



MANAGEMENT REPORT

4Q2023

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Management Report

To the Brazilian society, employees, contractors, investors and clients, CAIXA presents the Management Report for the fourth quarter of 2023, according to practices and accounting standards established in the country applicable to institutions authorized to operate by the Central Bank of Brazil (BACEN).

New Management

On November 7th, 2023, Mr. Carlos Antônio Vieira Fernandes took office as CEO of CAIXA, as appointed by the President of the Republic, Mr. Luiz Inácio Lula da Silva.

Mr. Fernandes holds a degree in Economics and Social Studies, a postgraduate degree in Business Strategies, Foreign Trade and Finance, a master's degree in Finance from Université Paris 1 Panthéon – Sorbonne and is in the process of completing his PhD at the Management School (IAE) of the University of Bordeaux.

He has been a career employee at CAIXA for more than 30 years, having held strategic management positions in the business and mortgage credit areas. He was also Chief Consultant to the CAIXA Presidency. Mr. Fernandes also acted as interim Minister of Cities and Integration, in alternating periods during 2014 and 2015. He was Executive Secretary of the Ministry of Cities and Integration, and, in addition, served in other strategic executive positions and roles, such as: Chief Executive Officer of Fundação dos Economistas Federais (FUNCEF), Chief Executive Officer and Chief Operating Officer of Financeira BRB, Chairmain of the Board of Directors of Companhia de Desenvolvimento dos Vales do São Francisco e do Parnaíba (CODEVASF), Chairmain of the Board of Directors of Empresa Brasileira de Transportes Urbanos (CBTU), Chairmain of the Board of Directors of Transporte Urbano de Porto Alegre (TRENSURB) and member of the Board of Directors of LITEL and VALE.

Highlights

One of the drivers of the Company's management efforts is to accelerate CAIXA's modernization process, based on the following pillars: Results, Processes and People Management, aligned with CAIXA's guiding values of Public Spirit, Integrity, Sustainability and Inclusion. Responsible Leadership, Governance and putting clients at the core of the business will guide the management practices for the bank's sustainable growth.

Focusing on client centricity, the Bank has defined its tactical objectives, declarations and market ambitions to guide the execution of essential actions for the development of CAIXA during 2024, stimulating innovation, future-oriented thought and the business' dynamic adaptation.

CAIXA's work stands out when it comes to promoting access to the financial system for the most vulnerable people and thus we ratify the Bank's commitment to improving banking services and its role as the State's main partner in the implementation of public policies.

Digital Transformation

CAIXA has been implementing technological modernization measures, encouraging innovative business solutions and value generation in its relationships with clients.

Experiments with Artificial Intelligence began to be executed in the Bank's main areas of activity, such as mortgage loans. There has been increasing dissemination of this growing technology internally, including events aimed at sharing knowledge in panels conducted by external partners, such as Google, IBM and Microsoft, contributing to the democratization of this theme at CAIXA.

The bank has four Centers of Excellence (User Experience, Artificial Intelligence, Innovation and Automation), which are made up of multidisciplinary teams of specialists, who work on missions involving strategic matters with great technological and business complexity, aimed at reducing costs, increasing revenue and gaining productivity.

Based on investments in technological modernization, employee training and the increasing use of data intelligence instruments, we highlight the Bank's efforts in providing accessible and efficient digital services, contemplating a management model focused on digital and driven on delivering value to clients.



Organizational Structure

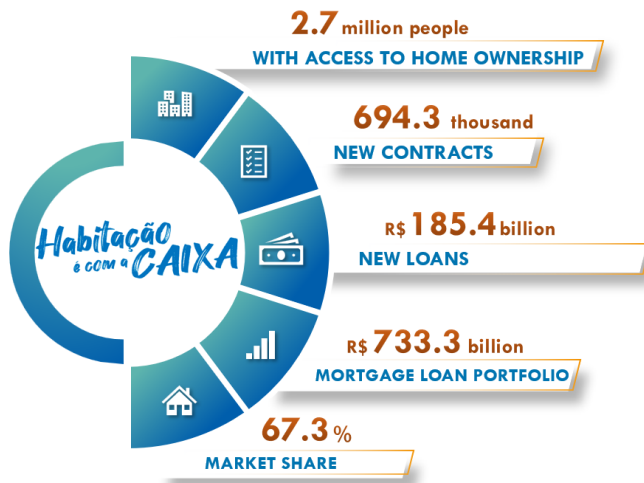
In January 2024, the Board of Directors approved changes to CAIXA's organizational structure, aiming to achieve strategic results, notably those related to client centricity, sustainability, innovative solutions, bolstering governance and operational efficiency, fostering a favorable environment for digital transformation. Among the main array of changes, those are the most relevant:

- Creation of the Vice Presidency of Sustainability and Digital Citizenship, aimed at working towards sustainability and social, environmental and climate responsibility strategies, as well as to promote solutions in sustainable entrepreneurship;
- Creation of the Clients, Channels, Data Intelligence and Innovation Department, directly linked to CAIXA's Presidency, aimed at carrying out client and channel strategy efforts, working on data governance and managing digital channels;
- Creation of the Strategy and Governance of Investees Department, linked directly to CAIXA's Presidency, aimed at managing the stakes of CAIXA Conglomerate and coordinating the relationship between Affiliated Companies and CAIXA's areas;
- Centralizing service management and relationships with retail clients, as well as implementing products and services in the Retail Vice Presidency in order to increase efficiency at the processes involved.

The more adequate organizational structure seeks to reconcile CAIXA's social vocation with the generation of sustainable results, bringing clients to the core of the business, which enables greater fluidity and effectiveness in the pursuit of strategic goals.

Housing

Mortgage loans play a fundamental role in the country's development as it creates jobs and generates income. In 2023, CAIXA was responsible for creating more than 1.3 million direct and indirect jobs by originating loans for the real estate market. These financings also positively impact many other sectors by creating demand for building materials, furniture and appliances, thus stimulating the civil construction industry and driving the growth of cities and Brazil's economy.



CAIXA increased its leading position in the real estate sector by 1.1 p.p. over 4Q22, reaching a market share of 67.3%. At the end of 2023, the Bank recorded a historic mark of R\$ 733.3 billion for the mortgage loan portfolio.

In 2023, 694.3 thousand housing contracts were signed, originating R\$ 185.4 billion in loans. This was the largest historical volume granted by CAIXA for the housing segment, benefiting over 2.7

million people with access to home ownership.

CAIXA reinforces its role as the Federal Government's main partner to expand access to decent housing and to help reduce the housing deficit in Brazil, promoting improvements in the population's life quality, particularly low-income individuals.

