

ANNUAL SUSTAINABILITY REPORT 2023



**BNP PARIBAS
CARDIF**

The insurer for a changing world

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ABOUT THE REPORT

GRI 2-2, 2-3

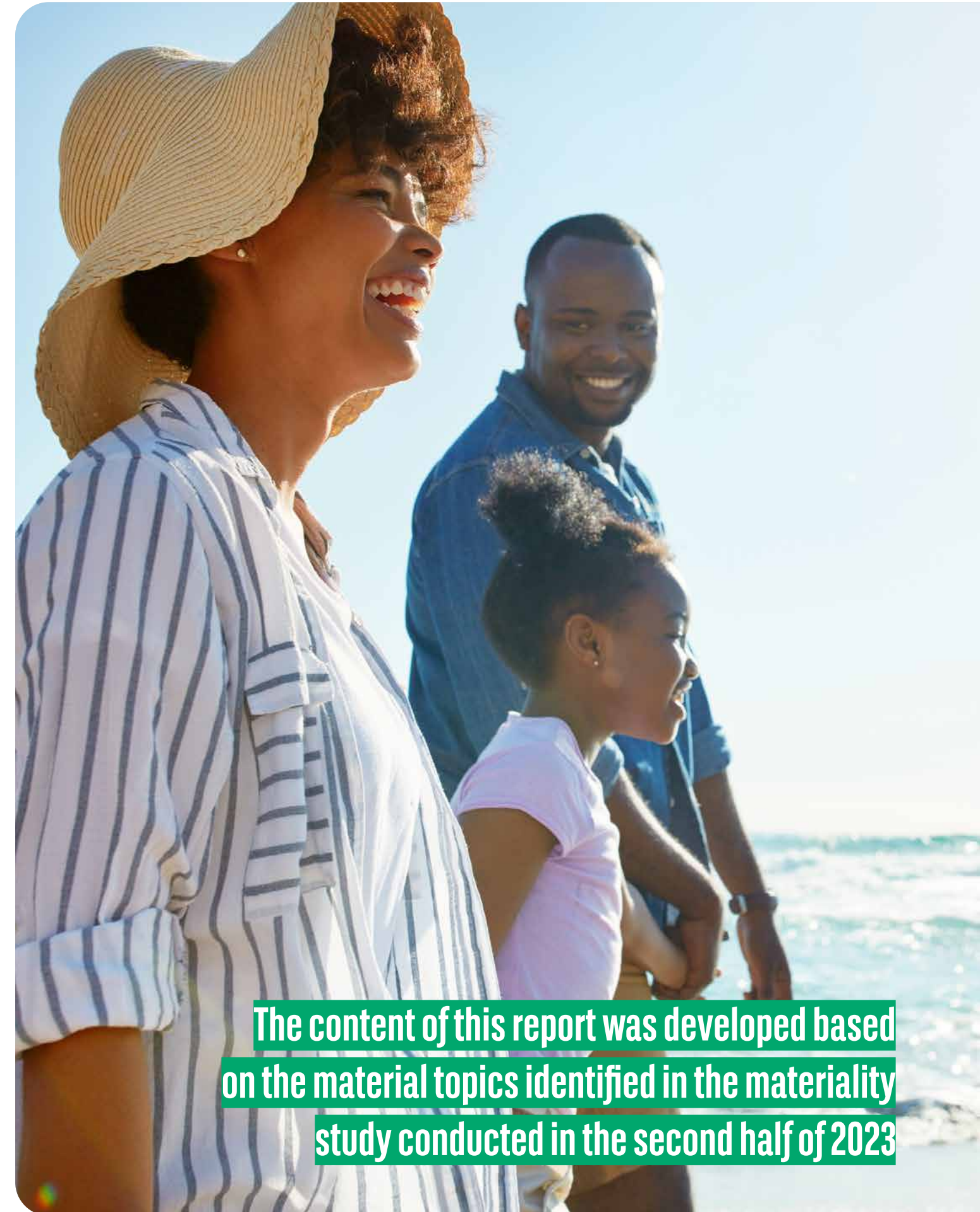
In BNP Paribas Cardif Brazil's inaugural Annual Sustainability Report for 2023, we provide an overview of our ongoing initiatives to meet our social, environmental, and governance commitments, as well as highlight key operational and financial achievements. Beginning with this edition, we will publish annual reports on our sustainability efforts.

The document was prepared pursuant to the GRI (Global Reporting Initiative) Standards and covers the period ranging from January 1 to December 31, 2023. We also review SASB (Sustainability Accounting Standards Board) indicators relevant to the insurance industry. The content was developed based on the material topics identified in the materiality study conducted in the second half of 2023. The approved material topics guided the choice of qualitative and quantitative indicators that were reported.

This document encompasses the companies that comprise the organization during this period, specifically Cardif do Brasil Seguros e Garantias S/A, NCVP Participações Societárias S/A, and Cardif do Brasil Vida e Previdência S/A, with majority ownership and also included in the financial statements, and Luizaseg Seguros S/A, which came under the organization's control in October 2023.

In the body of the text, readers will find a detailed account of the year's events. To improve content flow, indicator data are presented in the GRI Indicators Supplement section.

Comments or questions regarding this report or BNP Paribas Cardif Brazil's sustainability practices may be e-mailed to esg@cardif.com.br.



The content of this report was developed based on the material topics identified in the materiality study conducted in the second half of 2023

MESSAGE FROM THE HR, ESG AND COMMUNICATIONS OFFICER



Fernanda Campos
HR, ESG and Communications Officer

As a member of the BNP Paribas Group, which has operations in over 60 countries, we are committed to actively reducing socioeconomic inequality and addressing climate change. We are experiencing a period of significant transformation and uncertainty in society, necessitating a reassessment of the role companies play in social and environmental issues. Recognizing our responsibilities as a private company, the Group has been incorporating ESG principles into its business strategy for many years. We ensure alignment between our statements and actions through effective measures and coordination among the various stakeholders to whom we allocate resources, both directly and indirectly. Within this ecosystem, we see a significant opportunity to advance our role as an insurer, investor, and organization, enhancing our sustainable strategy and culture.

In this inaugural sustainability report from BNP Paribas Cardif Brazil, which we take great pride in, we provide a comprehensive overview of our business journey in the country and the measures we have implemented as a responsible and sustainable company, guided by ESG (environmental, social, and corporate governance) criteria.

One of our ambitions is to merge financial performance with a positive impact on society and the environment, as reflected in our goal of making insurance more accessible. In Brazil, we translate this purpose into the strategic objective of protecting as many Brazilians as possible by promoting a deeper understanding of the social role of insurance, which has a direct impact on the entire society: **Population**, as a way to save money and mitigate losses;

**Accessibility and inclusion
are key attributes of our
Value Proposition, and
they are integral to how
we innovate and develop
protection solutions**

Businesses, support for their economic growth; **State**, support in times of crisis such as COVID-19, and **Economy**, contribution to the sharing and transfer of risks, helping to boost consumption, jobs, etc.

We understand that realizing this purpose on a large scale can only be achieved through a collective effort. To this end, our B2B2C business model has proven essential, involving partnerships with strategic companies based on trust and a long-term vision.

We recently established the *Ambição Brazil 2030* (2030 Brazil Ambition) strategic plan, which outlines objectives to solidify our purpose. Our central focus is to support our partners and protect Brazilians, emphasizing digital transformation, enhanced customer

experience and service, and sustainable, large-scale growth with our partners. We aim to strengthen our relationships with retailers and banks, while also expanding business opportunities with digital-native companies.

Our strategic plan outlines the key actions required to align with the GTS Pillars (Growth, Technology, and Sustainability) established globally by the BNP Paribas Group. In 2023, we invested in boosting the growth of our partners, concentrated on technology to address customer needs and expectations, and implemented measures to embed sustainability at the core of our business.

Growth

Our Group operates one of its largest global operations in Brazil, and the significant investments made in the country in 2023 are expected to impact the future of our operations. We are proud to extend our partnership with Magazine Luiza for an additional 10 and a half years, continuing a commercial relationship that has lasted over 20 years. In this same spirit, we signed-on a 20-year partnership with Banco BRB, an investment that underscores our commitment to Brazil.

We reached the historic milestone of BRL 3.1 billion in revenue, a 21 percent increase compared to the previous year

We operate in an industry that is highly sensitive to economic fluctuations, including high rates of inflation, interest, unemployment, and declining consumption. Since its arrival in Brazil in 2000, BNP Paribas Cardif has demonstrated its resilience, navigated crises, and reinforced its foundations of stability and confidence in the country's potential. In 2023, we achieved a historic milestone with BRL 3.1 billion in revenue, marking a 21 percent increase from the previous year. We had over 23 million active certificates and issued an average of 1.2 million policies per month.

Technology

The digital transformation we are undertaking has been crucial in accelerating our results. Digitizing every stage of the policy cycle is a major goal and a key focus of our robust investment plan. We are making progress in providing an omnichannel experience for customers and partners, with three-quarters of claims now initiated through digital channels. We have also advanced in automation solutions using artificial intelligence, resulting in operational efficiency where half of unemployment-related claims, for instance, are resolved instantly and without human intervention.

Sustainability

We believe that our products are the primary means of creating a positive impact on society. We define accessibility and inclusion as key attributes of our Value Proposition, and they are integral to how we innovate and develop protection solutions. We have started focusing on simplification across all aspects of our insurance products, from streamlining the language in proposals and contracts to reducing exclusions and the documentation required when filing claims. We seek to minimize factors that inhibit anyone from seeking protection. An example of a product developed with these principles is Senior Protected Credit, a loan protection insurance designed to address credit barriers for individuals over 70 years old. We created this product in 2023 in collaboration with Banco BRB.

We also contribute to tackling climate change and social inequality through our products. Given the nature of our operations in Brazil, a significant portion of our insurance offerings are tied to assets, where loss or damage can have a significant impact on the client and their disposal poses an environmental risk. Our adherence to the circular economy allows this asset to have its life cycle extended. We repaired more than 60,000 products in 2023 through Extended Warranty and Accidental Breakage insurance.

The corporate governance system that underpins the Company has played a crucial role in advancing our ESG agenda and Value Proposition. It ensures the primacy of ethics, transparency, and security in our operations through a robust framework of internal controls, risk management, information security, and compliance.

People

The trust placed in our governance structures extends to the integrity and excellence of our team. We recognize that the people who work at BNP Paribas Cardif are the foundation of the cultural transformation we are fostering aiming to remain an organization driven by collaboration, diversity, inclusion, knowledge, high performance, and innovation. Alongside our employees, we build a working environment and an increasingly close relationship with partners and customers, supported by responsibility, transparency and sustainability.

In closing this balance, we would like to express our gratitude to everyone who has actively participated in or supported our journey toward becoming a more responsible and sustainable business. It is only thanks to the collective effort of our employees, suppliers, customers and partners that we are able to deliver such impressive results as those featured in this inaugural Annual Sustainability Report by BNP Paribas Cardif Brazil.

Thank you and enjoy your read!

Fernanda Campos

HR, ESG and Communications Officer

BNP Paribas Cardif Brazil



ABOUT US

- BNP Paribas Cardif
- BNP Paribas Cardif Brazil
- 2023 Highlights
- Purpose, Mission, Vision and Values
- Products and services

BNP PARIBAS CARDIF

In Latin America, besides Brazil, BNP Paribas Cardif operates in Chile, Colombia, Peru and Mexico

We are part of the global financial conglomerate BNP Paribas, headquartered in France, with a presence in 63 countries and 183,000 employees. We share an ecosystem with the Group, benefiting from its global reach, extensive experience, and international expertise.

We are part of BNP Paribas Cardif, a global leader in bancassurance partnerships and loan protection insurance, with over 8,000 employees worldwide. For over 50 years, we have operated in the B2B2C format, a unique business model based on strategic partnerships and adopted globally. We create insurance

solutions for over 500 partners across various industries, helping more than 80 million customers worldwide pursue their goals while staying protected against life's unexpected events, such as accidents, illness, death, and unemployment. Present in more than 30 countries, we will reach a global turnover of € 30 billion in 2023.

In Latin America, besides Brazil, BNP Paribas Cardif operates in Chile, Colombia, Peru, and Mexico. Working together with more than 100 partners, our mission is to contribute to the strengthening of a market with great opportunities for the evolution of insurance.



Global figures

BNP Paribas

€ **46.9** billion
in earnings

€ **11.2** billion
in net earnings

BNP Paribas Cardif

€ **255** billion
of assets under management

€ **30.3** billion
in revenue

76% savings
+
24% protection

€ **1.4** billion
in net profit before taxes

€ **1.7** billion
allocated to positive impact investments

95%
of assets subject to non-financial assessment, including ESG criteria

BNP Paribas Cardif Latam

€ **1.7** billion
in revenue

€ **154** million
in net profit before taxes

BNP PARIBAS CARDIF BRAZIL

Operating in a B2B2C model, our insurance is distributed through various companies across different industries, including traditional financial institutions, automaker banks, retailers, and digital-native businesses. This way, we have greater capillarity and reach more diverse audiences. This business model has established us as the largest specialist in mass insurance in Brazil, an expertise that has enhanced our leading position in financial protection, extended warranty, vehicle warranty, and microinsurance.

To make insurance more accessible, we have strengthened our relationships with partners and customers, continuously adapting to their needs. We create customized products and continuously enhance our processes and solutions. Additionally, we add value to our insurance policies with services available from day one, providing a comprehensive experience throughout the policy journey.

Reducing the number of exclusions in contracts, using clearer language and having solutions that include groups with less access to insurance are actions that are also part of our purpose. We work to ensure that Brazilians increasingly have the culture of protecting themselves with insurance, which, for this to happen, needs to be increasingly accessible.



We develop tailor-made products and continuously improve our processes and solutions

HIGHLIGHTS IN 2023

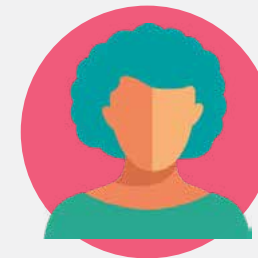


BRL 2.2 billion
in assets under management
12% dedicated to ESG funds



BRL 2.3 billion
in net sales

BRL 2.6 billion
in net earnings

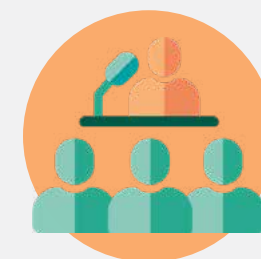


399 employees*
52% are women
38% of women in leadership

* Only employees of the Brazil operation.



BRL 3.1 billion
in revenue
21% growth compared to the previous year



23 million+
active certificates

1.2 million
new policies per month

PURPOSE, MISSION, VISION AND VALUES



Purpose

To make insurance more accessible

Empowering partners, empowering people and protecting Brazilians

Vision

To be the leading affinity insurance company with the greatest presence in the lives of Brazilians and the top choice for our partners

Mission

To strengthen our partnerships because, through them, we protect Brazilian people

We will achieve this with a robust, scalable, and sustainable Value Proposition, supported by leading and dedicated teams operating within a culture of high performance.

Values

Together, we protect people

We care for an increasing number of Brazilians

We enhance our partnerships

We are prepared to build and strengthen our alliances

We grow with results

With attitude, we turn opportunities into achievements

We are ethical and transparent

There is only one way to work, the right way

PRODUCTS AND SERVICES

We continuously evolve our portfolio to offer innovative, simple, accessible, and high-value products through both physical and digital channels

Our primary business lines include lending, extended warranties (including automotive), and coverage for laptop theft, robbery, and accidental damage. We distribute our insurance policies to customers through partnerships with major Brazilian companies. We develop tailored and meticulously crafted solutions leveraging our market expertise, combined with our deep knowledge of analytics and actuarial science.

We believe that the best way to help partners distribute our products is to find the most relevant solutions for their customers. To achieve this, we promote continuous evolution in our portfolio to offer innovative, simple, accessible, and high-value products through both physical and digital channels.

We also create ecosystems of complementary services, allowing customers to use our products without needing to file a claim. This additional network of services, available free of charge anytime after purchase, enhances the perceived value of our offerings.



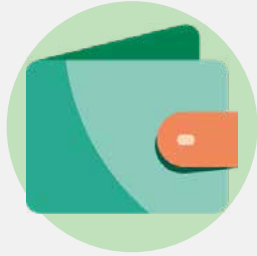
Partner companies

Retail

Banks

Digital

Product line



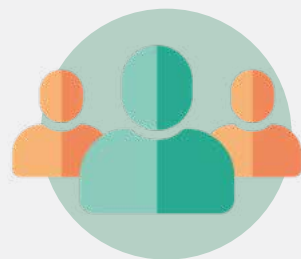
Financial protection

Creditor Protection Insurance, Cyber Protection, Account and Card Protection, Income Protection and Pix Insurance



Asset protection

Deductible, Extended Warranty, Extended Auto Warranty, Mechanical Warranty, Asset Protection, Accidental Damage, Theft and Burglary, Home and GAP Insurance



Protection for life and family

Personal Protection, Health and Life Protection



Market share 2023 - Brazil

Market Share	1st in Financial Protection (creditor protection insurance)	2nd in Extended Warranty	1st in Extended Auto Warranty	1st in Microinsurance
21.4%	24.7%	25.5%	44.8%	60.2%

Source: Susep

* Position among independent insurers, disregarding bank captive insurers.



SUSTAINABLE GROWTH

- Strategy and sustainability
- Materiality
- Our commitments

STRATEGY AND SUSTAINABILITY

Our purpose, mission, vision and values demonstrate that social, environmental and governance concerns are a very relevant part of our practices and Value Proposition. Additionally, our strategy and business model reflect our commitment to creating a positive impact through our roles as an insurer, investor, and company.

We recently launched *Ambição Brazil 2030* (Brazil Ambition 2030), a strategic plan designed to solidify our mission of making

insurance more accessible to Brazilians, with a focus on placing customers and partners at the center. In a world marked by new needs and accelerated transformations, we also define the key actions required to align with the GTS (Growth, Technology, and Sustainability) Pillars established globally by the BNP Paribas Group.

Central to the strategy is our Value Proposition, crafted to enhance the significance of insurance solutions so that they become a highly sought-after benefit for customers and a crucial factor in our partners' businesses. In this journey, we established measurable attributes that involve the participation of employees from all areas (learn more on [page 20](#)).

Ambition Brazil 2030 aims to fulfill the purpose of making insurance more accessible to Brazilians



Sustainability journey

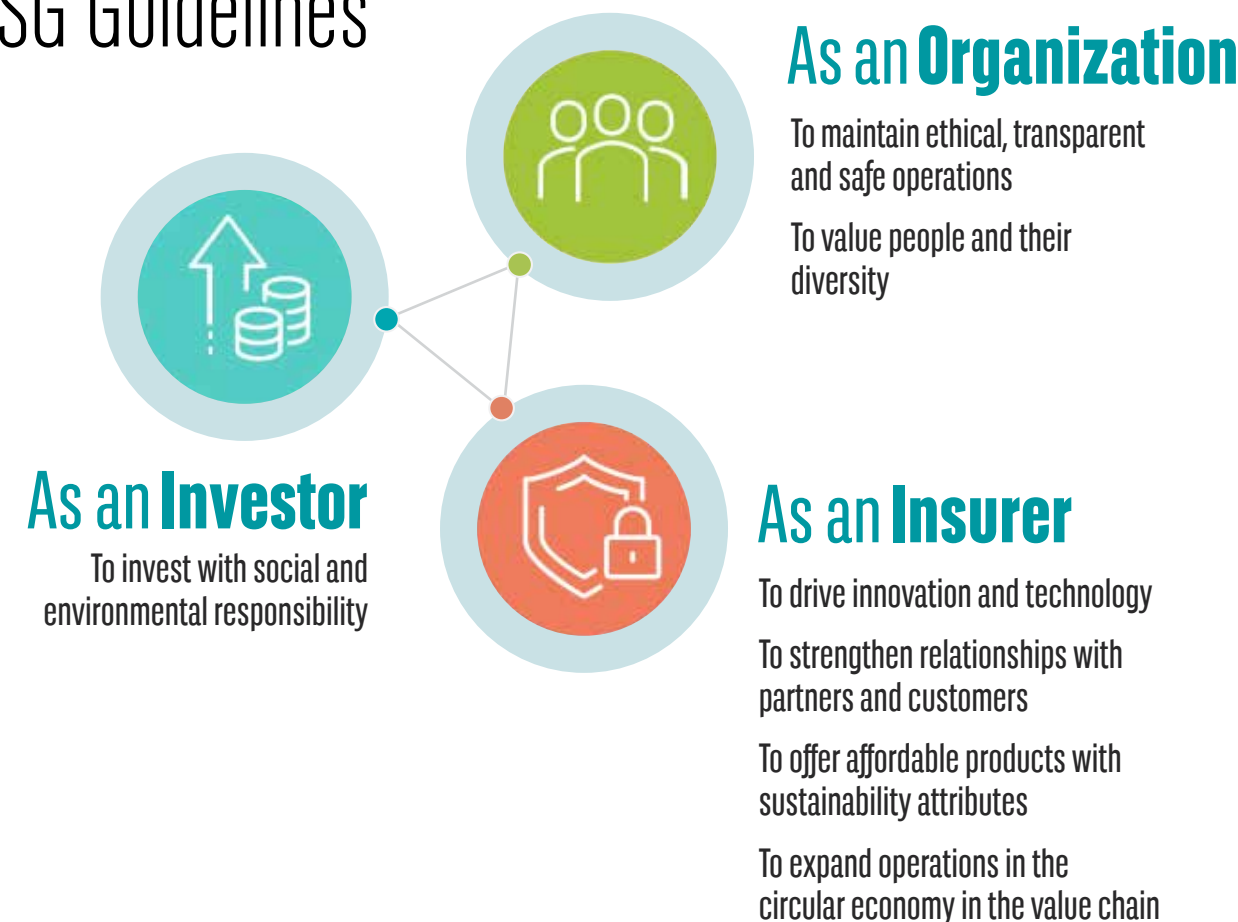
We believe that being a responsible company is crucial for successful growth. It allows us to meet the increasing expectations of our partners and their customers, to attract and retain employees, and to provide solutions to the environmental and social challenges facing our planet.

