the CEO took office, the following stand out:

- Creation of dialogue and support channels for employees;
- Holding a meeting with the bank's female leaders;
- Booklet on Addressing Moral and Sexual Harassment at CAIXA;
- Podcast launch for employees, covering concepts, situations and guidelines to be addressed on the subject.

### CAIXA's Diálogo Seguro

Channel monitored by the CEO and managed by women to promote a safe environment with humanized care to welcome and guide, providing two service options:

- **Internal:** for employees comfortable identifying themselves, CAIXA employees will be welcomed through the internal portal made available on the intranet;
- **External:** for employees who want to remain anonymous and specialized service, channels were hired and made available 24/7, as well as the portal <https://canalmulhercaixa.com.br>



#### Reception

**Talk to a team dedicated to listening to you**

Here, you can:

- Be welcomed with dignity and respect;
- Chat with CAIXA colleagues;
- Receive guidance about how to proceed with your report



#### Complaint

**Here is the direct channel for you to record your complaint**

Your complaint will be:

- Secretive;
- Guaranteed by anonymity if you choose this;
- Analyzed individually;
- Received by an external team



#### Suggestion

**Do you want to contribute with suggestions to improve our performance?**

Assist the President's team with suggestions related to harassment.

A multidisciplinary working group was created with employees, lasting 30 days, to propose specific actions on the subject. The work's result is monitored in person by the CEO.

Complaints about suspected violations of conduct, integrity and ethics at CAIXA are guaranteed anonymity and confidentiality, relying on the individual analysis of all records.


To assist employees in situations of domestic and family violence, there is also a specific channel to address the subject, the **Acolhe CAIXA**.

### External Channels

The external channel is managed by an independent company, where it is possible to register reports, complaints and monitor them. These procedures can be done on the portal itself, by phone or by electronic message.

**Do you want to access outside the company or don't want to identify yourself?**

You can also receive a reception or make a complaint by contacting the channels below, from any location and with a guarantee of anonymity.

 **Call center for Reception**

**Talk to a team dedicated to listening to you**


**0800 517 0060**

External Channel that works 24/7 with a team of experts ready to talk and welcome, with the option of anonymity

**CAIXA Women's Channel (External)**

Browse the company's Contato Seguro website and seek reception with external experts.

[Access this page](#)

 **Call center for Complaints**

**Here is the direct channel for you to register your complaint**

**0800 512 6677**

External Channel that operates 24 hours a day exclusively to receive complaints, with anonymity option

**Download the app**

The Contato Seguro app is a convenient way to report it

**Send a e-mail**

Make a complaint for e-mail sending to [caixa.contatoseguro@contatoseguro.com](mailto:caixa.contatoseguro@contatoseguro.com)

### CAIXA Pra Elas

Female entrepreneurship is a tool for social transformation to solve inequalities and promote the country's growth. To strengthen CAIXA's actions on the subject, the creation of the "CAIXA Pra Elas" Project reinforces the commitment to prevent violence against women and promote female entrepreneurship.

This is an initiative that brings together the social responsibility inherent to the bank's mission and the strategic positioning to invest in the female audience, responsible for most consumption decisions, but with little representation in access to credit. Thus, the measure has the potential to bring important results to the bank, contributing to customer prospecting and retention.

Through the project, products and services in line with women's needs, who currently represent 51% of the bank's customer base, will be made available, as well as dedicated spaces for them in branches and digital channels for exclusive offers, reinforcing CAIXA's actions as the Bank that provides financial solutions for women, expanding its participation in this segment.



The program also aims to assist in emancipating and preventing domestic violence by disseminating explanatory materials, promoting partnerships to support women in situations of abuse and vulnerability, as well as entrepreneurship actions.

Seeking to provide service in a space with a personalized setting, offered primarily by women who will work offering products and services in line with the segment's needs, focused on autonomy, entrepreneurship, financial and digital inclusion and financial education, two service models will be made available: Pra Elas space (branches, boat branches and CAIXA digital channels) and Pra Elas spaces on the go (CAIXA trucks and stands).

To get employees ready to offer specialized services, both for banking and providing guidance on subjects such as protection, financial education, entrepreneurship and emancipation, CAIXA trained around 8 thousand employees who will act as ambassadors for the Program, in all branches.

By encouraging women's entrepreneurship and financial independence through the pillars: Promoting entrepreneurship and Products, CAIXA will strengthen the Prevention of violence against women pillar, as financial independence strengthens decision-making autonomy.

### #TemCaixaPraMais

The #TemCaixaPraMais program brings together several good practices and initiatives that support the vocation and positively impact the daily lives of employees, besides reinforcing CAIXA's operations and deliveries to society.

The recently launched novelties include personnel management actions, focused on well-being and development.

Highlighting the immediately hiring of 500 employees to reinforce the service in CAIXA's retail network, which is one of the measures with great relevance and impact to strengthen the work as a bank for all Brazilians.

Additionally, Movimenta CAIXA was launched to facilitate the transfer of employees interested in changing units. This measure makes it easier for employees to work in the units where they are interested, fostering a balance between personal and professional life in the company.

Finally, CAIXA announced new vacancies for the education incentive package. To encourage the professional development of employees, 800 scholarships for languages, 500 scholarships for post-graduation studies and 300 scholarships for graduate courses will be offered.

### Strengthening Internal Governance

Among CAIXA's priorities is the physical and emotional well-being of all employees and contractors, for which the Institution has a solid institutional framework to curb harassment practices in its corporate environment, highlighting the Integrity Program; the Code of Conduct; the Code of Ethics and the Internal Control, Compliance and Integrity Policy. These documents are widely disseminated to its employees, contractors and external audience, and can be accessed on the company's website: <https://www.caixa.gov.br>. It should be noted that all employees annually sign a statement that they have read and understand the CAIXA's Code of Ethics and Code of Conduct and that the Company has an Ethics Committee and Internal Affairs in place.

CAIXA also has a Whistleblowing Channel managed by an external and independent company, where claims with evidence of crimes, violations of current legislation, money laundering, as well as other illicit acts that may be related to CAIXA's activities can be registered with confidentiality and security.

Besides the preventive measures to improve and reinforce the procedure to investigate complaints in the company, an independent company was hired, with recognized capacity in investigation of this nature, to carry out additional investigations into cases of complaints of harassment, to ensure transparency, exemption and the necessary support to investigate the facts.

### Integrity

CAIXA continuously improves its anti-corruption and anti-harassment environment through mechanisms, procedures and actions that guide its employees, leaders, outsourced workers and suppliers, committing to good corporate governance practices, transparency, integrity and promotion of ethical and responsible conduct of its activities.

CAIXA Integrity Program aims to prevent, detect and correct illicit acts, either actively or passively, ensuring the effective adoption of the Codes of Ethics, Conduct, Policies and Guidelines, by integrating control instruments and activities to manage integrity risk.

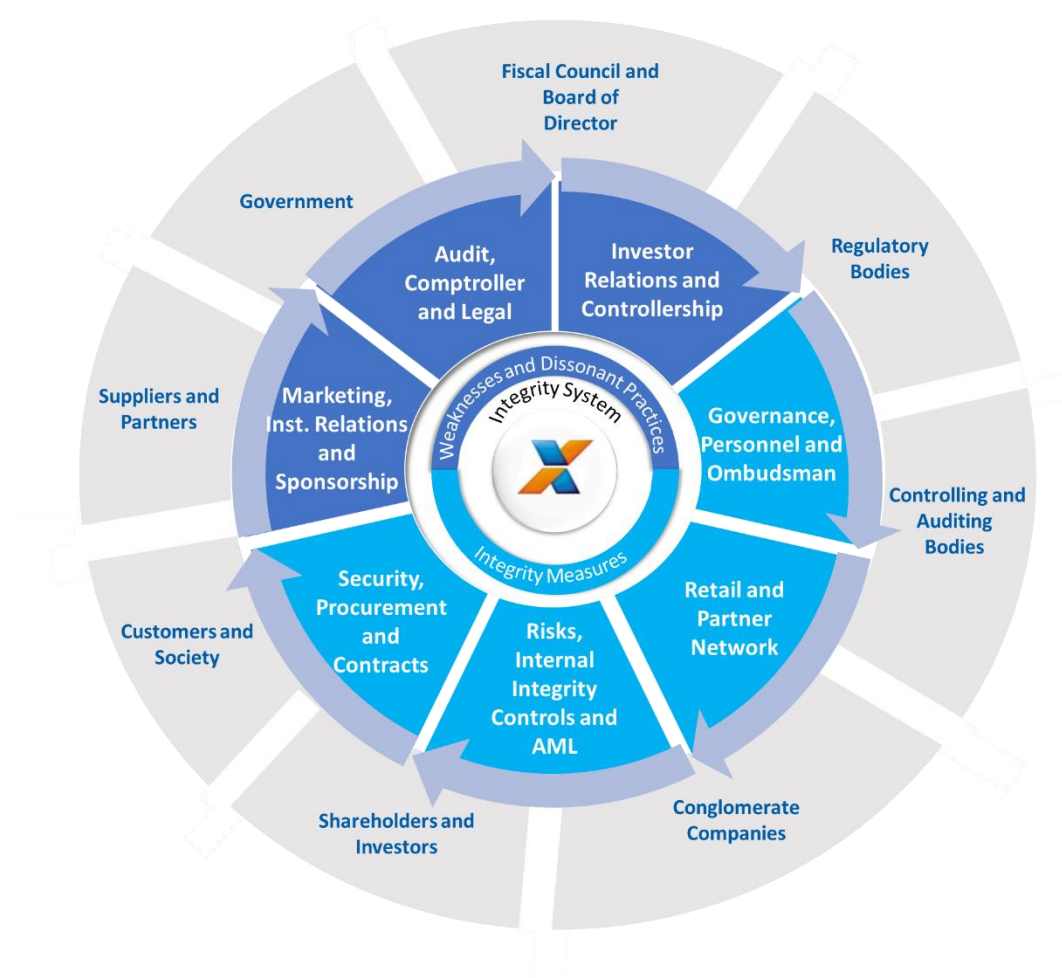


The Program is based on five pillars, working in a joint, systemic and interrelated manner: (i) Senior Management Commitment; (ii) Continuous Risk Analysis; (iii) Integrity Protocols, (iv) Communication and Training; (v) Monitoring and Outcome Measures. These pillars run through three axes of action: Prevention, Detection and Correction, as per the guidelines issued by the Federal Comptroller General (CGU).