Desenrola Brasil, Tudo em Dia and Fundo de Financiamento Estudantil (FIES) renegotiation

In 2023, CAIXA implemented several programs aimed at renegotiating blacklisted credit contracts of, in which we highlight the Desenrola Brasil and the Tudo em Dia initiative, in addition to the renegotiations of overdue payments for contracts related to the Student Financing Fund (FIES).

- **Desenrola Brasil and Tudo em Dia**

In June 2023, the Federal Government published Provisional Measure (MP) 1,176, establishing the Desenrola Brasil Program, aimed at encouraging the renegotiation of private debts for individuals listed in the national default registry, reducing debt levels and facilitating resumption of access to the credit market.

The Program contributes to the financial restructuring of this audience, in addition to boosting the Bank's other renegotiation initiatives, offering CAIXA's clients an opportunity to settle overdue debts.

CAIXA also carried out the Tudo em Dia campaign in 2023, in which it promoted debt renegotiations. Contracts can be renegotiated through the Cartão CAIXA App, CAIXA's website, WhatsApp, by telephone, Caminhão da Adimplência and at CAIXA Branches and Lottery units.

At the end of 2023, with its participation in the Desenrola Program and the Tudo em Dia Credit Recovery Campaign, CAIXA renegotiated R\$ 7.4 billion in outstanding debts for 342.2 thousand clients, enabling the regularization of 437.5 thousand contracts.

- FIES

In November 2023, the Bank began the renegotiation for the FIES program for contracts signed until December 31, 2017 and which were in amortization phase on June 30, 2023. At the end of 4Q23, a total of R\$ 5.3 billion had been renegotiated, benefiting 117.2 thousand people.

Thus, combining the Desenrola Program, Tudo em Dia and FIES initiatives, over R\$ 12.7 billion in contracts had been regularized. These numbers demonstrate the Bank's role as the Federal Government's agent for public policies, promoting better conditions for Brazilians to gain better control of their family budget and achieve greater financial dignity.



Computers for Inclusion Program

In December 2023, CAIXA and the Ministry of Communications signed a Technical Cooperation Agreement (ACT) to donate equipment under the Computers for Inclusion Program.

The Program is a Federal Government action implemented by the Ministry of Communications to bring about digital inclusion policies. The objective is to support and enable access to technology through Computer Reconditioning Centers (CRCs), which are physical spaces in which electronic equipment can be reconditioned to be used in courses and workshops and where electronic waste can be correctly disposed.

The equipment will be reconditioned for priority use in public schools and at digital inclusion facilities. We highlight that the Bank has nearly 23 thousand computers that can be used in the Program. Unused equipment will be properly recycled, without generating toxic waste for the environment.

CAIXA's contribution to the Program reinforces the Bank's social role by offering opportunities for young individuals to expand their learning tools, promoting education in the country.

Supporting the Creation of the Digital Real - Drex

Regarding the pilot project of the new Brazilian digital currency, CAIXA has started the privacy tests, aimed at validating market solutions, as established by the Central Bank of Brazil (BACEN).

By means of a consortium signed with ELO and Microsoft, the privacy tests involve detailed analysis of security protocols and data safeguards, aiming to ensure not only technical effectiveness, but also compliance with all privacy guidelines and regulations. This milestone represents the ongoing commitment to ensure data protection and integrity, in line with the best market practices and adhering to the highest security standards.

With the arrival of Drex and the use of blockchain and "tokenization" technologies, financial services are expected to improve, become cheaper and more democratized. Furthermore, the feasibility of the digital currency will translate into greater agility for financial transactions, such as real estate loans, potentially reducing the waiting time for funds to be released.

With the initiative, the Bank reiterates its commitment to the sector's innovation and modernization, leading the digital transformation movement that will benefit the Brazilian population, including the possibility of paying social benefits and the economy as a whole, by adding efficiency in transactions carried out through the national financial system.

CAIXA begins Payment of the Bolsa Formação to Security Agents

In January 2024, CAIXA began paying the Bolsa Formação training grant through the National Program for Public Security with Citizenship (PRONASCI). The benefit is targeted at public security agents, such as: members of the military, civil and criminal police officers, fire department, official criminal forensic bodies, municipal guards and penitentiary officers who meet the Program's requirements.

The Program is aimed at professional training and expects to distribute 100 thousand grants. The Ministry of Justice and Public Security is responsible for identifying the beneficiaries and generating the payroll, while CAIXA will be responsible for distributing the payments. A total of R\$ 175 million is expected in investments to train public security agents nationwide during 2024. Bolsa Formação will grant R\$ 900 to each beneficiary for every month of the course duration.

Payments for Bolsa Formação will be made through a CAIXA digital savings account, which will be automatically opened for beneficiaries who do not have one. Access to the digital account must be carried out through the CAIXA Tem App.

CAIXA's operationalization as the paying agent for Bolsa Formação reinforces the Bank's role as the Federal Government's main partner in implementing public policies, contributing to the country's development.

Sponsorship and Investments in Sports

We highlight the social transfers to sports made by CAIXA lottery Company and also the role played by CAIXA as the paying agent for Bolsa Atleta, an individual sponsorship program for Brazilian athletes maintained by the Federal Government.

Through initiatives sponsored by CAIXA in high-performance sports and social projects, more than 13,000 children and adolescents are served. This investment demonstrates the Bank's commitment to sports and is designed not only to provide Brazilian athletes with adequate training conditions, but also to promote citizenship and social inclusion for children and adolescents, creating opportunities for new talents.

Additionally, in 2023, CAIXA renewed its sponsorship contracts with the Brazilian Paralympic Committee and the Brazilian Athletics Confederation, in addition to signing a partnership with the National Basketball League to sponsor the Novo Basquete Brasil and to sponsor the Women's Basketball League.

The quarter was marked by the achievements and medals won by athletes sponsored by Loterias CAIXA for the World Artistic Gymnastics Championships, at the Pan-American and Parapan-American Games.

Women's gymnastics achieved its best historic result, winning six medals at the World Artistic Gymnastics Championships, held in Belgium during the months of September and October. The Brazilian Gymnastics Confederation (CBG) is sponsored by CAIXA for the 2021-2025 cycle.

The 2023 Pan American Games were held in Chile during the months of October and November, in which we highlight the performance of two modalities sponsored by CAIXA: athletics and gymnastics, with 26% of Brazil's total 54 medals coming from these categories.

The Brazilian delegation, sponsored by CAIXA, won 343 medals at the 2023 Parapan American Games, also held in Chile during the month of November. It was the country's best historical result for this competition.



Sponsorship and Investments in Culture

Through its seven units spread nationwide, CAIXA Cultural pulsated in the rhythm of the Brazilian culture. The plural and high-quality units offered music, dance, theater and visual arts programs at affordable prices in Brasília, Curitiba, Fortaleza, Recife, Rio de Janeiro, Salvador and São Paulo.