We started a strong investment process to leverage the ESG front at BNP Paribas Cardif Brazil, with consolidated guidelines and lines of action. This strategy is guided by our Head

Office, the Materiality study conducted with our key stakeholders, and the pertinent regulatory requirements on this topic. We aim to create a positive impact and, to achieve this, we have developed a set of guidelines translated into action plans with specific responsibilities assigned to each area of the Company.

LEARN MORE
Social Responsibility, Sustainability and ESG Policy

ESG Guidelines



MATERIALITY

GRI 2-29, 3-1

In 2023, we conducted BNP Paribas Cardif Brazil's first materiality study to evaluate our risks and impacts from our stakeholders' perspective and to understand their views on the Company's activities.

We employ the dual materiality methodology, which assesses sustainability issues from an ESG perspective through two lenses: Socio-environmental (inside out) and financial (outside in), as detailed below:

Socio-environmental materiality – Assesses how the business impacts society and the environment, whether positively or negatively. In this approach, working meetings were held with internal experts (classification and assessment of the socio-environmental impact) and interviews with external experts (qualitative survey of the socio-environmental impact).

Financial materiality – This process reviews how socio-environmental and governance aspects impact the business and financial results, especially those with a negative effect. To evaluate these risks, the Company's leadership participated in interviews and online consultations, during which they assessed the likelihood and severity of risks associated with each topic.

We use dual materiality, which considers socio-environmental and financial impacts

The Executive Committee, as the Company's highest ESG governance body, played a critical role in this process by actively overseeing and ensuring strategic alignment and transparency. The materiality process was completed in 2023 and, in accordance with Susep Rule 666, the study will be updated every three years to ensure its continued relevance.

The final development of the matrix incorporates the evaluation of various stakeholders identified in the process regarding the relevance of the proposed topics. The methodology includes these stages:

01

Understanding the context of the Company

Definition of important points for the beginning of the project, such as the initial understanding of the business, the way of working and the scope.

02

Identification of topics, audiences, risks and impacts

Review of documents and industry frameworks on the internal, local, regional and sectoral context of sustainability to identify the topics that may be considered relevant for the organization, as well as the socio-environmental impacts and related risks. The map also defines stakeholders, identifying the audiences that should be involved in the materiality process.

03

Topic prioritization

Through online interviews, work meetings and consultations with several groups of stakeholders, including capital providers, business partners, customers, internal employees, external experts, suppliers and service providers, the prioritized topics were reached, based on a risk and impact assessment, as well as an assessment of the perceived relevance of the topics for the stakeholders.

04

Consolidation of material topics

Priority topics are defined with a view to consolidating the data obtained in double materiality, thus constituting the materiality with the most relevant issues for the Company and its activities.

05

Topic validation

In the final stage, this validation aims to present the Materiality Matrix to the company's highest governance body and secure its approval.

Material topics GRI 3-2

Material topic	Description	SDG
To be responsible as an Investor		
Socially and environmentally responsible investment	As an investor, we focus on sustainable and green funds, seeking to engage in socio-environmental investments by qualifying and evaluating them according to ESG criteria.	-
To be responsible as an Underwriter		
Innovation and technology	Investments in technology and digital transformation, along with the development of innovative solutions, drive the creation of new products and enhance our ability to adapt to emerging scenarios, market trends, and the circularity of our business model.	
Relationship with partners and customers	Promoting transparency in relationships, communication, and contracts with business partners and customers, while also adopting more responsible sales practices. Guarantee of the quality of the service offered to customers, considering their safety and satisfaction.	
Products that are affordable and have sustainability attributes	Developing products and services with positive socio-environmental impacts, offering a portfolio that provides accessible protection solutions for everyone, respecting diverse profiles and safeguarding the environment.	
Circular economy	Managing waste from activities and the value chain by extending the lifespan of insured products, promoting recycling and proper disposal, and supporting social inclusion and environmental preservation.	
To be responsible as an Organization		
Ethics, transparency and security	Ensuring transparency, adherence to standards and laws, and promoting the Code of Conduct and ethical principles, while maintaining compliance in organizational processes. Clarity in governance and financial statements, data protection and combating fraud, corruption and money laundering practices.	
Valuing people	Career promotion and development, as well as encouraging quality of life. Ensuring a diverse work environment by promoting equal opportunities and inclusion across race, gender, age, origin, disability, and sexual orientation, while also respecting a diversity of opinions.	

OUR COMMITMENTS

GRI 2-23

Through governance, the Company demonstrates its commitment to responsible business conduct, based on various policies, processes and documents. Aligned with internationally recognized intergovernmental frameworks such as the United Nations Global Compact and the United Nations Guiding Principles on Business and Human Rights, these commitments include the application of the precautionary principle and respect for human rights, encompassing all provisions of the Universal Declaration of Human Rights.

Prioritizing at-risk and vulnerable groups, the commitments are widely publicized and available for public consultation. The documents outlining these commitments can be accessed via the links provided.

Approved by the executive board, they apply to all of the organization's activities and business relationships and are communicated through internal channels, the website, annual reports, press interviews, and official documents.



[Local ESG Policy](#)

[United Nations Global Compact \(Global Compact\)](#)

[United Nations Guiding Principles on Business and Human Rights](#)

[United Nations Sustainable Development Goals \(SDGs\)](#)



PERFORMANCE

• Our business

OUR BUSINESS

GRI 201-1

Alongside our excellent results, 2023 saw advancements that will significantly benefit the Company's future

In 2023, we achieved a record revenue of BRL 3.1 billion, 21 percent more than 2022, supported by our business lines created in close collaboration with the partnership network. Consistent with our Value Proposition, we support each partner's strategy with expansions of the insurance portfolio, the continuous qualification of services and the design of innovative products.

Alongside our excellent results, 2023 saw advancements that will significantly benefit the Company's future. With the consolidation of our partnership with Banco BRB (initiated in late 2022) and the renewal of our long-standing partnership with Magazine Luiza for another ten years (a relationship that has spanned over 20 years), we have reached a new strategic level in our mission to make insurance more accessible.

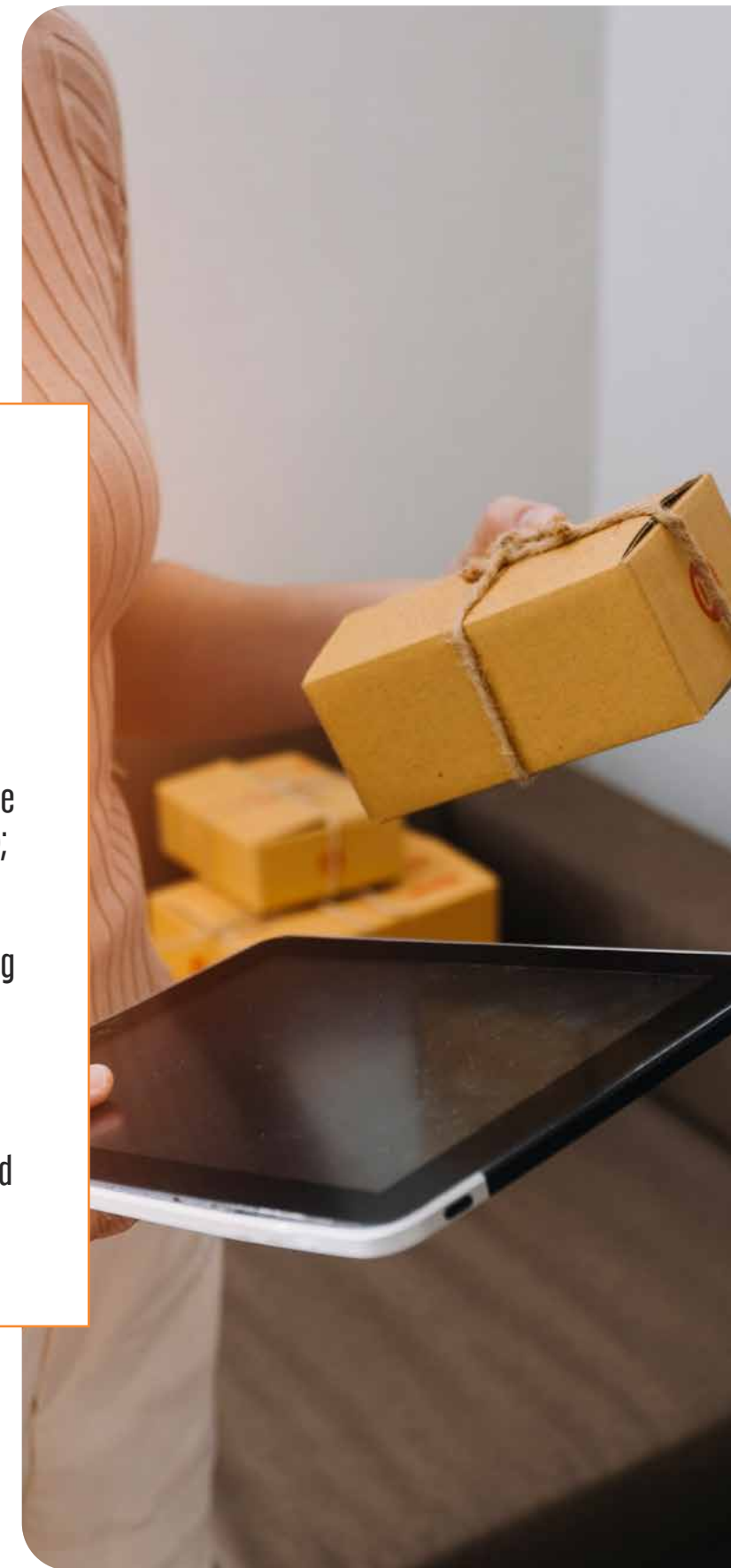


Retail

The stabilization of defaults, the onset of declining interest rates, and the rebound in consumption have positively impacted retail activities. In addition to these factors, the performance of insurance sales in this segment remained positive, driven by the Extended Warranty and Theft and Robbery with Accidental Breakage products.

We are moving forward with our goal of making insurance more accessible, with innovation in several product lines, with emphasis on:

- 70 percent reduction in risks excluded in the general conditions;
- Expansion of coverage for **Robbery and Theft** (simple theft) and **Physical Disability** (absence due to occupational and psychiatric illnesses);
- Offering of loan protection insurance for customers aged more than 70 years, increasing the accessibility of this product;
- Creation of Health Protection, with coverage for serious illnesses, in addition to access to telemedicine and telepsychology services, and a discount network for consultations, exams and medications.



Banks

As a global leader in bancassurance partnerships, we continued to play a prominent role in our relationships with banks in Brazil. This vertical was accountable for significant growth due to the recovery of the automotive market and the first full year of operation with Banco BRB. This resulted in a substantial increase in revenue, supported by our Financial Protection and Life Protection products, which are tailored to the needs of the company's customers.

In particular, in our work with Automaker Banks, we grew almost 30 percent compared to 2022, driven by the Extended Vehicle Warranty, Mechanical Warranty, Deductible Reimbursement and GAP Vehicles (a modality that guarantees the difference between the purchase invoice and the market value of the vehicle in the event of total loss). Across all areas, we are making progress in integrating innovative protection solutions.

Our **Financial Protection and Income Protection** insurance lines, distributed by financial institutions, brought innovations in 2023 within our strategy of reducing exclusions and enabling the immediate use of the insurance that was hired, without the need for a claim. Worthy of note:

- Exclusion due to pre-existing illness removed;
- The minimum period of CLT registration to activate coverage in the event of unemployment has been reduced from 365 to 100 days;

- Special condition for MEI (Individual Microentrepreneur) added;

We have introduced a range of complementary services that together make up what we call the **Employability Ecosystem**, which includes:

- Free access to Coursera, an international online course platform certified by major and renowned educational institutions;
- Video consultations with career counselors and psychologists;
- Selection of job vacancies according to the client's profile;
- Access to salary comparison reports.

New ways of working in partnership

Together with our strategic partners, we have adopted new ways of working:

- Multidisciplinary teams allocated to meet product creation demands;
- Development of new strategies focused on digital sales and after-sales;
- Improvements and innovations in processes aimed at enhancing commercial performance.
- Dedicated commercial service, including on-site support at our partners' headquarters.

Digital

We focused the year on forging strong partnerships with fintechs, in alignment with the *Ambição 2030* strategic plan. Through a detailed roadmap, we have reinforced our dedicated teams and developed new skills, followed by a complete redesign of processes and resources.

We established a digital acceleration team focused on product design and identifying opportunities for digital users. In 2023, the vertical demonstrated promising progress, notably with the growth of partners Neon and PagBank, a 97 percent increase compared to the previous period.

The products developed to align with digital trends — Account and Card Protection, Cyber Protection, and Pix Insurance — reflect our commitment to providing simple, useful, and equitable solutions. Clearly, they meet needs arising from the massive use of digital financial products.

- They protect against constant exposure to risks of improper use of cards and banking operations;
- They cover financial losses resulting from the theft of personal data and subsequent online fraud.
- They offer additional layers of security for the unprecedented risks brought by the agility of digital services.

Direct economic value generated and distributed in 2023 GRI 201-1

Direct economic value generated

	Value
Revenues	BRL 2.6 billion

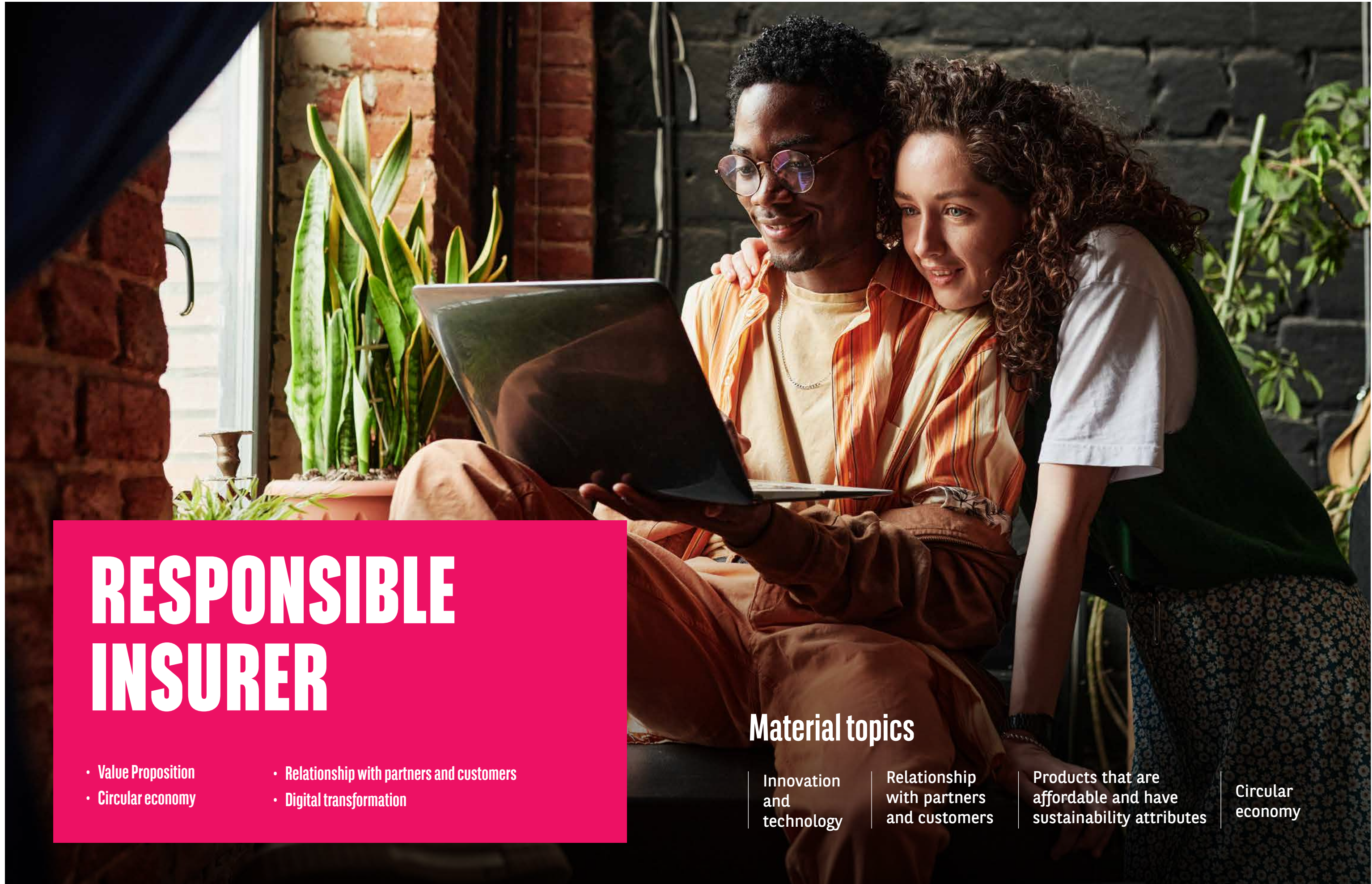
Withheld economic value

	Value
Withheld economic value	BRL 1.10 billion

Distributed economic value

	Value
Operating costs	BRL 1.01 billion
Employee salaries and benefits	BRL 118 million
Payments to providers of capital	BRL 126 million
Payments to government	BRL 263 million
Investments in the community	BRL 102,000
Total distributed	BRL 1.5 billion





RESPONSIBLE INSURER

- Value Proposition
- Relationship with partners and customers
- Circular economy
- Digital transformation

Material topics

Innovation and technology

Relationship with partners and customers

Products that are affordable and have sustainability attributes

Circular economy

VALUE PROPOSITION

GRI 3-3 Innovation and technology, 3-3 - Affordable products with sustainability attributes, SASB FN-IN-410b.2



Making insurance more accessible generates value and sustainable growth

We believe the insurance industry has a crucial role to play in advancing social development, and we are committed to ensuring that this positive impact is fully realized. This is especially important in challenging markets like Brazil, where customers still do not have extensive knowledge of insurance and lack protection.

We see this scenario as an opportunity to break paradigms and change the way we offer insurance, understanding the needs of each client profile and adding value to the business of each of our partners. In this way, we leverage BNP Paribas Cardif's strengths, positioning ourselves not only as an insurer, but also as a partner that joins forces to achieve sustainable and strategic results.

Pillars of the Value Proposition

To offer the customer:

- Simple, affordable, high-value products with integrated services and support
- Omnichannel experience
- Diversification of products to meet all needs
- Humanized and personalized service

To offer to the partner:

- Insurance integrated into their strategy
- Customizable interfaces
- Products that enhance their brand

To support these actions, we have our **operational, analytical and technological capacity and expertise** that support all these commitments, providing feedback to the business and providing the best experience on the customer journey.