With the sponsorship and commitment of the Senior Management to fulfill the actions foreseen in the Integrity Program, Internal Controls and Compliance Department coordinates, monitors, it controls and evaluates the transversal instruments and mechanisms under the responsibility of the players of the Integrity Ecosystem, helping mitigate the risk to integrity in their operating areas, as they identify weaknesses and practices against integrity.

Thus, it is a dynamic process that encourages the main players of the Integrity Ecosystem, so that they work together and in a coordinated way, to ensure the effectiveness of the Program, improve the mechanisms of internal controls and an action based on ethical relationships and the business sustainability and CAIXA's results.

### Main Players of Caixa's Integrity Ecosystem



The articulation centralized by the Internal Controls and Compliance Department brings more transparency and speed in CAIXA's performance to contribute to the procedures adopted by the Ecosystem players, aiming to strengthen the Company's image and reputation at levels of excellence and recognition by society and the market.

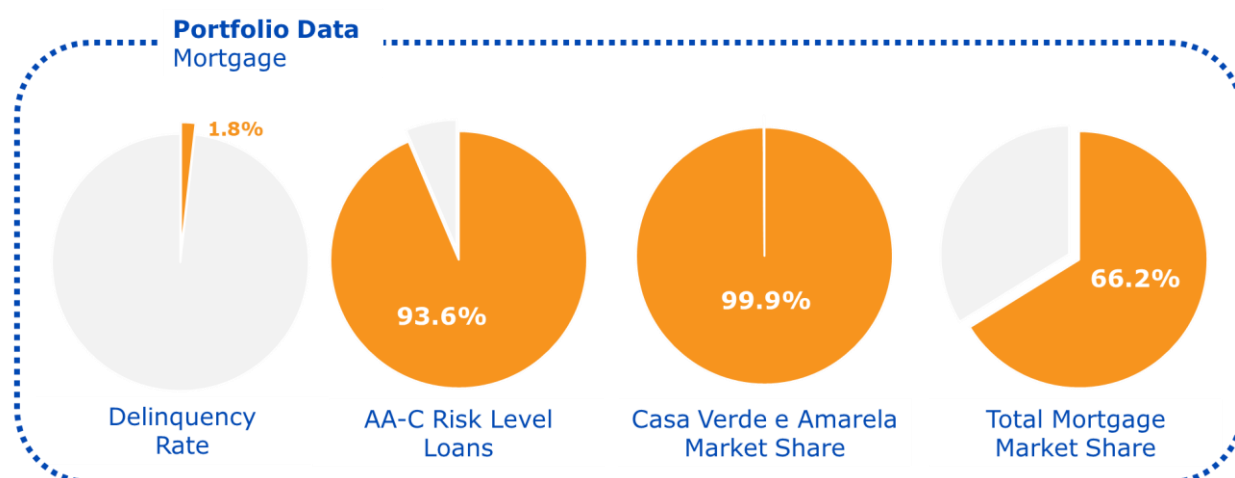


## Results

In 2Q22, net income reached **R\$1.8 billion**, reinforcing the bank's ability to keep sustainable and consistent results.

Considering its role as an **agent of public policies**, CAIXA keeps relevant volumes of its total loan portfolio balance linked to long-term, such as the mortgage segment. Also, it should be noted that CAIXA has the lowest market rates for most of its products.

CAIXA is the bank that supports Brazilians in their dream of owning their own home, keeping strong loan origination in the **mortgage segment**. The volume of loans granted in 2Q22 reached R\$39.7 billion, up by 15.4% over 1Q22.



The record result in loans granted is due to innovative and long-term strategies, focusing on the base profitability, cross selling and strengthening the relationship with the customer, with the launch of new and competitive products, as well as the digitization of processes, through the Habitação App. As a result, the balance of the mortgage portfolio closed the quarter at R\$595.2 billion, up by 11.0% compared to 2Q21, keeping CAIXA as the leader in the segment.

Over offering credit, CAIXA also presented better conditions to grant loans, keeping the drop from previous quarters in the fixed part of the interest rate for financing in the SBPE Poupança CAIXA modality, which went from 2.95% to 2.80 % plus the return on savings.

The highlight remains mortgage loans with savings resources (SBPE), keeping the leadership in 2Q22 in loans granted in this modality, in the ABECIP ranking. R\$23.4 billion were granted with SBPE resources alone in 2Q22, up by 11.0% YoY, reinforcing CAIXA's importance in this segment.

Focusing on its social activities, CAIXA maintained its growth strategy in **microcredit** aimed at Individual Entrepreneurs and Individual Microentrepreneurs (MEI). With the implementation of SIM Digital in March 2022, one of the initiatives of the Renda e Oportunidade program, of the Federal Government, which brought several measures to leverage the resumption of employment and the country's economy, generating income and increasing the purchasing power of Brazilians, CAIXA further intensified its efforts to make microcredit feasible for the Brazilian population, focusing on entrepreneurs and not forgetting people with overdue debt.

To date, loans have been granted to **over 3.1 million customers**. This action was possible thanks to the use of Caixa Tem, the largest digital platform in Latin America with over 112.7 million accounts until June 2022, allowing CAIXA customers to carry out the entire process 100% digitally and with all the convenience that the app has.

In **agribusiness** new loans, CAIXA continued its rise in 2Q22, up by 247.3% compared to 2Q21, reaching R\$13.3 billion. The portfolio balance's volume reached R\$30.8 billion, up by 202.3% over 2Q21.

As the agribusiness segment is a vocation of Brazil, and with CAIXA in over 99% of Brazilian municipalities, an opportunity was identified to act in the branch, focused mainly on small producers. The expansion in agribusiness was possible from implementing sustainable actions and strategies, which allowed increasing the funding portfolio to leverage operations in the segment.

**The total loan portfolio** grew by 13.7% compared to 2Q21, with balance reaching R\$928.2 billion. Highlight for the growth in the mortgage sector with SBPE funds (19.3%); payroll-deductible loans (20.7%); agro loan (202.3%). It should be noted that this trend occurs in parallel with keeping strong Basel ratios, enabling the expansion of loans to many segments of the bank's operations, contributing to CAIXA's growth in the medium and long-term in a sustainable manner.

In 2Q22, income from the loan portfolio totaled R\$23.9 billion, up by 42.6% compared to 2Q21. In year-on-year income from loan operations, it should be noted the growth in sanitation and infrastructure (86.0%), mortgage (38.5%) individual loans (34.6%); corporate loans (56.2%) and agro loans (278.6%).

**Income from Services** reached R\$6.2 billion in 2Q22, up by 5.2% compared to 2Q21. Highlighting the 135.4% growth in insurance, 12.2% growth in loan operations and 25.9% growth in lotteries. This expressive result was due to the work focused on improving the efficiency of our income from services and expanding penetration in this market. It is important to highlight that this occurred amidst PIX advances, which directly affected the profitability of bank transfer fees and with Law 13932/2019 coming into effect, which reduced the annual administration fee charged from 1.0% to 0.5% to manage the Worker's Severance Fund (FGTS). Thus, CAIXA remains committed to offering the best services to its customers, anticipating and meeting society's needs, with more efficiency and lower service costs through the digitization and optimization of its processes.

As an agent of public policies, CAIXA continued to provide and **pay many social benefits** to the Brazilian population, such as residual payments of Emergency Aid, Auxílio Brasil, Gas Aid, Unemployment Insurance and Seguro-Defeso, Salary Bonus, social security benefits, other federal, state and municipal income transfer programs and extraordinary and regular FGTS payments.

In 2Q22, CAIXA continued to adopt measures to support the municipalities affected by the floods in several regions of Brazil. The bank sent employees specialized in Government, Mortgage and FGTS to provide technical support to local governments in the affected regions.

Truck branches were moved to serve the population, to carry out services such as releases of the FGTS Calamity Withdrawal, support for mortgage customers, with grace periods of up to 90 days in the financing contracts and assistance for the activation of housing insurance.

Focusing on the medium and long-term, CAIXA intensified its strategy to pulverize loans, prioritizing small and medium-sized companies, mitigating credit concentration risks.

Benefitting even people with overdue debt, the FGTS Birthday Withdrawal Advance line allows for advancing up to 5 years of the balances to be received by the worker. With interest rate as of 1.69% per month.

## Microcredit

The expansion of the microcredit portfolio contributes to the development of society through banking and the promotion of entrepreneurship, bringing opportunities for financial inclusion and citizenship to less favored classes.

Banking is one of the mechanisms that enable the insertion of the low-income population into the banking system, generating social inclusion through access to financial products and services. Therefore, it is a strategy that drives the increase in the customer base and their loyalty to CAIXA, resulting in obtaining loans with sustainability and expanding its potential market.

### CAIXA Tem Loan - Digital SIM

In March 2022, the Federal Government and CAIXA announced new measures for accessing loans for an even greater number of customers and with lower interest rates. This is SIM Digital, one of the initiatives of the Renda e Oportunidade Program, of the Federal Government, which brings several measures to leverage the resumption of employment and the country's economy, generating income and increasing the purchasing power of Brazilians.

CAIXA Tem Loan – SIM Digital is for two audiences: Entrepreneurs, Individuals who carry out any productive activity or provision of services; and Individual Micro-Entrepreneur (MEI), with revenues of up to R\$81 thousand in the previous calendar year.