In the months of October, November and December alone, over 182 thousand people visited CAIXA Cultural's units. During 2023, the CAIXA Cultural spaces received over 500 thousand visitors, 330% more than in 2022. And the outcomes from the units spread beyond their physical spaces. Organically, CAIXA Cultural's social media pages reached over 1 million followers, growing by more than 35% in number of followers.

CAIXA Cultural's Occupation Program was resumed in 2023, reaching a record number of registered proposals, with 7,727 projects. From these projects, 132 were selected to occupy CAIXA Cultural's spaces from September 2023 to March 2024, with the potential to generate more than 5 thousand direct and indirect jobs and investment of R\$ 20 million.

To strengthen CAIXA's strategy and rescue cultural diversity, two additional CAIXA Cultural spaces will be inaugurated in Belém (PA) and São Luís (MA) by 2025.

Service Structure

To better serve its 152.4 million clients, of which 150.5 million are individuals and 1.9 million are corporate, CAIXA's network covers more than 99% of Brazil's municipalities through 26.5 thousand service points. There are 4.3 thousand branches and banking service points in total, 22.2 thousand lottery units and CAIXA Aqui correspondents, 10 truck branches, 2 boat branches and 1 automated container branch. CAIXA also offers 25.9 thousand ATMs, available in banking agencies and self-service rooms, in addition to access to 24.1 thousand Banco 24 Horas terminals.

CAIXA's unparalleled service network and widespread national presence display the bank's adherence to its activities aimed at strengthening its relationships with clients, and also its scope for executing the government's public policies.

Sustainability

Sustainable Finance Portfolio

CAIXA includes, in its products and services portfolio, information on the percentage of resources allocated to initiatives and sectors promoting the transition to a fairer and more sustainable society, classifying its portfolio and business volume according to collaboration with the Sustainable Development Goals (SDGs), which, in turn, brings about a positive impact on the environment, society and climate.

The methodology adopted for the products and services classified as sustainable takes into consideration the products and services that bring social benefits to the population and/or bring direct benefits to the environment. They must also contribute to two or more SDGs, and cannot be intended for sectors with high exposure to social, environmental and climate risks.

General loan products were considered for segments such as Mortgage, Commercial, Rural, Sanitation and Infrastructure, Student Financing (FIES) and the initial bracket (Faixa 1) of Minha Casa Minha Vida (MCMV).

The FIES and MCMV (Faixa 1) products were included given that CAIXA is responsible for managing and developing these contracts, as well as both products achieve highly relevant social impacts.

After assessing the business volume of the identified products, CAIXA's Sustainable Finance portfolio totalled more than R\$ 775 billion in volume at the end of 2023.



Green Coalition of Development Banks

CAIXA will coordinate one of the four pillars of the Green Coalition's work plan for the development of the Amazon region, launched in December 2023 at the United Nations Conference on Climate Change (COP 28). The work is organized into four fronts: Good Practices, Taxonomy, Funding Instruments and Financial Instruments, the latter to be coordinated by CAIXA.

The Green Coalition is an unprecedented initiative that joins 20 public development banks from six countries in the Amazon region, in partnership with the Inter-American Development Bank (IDB), the World Bank and the Andean Development Corporation (CAF).

This group of international institutions is pioneer in promoting sustainable development in the Amazon region. The total expected investment will be up to US\$ 20 billion for businesses and initiatives in the region by 2030.

The measures being adopted contribute to promoting financial solutions and favorable conditions that build and strengthen local activities, in addition to boosting social, environmental and economically sustainable projects, respecting local and regional characteristics.

Casa Azul + CAIXA Seal

The Casa Azul + CAIXA Seal is an Environmental, Social and Governance (ESG) classification instrument intended for housing developments that adopt efficient solutions in the design, construction, use and maintenance of housing projects.

Membership is voluntary and new projects in the analysis phase or that have already been analyzed and contracted are eligible for the seal. Until the end of 2023, more than 101 thousand housing units were recognized in 442 projects.

CAIXA Sustainable Management Seal

The CAIXA Sustainable Management Seal is a recognition created by CAIXA for Municipalities that present public indicators that denote the application of good practices in Environmental, Social and Governance (ESG) in local public management, increasing the well-being and quality of life for its citizens, associated with sustainable urban development.

The Seal recognizes actions linked to the Sustainable Development Goals established according to 2030 Agenda of the United Nations (UN) by carrying out a broad assessment that measures municipal public management for 21 evaluation indicators in four categories: Environmental, Social, Governance and Climate.

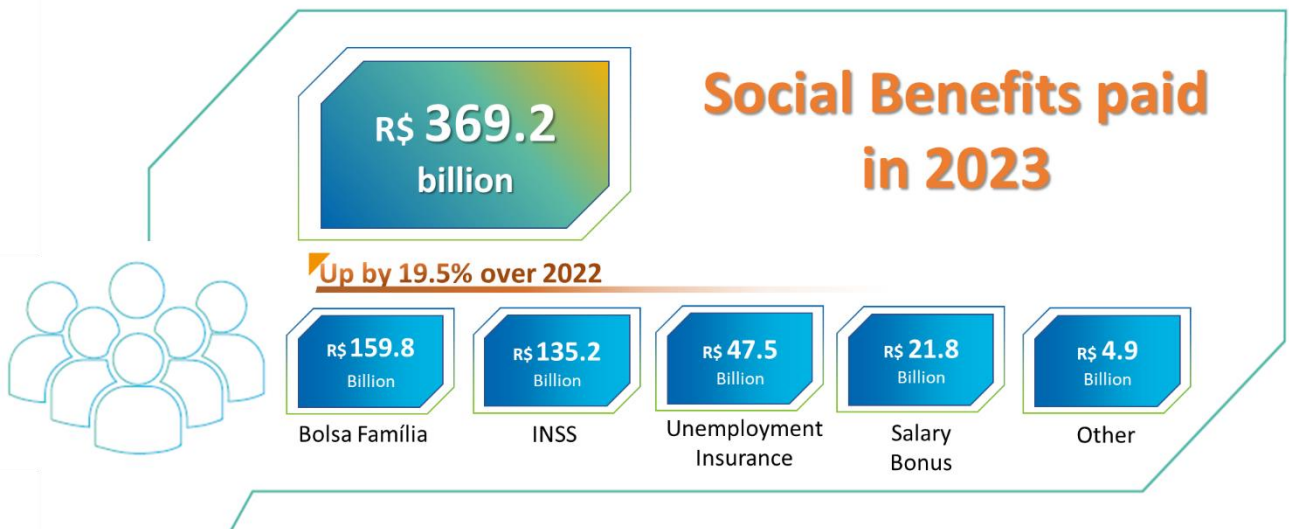
All Brazilian municipalities are eligible to participate but must reach a minimum score required to obtain the seal. Adherence to the certification is voluntary, upon submitting a Proposal Letter. After verifying the indicators, which are obtained mainly through public data, the municipality that meets the required criteria receives the CAIXA Sustainable Management Seal certificate based on the score achieved in four levels of recognition: Cristal, Topázio, Safira and Diamante

Considering the relevance of the ESG theme for CAIXA and society, the action, in addition to promoting and recognizing good sustainability practices in the evaluated municipalities, also enables the approved municipalities to gain access to special conditions when contracting CAIXA's services and products according to the level of CAIXA Sustainable Management Seal. Likewise, CAIXA can also assist municipalities improve their scores through products and solutions associated with each indicator, thus supporting these clients in enhancing the quality of their management. In the end of 2023, a total of 95 Brazilian municipalities had been certified.