BNP Paribas Cardif aims to anticipate people's needs, offering the right solution, at the right time and with the right partners to achieve its purpose of making insurance more accessible



Customer Value

We recognize that the success of our business is realized when customers utilize our products and services, allowing us to return a portion of the investment they entrusted to us for protection. This represents a shift in how we perceive loss. To make this transformation tangible, we have introduced an indicator called "Customer Value." This ensures that our development and provision of products and services are closely aligned with the customers' personal circumstances throughout their lives, addressing everything from a broken cell phone to the sudden onset of a serious illness.

We also enhance our products with immediate benefits, such as employability services included in the Financial Protection insurance, and telemedicine and telepsychology services for those with Health Protection insurance.

To achieve this, we develop processes and methodologies, reassess financial goals, engage employees across all areas of the Company in applying the Customer Value metric to their work, and seek the involvement of strategic partners in structuring and pricing projects. We continuously review our portfolio, utilizing analytics and actuarial science to reassess exclusions, with the aim of expanding access to our protection solutions for a broader audience. We expand coverage based on greater segmentation and seek to capture needs that are not yet covered, whether serious or common, to place increasingly functional products on the market.

Four steps to ensure that the customer perceives the real benefit of the products offered:

01
In-depth analysis of product scope

02
Quantitative assessment (risk, usability, acceptance vs, claim rejection rate)

03
Qualitative assessment (clarity of communication and continuous training of the sales force to offer a better customer experience)

04
Constant monitoring (coverage and service usability)

Accessible language and simple processes

In light of our extensive experience in the insurance industry in Brazil, we have concluded that bureaucracy and the complex language of contracts make it difficult to understand the advantages that the protections offer, alienating a potential audience. We understand that the journey to make insurance more accessible necessarily involves the way we communicate with customers and partners.

We believe that simplifying insurance should start with sales communication, with maximum transparency so that the customer knows exactly what they are purchasing. We seek to ensure that our contractual documents

are educational and simple so that a wider audience can fully understand the product's conditions. We avoid excessively technical or legal jargon. When we cannot, we try to explain it in a simplified way.

We also consider it necessary to simplify the products themselves, reducing documents, exclusions and any circumstances that may prevent calls in the event of a claim. Since 2022, we have been running a simplification task force that has resulted in a reduction of 70 percent in excluded risks and 25 percent of the documents required in the main products we operate.



Magalu Health Protection offers health insurance at affordable prices

In a context where 75 percent of Brazilians lack health insurance and rely solely on the Unified Health System (SUS), we developed the Magalu Health Protection product. This product leverages the scalability of Magazine Luiza's e-commerce platform, one of our strategic partners. This is insurance for the diagnoses of serious illnesses such as cancer, stroke and heart attack, which has an accredited telemedicine assistance network with general practitioners, telepsychology (free of charge) and specialties such as cardiology and pediatrics (with

co-payment). The service is completed with the offer of discounts on in-person consultations, clinical and imaging exams, medication and complementary health and well-being services, among others. Priced from BRL 22.80 (as of April 2024), the product is available for purchase in Magalu's physical stores and on their website. Not tied to the purchase of products, the solution summarizes our ability to find relevant and affordable solutions for the needs of our partners' customers.

We streamlined the products, reducing documents, exclusions and circumstances that may prevent claims in the event of an incident

BRB Senior Protected Credit extends credit to longevity

Restricted to those over 70 years old, long-term credit has finally opened up to this segment of the population. With the solution designed by BNP Paribas Cardif in partnership with Banco BRB and BRB Seguros, Senior Protected Credit is a unique solution in the Brazilian market. It offers access to credit to individuals aged 71 to 85 and includes a loan insurance specifically designed to provide protection against default for both borrowers and lenders. By overcoming this barrier, the initiative acknowledges the population's increasing longevity and values the potential of this age group, which seeks to maintain its expectations for health and quality of life, securing financial stability for themselves and their families. Coverage includes natural or accidental death and total permanent disability due to an accident. An example of a custom-designed solution for a strategic partner, the product puts into practice what we believe to be the social function of insurance.

INSURANCE SIMPLIFICATION



70%

Reduction of excluded risks

25%

Fewer documents required



CIRCULAR ECONOMY

GRI 306-1, 306-2, 3-3 Circular Economy

Our commitment to socio-environmental aspects determines the circular economy as one of the priority approaches to ensure effectiveness to our actions in the value chain.

To this end, we contribute to the sustainable transformation of the consumer market by extending the useful life of devices such as cell phones, household appliances, furniture, bicycles and other goods through product repair and the disposal of parts in perfect working condition to refurbish a new device.

We minimize waste by prioritizing repairs instead of replacements. In the Extended Warranty repair process, around 75 percent of products, including cell phones, computer equipment, and home appliances are currently being repaired. In the Accidental Breakage process, the repair percentage is even higher: 85 percent. When repair is not possible, we utilize a logistics process called Salvados through which specialized partners collect defective products for parts reuse. Items that cannot be reused are disposed of in an environmentally friendly manner, with a 60 percent effectiveness rate.



CIRCULARITY



69,000
products repaired



27,800
products saved and reused



100%
of disposals made in an environmentally responsible manner

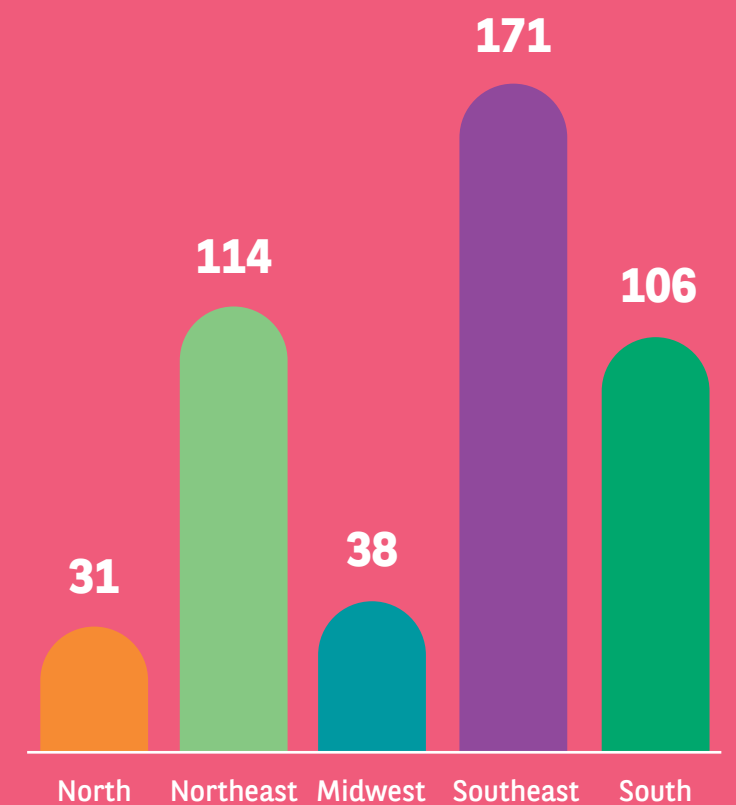
Technical assistance network

To serve Extended Warranty and Accidental Breakage insurance customers for electronic devices, we have a network of more than 460 approved technical assistance centers spread nationwide. We have been partnering with half of them for over ten years, and a quarter have been with us for five to nine years, highlighting both the stability and trust between the parties. We maintain the network's quality through regular reviews of service levels, assigning performance scores to ensure the best service and customer experience.

This support network forms the foundation of our circular economy initiatives, as they are directly responsible for handling repairs arising from Accidental Breakage and Extended Warranty claims. In addition to home and workshop services, our assistance services also handle the removal and forwarding of products to meet reverse logistics needs, whether for reusing parts or for environmentally responsible disposal. They handle over 99,000 service requests annually, with cell phone repairs making up one-third of this volume, while home appliances and entertainment devices together account for 70 percent.

One of the key challenges in managing the network is the country's vast size, as illustrated by the regional distribution figures (see graph). Another challenge lies in fragmentation, since 94 percent are micro and small family-run businesses. Assistance services represent a segment of the country's social needs, which we view as an opportunity to make a positive impact on society. Microentrepreneurs commonly face challenges such as managing spare parts inventories, tax compliance, cash flow, and maintaining service quality.

Distribution of the assistance network*



* Source: internal reports.



Training in entrepreneurship

We value the ongoing development of our suppliers and, with this in mind, we have partnered with Sebrae to create a training program for professionals from our partner Technical Assistance centers. The program enhanced the professionalization and competitiveness of the network by providing courses in Customer Service, Emotional Intelligence, Finance, Cash Flow, and Inventory Management.

Around 1,200 people, including owners and employees, attended and were certified in the first round of the program in 2022, representing 254 technical assistance services, from 143 cities. The initiative led to improved service quality and customer satisfaction among our partners, strengthened engagement and loyalty to BNP Paribas Cardif, and enhanced the management of micro-enterprises. We improved

the assistance rating index by 11 percent, reflecting enhancements in repairability and reductions in customer service time.

Officialized as a permanent program of the Company, the training took place in a hybrid format in 2023. The top 40 support groups from across the country were invited to spend two days at our office in São Paulo, in an event called Cardif Day. The entrepreneurs took part in training on specific topics such as negotiation techniques, performance, strategy, and service humanization. This aligns with the DNA WOW program we developed to make sure that services are increasingly humanized and rooted in customer empathy. On the occasion, we also added an extra presentation on sustainability, focused on the circular economy, as a way to train and exchange the best practices among all those present.

RELATIONSHIP WITH PARTNERS AND CUSTOMERS

GRI 2-29, 3-3 Relationship with customers and partners, FN-IN-270a.2

We enhance our partners' businesses and, thus, expand the scope of insurance to protect people

Our mission is to enhance our partners' businesses and, through their efforts, broaden the reach of insurance to safeguard individuals. With this, we help partners transform their customers' experience. Each year, we refine this relationship by creating products that, despite being mass-produced, meet the expectations of companies across various sectors and diverse audiences.

Commitment with customers

Our customers need immediate and clear answers at all stages of their relationship with the Company. We incorporate a variety of technologies into the customer journey to streamline applications and improve ease of use. We are dedicated to developing solutions that offer an omnichannel experience throughout the policy journey, integrating various online and offline channels for requesting services, making inquiries, and initiating insurance claims.

Despite advancements in claims automation projects, we remain vigilant to ensure that technological development aligns with our efforts to humanize interactions, guaranteeing that customer service remains attentive and supportive when it is needed most.

Customer experience metrics

We develop relationship methodologies focused on excellence and mobilize a strong service structure guided by policies and processes designed to ensure customer satisfaction. At every stage of insurance distribution, we provide solutions to support our partners during the pre-sale and sale of products, and we handle direct after-sales service and the entire claims process.

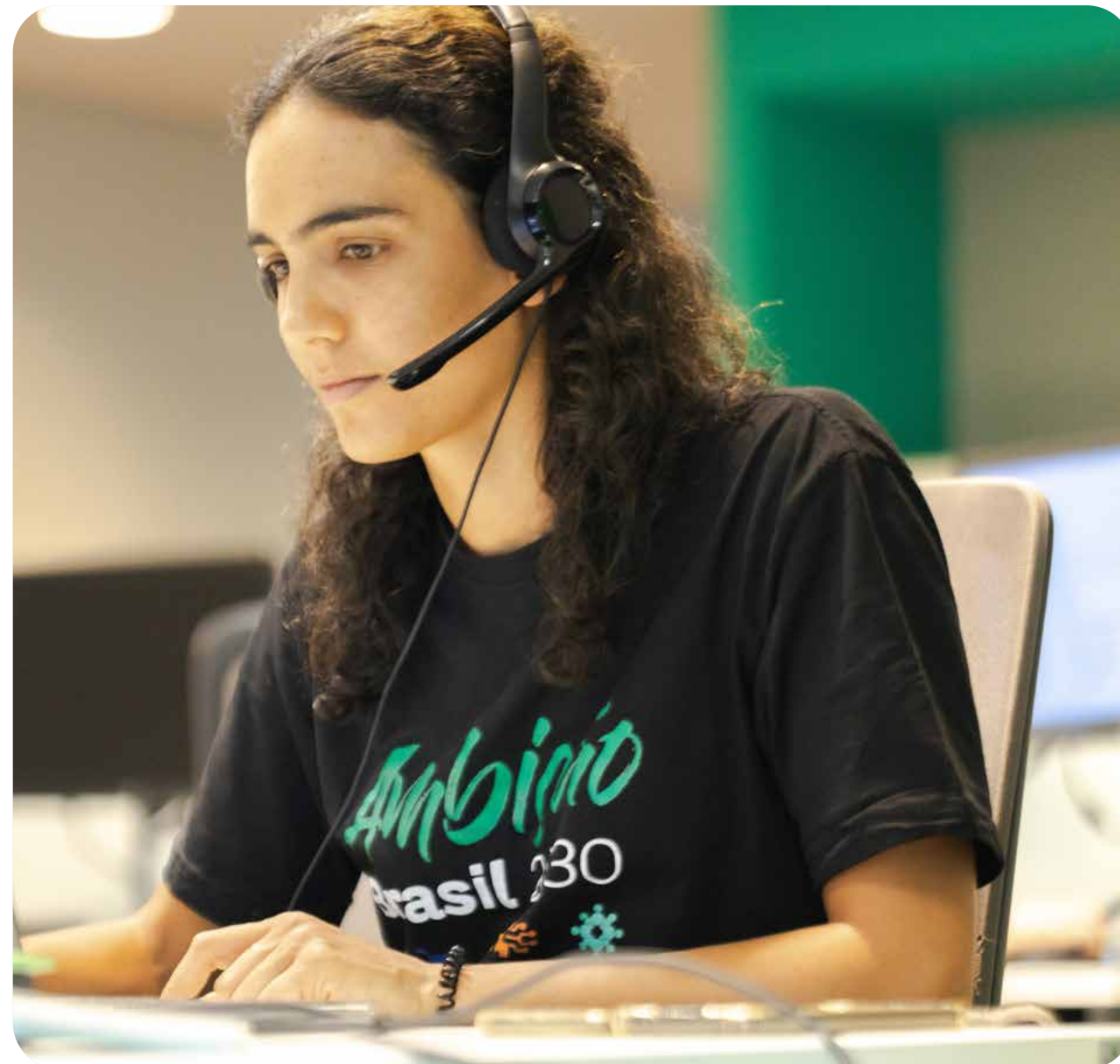
To measure overall customer satisfaction, our call center conducts a survey at the end of each call. It consists of a few questions that allow us to get two key indicators: Service NPS (Net Promoter Score) and CSAT (Customer Satisfaction Score). In 2023, our Customer Service NPS was 67 points, an important increase of 13 points since 2019. The CSAT reached 93 points, maintaining a score above 90 since 2020.

We also conduct a specialized NPS survey for claims, which assesses our performance and customer satisfaction during critical moments when they really need the insurer.

In this cut, we got a total NPS of 72 points in 2023 – *vis-à-vis* 69 in 2022. This index has been constantly evolving, up 22 points between 2019 and 2023. We view the methodology as a key metric for evaluating customer satisfaction and loyalty, as it gauges their willingness to

recommend our services. This allows us to identify opportunities and implement actions to enhance the customer experience.

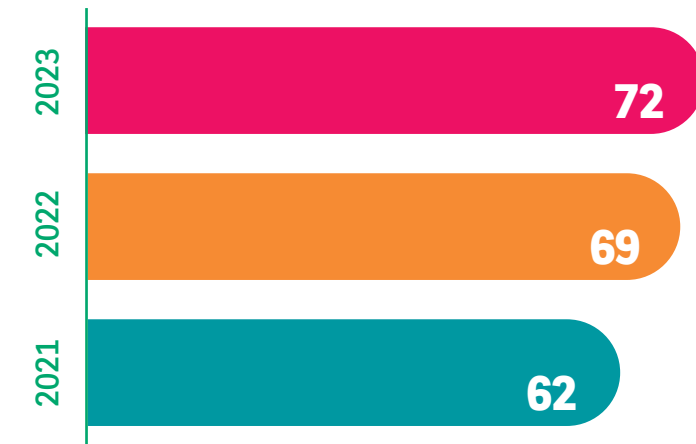
One of the goals for 2023 was to reduce complaints in claims handling. The objective was achieved and, when comparing the first and fourth quarters of 2023, we obtained a 42 percent reduction in the claims rate.



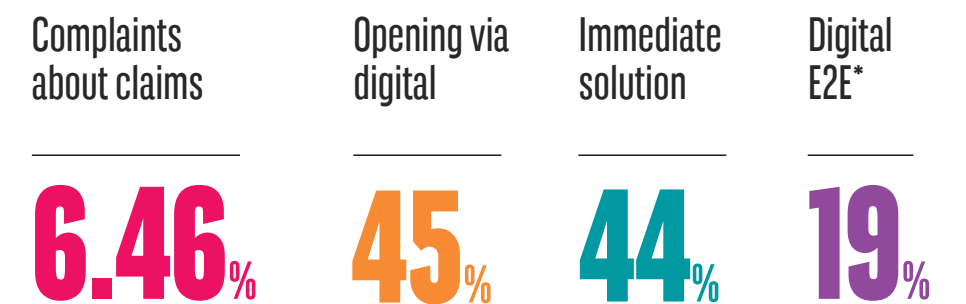
Satisfaction and recommendation rates



Evolution of claims NPS



Claims handling rates in 2023



* E2E (end to end) means that the process is digital from start to finish, that is, there is no human intervention.

Customer management

Two outsourced companies, a call center and a contact center, handle frontline customer service. Their management is overseen by an internal team at BNP Paribas Cardif. They are subject to constant evaluation, as provided for in contractual clauses, responding to indicators such as response time, which must occur within 24 hours. On social media, the first interaction with the insured party takes place within two minutes, considering weekdays from 9 am to 6 pm.

BNP Paribas Cardif holds the RA 1000 Seal from Reclame Aqui, which certifies the excellence of services provided by registered companies. Only organizations that achieve the top reputation earn the seal. Maintaining this certification and striving for improved performance are key goals for our Customer Relations area.

See below the main requirements for evaluation and our service rates on the platform:



Requirements for the RA1000 Seal	BNP Paribas Cardif ratings
Have 50 or more customer reviews	1,565 reviews
Have a response rate equal to or greater than 90%	99% responses
Have a solution rate equal to or greater than 90%	90.1% of cases solved
Have a ratings average (made only by consumers) equal to or greater than 7	Average of 7.9

CUSTOMER SERVICE STRUCTURE

In the area's structure, dedicated teams also play a key role in advising internal teams on enhancing processes and products.

Multimedia – Centralizes the management of services through digital channels, including WhatsApp, social networks, the website, e-mails, and chat.

Quality of the Journey – Oversees support for call centers and manages planning, including training direct service teams, scaling actions, and standardizing processes related to these services. The responsibilities also include quality management and the reporting of indicators.

Customer Solutions – Handles demands and complaints that do not involve claims regulation, such as changes to registration data, sending of duplicate copies of certificates and providing support to partners.



TRAINING OF CUSTOMER SERVICE AGENTS

Aligning outsourced services with BNP Paribas Cardif's values and culture is an essential aspect of the customer journey. We manage every step so that the people on the front line with the customer fully represent us. In addition to a learning track, this support includes preparing briefings and scripts to guide service for each type of demand. Training sessions are held monthly to ensure full understanding of new products or updates, as well as to review processes, standards and policies. We also periodically conduct motivational campaigns with the aim of engaging this team.

The learning track includes:

- Training in compliance ensures awareness of the ethical and regulatory standards adopted by the Company, such as ISO 27001, an international benchmark for Information Security management.
- General training in insurance;
- Detailed explanations of each product and service the Company sells;
- Behavioral grid with topics associated with emotional intelligence and WOW Customer Service.



Humanized relationship

We support our clients during critical moments in their lives, handling claims related to unemployment, illness, death, theft, or damage to assets. In response, we aim to distinguish our service by fostering empathy and providing a genuine, unscripted experience that inspires admiration from those who reach out by phone. The Wow Humanized Customer Service program, implemented in 2023, has become an asset for the Company in the pursuit of a positive experience for those who need assistance at that moment.

Even though we are rapidly moving towards digitalization, we understand that many customers value human connections. Therefore, before being instructed on the steps necessary to resolve their request, they are welcomed by the customer service agent in a demonstration of solidarity, respect and attention to the human being behind the call.