Individuals*	MicroEntrepreneurs*
Loan: R\$ <b>300</b> to R\$ <b>1</b> thousand	Loan: R\$ <b>1.5</b> to R\$ <b>3</b> thousand
Deadline: up to <b>24</b> months	Deadline: up to <b>24</b> months
<b>CAIXA Tem</b>	<b>Banking branches</b>

For both lines, the funds can be used to increase working capital, inputs acquisition and investments in equipment and utensils that favor the increase in production.

The offer of microcredit by CAIXA also reaches individual and MEI entrepreneurs who are on the blacklist of defaulters, through a more accessible interest rate, stimulating the banking inclusion of this public, as well as offering the opportunity to promote the productive capacity of these entrepreneurs and the sustainable expansion of small businesses in the country.

In 2Q22, over 2.9 million CAIXA microcredit contracts were signed, in a volume totaling R\$2.2 billion.

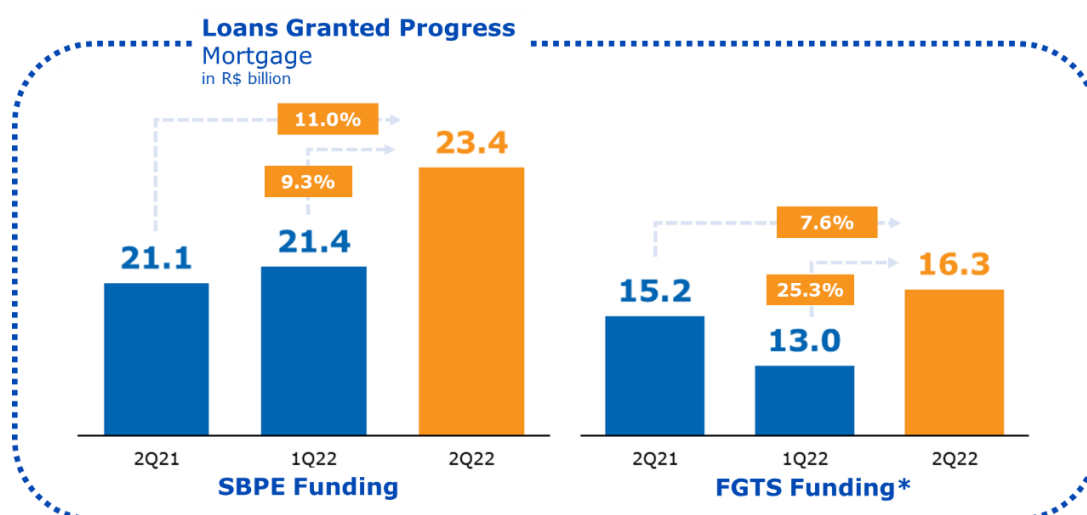
## Mortgage

### Mortgage Loans

CAIXA is the leader in loans for homeownership and reached, in 2Q22, a portfolio balance totaling R\$595.2 billion<sup>1</sup>, up by 11.0% YoY. R\$39.7 billion were granted in loans (considering SBPE and FGTS resources), up by 9.6% compared to 2Q21, the highest quarterly volume for loans granted in history.

The bank continues to be the largest homeownership lender in the country. In 2Q22, loans granted with funds from the Brazilian Savings and Loan System (SBPE) grew 11.0% over 2Q21, totaling R\$23.4 billion.

In the second quarter of 2022, CAIXA carried out 13.1 million simulations and 451.0 thousand mortgage assessments, and signed 162.0 thousand new contracts, benefiting 648 thousand Brazilians.



\* Includes subsidies.

### Casa Verde e Amarela Housing Program

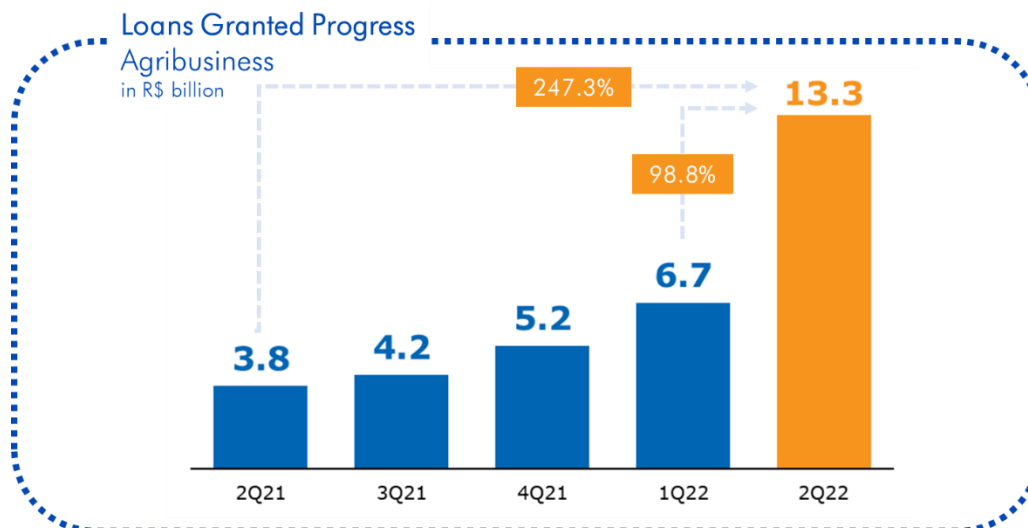
In 2Q22, R\$16.3 billion were granted in the Casa Verde and Amarela Program, including subsidies, corresponding to 93.9 thousand new housing units.

The Program brings together housing initiatives from the Federal Government to expand the housing stock and meet the population's housing needs. Casa Verde e Amarela has the purpose to promote institutional development efficiently in the housing segment and encourage the modernization of the construction industry and technological innovation.

<sup>1</sup>Includes Construcard.

## Agribusiness

In 2Q22, R\$13.3 billion in agribusiness resources were granted, up by 247.3% compared to 2Q21. Of the total resources contracted in the quarter, agro loans to individuals reached R\$9.6 billion and to companies totaled R\$3.7 billion, up by 413.9% and 88.1%, respectively, over 2Q21.



### Loans for the 2021/2022 Harvest Year

CAIXA participated in the 2021/2022 harvest year offering R\$35.0 billion in loans for agribusiness. This amount includes R\$7.0 billion in funds equalized by the Federal Government, besides R\$28.0 billion in CAIXA funds. The measure's goal is to benefit mainly family farmers and small and medium rural producers, besides agribusinesses and cooperatives. From July 2021 to June 2022, over 23 thousand contracts were signed, up by 306% YoY.



There are 14 lines with equalizable rates, aimed at serving the small producer (PRONAF) to production cooperatives, promoting the agribusiness segment with the best market conditions:

- Low Carbon Agriculture (ABC);



- Program for Construction and Expansion of Warehouses (PCA);
- Program for Construction and Expansion of Warehouses (PCA up to 6 thousand tons);
- Special Storage Financing (FEE Commercialization);
- PROCAP-AGRO;
- PRODECOOP;
- INOVAGRO;
- MODERAGRO;
- MODERFROTA;
- Business Costing;
- Investment PRONAF Tier I;
- Investment PRONAF Tier II;
- Breeding Stock Acquisition – PRONAF;
- PROIRRIGA.

The funds are for the cost of expenses regarding the cycle of activities and crops such as: coffee, soy, corn, wheat, sugar cane, rice, cattle, fruit, and fish farming, besides allocating investment lines to build silos and warehouses, acquire machinery and equipment, and implement irrigation and low carbon agriculture (ABC) projects. The loan is also intended to enable marketing, processing, and industrializing agricultural products and offering the possibility to invest in implementing, expanding, or modernizing production infrastructure and agricultural services infrastructure.

## Working as a Social Bank

### Actions to Support Municipalities Affected by Floods

CAIXA continues with measures to support municipalities affected by the floods in many regions of the country. The bank sent employees specialized in Government, Mortgage and FGTS to provide technical support to local governments in the region.

To assist the residents of the affected regions, CAIXA moved truck branches. These mobile branches carry out the same services as a physical branch, working from 8 a.m. to 4 p.m.

The bank also mobilized a team specialized in releasing the FGTS Calamity Withdrawal, enabling workers to withdraw up to R\$6,220, limited to the balance available in their account linked to the FGTS. CAIXA team also advises municipalities on how to complete the documents that make them eligible for this modality of FGTS withdrawal.

In mortgage, CAIXA made it possible to suspend mortgage loans for up to 90 days in the affected regions, upon request. CAIXA's units also helped customers file for housing insurance and in procedures to immediately pay indemnities. Besides, engineering teams from the bank were sent

to the regions to provide the due support to the social housing affected and adopt the necessary measures.

Supporting local governments, CAIXA offered technical support to city halls to assess damages and estimate costs to recover construction works in progress or damaged buildings that greatly impact the population of the municipalities, such as bridges, access roads, water supply, health units, schools, among others.

In 1H22, 131 municipalities were eligible for FGTS Calamity Withdrawal, with 29 of them remaining with the current payment.