Payment of Social Benefits

CAIXA is the main operating agent of the Federal Government's social programs and actively contributes to eradicating poverty and improving the income distribution of the Brazilian population.

Through its physical and digital service channels and partner network, in 2023, CAIXA paid benefits in the amount of R\$ 369.2 billion and distributed 414.5 million installments of social programs, employee benefits, and INSS benefits in all Brazilian municipalities.



We highlight the payment of R\$ 159.8 billion in Bolsa Família benefits through 247.6 million installments to 24.3 million families, R\$ 135.2 billion in INSS benefits through 76.1 million installments to 6.5 million beneficiaries and R\$ 47.5 billion in Unemployment Insurance through 30.0 million installments to 8.6 million beneficiaries.

In February 2023, CAIXA began the distribution of the Salary Bonus, in accordance with Resolution 968 of the Deliberative Council Worker Support Fund (CODEFAT), which came into force on December 15, 2022. According to the calendar defined by CODEFAT, payments were divided between the months of February and July, based on the date of the worker's birthday. In 2023, a total of R\$ 21.8 billion were paid to 21.8 million beneficiaries.

Additionally, in 2023, CAIXA operated payments of the Gas Aid and other social and regional programs, in the amount of R\$ 4.9 billion.

Support to Municipalities Affected by Natural Disasters

In 2023, CAIXA supported 285 municipalities in different regions of Brazil hit by natural disasters through the FGTS Calamity Withdrawal. The Bank sent specialized employees to provide technical support to the city halls of these regions and assistance to the affected population. Furthermore, it is noteworthy that the Bank has a truck branch that can be used to reinforce support to the populations of the municipalities that were affected.

The Bank mobilized a team specialized in releasing the FGTS Calamity Withdrawal, allowing workers to withdraw up to R\$ 6,220, limited to the balance available in their FGTS accounts. In 2023, the Bank paid 115.5 thousand calamity withdrawal payments, totaling R\$ 226.9 million.

CAIXA's team also provides guidance to the municipalities on how to fill out the documents required to make them eligible for this type of FGTS withdrawal.

In the housing area, CAIXA allowed mortgage loan installments to be paused for up to 90 days in the affected regions, upon request. CAIXA's service units also provided support to clients in activating home insurance and in procedures on how to request indemnities. In addition, the Bank's engineering teams were sent to the affected regions to provide support to the affected social housing units.

In support of local governments, CAIXA offered technical assistance for the operationalization of transfers of funds. The city halls received support for the assessment on damages and calculating estimated costs to recover works in progress or affected buildings that greatly impact the population of these municipalities, such as bridges, access roads, equipment for water supply, health clinics, schools, among others.

Support to Government Programs

Loan Programs for Government Entities

In relation to the loan portfolio with government entities (States, Federal District and Municipalities), in 4Q23, 90 new contracts were signed, totaling R\$ 1.8 billion.

Of the 90 new contracts, 29 were signed with government entities that did not have loans with CAIXA, therefore implementing the strategy of spreading and expanding access to credit and distributing investments nationwide.

At the end of 2023, the loan portfolio with government entities totalled 4.1 thousand active operations, with a balance of R\$ 62.1 billion and serving 1.7 thousand clients in the Government segment throughout Brazil.

Transfer Agreements from the Federal General Budget (OGU) to States and Municipalities

CAIXA acts as a representative of the Federal Government in the operationalization of transfer agreements from the Federal General Budget, allowing states and municipalities across the country access to public resources through technical engineering and social assistance programs adapted to each of their realities, in addition to guaranteeing the use of public resources according to the technical and budget parameters regulated by the Ministries that manage public policies and inspection bodies.

In 2023, 4.9 thousand works were completed, totaling R\$ 4.5 billion in transfer contracts. In the same period, 5.9 thousand new contracts were signed, totaling R\$ 13.5 billion in investments. We also highlight the resumption of 2.4 thousand financing and transfer projects that had been paralyzed, with investments totaling R\$ 9.3 billion.

In 4Q23, a total of 1.1 thousand works were completed, totaling R\$ 1.3 billion in transfer contracts. Also in the quarter, 5.1 thousand new contracts were signed, in the amount of R\$ 12.2 billion in investments. We also resumed 318 financing and transfer projects that had been paralyzed, with investments of R\$ 2.3 billion.

Performance Analysis and Results

Net Income

CAIXA's recurring net income was R\$ 2.9 billion in 4Q23, up by 40.5% from 4Q22. In 2023, recurring net income totaled R\$ 10.6 billion, increasing by 15.5%.

| In R\$ million | 4Q23 | 3Q23 | Δ% | 4Q22 | Δ% | 2023 | 2022 | Δ% |
|--|---------------|--------------|--------------|---------------|-------------|---------------|---------------|-------------|
| Financial Margin | 17,532 | 14,522 | 20.7 | 14,969 | 17.1 | 60,826 | 50,921 | 19.5 |
| Allowance for Loan Losses | (4,353) | (4,629) | -6.0 | (4,938) | -11.9 | (18,723) | (15,642) | 19.7 |
| Financial Intermediation Result | 13,179 | 9,893 | 33.2 | 10,031 | 31.4 | 42,102 | 35,279 | 19.3 |
| Income from Services and Banking Fees | 6,712 | 6,552 | 2.5 | 6,457 | 3.9 | 25,808 | 25,107 | 2.8 |
| Administrative Expenses | (11,512) | (10,159) | 13.3 | (10,715) | 7.4 | (41,475) | (38,561) | 7.6 |
| Other Operational Revenues/Expenses | 17 | (1,219) | -101.4 | (2,079) | - | (4,774) | (4,681) | 2.0 |
| Tax Expenses | (1,195) | (1,142) | 4.6 | (1,068) | 11.9 | (4,589) | (4,252) | 7.9 |
| Income from Interests in Subsidiaries and Affiliated Companies | 916 | 763 | 20.1 | 543 | 68.6 | 2,998 | 2,082 | 44.0 |
| Constitution and reversal of provisions | (5,414) | (1,730) | 212.9 | (1,060) | 410.6 | (10,299) | (5,403) | 90.6 |
| Operating Result | 2,704 | 2,956 | -8.5 | 2,110 | 28.1 | 9,771 | 9,570 | 2.1 |
| Non-Operating Result | (818) | 28 | - | 267 | - | (977) | 695 | - |
| Income Tax, Social Contribution and Profit Sharing | 2,090 | 257 | 712.5 | (201) | - | 2,939 | (490) | - |
| Consolidated Accounting Net Income | 3,975 | 3,241 | 22.7 | 2,176 | 82.7 | 11,733 | 9,774 | 20.0 |
| Non-Recurring Events | 1,106 | - | - | 133 | - | 1,106 | 576 | - |
| Recurring Net Income | 2,869 | 3,241 | -11.5 | 2,042 | 40.5 | 10,626 | 9,198 | 15.5 |

Financial margin reached R\$ 17.5 billion in 4Q23, up by 17.1% over 4Q22. The increase in the 12-month period is the result of the 3.4% growth in revenues from the loan portfolio, which totaled R\$ 30.4 billion in 4Q23.