Customer service

Requests	2023
General complaints (Claims/Sales/After-Sales and others)	40,282
Confidential	332,342
Requests	354,433
Claims	25,000
Compliments	4,569
Total	756,626

Close relationship with partners

We are committed to supporting our partners throughout the entire product cycle by providing the digital and technological resources necessary for business growth. Additionally, we collaborate with them in creating products that address their customers' needs.

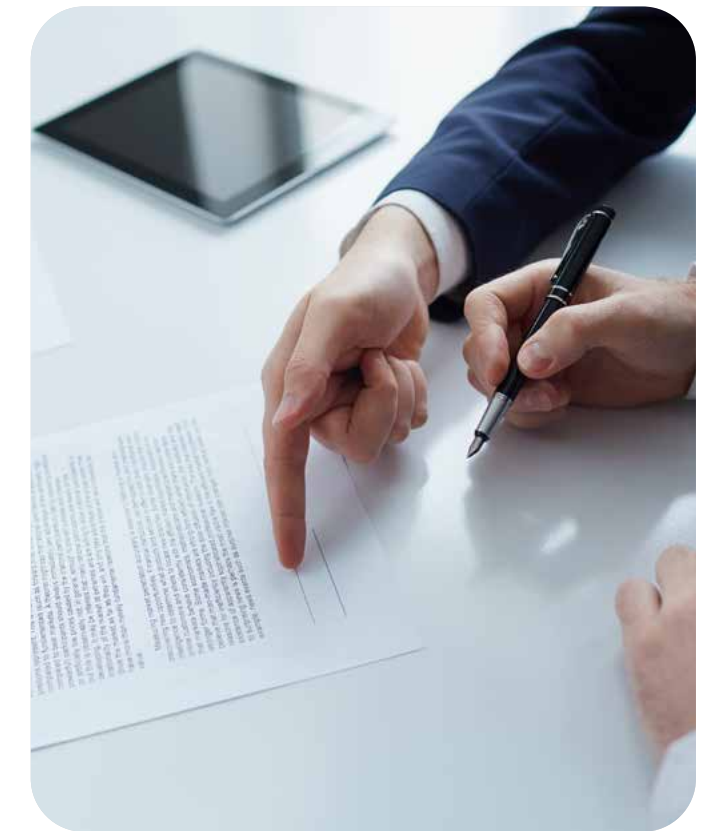
As protecting our clients' interests is a priority, we seek partners who share this value

Through the B2B2C operating model, it is part of our strategic planning to play the role of enabler for partners, working very closely to sustain the business together and in the long term. Performance indicator monitoring, project follow-ups, and strategic decisions are discussed in periodic forums with the participation of both companies' Executive Committees. There is ongoing collaboration between the Company's teams and partners to address operational issues, improve processes, co-create products, and enhance the customer journey, among other areas. As global leaders in partnership relations, we have deep insights into our partners' markets to offer solutions that drive profitability.

As protecting our customers' interests is one of our top priorities, we seek partners who share our values and equally respect applicable laws and regulations. In accordance with our Compliance Policy, this care is reflected in the procedures we follow before forming a commercial relationship. This includes analyzing potential partnerships by reviewing the company's corporate structure to understand its business operations, interactions with end customers, and engagement with other stakeholders. This due diligence process includes risk analysis for issues such as money laundering, terrorist financing, corruption, conflicts of interest, tied selling, fraud, and other potential reputational concerns.

Considered an imperative within the BNP Paribas Group, all of these analyses aim to protect our Company's reputation and maintain a high standard of compliance.

We periodically monitor these partnerships throughout the commercial relationship. In the event of deviations, the Company refuses or terminates the contract.



DIGITAL TRANSFORMATION

The strategy designed to sustain our growth in the coming years has, among its main pillars, a strong investment in digital transformation, conditioned on the development of an ecosystem that allows for improved operational efficiency, creation of more agile processes, digitalization and automation to gain scale. These are strategic elements for the Company and will always be considered in business development.

Due to our expertise in managing mass insurance, which involves handling a high volume of claims processed nationwide, we have developed a robust and comprehensive database. In this context, beyond the technology itself, a key differentiator is our emphasis on analytics, which allows us to develop more precise solutions and innovations.

Advances in cloud technology and Artificial Intelligence to optimize processes

In 2023, we made great strides in Information Technology to support our digital transformation. This includes the implementation of a new cloud-based digital foundation and the use of Artificial Intelligence to automate processes on two key fronts: Claims management, where we expedite decision-making and payments, and offer/sale, where we aim to align with the needs of digital-native partners to provide more personalized and appealing products and services for each customer profile.

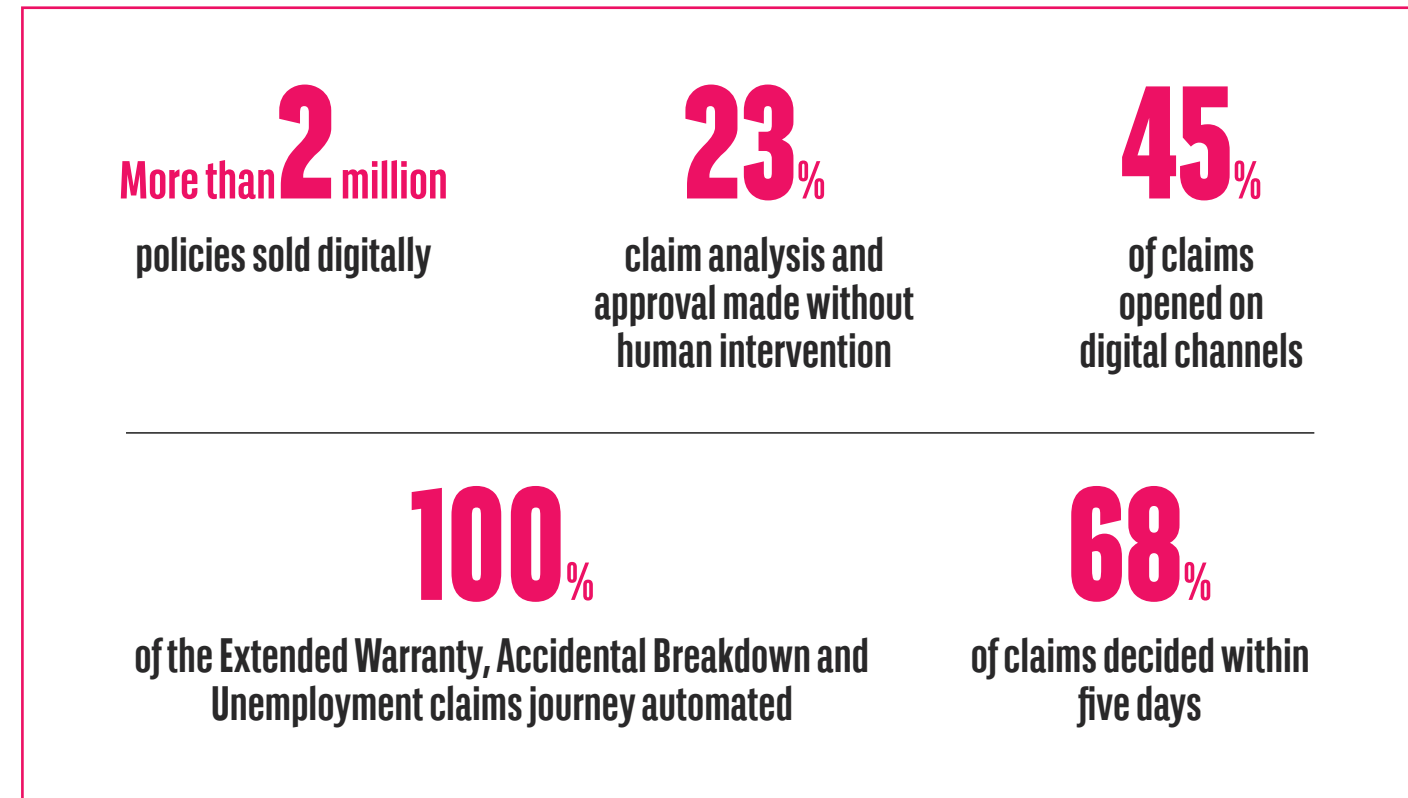
The new digital foundation allows us to scale operations and reduce our processing times, providing a better experience for our customers and partners. Furthermore, it offers us greater agility in implementing and maintaining our solutions, reducing the risk of impact on production processes.

A fundamental step towards these advances consisted of expanding APIs (Application Programming Interfaces), which accelerated the pace of communication with customers and partners, providing greater stability and security to the entire process. We concluded 2023 with 11 percent of sales transactions made through APIs and foresee rapid growth in this percentage.

Another important advance has been made in the goal of digitalizing all stages of the policy cycle, with the implementation of tools that help us in everything from contracting services to contacting the insured party in the event



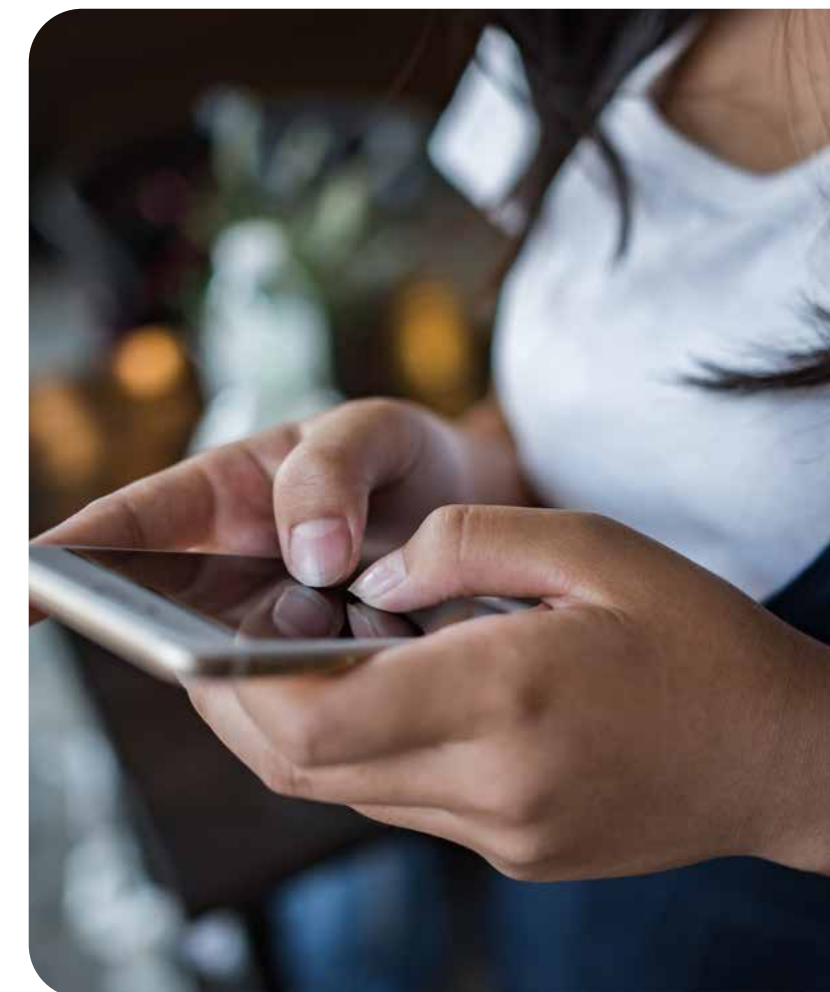
of a claim. Some products had a significant productivity boost, such as unemployment coverage for loan protection insurance, where 52 percent of claims were fully processed end-to-end (E2E) digitally without human intervention. This resulted in a 21 percent reduction in costs, decreased processing time from six days to one day, and in an increase in NPS (Customer Satisfaction Score) from 69 to 72. The results of this transformation are noticeable in numbers:



OPENING CLAIMS VIA WHATSAPP

Claims automation has also improved accessibility with the expanded use of WhatsApp as a new channel for resolving claims in Extended Warranty and Involuntary Unemployment insurance. After all, this is one of the preferred means of communication among Brazilian customers and, in some claims categories, its use exceeds 60 percent.

BNP Paribas Cardif was one of the pioneers in Brazil to offer WhatsApp as a customer service channel. In addition to the platform itself, the company employs additional technologies such as chatbots (AI-powered chat) and OCR (optical character recognition) software, which streamline the customer experience and simplify the claims submission process.





RESPONSIBLE INVESTOR

- Positive impact on investments

Material topics

Socially and environmentally responsible investment

POSITIVE IMPACT ON INVESTMENTS

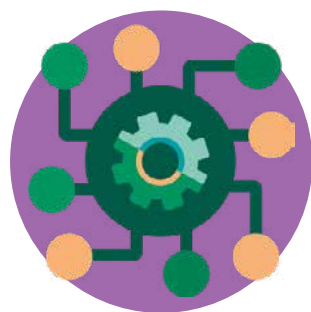
GRI 3-3 Socially and environmentally responsible investment, FN-IN-410a.2

Our actions are focused on combining financial performance with a positive impact on society

When buying an insurance policy from BNP Paribas Cardif, customers entrust a portion of their savings to a well-established and reliable insurance group. That is why we, insurance specialists, are committed to managing this financial reserve safely and responsibly, in order to ensure all clients have the peace of mind they need when they need it most.

As the relevance of ESG issues in society grows, in addition to reporting investment management to regulatory bodies, we see potential in our industry as a driving investment force to accelerate urgent sustainable topics.

We are gradually integrating environmental, social and governance (ESG) criteria into our investment decisions and aim to combine financial performance with positive impact to contribute to an environmental or social objective. Our investment strategy aligns with the global guidelines of the BNP Paribas Group, which is deeply committed to decarbonizing the economy, financing renewable energy projects, combating deforestation, conserving oceans, and reducing social inequalities.



In 2023,
12%
of our investment portfolio was allocated to ESG funds, the so-called green funds

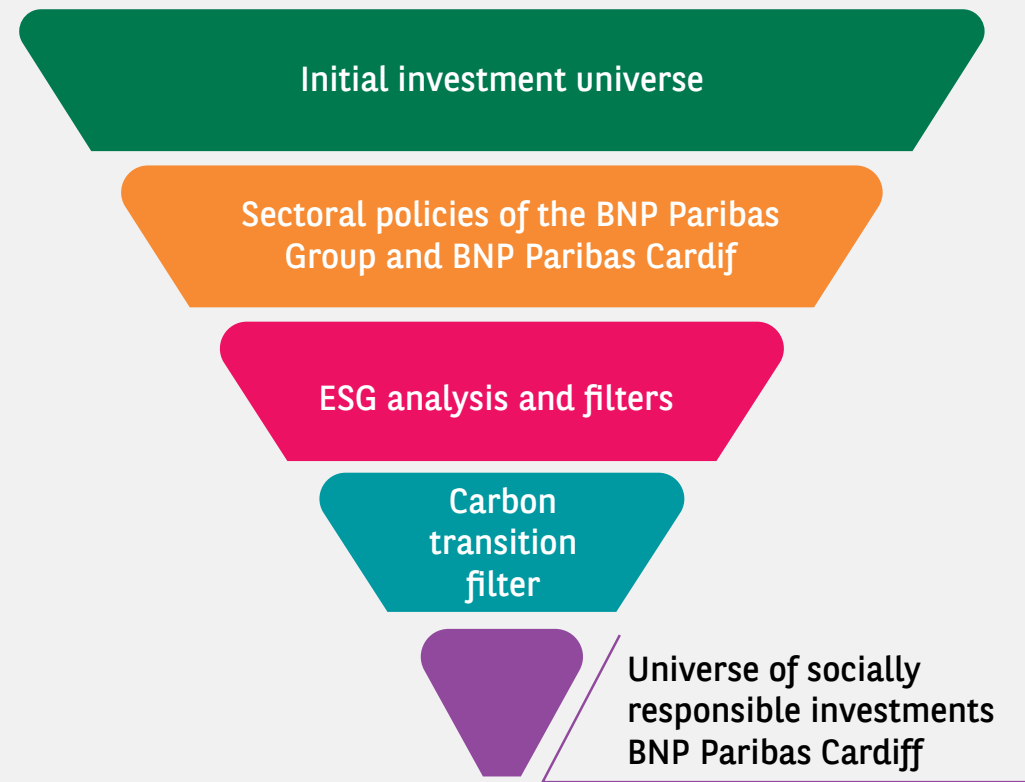
The approach consists of filtering the investment universe through well-structured selection processes. We apply regulatory and legal filters to exclude companies or funds that do not comply with international treaties or standards. We adhere to European policies adopted by BNP Paribas and BNP Paribas Cardif, which restrict or exclude investments in sectors deemed significant contributors to greenhouse gas emissions, such as intensive producers or consumers of fossil fuels.

As a complement to the review, we apply regulatory and legal filters adapted to each asset class, with a view to evaluating the energy transition strategies of the companies in which we invest. For indirectly held securities, we apply analyses and filtering to select the issuing financial institutions. Through investments, we favor industries and companies with consistent sustainability strategies.

How we invest

Industries under restriction or exclusion	Preferred industries
<ul style="list-style-type: none"> • Mining and electricity generation from coal • Shale oil or gas, oil sands, oil or gas resources in the Arctic region • Manufacturing of tobacco • Weapons, including ammunition, chemical, biological, nuclear weapons and depleted uranium • Extraction or production of asbestos fibers 	<ul style="list-style-type: none"> • Environmentally sustainable management of living natural resources and land use • Renewable energy and energy efficiency • Sustainable water and wastewater management • Pollution prevention and control: Sustainable agriculture, land and forest preservation • Health and wellness services • Education and training • Access to basic infrastructure • Provision of affordable and clean energy • Access to essential services (health and education) • Affordable housing • Creation of jobs • Socioeconomic advancement and empowerment of gender, race and people with disabilities

Protocol for ESG investments



Our goal is to invest conscientiously and sustainably to deliver satisfactory returns for our customers and stakeholders, while considering the long-term sustainability of our operations and the well-being of our policyholders. We believe that integrating non-financial criteria into our asset management strategy enhances resilience for customer security and positively impacts society. We consider sustainability a driver for business growth that will help our partners reach more customers and spread the benefits of responsible insurance to society as a whole.

In 2016, we joined the Principles for Responsible Investment (PRI). In 2021, we committed to Climate Action 100+, an initiative to encourage companies to improve climate governance, reduce greenhouse gas emissions and disclose their emissions in reports. Also in 2021, BNP Paribas Cardif joined the Net-Zero Asset Owner Alliance (NZAOA), which brings together international insurance companies and pension funds that have committed to aligning their investment portfolios with a carbon neutral trajectory by 2050. In September 2022, BNP Paribas Cardif published its interim carbon neutral targets for 2050, valid for all operations worldwide.