**Municipalities with FGTS Calamity Withdrawal Available in 2022**

Alagoas				
Coité do Nóia	Coqueiro Seco	Coruripe	Jacuípe	Penedo
Satuba				
Amapá				
Vitória do Jari				
Bahia				
Canavieiras	Coaraci	Dario Meira	Floresta Azul	Gandu
Ibicaraí	Ibicuí	Ilhéus	Itabela	Itabuna
Itaúípe	Itamaraju	Itapé	Itapetinga	Itapitanga
Itororó	Jaguaquara	Jequié	Jiquiriçá	Porto Seguro
Santa Inês	Teixeira de Freitas	Teolândia	Ubaíra	Ubaitaba
Uruçuca	Vitória da Conquista	Wenceslau Guimarães		
Espírito Santo				
Alegre	Bom Jesus do Norte	São Gabriel da Palha	São José do Calçado	
Minas Gerais				
Aimorés	Almenara	Alvinópolis	Barão de Cocais	Betim
Brumadinho	Cataguases	Cláudio	Conceição do Pará	Congonhas
Conselheiro Pena	Dores do Indaiá	Governador Valadares	Igarapé	Itabirito
Itatiaiuçu	Itaúna	Jequitibá	João Monlevade	Juatuba
Machacalis	Mario Campos	Mateus Leme	Mateus Leme	Nova Era
Nova Lima	Onça de Pitangui	Poço Fundo	Pompéu	Ponte Nova
Raposos	Rio Acima	Rio Manso	Rio Piracicaba	Sabará
Salinas	Santa Luzia	Santana do Deserto	Santo A. do Monte	Santo A. do Amparo
São G. do Rio Abaixo	São Joaquim de Bicas	Soledade de Minas	Timoteo	Tocos do Moji
Vespasiano				
Pernambuco				
Aliança	Cabo de Sto Agostinho	Camaragibe	Jaboatão Guararapes	Lagoa do Carro
Macaparana	Olinda	Paulista	Recife	São J. Coroa Grande
São Vicente Ferrer	Timbaúba			
Paraná				
Assis Chateaubriand	Juranda	Maripá		
Rio de Janeiro				
Angra dos Reis	Aperibé	Belford Roxo	Bom J. do Itabapoana	Cambuci
Cardoso Moreira	Italva	Itaocara	Itaperuna	Laje do Muriaé
Mesquita	Miracema	Natividade	Nova Iguaçu	Paraty
Petrópolis	Porciúncula	Queimados	Santo A. de Pádua	São João da Barra
Santa Catarina				
Içara	Lages	Tubarão		
São Paulo				
Avaré	Campo Limpo Paulista	Capivari	Embu das Artes	Francisco Morato
Franco da Rocha	Jaú	Monte Mor		

### Payment of Social Benefits

As the main operating agent of the Federal Government's social programs, CAIXA actively contributes to the eradication poverty and improvement of income distribution for the Brazilian population.

In total, in 2Q22, through its own service channels or through its partner network, CAIXA paid 90.2 million installments of social programs, worker benefits and INSS benefits in all Brazilian municipalities, totaling R\$71.2 billion in benefits paid.

#### Continued Social Benefits (a) - Amount Paid (R \$ billion)

	1Q22	2Q22	1S 22
INSS	28.2	38.2	66.4
Auxílio Brasil	21.5	21.3	42.8
Salary Bonus	19.4	0.1	19.5
Unemployment insurance	10.2	10.3	20.5
Gas Aid	0.6	0.6	1.2
Continued Regional Benefits	0.2	0.2	0.4
Other Social Benefits	0.2	0.1	0.3

#### Emergency Social Benefits (b) - Amount Paid (R \$ billion)

Program	1Q22	2Q22	1S 22
Emergency Aid	2.9	0.4	3.3
Emergency Social Benefits	0.2	0.0	0.2

<b>Total (a) + (b)</b>	<b>83.5</b>	<b>71.2</b>	<b>154.7</b>
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### Auxílio Brasil Payment<sup>2</sup>

Auxílio Brasil is a federal government income transfer program whose target audience are families in situations of social vulnerability.

In 2Q22, CAIXA made 51.5 million benefit payments to 17.8 million beneficiaries, who received a total of R\$21.3 billion.

The benefit integrates, in a single program, different public policies for social assistance, health, education, employment and income. Auxílio Brasil includes nine modalities of benefits, set in Provisional Presidential Decree 1061/2021.

### Salary Bonus Payment

On February 8, 2022, CAIXA started paying the Salary Bonus, according to CODEFAT Resolution 934, of January 7, 2022. The regular calendar of the 2022 Salary Bonus provided for the payment of all benefits to be carried out in the months of February and March, therefore it was not necessary to carry out an exceptional anticipation of the calendar.

Throughout 1H22, CAIXA made 21.6 million benefit payments to 21.4 million beneficiaries, who received a total of R\$19.5 billion.

<sup>2</sup>Includes the Extraordinary Benefit.

### Payment of Regional Benefits

In 2Q22, CAIXA operated the payment of 32 regional programs, through 1.6 million payments to 439.2 thousand beneficiaries, totaling R\$217.9 million distributed to the Brazilian population in vulnerability situations.

### Payment of the Brazilian Gas Aid

CAIXA operationalizes the Gas Aid payment for Brazilians. The Federal Government's program aims to mitigate the effect of the liquefied petroleum gas (LPG) price on the budget of low-income families. In 1H22, the benefit reached 5.9 million beneficiaries, with 21.7 million payments totaling R\$1.1 billion.

The criteria for granting the benefit are defined by the Ministry of Citizenship. The beneficiary families are entitled, every two months, to a monetary value corresponding to a portion of at least 50% of the average national reference price of the 13 kg LPG cylinder, established by the Price Survey System of the National Agency of Oil, Natural Gas and Biofuels, in the previous 6 months, as defined in the regulation.

Cards and passwords used to withdraw Auxílio Brasil can be used to withdraw the Gas Aid. CAIXA operates and pays the benefit, making available the balances granted by the Ministry of Citizenship to the beneficiary families.

### FGTS Birthday Withdrawal Advance

In 2Q22, the loan operation for FGTS (Worker's Severance Fund) Birthday Withdrawal Advance resulted in the R\$2.2 billion in loans granted, distributed in 2.1 million operations.

With this system, workers do not have to wait until the month of their birthday to have access to the funds. The line has gained even more advantages. In the current year, it became possible to anticipate the benefit of the next five years with one of the lowest rates for individuals (1.69% p.m.) and a fully digital journey to best serve CAIXA's customer.

FGTS Birthday Withdrawal Advance also allows Brazilians to re-enter the credit market, as it can be granted even to customers who are on the blacklist of defaulters.

### Extraordinary FGTS Withdrawal

The Federal Government and CAIXA disclosed, on March 17<sup>th</sup>, in a ceremony held at Planalto Palace, the payment schedule for the Extraordinary Withdrawal of the Worker's Severance Fund (FGTS). The FGTS Extraordinary Withdrawal calendar began on April 20<sup>th</sup> and was established according to the worker's month of birth. Around R\$29.9 billion were released to approximately 43.4 million workers with the right to withdraw until June 2022.

The withdrawal is up to R\$1 thousand per worker, considering the sum of the available balances of all their FGTS accounts. The FGTS Extraordinary Withdrawal will be paid in a Digital Social Savings Account, automatically opened by CAIXA on behalf of the workers.

### CAIXA Tem Credit Card

At the end of 2021, CAIXA launched the CAIXA Tem Card. It is a credit card with no annual fee, which is hired in an entirely digital journey through the CAIXA Tem application. In 2Q22 alone, 348.8 thousand new cards were issued.

Aimed at customers who hold a digital savings account, especially beneficiaries of social programs from the Federal Government, it has the convenience of, right after its issuance in the application, enabling the generation of the virtual card and purchases on the internet and/or applications, thus providing an internationally accepted means of payment for the vulnerable and low-income public.

### Digital Service for FIES Debt Renegotiation

CAIXA assists citizens who used resources from the Student Financing Fund (FIES) to pay for higher education courses and are currently in default. The renegotiation is done 100% digitally, with discounts that can reach 92% of the total debt amount.

In 2Q22, 72.8 thousand adhesions were made to FIES renegotiation, representing 9.12% of eligible contracts, resulting in a R\$1.9 billion discount on debts totaling R\$2.5 billion. Thus, MP 1090/2021, in force from March 7, 2022 to June 22, 2022, totaled 142.4 thousand renegotiated contracts.

### Discount Actions for Debt Settlement

CAIXA continues to carry out discount actions so that customers have the possibility to regularize their installments.

In 1H22, over 168 thousand commercial contracts at loss were recovered, receiving R\$322 million in cash from the settling of R\$868 million from the original debt, from over 137 thousand customers, both individuals and companies.

In 2Q22, Caminhão da Adimplência, a truck unit which provides solutions to settle and renegotiate CAIXA customer debts, was present at 16 Brazilian cities, in 13 states. In the period, the mobile unit served 2.4 thousand customers.

### Using FGTS in up to 12 Overdue Housing Installments

From May 2 to December 31, 2022, the worker may use the balance of their FGTS accounts to negotiate the payment of up to 80% of the overdue mortgage financing installments, limited to 12 installments, consecutive or not.

After this period, the worker can again use the balance of their FGTS accounts to pay the installment in situations with up to 03 overdue installments.

The measure aims to bring relief and assist the financial planning of families, and must be requested according to the conditions below:

- a) The assessment value of the property must be up to R\$1.5 million;
- b) The worker must have 3 years of work under the FGTS regime, uninterrupted or not, and it is not necessary to have an active employment contract;
- c) You cannot own another property in the municipality where you work or reside;
- d) You cannot have other active financing in the Housing Finance System - SFH.

### Loan Line for Renovation and Adaptation of Properties for People with Disabilities (PwD)

CAIXA has a loan line for the renovation and adaptation of properties for People with Disabilities (PwD). This new loan line, made available with FGTS resources, is for the renovation or



adaptation of own properties, within Casa Verde e Amarela Program, for families with PwD members.

The financing is up to R\$40 thousand, limited to 80% of the work budget presented, with an interest rate starting from TR+ 4.25% per year and a 240-month term for payment. The family gross monthly income must be up to R\$3 thousand.

### Hiring PwDs

In 2Q 2022, 365 new employees were hired. Of this total, 62 are PwD, corresponding to over 16.9% of the new employees. It should be noted that the number of PwD in the Company grew to 4,313 employees.

Thus, in 2Q 2022, CAIXA reached 4.96% of PwD employees, reaffirming its commitment to strengthen the culture of respect, diversity, and inclusion.

## Government

### Resumption of Paralyzed Works from Public Entities

In 2Q22, 653 construction works that were paralyzed were resumed, reaching R\$3.3 billion in total investment. From 2019 to 2Q22, 6.3 thousand financing works and transfers from the General Budget of the Brazilian Union (OGU) were resumed, with investments of R\$37.6 billion.