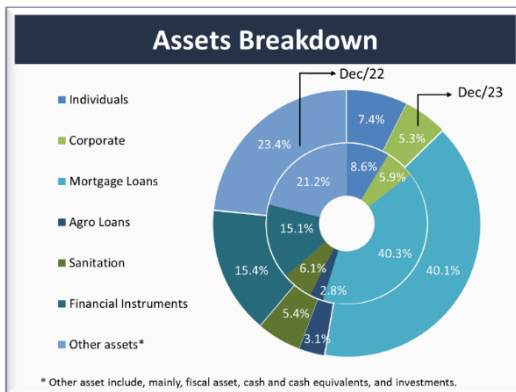
In 2023, income from the loan portfolio totaled R\$ 121.6 billion, annual growth of 20.8%, of which we highlight the increase in revenues from loans of 17.0% in mortgage loans, 17.8% in loans for individuals, 30.8% in corporate loans, and 92.4% in agro-industry loans.

Funding expenses reached R\$ 30.5 billion in 4Q23, up by 4.6% from 4Q22. Administrative expenses (personnel + other administrative expenses) totaled R\$ 11.5 billion, up by 7.4% from 4Q22.

Allowance for loan losses reached R\$ 4.4 billion in 4Q23, down by 11.9% from 4Q22.

Revenues from services reached R\$ 6.7 billion in 4Q23, up by 3.9% from 4Q22. In the 12-month comparison period, it is worth highlighting the 22.4% increase in revenues from insurance, premium bonds, private pension and credit letters products, in addition to a 13.7% growth in operation services for loans and a 6.8% increase in debit and credit cards.

Assets



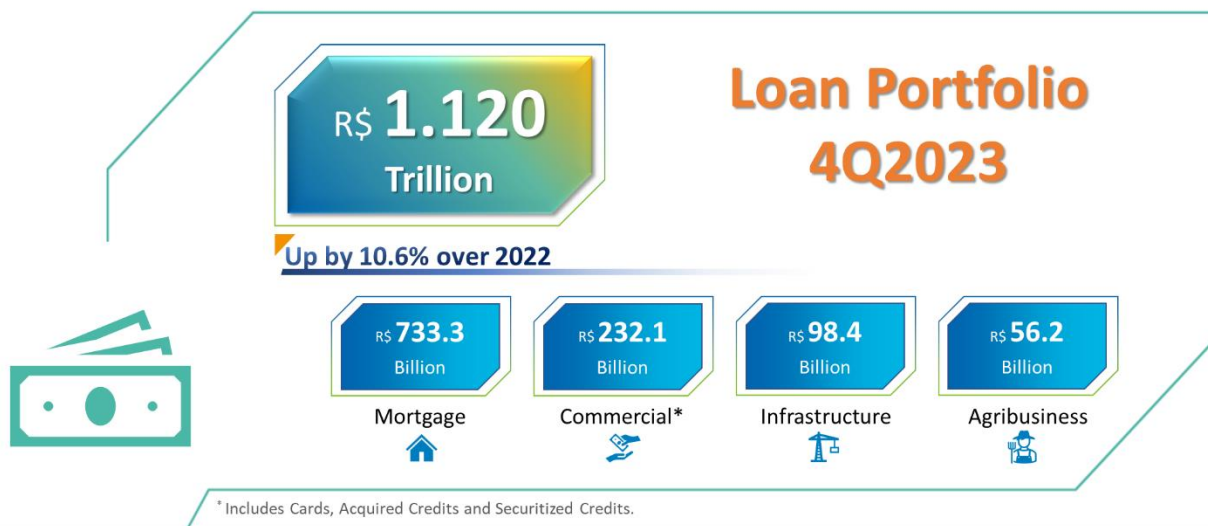
CAIXA's assets totaled R\$ 1.8 trillion in Dec/23, up by 15.2% from the same period in the previous year, influenced by a 10.6% increase in the loan portfolio, which corresponds to 61.2% of the Bank's total assets.

In the 12-month comparison period, the securities and derivatives portfolio grew by 17.2%, representing 15.4% of CAIXA's assets, while other assets increased by 27.5%, accounting for 23.4% of total assets.

Loan Portfolio

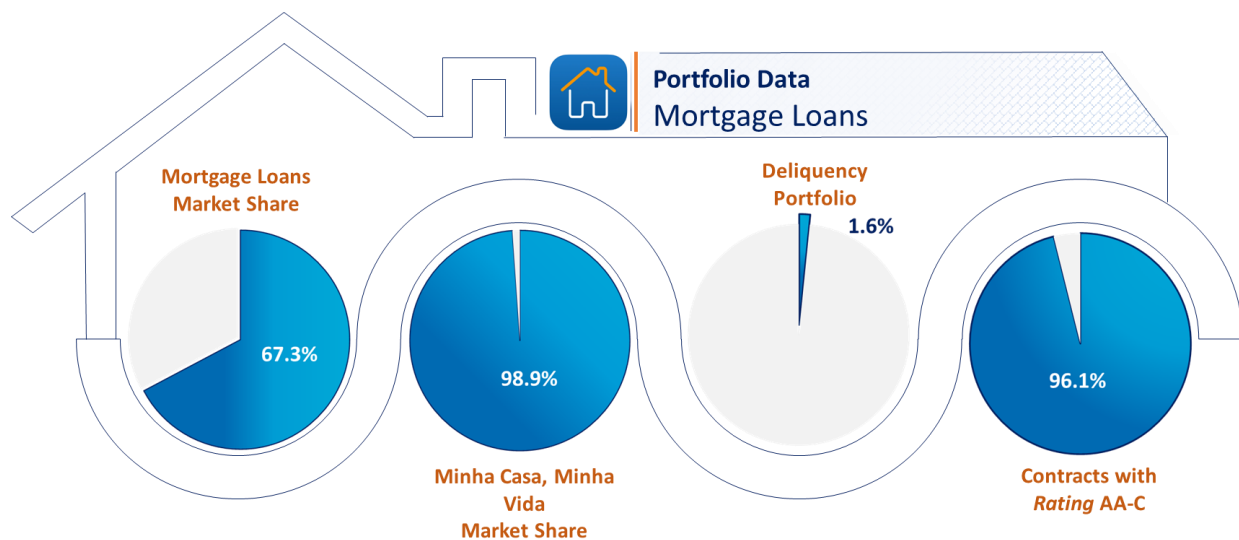
The loan portfolio ended Dec/23 with a balance of R\$ 1.120 trillion, up by 10.6% from Dec/22. In the 12-month comparison period, we highlight the increases of 14.6% in the mortgage loan segment, 41.0% in agribusiness for individuals and 1.2% in sanitation and infrastructure.