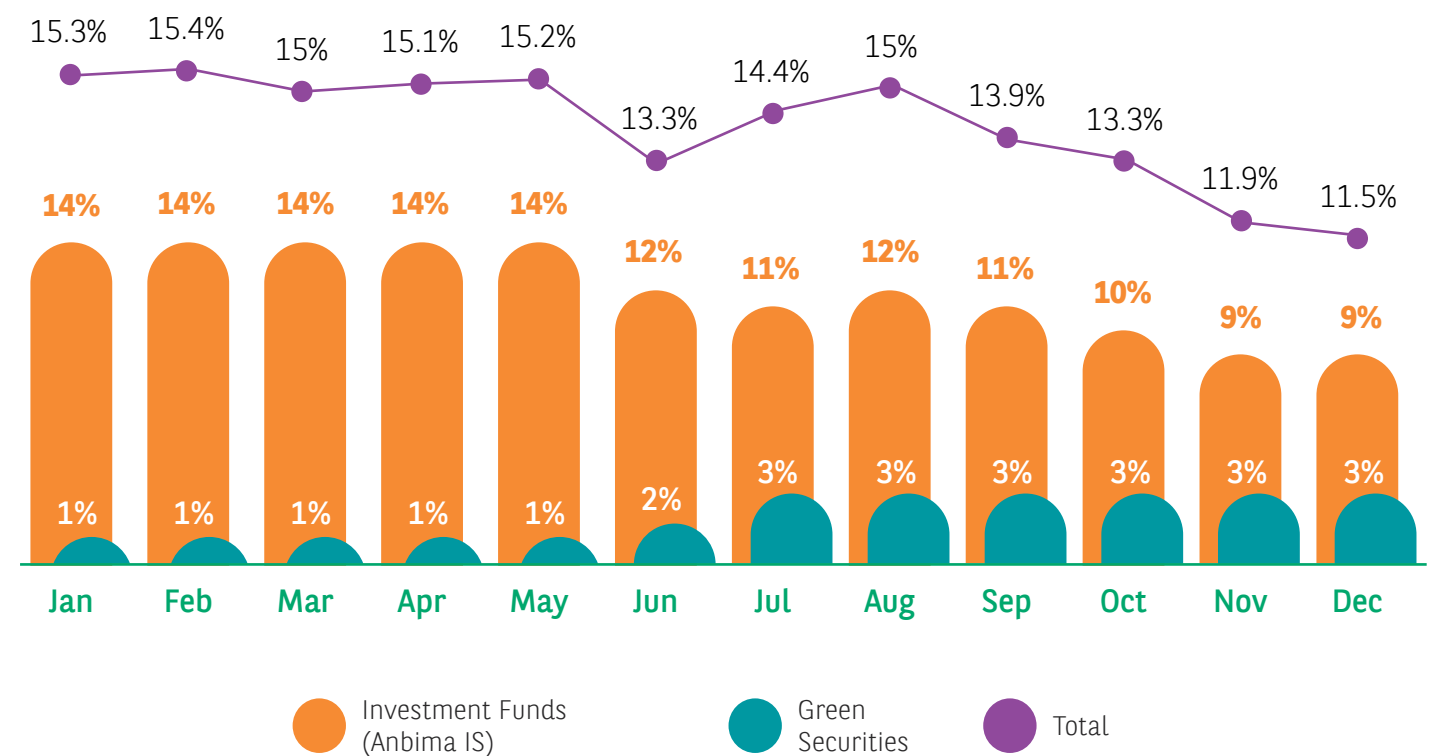
Sustainable investments in Brazil

We work to expand the portfolio of environmentally and socially responsible investments in Brazil. By the end of 2023, approximately 12 percent of our total investment portfolio was allocated to ESG funds, also known as green funds.

Our aim is to invest conscientiously and sustainably to achieve satisfactory returns for our customers and stakeholders.



ESG Allocation - % Assets Under Management (in 2023)





RESPONSIBLE ORGANIZATION

- Corporate governance
- Risk management
- Ethics and compliance
- Data and information security
- Our team
- Being Cardif is being you
- Cardif Balance: Our Well being Program
- Volunteering and philanthropy
- Taking care of our environmental impacts
- Supplier management

Material topics

Ethics, transparency and security

To value people and their diversity

ETHICS, TRANSPARENCY AND SECURITY

GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-15, 2-16, 2-17, 2-29, 3-3 Ethics, transparency and security



BNP Paribas Cardif is committed to best practices in governance and transparency, reinforcing its responsibility towards employees, partners, customers and suppliers

CORPORATE GOVERNANCE

Our commitment as a company to generate value for our different stakeholders is a fundamental part of governance. We adhere to best practices in transparency through a comprehensive plan of policies, guidelines, processes, and reports, supported by a structured governance framework with clearly defined responsibilities for decision-making and business conduct.

Four companies make up BNP Paribas Cardif in Brazil: Cardif do Brasil Vida e Previdência S/A, Cardif do Brasil Seguros e Garantias S/A, Luizaseg Seguros S/A and NCVP Participações Societárias S/A. Since October 2023, NCVP Participações Societárias S/A has acquired the shares of the joint venture formed with the retail chain Magazine Luiza, gaining full control of the company.

Various departments within the company handle governance processes, including Compliance, Risk Management, Legal, Information Security, and Internal Controls. It is worthy of note that while the Internal Controls function has been present at BNP Paribas Cardif Brazil since its inception, it has been formally established as the Internal Controls and Compliance Department since 2021. This department is led by an independent executive who reports directly to the Head Office in France.

Regarding the process of nominating and selecting directors for the highest governance body and its committees, both follow specific guidelines and recommendations, which include, among other factors, defining a profile of desired skills, promoting transparency throughout the process, carefully evaluating candidates, ensuring the independence of selected members and promoting continuing education. In their roles, governance members adhere to an agenda focused on enhancing the Company's activities and staying updated on matters related to the business strategy. They regularly undergo performance evaluations to maintain the highest levels of conduct and efficiency for responsible business performance.



The Board of Directors strategically oversees and approves policies related to sustainable development, while the Executive Committee establishes and leads the business and people, sets the mission, vision and values, and develops strategies for implementation and oversight. The Executive Committee is responsible for ensuring the effectiveness of processes, managing risks and their impacts, and reporting to the Board of Directors on the prevention or identification of these impacts and the measures taken.

The Company has clear policies and procedures to prevent and mitigate conflicts of interest, corruption, fraud, money laundering and several other related issues. Control and prevention actions involve regular training on the subject, oversight of preventive and corrective action plans, internal communication, reporting and sharing best practices with the Head Office, and, when requested, with the Regulatory Body regarding any incidents. The remuneration policy for senior executives follows the guidelines of the BNP Paribas Group's global governance and complies with current local legislation.

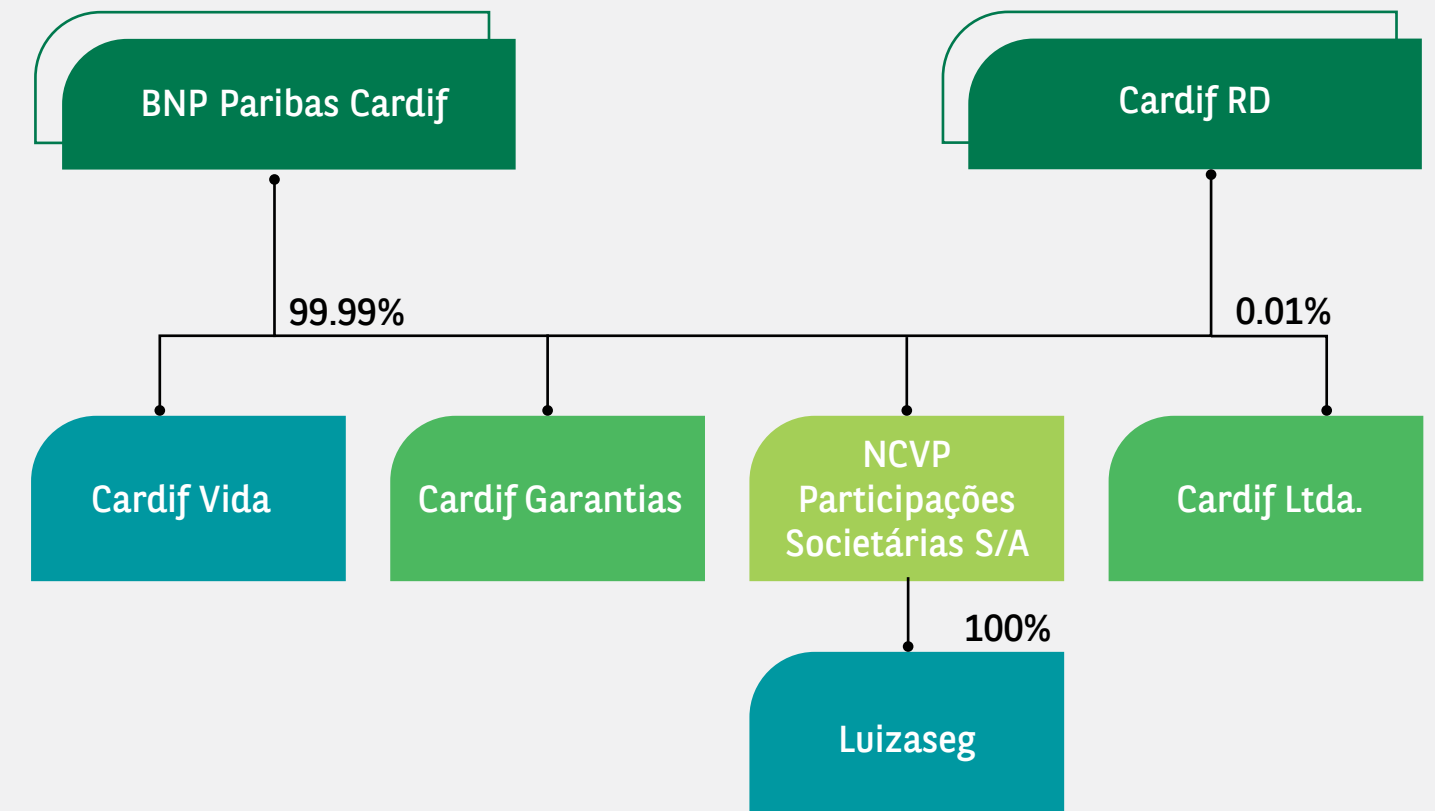
The Company has policies to prevent and mitigate conflicts of interest, corruption, fraud and money laundering.

Governance structure GRI 2-9

Three members make up the Board of Directors: A representative from the Head Office, the CEO Latam and the CEO Brazil. The Brazilian operation is connected to BNP Paribas Cardif Latam, and each position of the Brazil Executive Committee (Comex) reports to its regional counterpart on the Latam Executive Committee, including the Office of the President.

The governance structure is completed with three committees: The Risk Committee, the Audit Committee, both of a statutory nature and regulatory obligation, and the Internal Controls and Compliance Committee, responsible for monitoring the second line of defense for risk management.

Ownership breakdown



Board of Directors

The companies that make up BNP Paribas Cardif in Brazil are managed by separate Boards of Directors. The boards are responsible for guiding and validating strategic planning, supervising management, establishing and overseeing the Company's policies and standards, and ensuring compliance with the country's laws.

Board of Directors Cardif Vida and Cardif Garantias

Chairman

Francisco Valenzuela

Directors

Sheynna Hakim
Ana Dezier

Alternate director

Ricardo Guimarães

Board of Directors Luizaseg

Chairman

Francisco Valenzuela

Directors

Sheynna Hakim
Ricardo Guimarães
Marcel Dorf

Executive Board Luizaseg (Statutory and non-statutory)

CEO

Sheynna Hakim

Finance and Actuarial Officer

Renato Oliveira

Commercial Officer

Paul Murari

ETO Officer*

Alex Silva

HR, ESG and Communications Officer

Fernanda Campos**

Executive Board (Statutory and non-statutory)

CEO

Sheynna Hakim

Deputy CEO

Patrick Pages

Finance and Actuarial Officer

Renato Oliveira

Commercial Officer

Marcel Dorf

ETO Officer

Alex Silva

HR, ESG and Communications Officer

Fernanda Campos**

Marketing Officer

Gonzalo Salcedo

* Efficiency, Technology & Operations.

** Also serves as Internal Controls Officer.



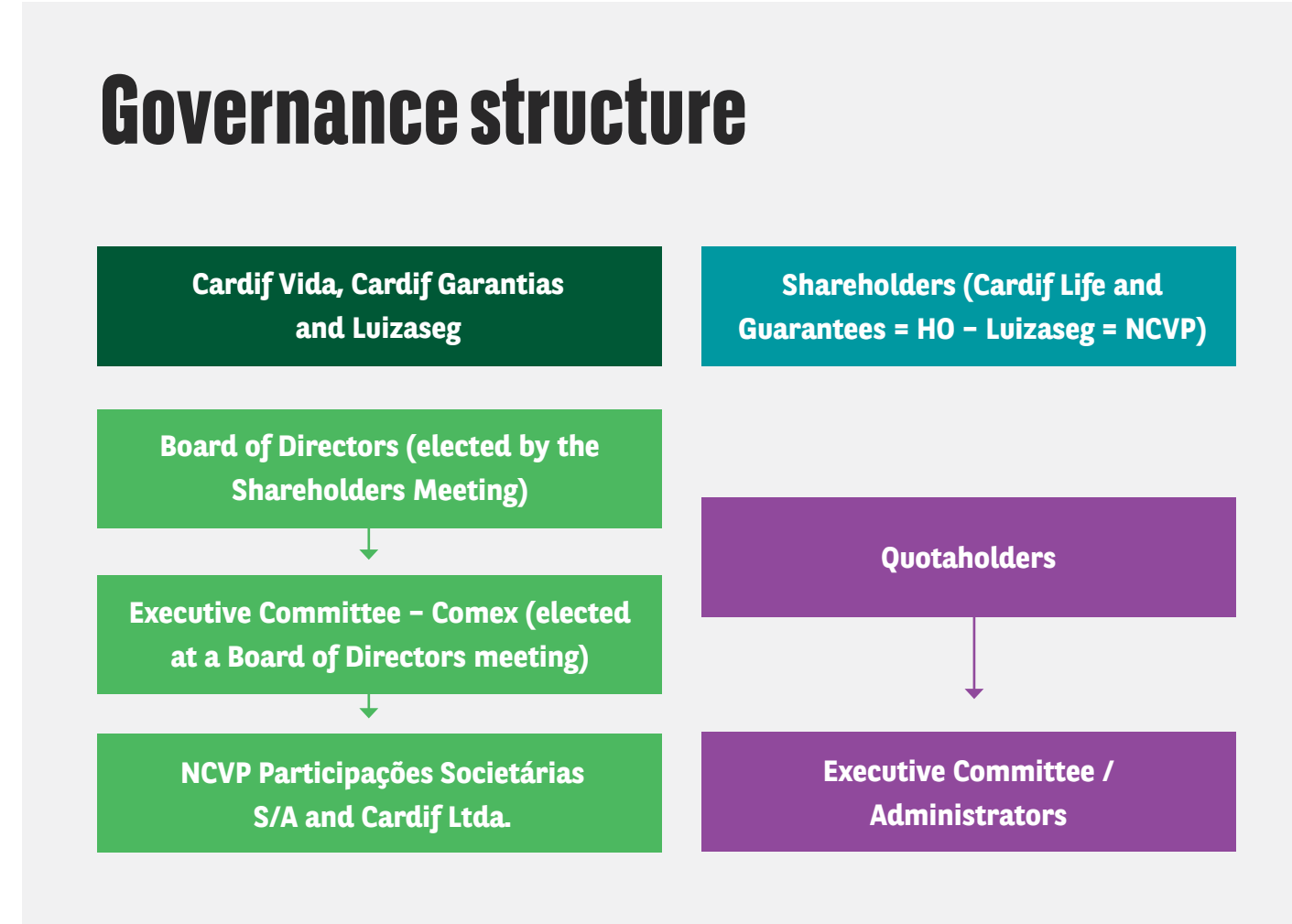
Audit Committee and Risk Committee

President and independent member

Regivaldo Dallemole

Members

Manuel Lepe
Miriam Assis



RISK MANAGEMENT GRI 2-12

Due to the nature of our activity as an insurance company, exposure to risks – operational, financial and reputational – is an inherent factor in everyday business. Therefore, the risk management function gets top priority in the Company's scale of activities. We adopt standards, indicators, and risk management procedures from the Head Office and regulatory bodies (Susep/CNSP) to prevent, minimize, or manage negative effects arising from risks. We use an integrated tool, accessible and shared throughout the conglomerate, to undertake this management. We have mechanisms in place to fulfill our commitment to prevent and combat acts of bribery, terrorist financing, money laundering and fraud.

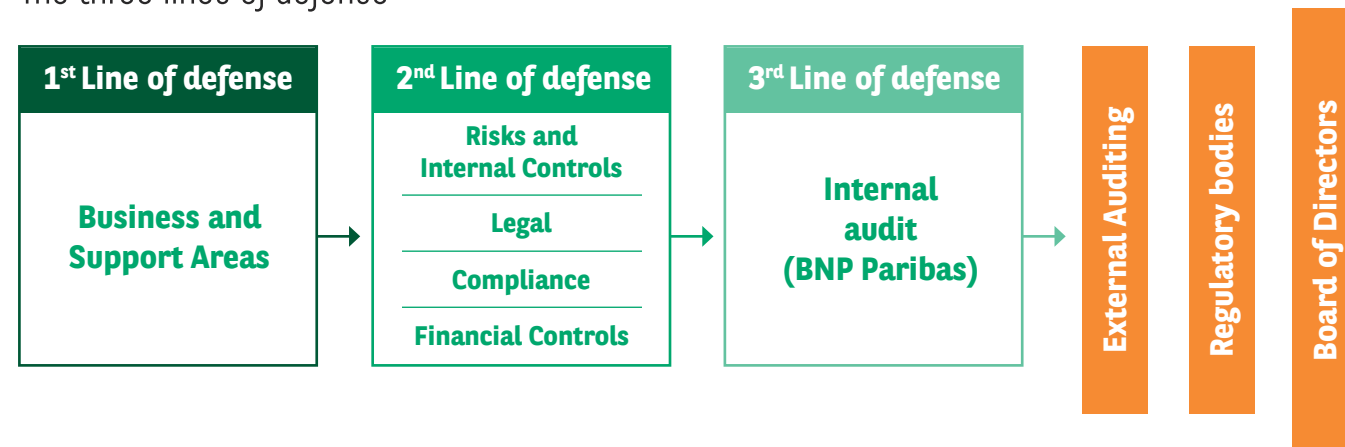
We continuously strive to enhance our procedures and controls in response to the rapid evolution of the insurance industry and innovations in products and services. The Internal Controls, Risk, Compliance, and Conformity departments play a crucial role in

enabling the Company to provide more suitable products for customers, reducing complaints, and improving claims management, among other functions. In their organization, the areas have Committees with specific objectives and dedicated teams that act independently in governance functions.

In addition to this structure, the role of the Operational Permanent Controller (OPC) was established to decentralize management and promote a risk-aware culture throughout the Company. In each area, one or two team members are selected and trained quarterly to serve as risk and compliance points of contact, resulting in approximately 40 representatives overall. Performing the dual role of specialist and representative of the control areas, this employee is responsible for mapping and managing risks in their space, recording, reporting and monitoring occurrences, to strengthen preventive action in relation to risks.

Risk management structure

The three lines of defense



ETHICS AND COMPLIANCE

GRI 2-25, 2-26, 2-29, 205-1, 205-2

Compliance, Internal Controls, Risk, and Internal Audit collaborate both locally and globally to proactively identify and address significant compliance risks. One of the main missions of the Compliance area is to safeguard the reputation of BNP Paribas Cardif, ensuring that it remains a reliable insurance company, not only by complying with laws and regulations, but also by means of its commitment to its clients and partners.

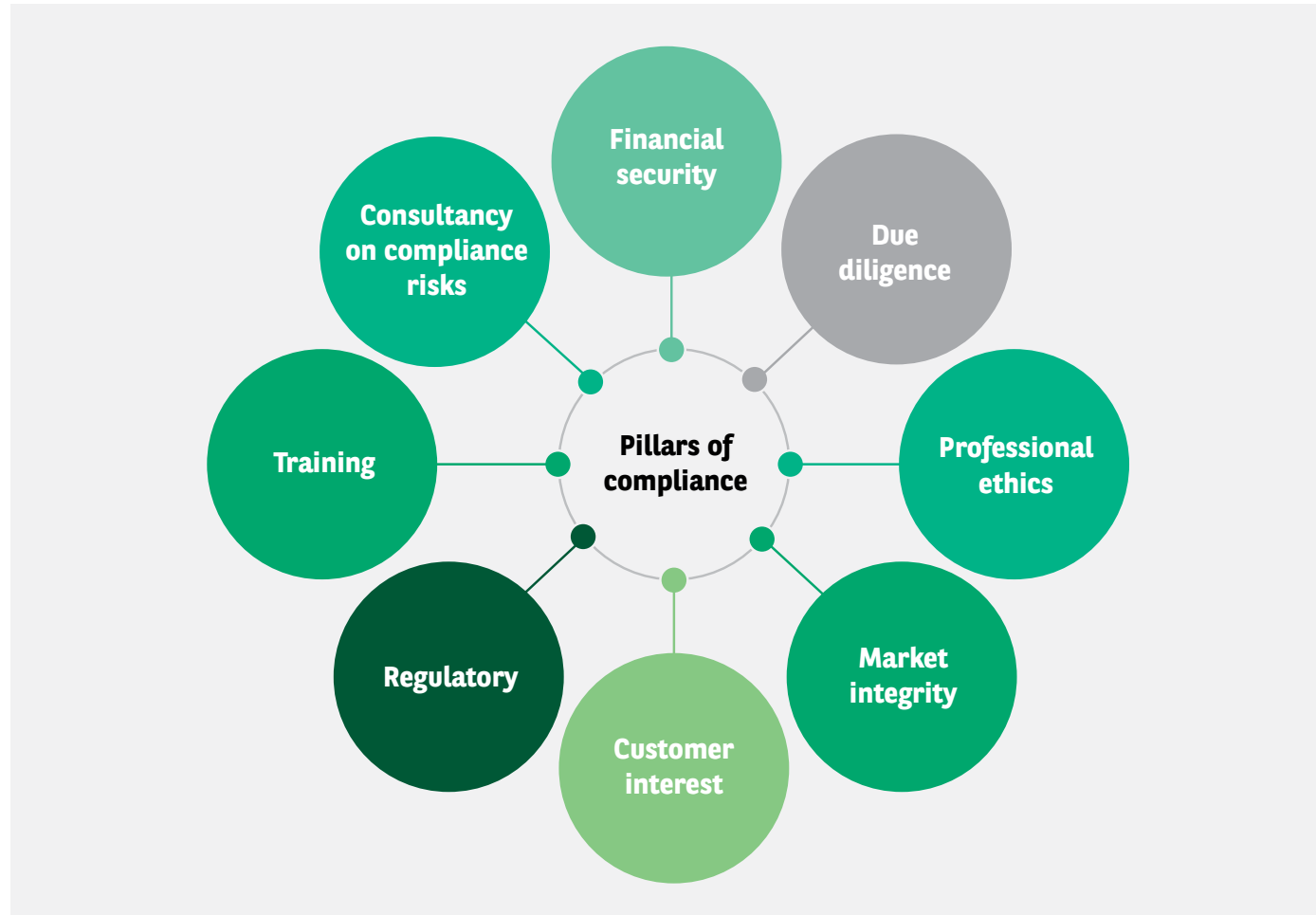
Our policies and regulations reflect our commitment to responsible business practices, aligning with internationally recognized intergovernmental frameworks such as the United Nations Global Compact, to which we are signatories, among other commitments. (Learn more on [page 15](#))

LEARN MORE [Policy on Compliance](#)

Compliance efforts are aimed at ensuring the security of the Company and our business as a whole, while adapting to the increasing demands of regulators, customers, and the public opinion. The Compliance team is tasked with providing guidance, assessing and managing risks, conducting training, and investigating reported violations, while upholding the principles of independence, integration, and decentralization. Locally, the Compliance team reports to Regional Compliance, which reports to Global Compliance, based at the Head Office in France.