In the OGU Transfer contracts, in which CAIXA is paid according to the physical progress of the works, the resumption of the developments is extremely positive as it represents an increase in the generation of income from services. It also contributes to the delivery of these developments to the population, thus helping to implement public policies.

These results are the outcome of actions carried out by CAIXA based on technical assistance to the Entities, detailed diagnosis of the causes of the stoppages, promotion of agendas with the Entities aiming at the resumption of works and analysis of the reprogramming and budgets of the contracts to be resumed, in order to verify the consistency of the solution presented and guarantee compliance with the program rules.

### Loan Programs for Public Entities

Among the main needs of the municipalities is the lack of knowledge on how to access loan lines for infrastructure, especially by smaller Municipalities.

Therefore, the "Support for Future Government Loan" strategy was developed. It was identified that several municipalities were not able to claim loan operations due to inconsistencies in the accounting information made available in the Accounting and Tax Information System of the Brazilian Government (SICONFI).

To support the action, a booklet was prepared with clarifications on the impediments to hire loans and which book accounts are used in the assessment.

CAIXA provides technical assistance to assist municipalities in filling in accounting information, cleaning up pending issues and enabling the performance of the risk assessment of the borrower.

These actions made it possible for the Municipalities to access loan operations.

In 2Q22, in relation to the loan portfolio with Public Entities (States, Federal District and Municipalities), R\$2.5 billion was disbursed referring to signed contracts. In the same period, 213 new contracts were signed, totaling R\$3.4 billion.

Of the 213 new contracts, 84 were signed with Public Entities that did not have operations contracted with CAIXA, strengthening the strategy to pulverize loans started in 2021, whose focus is to contribute to the distribution of investments throughout the national territory.

At the end of 2Q22, the loan portfolio with Public Entities totaled 3.5 thousand active operations, with an Income Generating Balance of R\$54.9 billion, serving 1.4 thousand customers in the Government segment throughout Brazil.

### Transfer Agreements of the General Budget of the Brazilian Union (OGU) to States and Municipalities

CAIXA acts as an agent of the Union, operationalizing contracts to transfer the General Budget, allowing Municipalities throughout the country to access public funds through technical and social assistance appropriate to the reality of each municipality, besides ensuring the use of public funds within the technical and budgetary parameters regulated by the Ministries managing public policies and supervisory bodies.

In 2Q22, 1.1 thousand construction works were completed, totaling R\$774.6 million in transfer contracts. Between 2019 and 2Q22, 23.0 thousand contracts were concluded, totaling R\$13.1 billion in onlending. In the same period, 18.6 thousand new contracts were signed, totaling R\$19.3 billion.

### Concessions and Public-Private Partnerships (PPP)

The capillarity, technical capacity and close relationship with the public entity are CAIXA's unique features. The portfolio of projects has expanded into new segments, such as socio-educational, early childhood education and social leasing.

### Concession and PPP Auctions held in 2Q22

CAIXA recorded a portfolio of 53 PPP and Concession projects, covering municipalities and consortium in all regions of the country. Of this amount, 12 projects had their auctions carried out, with the outlook of private investments reaching around R\$3.1 billion, benefiting 5.4 million inhabitants in the 19 municipalities involved. The 41 projects under structuring foresee total private investments reaching around R\$15.5 billion, benefiting 14.0 million inhabitants in the 163 comprehensive municipalities. Between April and June 2022, three projects out of the 12 carried out were auctioned, with investments forecast at R\$1.2 billion and four new projects were also effectively contracted, out of the 41 under structuring, adding an investment potential of R\$148, 6 million to CAIXA's PPP and Concessions project portfolio.

## Sustainability, Social and Environmental Responsibility

In 2Q22, the Sustainability Committee was created, a collegiate body that reports directly to the Board of Directors of CAIXA, independently from the other bodies, is subject to the regulation of the National Monetary Council (CMN) and has the purpose to advise the Board in matters linked to sustainability and social, environmental and climate responsibility for the prudential conglomerate, as well as give opinions, preferably, on matters submitted to the Board, within its working area, recommending or not its approval, when applicable.

The creation of the Committee also complies with the regulatory requirements set out in CMN Resolution 4945/2021, which provides for the Social, Environmental and Climate Responsibility Policy (PRSAC) and actions aimed at its effectiveness.

### CAIXA Florestas

CAIXA will allocate around R\$150.0 million of its income to implement social and environmental projects, aimed at preserving the environment and supporting vulnerable communities, promoting social and economic insertion, mainly by offering loans through the CAIXA Tem platform and providing environmental education for sustainable management.

CAIXA Florestas Program, through practical actions and financing, works to recover and protect forests and conservation units in all Brazilian biomes, besides valuing the country's biodiversity.

Eleven projects are already enabled, benefiting a total of 119 municipalities in the states of Minas Gerais, Tocantins, Pará, Goiás, Bahia and Espírito Santo. The projects will have an investment totaling R\$96 million from CAIXA's Social and Environmental Fund (FSA), planting 6.1 million trees, directly benefiting 1.85 million citizens and preserving over 2.6 thousand springs:

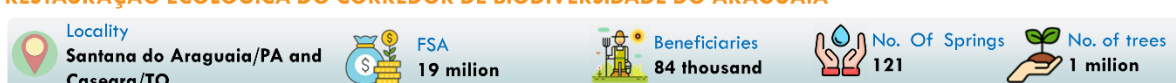
**Project Profissionalização da Cadeia Produtiva da Jabuticaba** – Located at Sabará, Caeté, Belo Horizonte, Santa Luzia, Raposos and Nova Lima/MG, with investment totaling R\$7 million from FSA, benefiting around 151 thousand people, and plans to plant 240 thousand trees and recover 240 springs.

#### PROFISSIONALIZAÇÃO DA CADEIA PRODUTIVA DA JABUTICABA



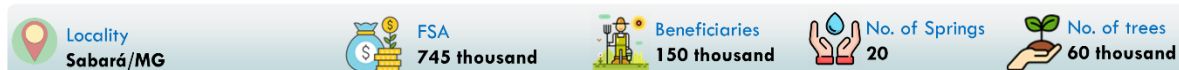
**Corredor de Biodiversidade do Araguaia Ecological Restoration Project** - located in Santana do Araguaia/PA and Caseara/TO, with an investment of R\$19 million from FSA, benefits around 84 thousand people, plans to plant 1 million trees and recover 121 springs.

#### RESTAURAÇÃO ECOLÓGICA DO CORREDOR DE BIODIVERSIDADE DO ARAGUAIA



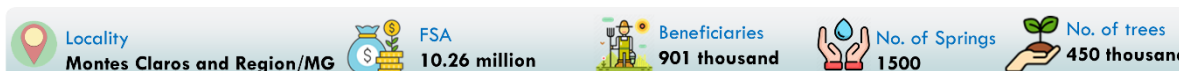
**Sabará-Caeté Project** - Located in Sabará/MG, with investment totaling R\$745 thousand from FSA, it benefits around 150 thousand people, plans to plant 60 thousand trees and restore 20 springs. Ribeirão Sabará-Caeté/MG.

**SABARÁ-CAETÉ – Minas Gerais**



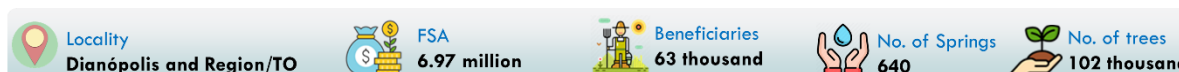
**Nascentes Vivas Project** - Located in Montes Claros and Region/MG, with investment totaling R\$10.26 million from FSA, it benefits around 901 thousand people, plans to plant 450 thousand trees and restore 1,500 springs. Rio Grande Verde/MG.

**PROJETO NASCENTES VIVAS – Minas Gerais**



**Rio Manuel Alves da Natividade Project** - Located in Dianópolis and Region/TO, with investment totaling R\$6.97 million from FSA, it benefits around 63 thousand people, plans to plant 102 thousand trees and restore 640 springs. Tocantins-Araguaia/TO River Basin.

**PROJETO RIO MANUEL ALVES DA NATIVIDADE - Tocantins**



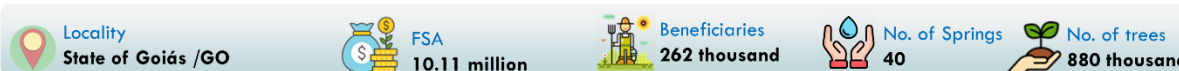
**Marajó Socioambiental Project** - Located in the State of Pará, with investment totaling R\$4.99 million from FSA, it benefits around 9 thousand people and plans to plant 500 thousand trees.

**MARAJÓ SOCIOAMBIENTAL – Pará**



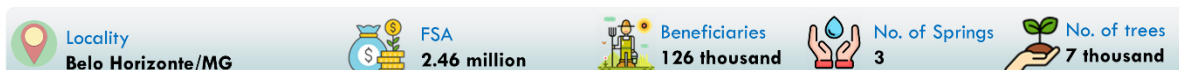
**Águas Cerratenses Project** - Located in the State of Goiás, with investment totaling R\$10.11 million from FSA, it benefits around 262 thousand people, plans to plant 880 thousand trees and restore 40 springs. Tocantins-Araguaia/TO River Basin.

**AGUÁS CERRATENSES - Goiás**



**Bacia Rio das Velhas Project** - Located in Belo Horizonte/MG, with investment totaling R\$2.46 million from FSA, it benefits around 126 thousand people, plans to plant 7 thousand trees and restore 3 springs. Isidoro Micro-Basin - Belo Horizonte/MG.

**RECUPERAÇÃO DE ÁREAS DEGRADADAS NA MICROBACIA DO ISIDORO – BACIA RIOS DAS VELHAS – Minas Gerais**



**Pomares da Mata Project** - Located in the states of Espírito Santo and Bahia, with investment totaling R\$5.6 million from FSA, it benefits around 57 thousand people and plans to plant 500 thousand trees.