In 2023, a total of R\$ 544.3 billion was granted in loans, increasing by 6.8% from the same period in 2022. In 4Q23, a total of R\$ 140.6 billion was granted in loans, up by 13.5% over 4Q22.



CAIXA is the bank that supports Brazilians in conquering their dream of owning their own home, maintaining its market leadership in the real estate segment, with a market share of 67.3% of total mortgage loans and a role of protagonism regarding the MCMV Program,

with a market share of 98.9%. The quality of the mortgage loan portfolio also stands out, with 96.1% of contracts rated between AA-C, in addition to the portfolio's delinquency rate at 1.6%.



The mortgage loan portfolio ended Dec/23 with a balance of R\$ 733.3 billion, growing by 14.6% from Dec/22. In 2023, a total of R\$ 185.4 billion was granted in mortgage loans, increasing by 13.0% from the same period from the previous year. In 4Q23, a total of R\$ 48.5 billion was granted in mortgage loans (considering SBPE and FGTS resources), up by 21.2% from 4Q22.

Commercial loans to individuals ended the year with a portfolio balance of R\$ 134.7 billion, declining by 2.0% from Dec/22. In this segment, we continue to highlight the payroll-deductible loans, which had a balance of R\$ 103.2 billion (76.7% of the total loan portfolio for individuals). Regarding the loan portfolio for individuals, this segment reached a balance of R\$ 59.2 billion in 4Q23, down by 1.9% from 4Q22.

As for the commercial corporate loan, the portfolio balance ended Dec/23 with a balance of R\$ 97.4 billion, 3.8% higher than Dec/22; it is worth highlighting the working capital product, with a balance of R\$ 78.9 billion at the end of the period. As for total loans granted in this segment in 4Q23, they reached R\$ 23.5 billion, up by 36.5% over 4Q22.

Keeping its focus on Micro and Small Companies, CAIXA operationalized loans through the PRONAMPE (National Support Program for Micro and Small Enterprises) credit line, with a total of R\$ 1.3 billion in loans granted in 4Q23. We highlight that CAIXA has maintained a 30% market share in loan volume granted through PRONAMPE since this product was launched.

Infrastructure operations amounted to R\$ 98.4 billion at the end of 2023, up by 1.2% from the same period in the previous year. Due to its great relevance and leading role, as well as

its deep connection to the national economic development, these operations are within the scope of CAIXA's strategic operations.

In 2023, a total of R\$ 15.4 billion in loans were granted to the infrastructure segment, increasing 91.0% from the previous year. In 4Q23, new infrastructure loans reached R\$ 1.6 billion, increasing 349.4% over 4Q22.

We also highlight CAIXA's role in the New Growth Acceleration Program (PAC), which provides financing to projects in this sector and strengthens the Bank's institutional role as the main partner of the Federal, States, and Municipal governments in implementing their public policies, contributing to Brazil's development.

The agribusiness loan portfolio reached R\$ 56.2 billion at the end Dec/23, up by 27.3% over Dec/22. The individuals segment increased by 41.0% in 12 months, totaling R\$ 45.2 billion.

In 4Q23, agribusiness new loans totaled R\$ 7.8 billion. Of this amount, R\$ 3.6 billion was allocated for funding, R\$ 2.8 billion for investment, R\$ 752.2 million for sales, and R\$ 697.2 million for industrialization.

Portfolio Quality

The delinquency rate for the total loan portfolio ended 2023 at 2.16%, compared to 2.09% in 4Q22, increasing by 0.06 p.p. in the period. Provision coverage was 206.3% at the end of the year. The portfolio's rating has 93.4% of operations classified at the AA-C risk level, demonstrating quality and solidity.

CAIXA's loan portfolio has 92% of its balance with collateral, largely concentrated in long-term operations, mainly due to the mortgage portfolio, which corresponds to 65.5% of the total portfolio.

Therefore, the Bank had R\$ 1.735 trillion in collateral on the date the loans were granted, that is, without considering possible appreciation of the collateral, against a portfolio balance of R\$ 1.120 trillion, corresponding to a ratio of 155.0% of the value of the collateral on the outstanding balance.

Funding

The funding balance at the end of Dec/23 was R\$ 1.5 trillion, increasing by 21.4% over Dec/22, in which savings accounts totaled R\$ 358.3 billion, increasing by 1.7% in the quarterly comparison period. CAIXA remains the leading player for savings accounts, increasing its market share from 36.1% in 2022, to 36.5% in 2023.

At the end of Dec/23, CAIXA's bonds had a balance of R\$ 165.4 billion, up by 97.2% from Dec/22, driven by the more favorable scenario for profitability in fixed income products.

Real estate bonds, in particular, grew by 98.2% from Dec/22, ending 2023 with a balance of R\$ 146.6 billion.

Equity

CAIXA ended Dec/23 with a net equity of R\$ 128.5 billion, increasing by 4.8% in 12 months. This increase was mainly due to the accumulated profit in the period.

Liquidity

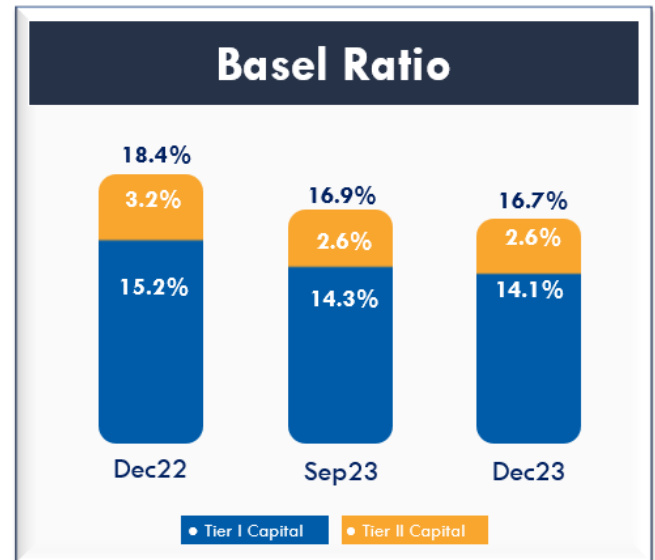
In 4Q23, CAIXA's short-term liquidity ratio (LCR¹) was 195.6%, increasing 24.8 p.p. in 12 months. The ratio considers highly liquid free assets and net outflows during a period of 30 days.