The responsibilities of the area to ensure integrity and compliance include safeguarding client interests, validating marketing materials, financial monitoring, training, and communication.





Prevention of the risk of corruption

BNP Paribas Cardif's anti-corruption framework reflects our commitment to preventing and detecting acts of corruption and influence peddling. This structure includes governance, corruption risk mapping, policies, procedures, and tools for managing and controlling identified risks, as well as a reporting channel, controls, reports, and mandatory anti-corruption training for employees. Our employees are responsible for supporting this initiative, and we expect the same commitment from our related parties, including partners, suppliers, and service providers.

The organization assesses 100 percent of transactions for corruption risk, from the payment of a claim to the selection of a new employee or supplier. In the market as a whole, the main risks mapped related to corruption are gifts and hospitality, money laundering and conflicts of interest. In 2023, there were no cases of corruption involving the organization and/or its employees.

Our Code of Conduct dedicates a specific chapter to the procedures for preventing and combating corruption incorporated by the Company. Among the members of the governance framework, 100 percent were informed and trained in relation to anti-corruption policies and procedures.

Communication and Training about Anti-Corruption Policies and Procedures GRI 205-2

Training/Topic	Target	Concluded	%
Onboarding and other related training	482	473	98.13

Conduct Day in 2023 GRI 205-2

Employees	Communicated	Trained
Total number of members in the year	399	393
Total number of members notified/trained	474	466
Percentage of members communicated/trained (%)	100	98.5

Employees by employee category	Announcements (%)	Trained (%)
Executive board	100	100
Superintendence/Management	100	95.31
Coordination	100	100
Other positions	100	98.97
Total	100	98.5



Training in ethics and compliance

We regularly conduct training sessions to deepen the employees' understanding of legal requirements, responsibilities, and corporate guidelines. These sessions empower employees to identify, prevent, address, and report risk situations or signs of irregularities.

Among the mandatory training courses, there is one specifically for preventing money laundering and combating terrorism. It is also conducted with our business partners.

We use various formats to communicate compliance and ethics themes, aiming to present content in a manner that is more educational and engaging for employees. You can check out more about them below.

ESG topics are included in the training courses offered through the Sustainability Academy, an e-learning platform available to all employees. This platform provides various courses on sustainability, sustainable finance, and the Company's practices in these areas. For 2024, we are preparing a new training module on sustainability, with the goal of training 90 percent of the team by the end of 2025.

E-learning

Online training related to conduct and operational risks is carried out annually and is mandatory for all employees.

Onboarding

Every new employee must attend a session with the Compliance team for communication and alignment with the Company's guidelines.

"Semana Papo Sério" (Serious Chat Week)

An annual event dedicated to promoting compliance content in an engaging and enjoyable manner through gamification strategies, with various formats, prizes, and recognition. A fun way to learn more complex topics.

Reporting Channel

The Company has grievance mechanisms available 24 hours a day to identify and repair negative impacts, including combating fraud, corruption, harassment and other cases of misconduct. This process is intended for internal and external audiences and allows anonymous reporting of a suspicious situation or one that is contrary to our values. The complaint record is handled by the Ethics Committee and potentially involved parties.

The Reporting Channel operates without human interaction, can be accessed via either a toll-free number or an online form, with guaranteed confidentiality and autonomy in conducting the verification. Six complaints were received in 2023, all of which were addressed and resolved. From 2024, it will be managed externally through a specific tool that will ensure greater agility and streamline access.

Reporting Channel

Phone: 0800 200 0622

Online: [Form available](#)



Code of Conduct

We make sure that business practices are conducted within the highest standards of ethical behavior. We have a Code of Conduct that applies to all BNP Paribas Group employees and establishes the ethical rules that must be complied with at work. Additionally, our business is founded on the principle of building relationships with our stakeholders based on trust, transparency, and honesty.

The Code of Conduct reflects our values and culture, incorporating best practices, guidelines, and examples of the expectations we have for our employees and stakeholders. Training sessions are held regularly to ensure a conscientious stance on these premises. Specific Conduct Day training is annual and mandatory for everyone in the company. In 2023, 98.3 percent of the employees completed the course.



DATA AND INFORMATION SECURITY

We operate in an industry that is extremely sensitive to privacy and information security violations, which is why we have a complex and rigorous system of controls that strengthen our internal culture. Information security and related risk management are outlined in our procedures, processes, standards, and policies, including our Code of Conduct. These are continuously communicated and reinforced among our employees. The entire structure is part of our information security management system (ISMS), certified by the ISO 27001 standard since 2012.

The Company's cybersecurity requirements are addressed by specific policies that cover various aspects necessary to ensure the protection and security of data in operations with partners and customers. We keep the necessary professionals up to date to quickly meet all the guidelines of regulatory authorities and to be prepared for the continuous evolution of the digital world.

Our procedures follow the high standards set by the BNP Paribas Group, applied by specialized teams with clearly defined responsibilities. Pursuant to our policies, the IT area must provide technological support for the protection of information, seeking to eliminate or reduce vulnerabilities and implementing controls appropriate to the needs of the business, always aiming to reduce risks to information security. Team support not only involves the use of technological equipment but also includes defining and updating relevant procedures and providing training to ensure the qualification of all employees.

Information protection is not only required in the digital universe, it is also necessary to adopt practices to protect our workspace. To this end, we run the Safe Desk campaign every year to remind people of simple but very effective rules to avoid damage to BNP Paribas Cardif's reputation and financial and legal risks in the event of data leaks.



Data privacy and protection

Protecting the personal data of our partners' customers is a mandatory commitment for the Company. We have a team dedicated to this mission, for which we maintain strict compliance with national and international laws and regulations. Our procedures are aligned with the provisions of the General Data Protection Law (LGPD).

Standards, policies and procedures on this topic are a mandatory part of employee training. Combined with communication events and actions, these resources help to keep everyone aware of the critical priority of protecting the data of those who have hired our insurance products and services.

LEARN MORE

[Policy on Information Security and External Cybernetics](#)

VALUING PEOPLE AND THEIR DIVERSITIES



OUR TEAM

GRI 2-7, 2-8, 2-19, 2-20, 2-29, 3-3 Valuing people

**The BNP Paribas Cardif Brazil team
has almost 400 professionals working
at its headquarters in São Paulo**

One of the key challenges undertaken in 2023 was promoting the analysis and development of a plan for the Company's cultural transformation, involving senior management and the Human Resources leadership. The area operates strategically, aligned with business guidelines and completely dedicated to the team of 399 professionals who work at BNP Paribas Cardif Brazil, located at the headquarters in São Paulo.

In a year characterized by significant transformations, accelerated growth, and the development of the Ambição Brazil 2030 strategic plan, BNP Paribas Cardif Brazil recognized the importance of investing in its people, who are the driving force behind the organization.

Thus, the year was focused on diagnosing the organizational culture to understand and strengthen the elements that are central to the Company's DNA and essence, while also identifying new needs and behaviors to support the delivery of its business strategy.

For this transformation movement to be successful, the involvement of leadership was essential, as it is fundamental in promoting team engagement and stimulating an innovative, agile, transversal and collaborative approach.

Other relevant factors in BNP Paribas Cardif's culture that led to achieving excellent results in 2023 are the healthy, respectful and safe environment, the constant opportunities



At BNP Paribas Cardif, we offer an excellent work environment that fosters professional development and has a positive impact

for our team's professional and personal development and a sense of belonging anchored in a clear purpose focused on the positive impact on society.

In line with our culture, we seek to provide a balance between personal and professional life, respecting each person's lifestyle and needs. Likewise, we want to provide a work environment in which each individual is able to express themselves freely, regardless of gender, age, race and sexual orientation, having space to develop fully.

We also value the development of a team that takes ownership of managing its own career. To achieve this, we offer a range of programs, initiatives, learning platforms, talent-specific development paths, succession plans, upskilling, reskilling, and more, enabling our employees to engage in continuous training and develop the skills needed to address the demands of a rapidly changing society.

Career and development GRI 401-1, 404-2

The Company invests in various programs to ensure its professionals acquire the skills demanded by the market. These initiatives include qualification and requalification opportunities, support for internal mobility across different areas, even within the Group, and efforts to develop new leaders.

We invest in development and training programs that cover a wide range of areas, including skill enhancement for our business, technology and digital knowledge, leadership, diversity and inclusion, ethics and compliance, and sustainability. In addition to our internal training, we provide financial support for external courses, including language training and free courses, in collaboration with international educational institutions. We also have mobility and knowledge exchange programs with the Head Office (France) and other countries where the Company operates.

Among the resources offered to boost their professional career, employees have access to multiple training and development platforms. Included in the program is a comprehensive set of educational tools presented to the side.

For leadership training, we offer a tailored curriculum based on management levels, including specialized paths and immersion programs designed to develop skills and competencies.

- **Mandatory training to strengthen processes and the corporate culture**
- **Coursera Platform, which gives access to more than 8,000 online courses offered by renowned institutions and with international certification.**
- **Sustainability Academy courses and training**
- **DDAA Academy, academy offered by the BNP Paribas Group for the employees development in upskilling and reskilling in the agile world**
- **Pluralsight and DataCamp platforms, with specific content for the development of the technology and data areas**
- **About Me internal platform, which facilitates connections and mobility processes**
- **"Líder do Futuro" (Leader of the Future) Training for developing leadership skills**
- **Innovation Hours, a training path aimed at developing innovation skills**

Organizational climate survey

Conducted annually, the Stay Connected survey uses the eNPS (Employee Net Promoter Score) methodology to assess employee satisfaction with the work environment, analyzing four key areas: Well-being, leadership, engagement, and operational efficiency. In 2023, we achieved **64 points** and the following aspects stood out as the main aspects that made it a good idea to work for the Company: **Benefits, the hybrid work model and the work environment.**

Remuneration and benefits GRI 2-20

The process for developing remuneration policies is comprehensive and involves several steps. It starts with a market review of compensation practices among similar companies to ensure wage competitiveness. Based on this analysis, compensation packages are developed that consider not only salaries but also additional benefits and incentives. Additionally, employee performance assessments are conducted to ensure that compensation is fair, aligned with merit and helps identify the best talent and reward them appropriately.

The remuneration determination process includes periodic reviews to ensure alignment with the company's strategic objectives. Compensation consultants are engaged in the process to provide both internal and external expertise, ensuring that the adopted measures align with market trends and industry best practices.

We value transparency and ongoing disclosure so that employees are clear about how their compensation is structured and what criteria are considered. The remuneration of all employees is made up of a fixed and a variable part, with the fixed part being defined based on collective agreements, local market surveys and internal equity. Meanwhile, the variable part is granted through the Profit Sharing Program (PLR), which allows employees to receive a share of the Company's financial results.

It is worth mentioning that we made progress in two important remuneration processes in 2023. We have conducted extensive work to equalize salaries between men and women undertaking the same duties to exclude unexplained wage differences that may be caused by unconscious biases and other social issues. We also structured careers in "Y," understanding the diversity of our team's career ambitions and enabling them to grow professionally without necessarily having to take on people leadership roles.

Compensation packages consider salary, benefits and additional incentives



Benefits GRI 401-2

We provide our team with a complete care experience by offering a flexible benefits package that adapts to the life stage and needs of each family profile. Through the Beneflex platform, benefits are converted into points and the employee chooses how many points to allocate to each one. Additionally, there is also the option of using some of the balance of these points to reimburse school fees, courses, school supplies, eyeglasses, etc.

This flexible package option has existed for over ten years at BNP Paribas Cardif and represents a major differentiator, as only 10 percent of Brazilian companies adhere to this model.

The benefits are offered to all employees (full-time, part-time and temporary) and were designed to facilitate family life, parenthood, balance between personal and professional life, as well as to encourage care for physical, mental and financial health.

Traditional benefits

- Health insurance
- Dental insurance
- Meal and food vouchers
- Profit Sharing Program (PLR)
- Private pension with double deposits by the Company
- Family funeral assistance, including parents and in-laws
- Reimbursement for daycare or babysitting until the child is 5 years and 11 months old



Flexible work model

Regarded as a key factor in attracting and retaining talent, the fully flexible hybrid work model is a significant strength in BNP Paribas Cardif's HR management policy. The rule gives managers and employees autonomy to define the best format for them. The recommendation is 50 percent remote and 50 percent in-person work. In areas where a greater on-site presence is required, managers may propose a schedule to be agreed upon mutually. It is important to highlight that all leaders are trained in process management in the hybrid work model. Originally implemented for health reasons during the COVID-19 pandemic, the approach has been refined over time and is now highly appreciated by employees, with an internal survey showing a favorability rating of 89 out of 100.

Differentiated benefits

Physical and mental health

- Wellhub (formerly Gympass) – offers physical, mindfulness, nutrition and sleep quality activities
- “Conte Comigo” (Count on Me), an emotional, social, financial and legal support program
- Subsidized medications for all family members
- Vaccination campaigns, such as against flu and HPV
- Medical care in the office
- Daily fruit and healthy shop offering at the office
- Free quick massage

Work-life balance

- Flexible working hours and hybrid model
- Unpaid leave of up to five days per year
- Day off on Father's Day, Mother's Day and on the person's birthday
- Short Friday

Family care

- Extended maternity and paternity leave, with the option to work entirely remotely for six months following the leave
- Pregnancy and gift card program at the birth or adoption of children
- Exemption from co-payment during prenatal care and up to the child's first birthday
- “Cantinho da mamãe” (Mommy's Corner), a cozy space in the office to facilitate milking and breast milk storage

Financial support

- Advance of half of the 13th bonus wage at the beginning of the year
- Discounts on car purchases or rentals through Arval
- Payroll loan with exclusive rates
- Discounts and special conditions when purchasing insurance through the “Despreocupe-se” (Stop Worrying) program

BEING CARDIF IS BEING YOU

GRI 405-1

Our mission is to promote diversity and inclusion in our activities, and we seek to make sure that our leaders continue to foster a respectful and safe environment, where everyone can express themselves freely and their diversity is valued.

At BNP Paribas Cardif Brazil, we seek to consolidate our inclusion strategy through initiatives capable of promoting awareness of the importance of each person being able to freely express their own identity, with equal rights and opportunities.

The Human Resources team is responsible for designing and conducting initiatives, measuring and monitoring indicators and promoting the topic of diversity, equity and inclusion in the Company.

Among the various initiatives with this objective, the Company always keeps a talent bank open for job applications from black, indigenous, LGBTQIAP+, 50+ and people with disabilities. The purpose of this is to facilitate access and



52%
of the Company is made up of women,
and 38% of them hold leadership positions

strengthen representation in the selection processes. In addition, there is an internal referral program, in which employees can suggest professional profiles to fill vacancies and if these candidates have some diversity characteristic and are hired, the referral bonus is doubled.



Our Diversity, Equity and Inclusion actions are based on valuing each individual, respecting their differences

Safe and equal place for women

Over the years, great attention has been paid to gender equality, as we are aware of the fact that it does not suffice to hire and develop women, rather there is also a need to offer an increasingly safe and healthy environment for everyone. Therefore, we have several actions to ensure that employees feel protected and supported in any situation, including:

- Anonymous reporting channel, through which discrimination or harassment can be reported;
- Discussion groups on different topics, from emotional health, personal and professional development to female safety and inclusion in different spheres;
- Mentoring Program;
- Program for pregnant women, with monitoring of the mother and baby's health, six months of maternity leave and the option to work 100 percent remotely for another six months after the leave.

Pay equity is also a relevant issue for BNP Paribas Cardif, which already promotes the practice using a methodology that equates the salaries of men and women with the same duties. Additionally, representation is also fundamental, therefore all selection processes for leadership positions must include female candidates.

DEI (Diversity, Equity and Inclusion) Community

In late 2022, the Company launched an internal community dedicated to developing and reformulating proposals and actions aimed at diversity, equity and inclusion. Composed of representatives from all Company departments, the Group operates transversally and is responsible for conducting internal actions to raise awareness and educate employees on inclusion and diversity; emphasizing the societal importance of this work; designing and implementing projects for BNP Paribas Cardif, such as affirmative action job openings and training objectives; fostering a strong internal culture around these issues, and promoting employee engagement by appointing ambassadors to lead discussions on the topic.

In 2023, the Group's activities resulted in seven initiatives, encompassing literacy and actions focused on various topics, such as gender equity, anti-racist education, in-depth discussion on LGBTQIAPN+ issues, parenting and others. In one of these initiatives aimed at addressing unconscious biases, 87 percent of the entire workforce received training, with strong involvement from leadership.



CARDIF BALANCE: OUR WELL BEING PROGRAM

GRI 403-6

Prioritizing welcoming employees, in addition to offering a safe work environment, with guaranteed health protection that extends to the family, the Company offers a robust benefits package focused on the well-being and physical and mental health of its employees, respecting each individual's lifestyle and needs.

To make sure that everyone is aware of and has easy and effective access to these services, they are constantly promoted at events, training sessions and through a variety of communication channels.

Since the pandemic, BNP Paribas Cardif realized it was necessary to go further and create a complete quality of life program. That is when Cardif Balance was born, with the aim of promoting mind-body integration, totally focused on well-being.

In 2023, the highlight was Balance Month, featuring a full schedule of activities in our office, including yoga and meditation classes, group discussions on emotional health, health screenings, and other initiatives that engaged the entire Company.



In addition to the balance month, we had the We are Tennis Cup tennis championship, a global initiative that promotes the practice of the sport through an internal tournament among employees in which the winning team participates in a stage in France, on the Roland Garros courts. Since the BNP Paribas Group has been sponsoring this tournament for over 50 years, it is only fair to offer this exclusivity to our team.

And speaking of sports, our team also participates annually in the corporate race promoted by Bloomberg, held at Parque do Povo. And this is also where our volleyball team meets every Tuesday to play the sport and interact.

At the end of 2023, we conducted a survey that identified that BNP Paribas Cardif employees' preferred physical activities are walking, dancing and playing beach tennis. When it comes to leisure and hobbies, however, it is music, reading and cooking that occupy the highest place on the podium. And going beyond the activities listed as the most popular, we know that nutrition and sleep are among the main topics of interest to employees when it comes to Quality of Life. This is why there will be new actions under the Cardif Balance program in 2024.