**PROJETO POMARES DA MATA ATLÂNTICA – Bahia e Espírito Santo**



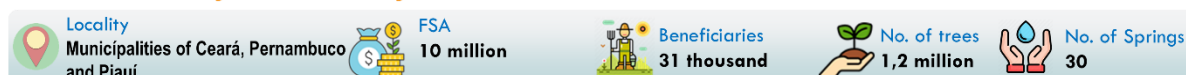
**Fogões + Eficientes Project** - Located in the states of Tocantins and Bahia, with investment totaling R\$19 million from FSA, it benefits around 25 thousand people, plans to plant 1.2 million trees and build 7 thousand efficient stoves.

**FOGÕES + EFICIENTES – Tocantins e Bahia**



**Rede de Conservação e Restauração da Chapada do Araripe** - Located in the municipalities of Ceará, Pernambuco and Piauí, with investment totaling R\$10 million from FSA, benefiting around 31 thousand people, and plans to plant 1.2 million trees and recover 30 springs.

**REDE DE CONSERVAÇÃO E RESTAURAÇÃO DA CHAPADA DO ARARIPE**



The Sabará-Caeté, Nascentes Vivas, Rio Manuel Alves da Natividade, Isidoro Microbacia – Rio das Velhas and Águas Cerratenses projects were selected by the Águas Brasileiras Program.

The Alliance for the Brazilian Waters Seal aims to encourage sponsorship of watershed revitalization projects, make society aware of the importance to preserve Brazilian waters and encourage sharing good practices and their replication in other locations.

CAIXA Florestas is Brazil's largest environmental preservation program and demonstrates the bank's commitment to promote policies that preserve nature and include the communities using them for their livelihood, reinforcing its purpose of being the bank of all Brazilians.

## CAIXA Hospitais

In 2Q22, around R\$308 million were granted in the operations of the CAIXA Hospitais, destined for Santas Casas, improving the health structure for the Brazilian people. In 2Q22, it was possible to contract with interest rates starting at 0.19% p.m. + CDI on lines with CAIXA resource and 0.97% p.m. + TR on the line with FGTS feature. The possibility of a break of up to 180 days in these modalities of loans was also maintained.

## Inovagro and Low Carbon Agriculture (ABC)

In 2Q22, R\$769.2 million was invested in the agribusiness segment through the Inovagro and ABC programs.

## Micro and Small Businesses

Granted over R\$1.3 billion to around 20 thousand small and microentrepreneurs through FAMPE<sup>3</sup> in 2Q22.

## Microfinance for Women

In 2Q22, over R\$167.4 million were granted, through over 11 thousand contracts, to micro and small companies that have female owners or partners.

<sup>3</sup>FAMPE: Guarantee Fund for Micro and Small Enterprises (SEBRAE)



The volume of commercial loan calculated for the “Microfinance for Women” indicator, regarding micro and small companies, comprises companies that earn up to R\$360 thousand per year.

### Social and Environmental Risk Mitigation

In 2Q22, 231 critical social, environmental and climate risk analyzes were issued to 163 corporate commercial loan borrowers and of these assessments issued, 40 were conditioned to the fulfillment of social, environmental and climate risk mitigation actions. Of the 231 ratings issued, 135 ratings were favorable and 96 were unfavorable.

### Loans for Clean Energy Generation

In 2Q22, over one thousand contracts were signed totaling R\$39.1 million in loans, through the CAIXA Energia Renovável loan line, launched in December 2021, to provide savings on the electricity bill and contribute to sustainability with the use of clean and renewable energy.

## CAIXA Conglomerate

The 2Q22 milestones regarding the subsidiaries will be presented below:

### CAIXA Seguridade

Caixa Seguridade's **net income** reached R\$680.8 million in 2Q 2022, - the best historical result achieved by the Company for the third consecutive quarter - up by 59.6% YoY and 22.2% QoQ. For 1H 2022, the R\$1.2 billion balance represents a growth of 44.2% compared to 1H 2021. The performance reflects the commercial performance and the structure of strategic partnerships implemented by the Company, which includes the result of the own brokerage firm in full operation.

In the **pension plan segment**, contributions received from pension plans and risk premiums issued grew by 11.0% YoY. Comparing 1H 2022 to 1H 2021, the R\$17.1 billion balance grew by 12.7%, the best half-year result in the Company's history. Total reserves until June 2022 exceeded R\$123.0 billion, up by 22.6% YoY, while income from management fees and other fees grew by 19.9% in the period.

The **Consortium** segment, following performance in previous period, grew by 872.3% in 2Q2022 YoY in the CAIXA's distribution network, which represents the best performance ever by the company in the commercialized credit letters, as well as the best performance in Resources Raised, 13.7%. Besides expanding the portfolio for the segment at the beginning of 2022, in the last quarter Caixa Seguridade intensified the training and mobilization of the sales team. In June, over R\$1.7 billion in credit letters were sold, a record favored by launching the Consortium for heavy vehicles, with R\$569.9 million in Credit letters sold.

In the **Capitalization** segment, fundraising in the second quarter of 2022 grew by 33.7% YoY, with an increase in the volume of single payment, 264.8%, and monthly payment, 7.1%. Comparing 1H 2022 to 1H 2021, it grew by 18.3%.

For the **insurance and assistance services segment**, compared to 2Q 2021, we highlight the growth in premiums issued in the Home segment, 15.5%, and Lender segment, 9.1%. For Lender,

it should be highlighted that for 2Q 2022 there was no PRONAMPE loan granted, so the result is allied to the growth in cross-sell and the performance in agro credit, which contributed to issuing R\$61.8 million in lender (up by 781.7% YoY), besides the work to remodel products, such as increasing the insured balance of the Corporate Lender Insurance linked to Rural Loan, with new risk acceptance limits; availability Auto or Mortgage Consortium with lender insurance in CAIXA's internet banking, and availability of insurance in microcredit at Caixa Tem, with 1.2 million products sold.

Thus, the holding's **operating revenues** grew by 66.8% YoY and 53.1% compared to the six-month period. As for contribution to revenues, we highlight **revenues from commissions**, including revenues from access to the distribution network and use of the brand (BDF) and revenues from brokerage or intermediation of insurance products (Brokerage), up by 91.7% YoY. In 1H 2022 compared to 1H 2021, the 80.3% growth in commission revenue consolidates the importance of the compensation structure of the new brokerage model, with lower BDF revenue from the old partnerships and higher revenue through the brokerage model. The performance of commission revenue was mainly affected by the Lender and Consortium lines, up by 45.2% and 2,226.9%, respectively.

The **result of investments in equity interests** (MEP) grew by 50.5% YoY, due to commercial performance, new structure and less loss events. Highlight for MEP balances earned by Caixa Vida e Previdência and Caixa Residencial. Comparing 1H 2022 to 1H 2021, MEP grew by 36.2%.

Thus, **recurring return on shareholders' equity (ROE)**, which calculates the ratio of the last twelve months' income over the average of the adjusted Net Equity for the period, reached 45.5% in 2Q 2022, up by 11.6 p.p. YoY (33.9%) and 4.3 p.p. QoQ (41.2%). The variation between 2Q 2022 and previous periods is due to the increase in the Company's results in the last year accrued with higher operating revenues, and the distribution of dividends in April 2022.

### CAIXA Cartões

Following the guidelines defined in its strategy and the steady improvement of the business, CAIXA Cartões has made progress in the consolidation of its business verticals, highlighting the new visual identity in Acquiring Business and the launch of the CAIXA Alimentação and CAIXA Refeição products in the Pre-Paid.

In Acquiring Business, the period's highlight was the launch of Azulinha, CAIXA's POS.

Movement to renew the visual identity, for a simpler brand, which seeks to create identification with CAIXA customers and aims to increase the share of the product and reinforce the popularization of the brand.

The launch included a specific campaign to stimulate the activation of the product, aimed at Legal Entities (PJ), such as Individual Microentrepreneurs (MEI) and Micro and Small Enterprises (MPE), which can be hired at any CAIXA's branch.

Azulinha accepts over 40 national, international, regional card brands and vouchers, besides offering a free application so that the customer can manage their sales.

The improvements made in the Acquiring Business vertical and offered to the service network in the period stand out:

- Launched the intranet portal, azulzinha.caixa to centralize information and provide sales support to the Retail Funds and Wholesale Chains;
- Tracked all stages of installation of Azulzinha, from commercialization to effective activation;
- Data from the branch's portfolio of machines, with complete information to manage the Acquiring Business with customers;
- Expanded the sale of Azulzinha to construction companies, real estate companies and developers;
- Offered special conditions for women entrepreneurs to participate in Caravana Brasil para Elas, a program to encourage female entrepreneurship coordinated by the Federal Government.

As a result, in 2Q22 alone, 45.2 thousand new companies were accredited, up by 28% compared to March 2022.

In the Pre-Paid segment, after a period dedicated to structuring and starting commercial operations for the Joint Venture CAIXA Pré-Pagos, the highlight of the second quarter is the launch of the CAIXA Alimentação and CAIXA Refeição benefit cards in all CAIXA branches.

The event marks the commercialization of the first products of CAIXA Pré-Pagos, which continues at an accelerated pace to offer new solutions in the portfolio to its customers.

With the CAIXA Alimentação and CAIXA Refeição Cards, companies can offer their employees the benefits of the PAT (Worker's Food Program) in a safe, practical and economical way.

CAIXA Alimentação card is intended to purchase food and other products in supermarkets, grocery stores, butchers, bakeries, while CAIXA Refeição card is intended for payments in restaurants, snack bars, bakeries and the like. These cards can be used throughout VR's accredited network, which has over 500 thousand establishments throughout Brazil and in the main delivery applications.