¹ According to BACEN Resolution 54, short-term liquidity indicators are calculated from the simple average of the daily amounts in the quarter referring to the informed base date

Basel Ratio

CAIXA recorded a Basel Ratio of 16.7% at the end of Dec/23, being 5.2 p.p. higher than the minimum requirement of 11.5% established by the National Monetary Council Resolutions 4,955 and 4,958, from October 21, 2021, which regulate the recommendations of the Basel Committee on Banking Supervision related to the capital structure of financial institutions.

We highlight CAIXA's good capital structure, reinforcing the Bank's ability to carry out its strategic planning in a sustainable way.



Management of Judicial Deposits for the Federal Court²

CAIXA is carrying out negotiations with the National Treasury to calculate and transfer amounts relating to Legal and Out-of-Court Deposits covered by Law 9,703/98 and Law 12,099/09, which, due to an error by the depositor when transferring the funds, were retained at CAIXA.

A total of 113,957 accounts were identified, amounting to R\$ 9.5 billion and linked to federal bodies or the RFB/INSS, and for 227,334 accounts, in the amount of R\$ 6.4 billion, the depositor did not inform the taxpayer ID numbers of the parties involved, which are undergoing verification procedures to identify possible compliance with Law 9,703/98 and Law 12,099/09.

BACEN Official Letter 3,068/2001

In compliance with article 8 of BACEN Official Letter 3,068, from November 08, 2001, CAIXA stated its intention of holding the securities classified as Tier III (held until maturity), totaling R\$ 4.9 billion in the period, until their respective maturities, and attested the required financial capability for this decision.

² Values calculated on the base date Jun/23.

Lotteries

In 2023, Loterias CAIXA collected R\$ 23.4 billion, 0.9% higher than the amount recorded in the previous year. The total net prize awarded to bettors in the period was R\$ 7.9 billion.

| In R\$ million | 4Q23 | 3Q23 | Δ % | 4Q22 | Δ % | 2023 | 2022 | Δ % |
|------------------------------|--------------|--------------|-------------|--------------|-------------|---------------|---------------|------------|
| Net Prizes | 2,653 | 2,000 | 32.6 | 2,569 | 3.3 | 7,898 | 7,895 | 0.0 |
| Social Destination | 2,800 | 2,341 | 19.6 | 2,797 | 0.1 | 9,191 | 9,018 | 1.9 |
| Social Security | 1,231 | 996 | 23.7 | 1,234 | -0.2 | 3,981 | 3,920 | 1.6 |
| Security | 733 | 593 | 23.5 | 734 | -0.2 | 2,372 | 2,344 | 1.2 |
| Sports | 517 | 417 | 24.1 | 509 | 1.5 | 1,676 | 1,674 | 0.1 |
| Education | 110 | 167 | -34.4 | 110 | -0.4 | 486 | 409 | 18.7 |
| Culture | 206 | 167 | 23.9 | 207 | -0.2 | 667 | 656 | 1.6 |
| Health | 2 | 1 | 24.0 | 2 | -0.5 | 6 | 9 | -34.6 |
| Others | 1 | - | - | 1 | -6.2 | 4 | 5 | -10.7 |
| Taxes (Income Tax on Prizes) | 392 | 399 | -1.8 | 493 | -20.4 | 1,863 | 1,874 | -0.6 |
| Costs and Maintenance | 1,383 | 1,120 | 23.4 | 1,385 | -0.2 | 4,483 | 4,449 | 0.8 |
| Total Collected* | 7,228 | 5,861 | 23.3 | 7,244 | -0.2 | 23,435 | 23,236 | 0.9 |

* Amounts consider resources destined for the Lottery Development Fund and the compensation of Lottery units.

Loterias CAIXA are an important source of funds to promote social development in Brazil. In 2023, a total of R\$ 9.2 billion, or 39.2% of the total collected amount, was transferred to the Federal Government's social programs in social security, sports, culture, public security, education, and health areas, this amount being 1.9% higher than that allocated in 2022, in addition to the return to society through income tax payments.

CAIXA Conglomerate

CAIXA Seguridade

The commercial performance of Caixa Seguridade in the insurance sector, which also includes assistance products, totaled R\$ 9.2 billion in 2023, corresponding to an increase of 8.5% from 2022, with growth recorded in all strategic areas: Life (+12.5%), Mortgage (+9.6%), Home (+5.8%), and Credit Life (+5.1%). In the quarterly view, the growth in 4Q23 was 21.0% compared to 4Q22, and 4.5% compared to 3Q23. In the quarter, the highlights were the growth in all strategic lines in both comparison periods, and also the written premiums for the Life segment, which had its best historical performance for the third consecutive quarter, reaching R\$ 636.3 million.

The loss ratio in 2023 continued below the historic level for the Company's operations, improving by 3.7 p.p. from the previous year, resulting from the drop in claim volumes for the credit life and mortgage segments. In the quarterly vision, this ratio reduced by 7.4 p.p. over 4Q22, and by 0.7 p.p. from 3Q23.

In 2023, Caixa Seguridade carried out actions in the digital front, aimed at increasing client satisfaction at its different channels, boosting its businesses and improving the potential of its results. As a result, the Company promoted the modernization and optimization of its channel network, the customization of client and employee journeys, the modernization of platforms, and the use of data intelligence.

In terms of products, the Consórcio da Gente (aimed at the C and D income classes, individual micro entrepreneurs and micro enterprises); Rapidex MEI for individual micro entrepreneurs; Rapidex do Bem (which allocates 1% of profits to charity); Vida Proteção Executiva and Vida Senior insurances; new categories for premium bonds; the Especial+ category for residential assistance; new services for existing residential assistance plans were launched; in addition to the expansion of the private pension portfolio for individuals.

In 2023, projects were implemented to strengthen the governance bases through activities focused on Sustainability, with emphasis on Environmental Management, Stakeholder Engagement and Sustainability Management.

CAIXA Asset

At the end of 4Q23, CAIXA Asset recorded a total of R\$ 522.35 billion in assets under management, up by 4.24% in the year. CAIXA Asset ended the month of December with a market share of 6.02%, maintaining its ANBIMA ranking as the 4th largest asset manager in the country, being the 2nd largest manager in the Retail Sector, Public Sector and in Own Social Security System (RPPS).

In terms of number of shareholders, a positive variation was recorded in the year, increasing by 6.97% in the shareholder base, surpassing the mark of 2.5 million investors in investment funds managed.