Labor safety

It is worth remembering that the Company has a team of firefighters to ensure the physical protection of our facilities and the safety of our employees, our most valuable asset. Following the guidelines set by the São Paulo Corporate Towers Building, firefighter training is conducted annually to ensure that the team can assist employees in workplace accidents, administer first aid until specialized help arrives, and be trained in fire prevention and fighting. Additionally, they are prepared to coordinate individuals in emergency situations and accidents until the Fire Department arrives.

VOLUNTEERING AND PHILANTHROPY

GRI 2-29

We understand that our responsibility goes beyond work, business or personal life: it extends to commitments to society and the communities that live in the places where we operate

Volunteering Program

Social issues are an area of great focus within BNP Paribas Cardif's ESG guidelines, as we understand that our responsibility goes beyond work, business or personal life, rather it extends to commitments to society and communities. One of our main objectives is to positively impact people and the environment through volunteering and philanthropy.

Therefore, our employees are an essential part of our Volunteering Program. We actively encourage their involvement in causes that benefit education, environmental protection, health and safety, and reducing social inequality. To this end, we have established a global volunteer goal, called 1 Million Hours 2 Help, which consists of donating 1 million hours of our employees' work around the world to volunteer initiatives.

In 2023, we broke a record for dedication to volunteering in Brazil, reaching **1,332 hours**.



BNP PARIBAS CARDIF BRAZIL

Main causes supported

Education

MENTORING FOR YOUNG PEOPLE

We support the NGO Ser+ in its mentoring program for youth leadership and employability, sharing life and career experiences at events with young people in vulnerable situations. Young people are invited to participate in future selection processes for the Young Apprentice Program.

160 hours of volunteerism

STRENGTHENING MICROENTREPRENEURS

Program aimed at our technical assistance network for entrepreneurial training, developed and implemented by Sebrae together with our Operations team. (Learn about the experience on [page 24](#))

200+ hours of volunteerism

Environmental preservation

COMPUTER DONATION

Conceived by the IT and Facilities teams, the project allocates computers that are no longer used but are in good conditions to NGOs to promote reuse and the circular economy. In 2023, 230 machines were donated to the NGOs Bom Caminho, Casa do Pequeno Cidadão, and Instituto PROA. These organizations distribute the notebooks to support digital inclusion for individuals with limited access to technology.

48 hours of volunteerism

ENVIRONMENTAL CARE

Together with the NGO Limpa Brazil, a group of 60 volunteers participated in an action in the vicinity of EMEF Profa. Dr^a. Irene Garcia Costa de Souza school, which serves more than 400 children, to clean, plant and revitalize the surrounding areas, setting an example of civic and environmental education.

+350 hours of volunteerism

Social inclusion

DREAMS COME TRUE

Dedicated to children with serious illnesses, the NGO Make-A-Wish Brazil had the support of the Company's team of volunteers in several actions that brought joy and hope to them. We made the dream of taking a child to visit the the Beto Carreiro Park and of promoting a day of shopping at a mall come true.

322 hours of volunteerism

Health & Safety

DONATION OF BLOOD

Every year, we dedicate a morning to the external blood collection action conducted in partnership with the Pró-Sangue Institute, at the Clínicas General Hospital, in São Paulo. In 2023, approximately 80 volunteers participated, positively impacting over 320 lives, as each bag of blood can benefit up to four people.

50 hours of volunteerism

FUNDING SOCIAL PROJECTS

"Apoie uma Causa" (Support a Cause) is an action designed to develop social support skills among employees. The program allows any employee to create a project in partnership with an NGO and present it to a BNP Paribas Cardif Committee to seek resources to make it viable. Five projects were chosen in 2023:

Employability, self-knowledge and self-esteem

NGO "Programadores do Amanhã"
Employee: Palloma Rocha/HR

Wish Challenge Cardif

NGO Make-A-Wish
Employee: Ana Gomes/Technology

Growing and learning

NGO Aprendizes de Jesus
Employee: Hanan Dorgham/Commercial

MatClass

Associação Matemática em Movimento
Employee: Luciano Benício/Commercial

Discovering that I can dream big

NGO Entre Rodas
Employees: Elaine Silva and Paloma Vale/Operations

144 hours of volunteerism

Preventing obesity and overweight with Unicef

As a company, we aim to contribute to society on several fronts in order to positively impact people. Given the severity of this health issue, one of our global causes is addressing complications and risks associated with overweight and obesity, which affects over 1 billion people worldwide. This disease is particularly alarming because it affects children and adolescents on a large scale, as many of them do not receive nutritious diets from the food and health system.

In 2021, we launched a global strategy after recognizing the need for urgent action to help people lead healthier lives by providing affordable solutions to achieve this. We then joined forces with UNICEF (United Nations Children's Fund). One of the key outcomes of this collaboration was the development of the global guidance known as SBCC (Social Behavior Change Communications). This framework is used to spread information about the behavioral and social changes needed to prevent overweight and is now employed by UNICEF country offices worldwide.

Given the high prevalence of overweight individuals in Latin America, we have partnered with UNICEF Latin America and the Caribbean on the Child and Adolescent Obesity Prevention Program to enhance our initiatives in the region. In Brazil, in addition to employees, we also get



partners involved to expand the reach of the cause. The initiatives led by UNICEF aimed to reach children and adolescents in schools, their teachers and school staff.

In 2023, more than 4,000 students participated in face-to-face activities and around 170,000 people through online contacts to encourage healthy habits and the prevention of obesity. A group received training so that its members could act as mobilizers in their families and relationship networks, including on social media, producing videos and organizing discussion meetings on the topic.

TAKING CARE OF OUR ENVIRONMENTAL IMPACTS

GRI 306-1, 306-2

We have set targets to manage the environmental impact of our activities, in line with the guidelines established for all BNP Paribas Cardif operations globally. As part of this commitment, our headquarters in Brazil, located in São Paulo (SP), which houses all of our operations in the country, is situated in a building that holds LEED (Leadership in Energy and Environmental Design) Platinum certification. This certification ensures that

the building meets the highest standards for sustainable environmental management.

Since its construction, the building's design has adhered to the U.S. Green Building Council's requirements to achieve LEED certification. Among the criteria observed for granting the certificate are **water and energy efficiency, indoor atmosphere, location, transportation and innovation.**



Office waste management

Our activities generate ordinary office waste, with low severity impact. Nonetheless, we are constantly looking to take more sustainable actions, such as:



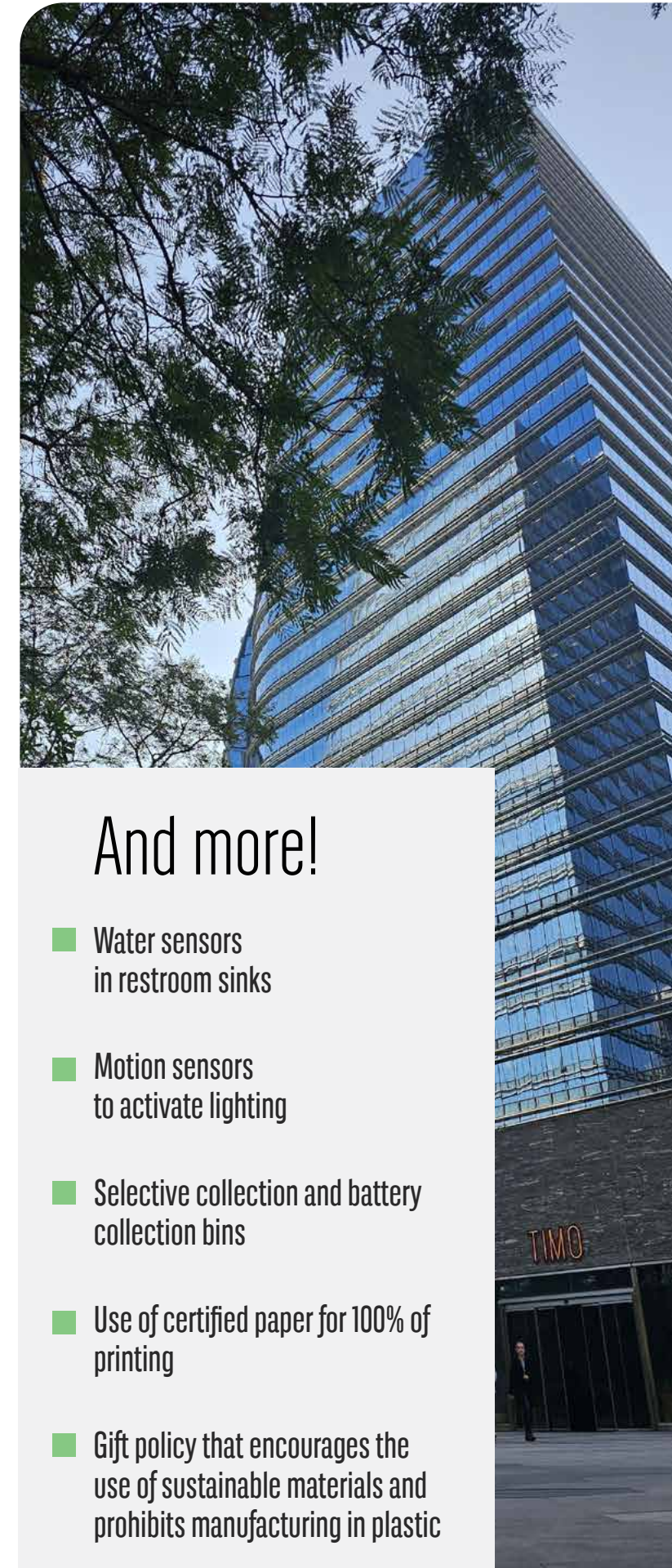
5,000 kg
of garbage destined for recycling (paper, plastic, metal and glass)

90%

reduction in the use of plastic cups
We encourage employees to bring their own bottles or use the glasses we provide.

30%

of our fleet is made up of hybrid cars, 17% more than in 2022



And more!

- Water sensors in restroom sinks
- Motion sensors to activate lighting
- Selective collection and battery collection bins
- Use of certified paper for 100% of printing
- Gift policy that encourages the use of sustainable materials and prohibits manufacturing in plastic

SUPPLIER MANAGEMENT

GRI 2-6, 2-29, 204-1, 308-1, 414-1, 414-2

We consider our relationship with suppliers as integral to our operations and extend our commitments to best practices, ethics, and sustainable management to them. Our supply chain consists of a wide variety of companies, totaling 419 suppliers in 2023. The estimated value of payments made to them was approximately BRL 266 million, with 99 percent of the resources going to Brazilian companies.

Our base encompasses local and national small, medium and large companies, operating mainly out of the service sector. It includes businesses that support policyholders during claims and contribute to the product ecosystem, such as technical assistance for Extended Warranty, funeral services for Life insurance, auto repair shops for Automobiles, and health clinics included in the Magalu Health product.

We are committed to applying the guidelines shared globally by BNP Paribas Cardif to the chain, which includes aligning supplier management with the strategic Sustainable Finance and ESG objectives defined by the Group. In Brazil, the process is progressing with goals established for 2025 across five key pillars: ESG, carbon trajectory, inclusion, circular economy and natural capital. In the ESG evaluation matrix being implemented, the request for proposal assessment is assigned a mandatory weight of 15 percent.

Criteria for hiring

In 2023, we upheld social criteria in the selection of new suppliers. Of the 40 new suppliers chosen, nine were evaluated based on these criteria, i.e., 22.5 percent of the total. This process aims to ensure that suppliers adopt practices aligned with the company's values and commitments in areas such as diversity, equity and inclusion.

It is worthy of note that this practice applied specifically to proposals involving high complexity and high added value. They may involve customization and require a more detailed level of scope for suppliers. We use different evaluation processes, depending on the types of service, complexity and value. From January 2024, ESG (environmental, social and governance) criteria will be incorporated into all bidding processes.



99% of resources paid to suppliers went to Brazilian companies

The Company is fully aware of the potential negative social impacts that may occur in the supply chain, including precarious working conditions, forced labor, exploitation of child labor, discrimination and harassment, social inequality, unfair wages, forced displacement and corruption. When any of these issues are identified, an improvement agreement is proposed to the supplier to address and mitigate or eliminate negative social impacts. If the situation is not resolved, the contract will be suspended.

At the beginning of the contract, suppliers go through an onboarding process in which they are informed about our sustainability and ESG commitments and what we expect in terms of ethics and conduct. After approval, contract management, including performance evaluations, is the direct responsibility of the contracting departments. They are also tasked with reputational analyses, pursuant to procedures guided by the Compliance area, which acts directly only when some unfavorable aspect arises.



At the start of the contract, suppliers are informed about our sustainability and ESG commitments



**COMPLEMENT
TO THE GRI
INDICATORS**

Responsible insurer

Insurance | Transparent information and fair advice for clients FN-IN-270a.1

In 2023, the total monetary losses resulting from legal proceedings related to the reporting and marketing of insurance for new and returning customers amounted to BRL 1,685,748. This amount refers to legal expenses, the allegation of which refers to the lack of transparency at the time of the offer. The respective total with Procon and Litigation is made up of:

- Attorney fees BRL 903,146.96;
- Refund of premium BRL 589,308.86;
- Moral damage BRL 88,340.56;
- From BRL 56,406.93;
- Legal costs BRL 33,567.96
- Fees which the opposing party has to pay BRL 14,976.73



Governance

Evaluation of the performance of the highest governance body GRI 2-18

The Executive Committee (Comex), which includes the CEO and executive directors, undergoes a performance evaluation based on the company's goals and its alignment with the culture, purpose, mission, vision, and values. These assessments take place annually and are conducted by the CEO, with support from the Regional and Head Office.

In response to the assessments, the organization takes several measures, including reviewing organizational policies and strategies, implementing training programs, enhancing employee and stakeholder engagement, and adjusting reward systems. Changes to the composition of the highest governance body are not immediate, but may occur if the need is identified.

Remuneration policies GRI 2-19

The Company's remuneration policy adheres to the practices of the Head Office and respects current local legislation, both in relation to senior executives and teams. The payment of variable remuneration, through the Profit Sharing Program (PLR), is subject to approval by the category's labor union through a collective agreement/convention.

Incorporation of policy commitments

GRI 2-24

To ensure transparency and effective implementation of policy commitments, the Board of Directors actively oversees the incorporation of these commitments at all levels of the organization. To delegate responsibilities and ensure proper implementation of commitments, the organization adopts a systemic approach, setting clear goals, assigning responsibilities based on skills and competencies, establishing authority and accountability, effectively communicating responsibilities, and promoting collaboration. Commitments are integrated into organizational strategies, policies and operations through various measures such as aligned goal setting, training and awareness, clear accountability, internal communication, continuous monitoring, transparent reporting and development of operating procedures.

In implementing commitments in business relationships, the organization adopts a careful approach, including rigorous partner selection, inclusion of contractual clauses, audits and monitoring, training and capacity building, open and transparent communication, incentives and rewards, troubleshooting and continuous improvements, as well as periodic partner evaluation.

Compliance with laws and regulations

GRI 2-27

During 2023, with constant regulatory changes, the organization faced some adaptation challenges and received five fines applied

by Susep exclusively related to insurance distribution. Totaling BRL 483,461.71, these fines resulted from non-compliance with the Consumer Protection Code in Brazil. It is worth mentioning that all cases that resulted in fines were prioritized and received due attention for resolution with partners and customers.

In contrast, no non-monetary sanctions were recorded during the period.

Membership associations GRI 2-28

- Federação Nacional de Seguros Gerais (FenSeg, the National General Insurance Federation) - Legal Issue Commission, Affinity General Insurance Commission, Directive Commission
- Federação Nacional de Previdência Privada e Vida (Fenaprevi, the National Federation of Private Pension and Life Insurance Companies) - Legal Issue Commission
- Confederação Nacional das Empresas de Seguros Gerais, Previdência Privada e Vida, Saúde Suplementar e Capitalização (CNseg, the National Confederation of General Insurance, Private Pension and Life Insurance, Supplementary Health, and Capitalization Companies) - Open Insurance and ESG Commission.
- Participation in CNseg commissions:
 - Risk Management Commission (CGR)
 - National Register of Accidents (RNS)
 - Fundação Instituto de Pesquisas Econômicas da Universidade de São Paulo (Fipe-CNseg, Foundation for the Institute of Economic Research at the University of São Paulo)

Employees

New employee hires and employee turnover in 2023 GRI 401-1

Age group	Total employees	Hirings	New hire rate	Dismissals	Turnover rate
Aged fewer than 30 years	48	16	33.33	5	21.87
Aged 30 to 50 years	330	46	13.94	53	15.00
Aged more than 50 years	21	1	4.76	3	9.52
Total	399	63	15.79	61	15.54

Gender	Total employees	Hirings	New hire rate	Dismissals	Turnover rate
Men	193	34	17.62	26	15.54
Women	206	29	14.08	35	15.53
Total	399	63	15.79	61	15.54

Hiring and turnover rates were calculated based on the final number of employees in the period (Dec 2023). Therefore, a straight-forward ratio was calculated by dividing the total number of hires for the year by the final number of employees, and the total number of dismissals for the year by the final number of employees.



Parental leave in 2023 GRI 401-3

Total employees	
Men	193
Women	206

Total employees expected to return in the current year

Men	8
Women	8

Total employees who returned to work, in the reporting period, after the end of the maternity/paternity leave

Men	8
Women	8

Total employees who returned to work after the maternity/paternity leave and continued employed 12 months after returning to work

Men	8
Women	8

Rate of return

Men	100
Women	100

Rate of retention

Men	100
Women	100

One hundred percent of men and women who took a maternity/paternity leave returned to work and remained employed for at least another 12 months.

Average hours of training in 2023 per employee

GRI 404-1

Average hours of training taken by the organization's employees during the reporting period, by gender

Gender	Total headcount	Hours of training	Average hours of training
Men	193	5,549	28.8
Women	206	6,175	30.0
Total	399	11,724	29.4

Average hours of training taken by the organization's employees during the reporting period, by employee category

Employee category	Total headcount	Hours of training	Average hours of training
Executive	6	231.13	38.5
Director	6	240.6	40.1
Superintendent	19	522.8	27.5
Manager	45	1,838.50	40.8
Coordinator	33	1,102	33.3
Consultant	62	1,589.40	25.6
Analyst	220	5,128	23.3
Assistant	8	591	73.8

The training includes mandatory online training, training/literacy on various topics throughout the year (diversity, innovation, insurance products), hours for undergraduate training (scholarship provided by the Company), hours in foreign language training (scholarship given by the Company), hours invested in team offsites and workshops

Percentage of employees receiving regular performance reviews in 2023 by employee category (%) GRI 404-3

	Men	Women	Total
Executive Director	75	100	83.33
Director	100	0	100
Superintendent	77.78	100	89.47
Manager	100	94.44	97.78
Coordinator	100	100	100
Consultant	93.02	94.74	93.55
Analyst	98.82	98.52	98.64
Assistant	100	100	100
Total	96.37	98.06	97.24

Note: 100% of employees who did not have a performance review in 2023 entered after the performance evaluation committee period.

Diversity of governance bodies and employees GRI 405-1

Percentage of individuals who are part of the organization's governance bodies by gender in 2023

Board of Directors	Men	Women	Total
Number of members of governance bodies	2	2	4
Percentage of members of governance bodies by gender	50	50	100

Note: The 2023 list of Cardif Vida/Garantias board members was considered to calculate these data.

Percentage of individuals who are part of the organization's governance bodies by age group in 2023

Board of Directors	Percentage
Aged fewer than 30 years	0
30 to 50 years	75
Aged more than 50 years	25
Total	100

Note: The 2023 list of Cardif Vida/Garantias board members was considered to calculate these data.