The start of commercial operations by CAIXA Pré-Pagos and the launch of the CAIXA Alimentação and CAIXA Refeição Cards includes the following deliveries:

- Launching the CAIXA Pré-Pagos portal;
- Launching the company portal and marketplace portal to manage benefits, aimed at HR professionals and workers who receive CAIXA Alimentação and CAIXA Refeição;
- Making available service channels for CAIXA Pré-Pagos customers, including interactions via WhatsApp;
- Launching Caixa Alimentação and Refeição app on Google's Play Store and Apple's App Store;
- Making available specific channels for guidance and support to employees of the CAIXA service network.

Besides the progress of operations in the period, CAIXA Cartões remains committed to adopting the guidelines set for the businesses under its management, to leverage capturing value in the means of payment industry and boost CAIXA conglomerate's share in this market.

The evolution of CAIXA Cartões' portfolio reinforces its commitment as a leading player in simplifying the payment experience and democratizing this market for all Brazilians, besides its role as a strategic subsidiary of CAIXA.

### CAIXA Asset

With a 21.9% growth in assets under management in 12 months, reaching R\$504.5 billion and following CAIXA's growth history, CAIXA Asset's 2Q 2022 remained focused on expanding its business in a sustainable manner.

With a market share of 6.79% in June 2022, CAIXA Asset reached 2<sup>nd</sup> place in funding in the ANBIMA Ranking in 2022 and remained in the 4<sup>th</sup> place among the largest asset managers in the country.

The number of fund shareholders grew by 8.9% in the quarter, exceeding 2.1 million investors in investment funds in June 2022.

R\$7.4 billion were raised in 2Q 2022, reaching R\$27.3 billion. Highlight for the Fixed Income funds and the Government segment as the main responsible for the increase in assets under management in the year with, respectively, 69.7% and 24.1% of participation in the total under management.

Among the product launches in 2Q22, the funds created to enable CAIXA customers to participate in Eletrobrás' public offering of shares put CAIXA Asset in the spotlight. CAIXA Asset had the 2<sup>nd</sup> largest funding in FMP funds intended to invest workers' FGTS resources in the offer, with R\$1.36 billion, representing 23.3% of the entire offer reserve for FGTS resources and was the largest manager in terms of number of customers, with 105,882 fund shareholders. CAIXA FIA ELETROBRAS was the largest single share fund raising that did not have FGTS resources. In the offering period, R\$751 million were raised and 19.970 fund shareholders.

## Performance and Result Analysis

### Net Income

CAIXA's recurring net income totaled R\$1.8 billion in 2Q22, down by 27.9% over 1Q22.

In R\$ million	2Q22	1Q22	Δ%	2Q21	Δ%
Financial Margin	12,744	10,659	19.6%	11,111	14.7%
Allowance for Loan Losses	(4,608)	(3,190)	44.4%	(2,588)	78.1%
<b>Income from Financial Intermediation</b>	<b>8,135</b>	<b>7,469</b>	<b>8.9%</b>	<b>8,523</b>	<b>-4.5%</b>
Income from Services and Banking Fees	6,165	6,011	2.6%	5,859	5.2%
Administrative Expenses	(9,244)	(8,678)	6.5%	(8,412)	9.9%
Other Operational Revenues/Expenses	(1,497)	(1,178)	27.0%	(1,374)	9.0%
Tax Expenses	(1,001)	(1,038)	-3.5%	(933)	7.3%
Income from Interests in Subsidiaries and Affiliated Companies	513	434	18.2%	726	-29.3%
Others	(1,790)	(1,020)	75.6%	(1,032)	73.4%
<b>Operating Result</b>	<b>1,281</b>	<b>2,000</b>	<b>-36.0%</b>	<b>3,356</b>	<b>-61.8%</b>
<b>Non-Operating Result</b>	<b>(52)</b>	<b>490</b>	<b>-</b>	<b>5,401</b>	<b>-</b>
Income Tax, Social Contribution and Profit Sharing	604	51	1085.3%	(2,498)	-
<b>Consolidated Accounting Net Income</b>	<b>1,833</b>	<b>2,542</b>	<b>-27.9%</b>	<b>6,260</b>	<b>-70.7%</b>
Non-Recurring Events	-	-	-	3,154	-
<b>Consolidated Recurring Net Income</b>	<b>1,833</b>	<b>2,542</b>	<b>-27.9%</b>	<b>3,105</b>	<b>-41.0%</b>

<sup>1</sup>Non-recurring net income in 2Q21 refers to the sale of shares in Banco Pan and CAIXA Seguridade.

Recurring Net Income is calculated as per BCB Resolution 2/2020 and for the purposes of the Resolution, a non-recurring result is the result that: I - is not related or is incidentally related to the typical activities of the institution; and II - is not expected to occur frequently in future years.

The amounts calculated to compose the Recurring Net Income are calculated considering the impacts of non-recurring events on taxes, profit sharing expenses and monetary restatement of the IHCD.

The financial margin reached R\$12.7 billion in 2Q22, as result of good performance in revenue from loan operations and from securities operations.

Income from the loan portfolio totaled R\$23.9 billion in 2Q22, up by 42.6% YoY. In year-on-year revenue from loan operations, it should be noted the 278.6% growth in agro loans, 86.0% growth in sanitation and infrastructure, 38.5% growth in mortgage, 34.6% growth in individual loans and 56.2% growth in corporate loans.

Funding expenses were impacted in 2Q22 by the year-on-year 342.1% growth with buyback agreements, 180.2% growth with savings operations, 268.5% growth with court deposits and 141.4% with bank certificate deposits. The behavior of these expenses reflects the rise in interest rates that has been taking place.

Regarding service fees, in 2Q22, CAIXA earned R\$6.2 billion, up by 5.2% compared to 2Q21 and 2.6% compared to 1Q22, highlighting the quarterly variation for 36.4% increase in revenue from insurance products and 4.6% increase in debit and credit cards.



In 2Q22, administrative expenses (personnel + other administrative expenses) totaled R\$9.2 billion, up by 9.9% compared to 2Q21, which is lower than the inflation for the period, which shows the control of administrative costs that is in line with the optimization actions underway at CAIXA.

## Performance Analysis – Assets and Liabilities

CAIXA's assets totaled R\$1.5 trillion, up by 2.0% compared to June 2021, affected by the 13.7% increase in the Amplified Loan Portfolio, as opposed to the 12.7% decrease in Securities and Derivative Financial Instruments.

In R\$ million	Jun22	Mar22	Δ%	Jun21	Δ%
Total Assets	1,494,178	1,487,832	0.4	1,464,171	2.0
Amplified Loan Portfolio	928,175	888,995	4.4	816,251	13.7
Securities and Derivative Financial Instruments	251,550	253,026	-0.6	287,996	-12.7
Allowance for Loan Losses	(42,894)	(40,212)	6.7	(36,015)	19.1
Liabilities <sup>1</sup>	1,375,429	1,369,675	0.4	1,356,658	1.4
Customer Resources	576,428	561,834	2.6	613,454	-6.0
Bonds	35,037	27,116	29.2	29,615	18.3
Net Equity	118,750	118,157	0.5	107,514	10.5

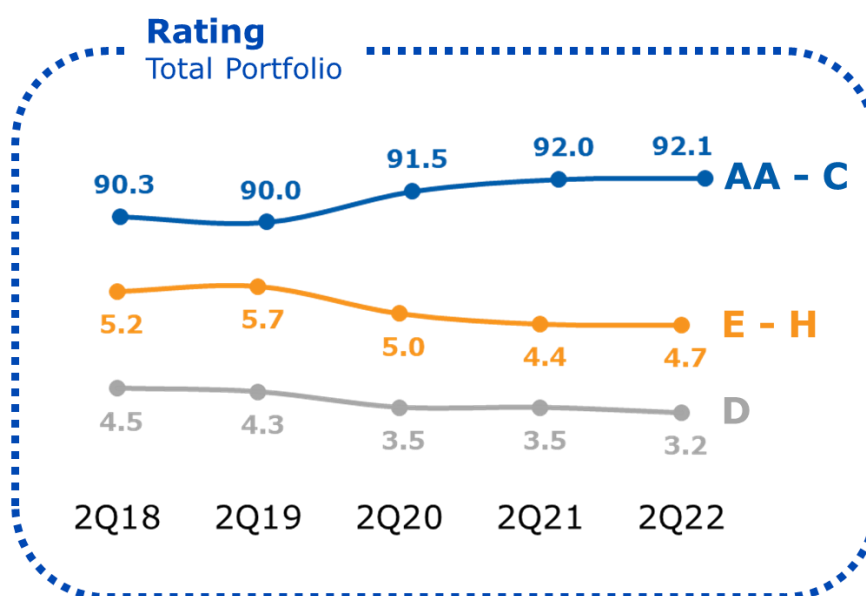
<sup>1</sup> Excludes Shareholders' Equity.

## Amplified Loan Portfolio

2Q22 Amplified Loan Portfolio reached R\$928.2 billion, up by 13.7% over June 2021. In 2Q22, R\$127.8 billion in loans were granted to the Brazilian population, up by 18.6% compared to 1Q22 and 17.5% compared to 2Q21.

The delinquency of the loan portfolio closed 2Q22 at 1.89%, down by 0.57 p.p. over 2Q21. Coverage of the provision ended the quarter at 244.6%.

CAIXA's operations are concentrated in long-term operations, with real guarantees, mainly due to the mortgage loans portfolio, which corresponds to 64.1% of the total portfolio and has an LTV (Loan to Value) of 51.4%. The rating of the total portfolio has 92.1% of operations classified at risk levels between AA and C, demonstrating good quality and solidity due to CAIXA's consistent risk management.



### Infrastructure Loan

Infrastructure operations reached a balance of R\$93.6 billion at the end of 2Q22, up by 1.6% in the quarter and 2.2% YoY. Due to its great relevance and leading role and its deep connection to the national economic development, this segment falls within CAIXA's strategic operations.