Still in 4Q23, CAIXA Asset launched 2 new funds in its product portfolio. In November, CAIXA FIC ESMERALDA CORP RF was presented, a fixed income private credit fund aimed at the corporate audience. In December, the CAIXA INFLAÇÃO 2024 FIF RF was launched, a fund aimed primarily at the private and high-income retail segments. The Company ended the year with a portfolio of 436 products under management.

CAIXA Asset was highlighted in an article published on the Valor Investe Portal on December 21, for the credit quality of its Investment Fund portfolios in 2023, according to Fitch Ratings.

In alignment with the Company's strategic planning, CAIXA Asset adhered to the Principles for Responsible Investment (PRI) in 2023, committing publicly to the principles that guide the initiative's actions and seeking to develop the integration of environmental, social, and governance factors (ESG) in investment analysis and processes.

CAIXA Cartões

In 4Q23, in terms of its acquiring business, CAIXA Cartões recorded accumulated revenues of R\$ 4.53 billion, and for the Prepaid vertical, the accumulated revenues reached the mark of R\$ 1.26 billion. It was the company's best quarter for both segments.

In the Prepaid vertical, the following mobility products were launched in 4Q23:

- tagCAIXA Empresas, solution that enables automatic payment at toll booths and parking lots and frotaCAIXA, which facilitates supply management for corporate fleet vehicles. These products were made available initially at 34 branches, with national expansion expected in 1Q24.
- The tagCAIXA for individuals is being sold at Loterias CAIXA units, initially as a pilot test in 44 units, with expansion to the entire lottery network expected in 1Q24.

Regarding the recurring actions aimed at enhancing the quality and client service at Azulzinha, the company continued to improve its client journey and experience, which was positively reflected in the increase in the Net Promoter Score (NPS) indicator.

In terms of Social and Environmental Responsibility, CAIXA Cartões published its 2022 Sustainability Report on the Company's website, at: <https://www.caixacartoes.caixa.gov.br/a-companhia/sustentabilidade/>.

Corporate Governance

CAIXA's Corporate Governance is a system formed by principles, rules, structures, instruments and processes which guides and monitors the Company, aimed at protecting the rights of all interested parties and generating sustainable value for the Bank.

Ethics, as a set of moral principles that must be observed when exercising a profession, provides support to corporate governance principles, such as: integrity, transparency, equity, accountability and sustainability, covering best practices to achieve them.

Additional information about CAIXA's Corporate Governance can be accessed at: caixa.gov.br/sobre-a-caixa/governanca-corporativa.

Integrity

CAIXA continuously improves its anti-corruption and the 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 conducts in its activities.

CAIXA has an Integrity Program aimed 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.

Additional information about the Integrity Program can be accessed at: caixa.gov.br/sobre-a-caixa/governanca-corporativa/integridade.

Reporting Channel

CAIXA has a Reporting Channel managed by an external and independent company, where evidence of crimes, violations of current legislation, money laundering, as well as other illicit acts that may be related to CAIXA's activities may be reported with full anonymity and security.

Ombudsman

Feedback from clients and regulatory bodies in numbers:

- 121.4 thousand clients complaints dealt through the CAIXA Ombudsman, Consumer Protection and Defense Program (PROCON) and the Central Bank of Brazil (BACEN) channels from January to December 2023, increasing by 2% in volume from the same period in the previous year.
- CAIXA held the 7th position in the Complaints Ranking of BACEN, with an index of 11.52 complaints per million clients. The ranking is formed based on complaints from the public, registered in BACEN's service channels and the overall classification established in descending order from the complaints index, that is, institutions are ranked according to complaints received, from most to least.

Quantitative and qualitative data on all registered complaints are generated on a routine basis by the Ombudsman's Office, which are then forwarded to key Committees, directors and managers of products and services for assessment and development of actions aimed at improving the clients' journey with CAIXA.

Independent Audit

CAIXA has a process for hiring an Independent Audit considering aspects of transparency, compliance, objectivity and independence of the Independent Auditor, as well as for observing the non-hiring of the same company for other services that may constitute a possible conflict of interest and loss of independence or objectivity in carrying out its activities.

Information related to the auditing company's fees is published annually in Brazil's Official Gazette with each contract or amendment.

Acknowledgments

The performance achieved in the period reflects the corporate strategy aligned with the engagement and work carried out by all employees and contractors, to whom CAIXA makes a special acknowledgment for their effort and commitment. CAIXA also thanks all clients and partners for their trust and loyalty, which motivates the Company in its constant search for improvement, essential for CAIXA and Brazil's development.

Management.

Glossary

Acquiring Business: The intermediation of payments made through credit and debit cards, connecting businesses, card flags and issuing banks.

Blockchain: Chaining of blocks of encrypted and validated information in a shared, synchronized and consensual manner across multiple nodes of the same network.

Basel Ratio: Measures the capacity of a financial institution to face credit, market and operational risks.

Calamity Withdrawal: A modality in which workers have the right to withdraw the balance of their FGTS account for personal, urgent, and serious needs arising from a natural disaster in their residential area.

Derivative Financial Instruments: Financial contracts whose value is derived from an underlying asset, benchmark rate or index.

Delinquency: The ratio between the sum of loan operations overdue for more than 90 days (and not written-off as a loss) by the total loan portfolio, measured as a percentage.

Financial Margin: The difference between revenues and expenses from financial intermediation before provision for losses linked to credit risk.

Market Share: The percentage corresponding to the relevance of a company against competitors in the same industry/market/segment in which it operates.

Net Promoter Score (NPS): A research methodology to measure the level of client satisfaction for an organization.

Provision Coverage: Allowance for loan losses divided by the delinquency balance.

Rating: A credit risk score used as an indicator of the quality level of a credit, security, or issuer.

Securities: All items established under article 2 of Law 6,385/76, including shares, derivatives, and investment fund quotas.

Stakeholders: Parties involved directly or indirectly with an organization's activities, including clients and users of its products and services, internal communities, relevant third-party suppliers and service providers, investors in bonds or securities issued by the organization, and other people impacted by its products, services, activities and processes, according to criteria established by the organization.

Sustainable Development Goals (SDG): A global action plan to eliminate extreme poverty and hunger, provide lifelong quality education for everyone, protect the planet and promote peaceful and inclusive societies by 2030.

Taxonomy: The science of classifying according to a predetermined system, resulting in a catalog used to provide a conceptual framework for the discussion, analysis, or management of knowledge or information. Taxonomy, within the context of (sustainable) finance, is a classification system that allows the identification of activities, assets and/or projects with sustainable objectives (environmental and/or social) based on pre-established metrics and/or goals.

Tokenization: A process that transforms an asset or right into a digital representation. Also known as a digital token, it is registered and traded on the blockchain network.

CAIXA