### Agro Loans

In 2022, CAIXA maintained its growth in agro loans. The portfolio balance totaled R\$30.8 billion at the end of 2Q22, up by 202.3% in 12 months, highlighting individual loans modality, which totaled R\$19.6 billion, up by 253.9% vs. 2Q21.

Loans granted were also a record in 2Q22. In the quarter, R\$13.3 billion were granted in loans, up by 247.3% over 2Q21. A highlight was the loans granted to individuals, which totaled R\$9.6 billion, up by 413.9% YoY. The funds were used in different lines and for different purposes, especially to fund expenses in the production cycle of the main Brazilian crops, including soybeans, corn, cotton, rice, beans, cassava and coffee, as well as livestock farming.

The numbers reflect the initiatives that CAIXA has been developing to further strengthen Brazilian agribusiness. CAIXA intends to keep a continuous growth in rural loans, expanding its portfolio in a strong and sustainable manner and positioning the company as a reference in the Agribusiness market.

## Funding

The table below shows the evolution in the Company's main funding lines YoY:

Funding (R\$ million)	Jun22	Mar22	Δ%	Jun21	Δ%
Saving Deposits	366,697	359,352	2.0	371,409	-1.3
Time Deposits	150,851	145,805	3.5	181,587	-16.9
Bonds <sup>1</sup>	35,037	27,116	29.2	29,615	18.3
Demand Deposits	42,922	40,087	7.1	48,706	-11.9
Other Deposits	15,958	16,589	-3.8	11,752	35.8
Issues of Securities Abroad	2,624	2,429	8.0	2,584	1.5
Funds Obtained In The Open Market <sup>2</sup>	123,055	189,199	-35.0	89,235	37.9
Borrowings and On-lending	366,170	359,950	1.7	351,042	4.3
<b>Total</b>	<b>1,103,314</b>	<b>1,140,528</b>	<b>-3.3</b>	<b>1,085,931</b>	<b>1.6</b>

<sup>1</sup> includes housing, mortgage, financial and agricultural bonds.

<sup>2</sup> own portfolio repo operations

Total funding ended the quarter at R\$1.1 trillion, up by 1.6% compared to June 2021, highlighting savings at R\$366.7 billion, up by 2.0% compared to 1Q22. This savings balance allowed CAIXA to keep its leadership position, with a market share of 36.2%.

## Net Equity

CAIXA ended 2Q22 with shareholders' equity totaling R\$118.7 billion, up by 10.5% in 12 months.

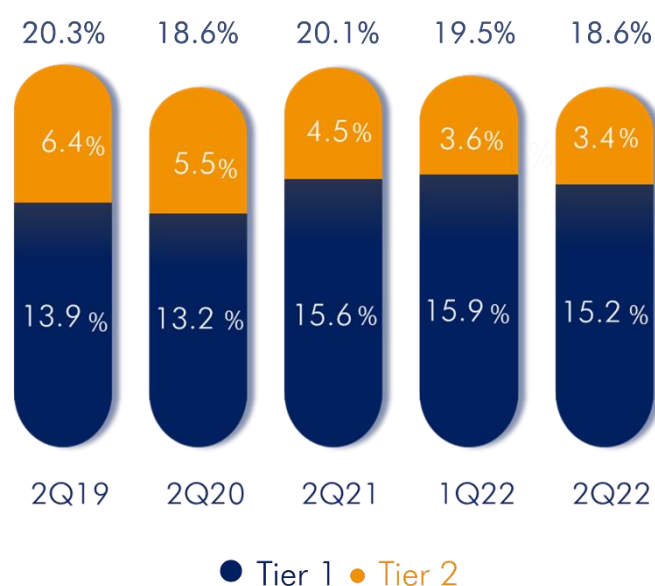
## BACEN's Official Letter 3068/2001

In compliance with BACEN's Official Letter 3068, Article 8, of November 8, 2001, CAIXA stated the intention of maintaining the securities classified in Tier III (held until maturity), which totaled R\$10.0 billion in the period, until their respective maturities and attesting the required financial capability.



In 2Q22, CAIXA's Basel Ratio reached 18.6%, higher by 7.1 percentage points than the minimum of 11.5% established by National Monetary Council (CMN) Resolutions 4,955 and 4,958, of October 21, 2021, which regulates the recommendations of the Basel Committee on Banking Supervision related to the capital structure of financial institutions. Thus, we highlight the comfortable ratios with improvement in capital quality despite the record up by the loan portfolio.

## Basel Ratio



The Basel Ratio reached by generating recurring income and asset monetization reinforces CAIXA's ability to keep moving with its strategic plan sustainably.

The fixed assets ratio was 9.1%, keeping CAIXA under the CMN Resolution 4,957, October 21, 2021, which sets the limit at 50.0%.

### Lotteries

In 2Q22, CAIXA Loterias raised R\$5.4 billion, up by 23.3% YoY.

In R\$ million	2Q22	1Q22	Δ %	2Q21	Δ %
Net Premium	2,081	1,599	30.1	1,241	67.7
Social Destination	2,066	1,927	7.2	1,937	6.7
Social Security	891	851	4.7	739	20.5
Security	538	506	6.3	440	22.3
Sports	374	359	4.1	311	20.3
Education	109	66	63.9	318	-65.8
Culture	149	142	4.5	124	20.4
Health	4	1	199.4	1	370.9
Others	2	0.3	342.7	4	-62.7
Taxes (Income Tax on Premium)	482	520	-7.4	344	40.1
Costs and Maintenance	741	956	-22.5	832	-10.9
<b>Total Collected*</b>	<b>5,370</b>	<b>5,003</b>	<b>7.3</b>	<b>4,354</b>	<b>23.3</b>

\* Amounts consider resources destined to the Lottery Development Fund and the compensation of Lottery Outlets.

Besides nourishing the dreams of millions of players, CAIXA Loterias is an important source of funds to foster social development in Brazil. In 2Q22, R\$2.1 billion, equivalent to 38.5% of the total, was allocated to the Federal Government's social programs in the areas of social insurance, sports, culture, public security, education and health, up by 7.2% over 1Q22, besides income tax payments.

## Other Information

### CAIXA receives the Family-Friendly Company Certificate

On June 14<sup>th</sup>, CAIXA received the Family-Friendly Company Certificate, from the Ministry of Women, Family and Human Rights. The bank is among one of the nine award-winning institutions that participated in the second edition of the Certificate. In all, 23 public and private institutions competed.

The Family-Friendly Company Certificate aims to recognize companies committed to work-family balance and that promote or encourage actions that enable the individual to act as a professional and as a participating member of a family.

CAIXA is proud to offer its employees and their families benefits and conditions that allow a balance between work and family, providing a better quality of life.

### CAIXA is Recognized in the Transformação Digital Brasil award by CAIXA Tem

On April 5, CAIXA won the National Highlight in the Gold category focused on E-Digital of the Digital Transformation of Brazil – Ozires Silva 2022 award for the development of CAIXA Tem.

Transformação Digital Ozires Silva award is the biggest national reference in the recognition of learning, performance and digital transformation projects. It highlights relevant innovation, digital, social and financial inclusion initiatives in Brazil.

In the 2022 edition of Ozires Silva, 20 works were registered and classified in only one of the three focuses: Processes, Business Models and E-Digital. In addition, they fell into one of three categories: Silver - 2 years (projects implemented in 2020 and 2021), Gold - 2 to 4 years (projects implemented in 2017 or 2019) and Diamond - 5 years or more (projects implemented until 2016). Projects are evaluated individually and do not compete. Classified as: Successful Initiative, National Reference and National Highlight.

## Governance

CAIXA's governance aims to direct, monitor, and encourage performance optimization and protect all stakeholders' rights. It is based on transparency, corporate responsibility, equity and accountability and aligned with the business goals to maximize the economic and social results.

In 2Q22, the new version of the CAIXA Institutional Policy was published, which includes guidelines for Corporate Governance, Strategy, Social, Environmental and Climate Responsibility, and Communication and Institutional Relationships.

The review aimed to adapt its Institutional Policy to the new regulatory requirements of CMN Resolution 4,945/2021, which provides for the Social, Environmental and Climate Responsibility



Policy (PRSAC) and actions aimed at its effectiveness.

To learn more about CAIXA's governance practices, go to: <https://www.caixa.gov.br/sobre-a-caixa/governanca-corporativa/Paginas/default.aspx>.

### Ombudsman

Customer and regulatory feedback in numbers:

- 32.2 thousand customer demands handled from April to June, down by 30% in the volume of second instance complaints YoY;
- Preserving the 1<sup>st</sup> place among the five largest Brazilian banks in the national indicator of PROCON Resolution Rate, with CAIXA obtaining 78.3% with 2,746 claims deemed solved between April and June 2022.

### Policy for Sponsorship and Investments in Culture and Sports

As one of the most traditional sponsors of sport, artistic and cultural events in Brazil, CAIXA believes and invests in promoting sport and disseminating culture to encourage citizenship promotion. R\$23.9 million was invested in 2Q22.

Investment in sports aims to provide Brazilian athletes with adequate training conditions and promote the education and social inclusion of children and teenagers, opening opportunities to new talents.

Through its sponsorship strategy, CAIXA prioritizes social sports projects, supports the development of athletes and prospects educational projects focused on the low-income segment. In the same vein, in the cultural field, CAIXA encourages social projects that use music as an inclusion tool and popular culture events and cultural projects expected to reach different regions. In culture alone, R\$2.4 million was invested in 2Q22.

Among the sports and cultural projects, successful partnerships in previous years were renewed. Together, the projects directly benefit thousands of people, including students, musicians and athletes in training, as well as family members, communities and professionals involved.

### Acknowledgements

The results achieved in the period reflect all employees and contractors' commitment and work, to whom CAIXA thanks for their efforts and commitments. CAIXA also thanks all customers and partners for their trust and loyalty, which motivates the Company to constantly search for improvement, essential for CAIXA and Brazil's development.

The Management

**CAIXA**