Percentage of employees, by employee category and gender in 2023

	Men	Women	Total
Executive Director	66.67	33.33	100
Director	100.00	0.00	100
Superintendent	47.37	52.63	100
Manager	60.00	40.00	100
Coordinator	54.55	45.45	100
Consultant	69.35	30.65	100
Analyst	38.64	61.36	100
Assistant	12.50	87.50	100
Total	48.37	51.63	100

Percentage of employees by employee category and age group in 2023

	Percentage
Executive Director	
Aged fewer than 30 years	0
30 to 50 years	83.33
Aged more than 50 years	16.67
Total	100
Director	
Aged fewer than 30 years	0
30 to 50 years	83.33
Aged more than 50 years	16.67
Total	100
Superintendent	
Aged fewer than 30 years	0
30 to 50 years	94.74
Aged more than 50 years	5.26
Total	100
Manager	
Aged fewer than 30 years	0
30 to 50 years	93.33
Aged more than 50 years	6.67
Total	100
Coordinator	
Aged fewer than 30 years	0
30 to 50 years	93.94
Aged more than 50 years	6.06
Total	100

	Percentage
Consultant	
Aged fewer than 30 years	8.06
30 to 50 years	85.48
Aged more than 50 years	6.45
Total	100
Analyst	
Aged fewer than 30 years	18.18
30 to 50 years	78.18
Aged more than 50 years	3.64
Total	100
Assistant	
Aged fewer than 30 years	37.50
30 to 50 years	50.00
Aged more than 50 years	12.50
Total	100
[Total]	
Aged fewer than 30 years	12.03
30 to 50 years	82.71
Aged more than 50 years	5.26
Total	100

Percentage of employees from minority and/or vulnerable groups by employee category in 2023

	Percentage
Blacks	
Executive Director	0
Director	0
Superintendent	15.79
Manager	17.78
Coordinator	18.18
Consultant	25.81
Analyst	31.82
Assistant	62.50
Total	27.07
PwDs	
Executive Director	0
Director	0
Superintendent	0
Manager	0
Coordinator	0
Consultant	0
Analyst	1.36
Assistant	0
Total	0.75

Note: Employee Sexual Orientation data is not provided by name. Therefore, it is not possible to enter information on LGBTQIAPN+.

Supplier management

New suppliers that were screened using environmental criteria 2023 GRI 308-1

Description	Total
New suppliers hired	40
New suppliers hired considering environmental criteria	9
Percentage	0.22

Negative environmental impacts in the supply chain and actions taken GRI 308-2

Potential negative impacts identified in the analysis of the nine evaluated suppliers:

- Significant impacts of activities, products and services on biodiversity
- Consumption of energy derived from non-renewable sources
- Residue generation
- Improper disposal of waste
- Improper disposal of wastewater
- GHG emissions

To date, there is no history of termination for ESG reasons/impacts nor any real impact identified in the chain.



GRI CONTENT SUMMARY

GRI CONTENT SUMMARY

Statement of Use For the period ranging from January 1 to December 31, 2023, BNP Paribas Cardif reported the information mentioned in this GRI Content Summary based on the GRI Standards..

GRI 1 used GRI 1: Fundamentals 2021

GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	Sustainable Development Goals
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General disclosures			
GRI 2: General Content 2021	2-1 Organizational details	Cardif do Brasil Vida e Previdência S/A, known as BNP Paribas Cardif, is a for-profit organization, operating as a Closed Joint Stock Company. Its headquarters are located at Av. Presidente Juscelino Kubitschek 1.909, Torre Sul, 8º andar. For information on its international operations, please go to: https://www.bnpparibascardif.com/en/worldwide	
	2-2 Entities included in the organization's sustainability reporting		03
	2-3 Reporting period, frequency, and contact point		03
	2-4 Restatements of information	This is the company's inaugural annual sustainability report.	
	2-5 External assurance	This report has not been verified by an external audit.	

GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	Sustainable Development Goals	
GRI 2: General Content 2021	2-6 Activities, value chain, and other business relationships	8, 49		
	2-7 Employees	40	8, 10	
	2-8 Workers who are not employees	In total, there are 222 outsourced workers. Of these, 18 are cleaning service providers and another 204 are from the areas of Technology, Projects and Temporary Labor Replacement.		8
	2-9 Governance structure and composition	34	5, 16	
	2-10 Nomination and selection of the highest governance body	33	5, 16	
	2- 11 Chair of the highest governance body	35	16	
	2-12 Role of the highest governance body in overseeing the management of impacts	34	16	
	2-13 Delegation of responsibility for managing impacts	34		
	2-14 Role of the highest governance body in sustainability reporting	The entire report was validated by senior management members, ensuring that the data is accurate, reliable and aligned with the Company's strategic objectives and values.		
	2-15 Conflicts of interest	34	16	
	2-16 Communication of critical concerns	34		

GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	Sustainable Development Goals	
GRI 2: General Content 2021	2-17 Collective knowledge of the highest governance body	34		
	2-18 Evaluation of the performance of the highest governance body	51		
	2-19 Remuneration policies	51		
	2-20 Process to determine remuneration	42		
	2-22 Statement on sustainable development strategy	Senior leadership was in a transition process during the publication period of this report. Therefore, it could not make a statement, which, in turn, was by the HR, Communications, and ESG Officer, a member of the Executive Committee and the party responsible for the sustainability area at Cardif.		
	2-23 Policy commitments	15	16	
	2-24 Embedding policy commitments	51		
	2-25 Processes to remediate negative impacts	36		
	2-26 Mechanisms for seeking advice and raising concerns	36	16	

GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	Sustainable Development Goals
GRI 2: General Content 2021	2- 27 Compliance with laws and regulations	The organization defines cases of non-compliance as significant based on current legal and regulatory provisions. These criteria ensure that strategic cases get due attention and priority in resolving and mitigating risks.	
	2-28 Membership in associations	51	
	2-29 Approach to stakeholder engagement	14	
	2-30 Collective bargaining agreements	One hundred percent of the employees are covered by a collective bargaining agreement.	8
Material topics			
GRI 3: Material Topics 2021	3-1 Process of determining material topics	14	
	3-2 List of material topics	15	
Innovation and Technology			
GRI 3: Material Topics 2021	3-3 Management of material topics	20	
Valuing people			
GRI 3: Material Topics 2021	3-3 Management of material topics	40	
GRI 201: Economic performance 2016	201-3 Benefit plan obligations and other retirement plans	The organization does not offer a benefit plan or other retirement plans.	

GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	Sustainable Development Goals
GRI 202: Market presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage.	The organization sets a minimum wage that is higher than the local one. As for the salary ratio, the organization considers this information confidential. Confidential information:	5, 8
	202-2 Proportion of senior management hired from the local community	The percentage of locally hired board members in major operating units is 91.7 percent. In practice, 11 of the 12 executive directors are Brazilian.	8
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	41	4, 5, 8, 10
	401-2 Benefits provided to full-time employees that are not provided to temporary or part time employees	42	3, 5, 8
	401-3 Parental leave	52	5, 8
GRI 403: Health and safety of work 2018	403-6 Worker access to non-occupational medical and healthcare services	45	3
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	52	4, 5, 8, 10
	404-2 Programs for improving employee skills and career transition assistance	41	8
GRI 404: Training and education 2016	404-3 Percentage of employees receiving regular performance and career development reviews	53	5, 8, 10

GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	Sustainable Development Goals
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	53	5, 8
GRI 406: Non- Discrimination 2016	406- 1 Incidents of discrimination and corrective actions taken	In 2023, there were no cases of discrimination. Currently, we have anonymous channels and confidential procedures in place for reporting cases of discrimination, harassment, misconduct, and other related issues.	5, 8
Socially and environmentally responsible investment			
GRI 3: Material Topics 2021	3-3 Management of material topics	30	
GRI 203: Indirect economic impacts 2016	203-2 Significant indirect economic impacts	There is no formal process in place for mapping and reviewing the indirect economic impacts arising from BNP Paribas Cardif's Insurance activity. Existing reviews are limited to the assessment of Responsible Investments and their impacts on the economy.	1, 3, 8
Circular Economy			
GRI 3: Material Topics 2021	3-3 Management of material topics	23	
GRI 306: Waste 2020	306-1 Significant actual and potential waste-related impacts	23, 48	3, 6, 11, 12
	306-2 Actions to prevent waste generation and to manage significant impacts	23, 48	3, 6, 8, 11, 12

GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	Sustainable Development Goals
Relationship with partners and customers			
GRI 3: Material Topics 2021	3-3 Management of material topics	24	
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	17	8, 9
Products that are affordable and have sustainability attributes			
GRI 3: Material Topics 2021	3-3 Management of material topics	20	
GRI 201: Economic performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	The organization does not monitor possible impacts, risks and opportunities on business resulting from climate change.	13
GRI 204: Procurement practices 2016	204-1 Proportion of spending on locally-based suppliers	49	8
GRI 308: Environmental assessment of suppliers 2016	308-1 New suppliers that were screened using environmental criteria	49	
	308-2 Negative environmental impacts in the supply chain and actions taken	49	
GRI 414: Social evaluation of suppliers 2016	414-1 New suppliers that were screened using social criteria	49	5, 8, 16
GRI 414: Social evaluation of suppliers 2016	414-2 Negative social impacts in the supply chain and actions taken	49	5, 8, 16

GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	Sustainable Development Goals
GRI 417: Marketing and labeling 2016	GRI 417-3: Incidents of non-compliance concerning marketing communications	All advertising and promotional materials adhere to the approval process established by the Company's technical validation committee. The materials designed for this purpose followed the established process, ensuring their compliance. It is important to highlight that the Company did not receive any warnings or actions related to these materials in this regard.	16
Ethics, transparency and security			
GRI 3: Material Topics 2021	3-3 Management of material topics	33	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	36	16
	205-2 Communication and training about anti-corruption policies and procedures	36	16
	205-3 Confirmed incidents of corruption and actions taken	In 2023, there were no cases of corruption involving the organization and/or its employees.	16
GRI 206: Unfair competition 2016	206- 1 Legal actions for anti-competitive behavior; anti-trust, and monopoly practices	There have been no actions taken against the organization concerning unfair competition, antitrust practices, or monopolies.	16

GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	Sustainable Development Goals
GRI 416: Health and safety of consumers 2016	416-1 Assessment of the health and safety impacts of product and service categories	A total of 73.33 percent of the products and services are assessed for their impacts on health and safety. This corresponds to 11 of the organization's 15 products.	16
	416- 2 Incidents of non-compliance concerning the health and safety impacts of products and services	No cases of non-compliance were identified concerning the health and safety impacts of our products and services. This assessment specifically targets potential penalties or sanctions linked to the technical composition of the products, rather than their sale or usage.	
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	The organization has not received any complaints from third parties or regulatory bodies.	16

SASB content summary

Topic	Title	Code	Page
Transparent Information & Fair Advice for Customers	Total monetary losses incurred from legal proceedings related to the marketing and communication of insurance product information to both new and existing customers.	FN-IN-270a.1	51
	Claims rate for accidents.	FN-IN-270a.2	27
	Customer retention rate	FN-IN-270a.3	In 2023, the retention rate was 23 percent, based on data from a trade partner with an insurance retention operation, implemented as a strategy to reduce cancellation rates.
	Description of the approach to informing customers about products.	FN-IN-270a.4	The insurance offer is presented to the customer during the sale of the mercantile product, aligning with the partner's core strategy. The offer structure presentation includes product benefits and features, the value of the insurance and how it is used.
Incorporation of Environmental, Social and Governance Factors into Investment Management	Description of the approach for incorporating environmental, social and governance (ESG) factors into investment management processes and strategies.	FN-IN-410a.2	30
Policies designed to encourage responsible behavior	Discussion of products and/or product features that encourage healthy, safe and/or environmentally responsible actions and/or behaviors.	FN-IN-410b.2	21

EXHIBITS

SUSEP TABLES

GVR Table

GVR Table	Governance of sustainability risks
Objective	Description of sustainability risk management governance
Content	Qualitative information
Frequency	Annual
	The roles of the board of directors, executive board, director responsible for internal controls, and risk committee in the sustainability risk governance process must be detailed, in accordance with Susep Circular No. 666 of June 27, 2022, and CNSP Resolution 416 of July 20, 2021.

Detailed information

(a) A description of how the board of directors, executive board, director responsible for internal controls, and risk committee oversee and manage sustainability risks.

BNP Paribas Cardif Brazil has a Risk Management Structure and Internal Control System that extends throughout the entire company, ensuring oversight of sustainability risks alongside other risks, without separating their management. The risk governance structure is formalized in the following documents: Local Risk Governance, Risk Appetite Framework and Metrics, Risk Appetite Statement (RAS), Internal Controls and Operational Risk Management Policy and Sustainability Risk Management Policy (ESG).

The Board of Directors' legal and regulatory attributions include strategically monitoring risk management. Responsibilities: Comprehensive understanding of the risk profile, including its nature, impacts, and management actions; Approval of the Local Risk Governance, Internal Controls Policy, and Risk Appetite Statement (RAS), highlighting the Board's responsibilities; Ensuring the effectiveness of the Risk Management Structure (EGR) and Internal Controls System (ICS); and Securing the necessary resources for the development of control mechanisms to ensure compliance with governance.

The Officer Tasked with Internal Controls is responsible for: Guiding and overseeing the implementation and operation of the Internal Controls System (SCI) and Risk Management Structure (EGR), as well as the activities of the risk management and compliance units; Ensuring the risk management unit has the necessary resources to effectively perform its activities; Regularly reporting, and when necessary, for informing the Board of Directors and the Risk Committee of any significant issues related to internal controls, compliance, and risk management.

The Executive Board, comprising the President and Statutory Executive Officers is responsible for implementing the strategy defined by the Board of Directors. Additionally, they must ensure that sustainability-related policies and procedures are applied across the organization, oversee the allocation of resources for sustainability initiatives, and supervise operations to ensure compliance with the established goals. In particular, the Internal Controls, Compliance and ESG Department actively manages sustainability risks, ensuring compliance and strategic alignment.

The Risk Committee supports the Company's Board of Directors and Executive Board in gaining a comprehensive understanding of the various types of risk, including sustainability risks, their characteristics and interdependencies, as well as the sources of risk and their potential impact on the business. The committee is responsible for periodically assessing the effectiveness of the Risk Management Structure (RMS), with a focus on: i) adherence to the risk appetite and the risk management policy; ii) the performance of the director responsible for internal controls; iii) the performance of the risk management unit; iv) the effectiveness of corrective actions for identified deficiencies. Additionally, it evaluates the Company's business plan from a risk perspective, assists in defining the appropriate risk appetite, supports strategic decision-making processes related to risk management, and reviews the risk management policy, including formulating and assessing proposals for changes.

The primary role of the Audit Committee is to evaluate the annual Internal Audit plan, including the annual Internal Audit report, while ensuring compliance with regulatory requirements for the ratification of External Audits on Financial Statements. It serves as a support channel for the Board of Directors and acts as a key component of the Risk Management Structure.

(b) A description of the role played by the board of directors, executive board, director responsible for internal controls, and risk committee in overseeing and managing sustainability risks.

Board of Directors

- A) Approve the policies and documents relevant to the Company's Risk Management and Internal Controls;
- b) Approve and monitor the risk appetite and general risk management guidelines;
- c) Approve and monitor the ESG Materiality Matrix;
- d) Monitor trends and updates on sustainability risks through specific Committees and forums.

Risk Committee

- a) Oversee the implementation of the risk strategy, including sustainability risks, and evaluate its effectiveness;
- b) Report on risk appetite assessments and general risk management guidelines.

Director Responsible for Internal Controls

- a) Ensure that the risk management culture is aligned with the organization's strategic objectives;
- b) Ensure the resources, tools and bodies necessary for the functioning of the risk management structure and internal controls, including sustainability risks.

Audit Committee

- Assess the monitoring of and compliance with the standards and procedures of independent and internal audits, review financial statements, monitor the processes and controls of BNP Paribas Cardif Brazil and recommend practices, procedures and policies.
- Comply with the requirements set out in CNSP Resolution 416/2021 and others, regarding the approval and validation body.

Company Areas

- a) Identify, assess, monitor risks, including sustainability risks, and propose mitigation alternatives and better controls;
- b) Communicate the OPCs (Operational Permanent Controller) and the Second Line of Defense areas, whenever critical and/or significant risks are identified in their process;
- c) Act preventively in mapping and identifying their risks, adopting measures and actions that mitigate possible materializations and impacts;
- d) Establish mechanisms for monitoring their risk indicators;
- e) Develop and implement action plans that allow for improving the control environment that permeates their processes and risks;
- f) Report failures and incidents that occur in their processes, as well as the root cause and corrective/improvement actions.
- g) Ensure compliance with Risk Management and Internal Controls governance and methodologies, within their areas of activity.
- h) Conduct training available at the Company on risk management, controls, security and compliance.

(c) Description of the bodies at the strategic, tactical and operational levels and their responsibilities in supporting the board of directors, management, director responsible for internal controls and risk committee in the management and oversight of sustainability risks.

Strategic Level: Linked to the vision of the future, business sustainability and long-term success of the organization.

This level includes the Board of Directors, Statutory Executive Board, Risk Committee, Audit Committee and the Director of Internal Controls, who work to ensure that the Company achieves its strategic objectives through a Risk Management Structure (RMS) that includes, in a non-exhaustive manner, assessment methodologies, definitions of appetites, monitoring of indicators and monitoring of the maturity of the control environment.

At this level, it is crucial that the parties have a clear and objective understanding of the guidelines that drive decision-making. This includes the Company's stance on its business plan, alignment with material topics identified in the socio-environmental impact matrix, and awareness of regulatory and market trends. It also plays a crucial role in establishing and maintaining a culture that promotes effective risk management, including sustainability, in an integrated and proactive manner. This involves supporting and engaging with stakeholders such as employees, customers, investors, and society at large.

Board of Directors: The highest authority in the organization plays a critical role in safeguarding and ensuring the sustainability of the company by making sure that risks are managed effectively and aligned with the stakeholders' interests.

Risk Committee: Important body within the Risk Management Structure, where the supervision of the Company's risks is addressed, including sustainability, in addition to supporting the Board of Directors in effective environmental management.

Audit Committee: Meets every six months to ratify and demonstrate the efficiency of the Company's Risk Management Structure and Control environment, through work and assessments conducted by internal and external members, if necessary addressing opportunities for improvement and recommendations.

Statutory Executive Board: This board is responsible for providing the necessary resources, both material and human, to the Director Responsible for Internal Controls. This includes ensuring the Director's authority and independence in accordance with current regulations and ensuring unrestricted access to essential information required for the performance of their duties and those of their team.

Director of Internal Controls: Plays a fundamental role in governance and risk management, especially in the context of sustainability, and may also perform other duties related to governance, of a supervisory or control nature, and is prohibited, directly or indirectly, from accumulating duties related to management, of an executive or operational nature, or which imply the assumption of relevant risks related to the business.

Tactical

The tactical level is responsible for creating goals and conditions so that the actions established in strategic planning are achieved. Additionally, its actions and planning are oriented towards the medium term, interpreting strategic directives and translating them into concrete plans to make sure that the Company operates in a robust and sustainable manner.

Sustainability Risks are managed at this level through established methodologies, governance, and guidelines, including: i) Risk Mapping and Assessment, which identifies potential exposures and vulnerabilities, evaluating the adequacy of controls; ii) Dissemination of Culture, ensuring that stakeholders are engaged and act in alignment with the Company’s needs; iii) Transversality of Processes, connecting areas and functions to facilitate comprehensive risk management, including sustainability; iv) Monitoring and Remediation, using key indicators to track and advance risk management efforts, allowing for corrective and preventive actions when deficiencies or threats are identified.

The areas called second line of defense act to support the first line of defense areas in identifying, evaluating, monitoring and addressing risks, providing methodologies and control tools used in risk management. At Cardif Brazil, the Internal Risks and Controls area is part of this second line of defense and reports to the Director of Internal Controls.

Operational

This level encompasses all Company employee categories. This is where the actions and goals outlined at the tactical level come from to achieve the objectives of strategic decisions. These are usually short-term actions that seek to achieve specific results.

It is crucial to emphasize that the effectiveness of the operational level relies on the clarity and effectiveness of the tactical and strategic levels above it. Therefore, integration and communication among these levels are essential for a successful operation.

At this level, Sustainability Risks are addressed similarly to the tactical level but with more detailed and phased analyses and actions. This approach enables parties to implement actions, map their risks and processes, and make more agile decisions related to daily operations.

It is important to highlight that all levels must have processes for scaling and providing feedback on information to ensure the effective functioning of the integrated Risk Management and Internal Controls system.

EST Table

EST Table	Strategies associated with sustainability risks
Objective	Identification and description of the real and potential impacts of sustainability risks on the institution's business, strategies and risk management.
Content	Qualitative information
Frequency	Annual
	Aspects of sustainability risks that could impact business operations, strategies, and risk management must be detailed in accordance with Circular No. 666 of June 27, 2022.

Detailed information

(a) Description of sustainability risks with potential to generate significant losses in the short, medium and long term.
Divide into (a.1) for climate risk events and (a.2) for other sustainability risks, or Divide into (a.1) for climate risk events, (a.2) for environmental risk events and (a.3) for social risk events.
Indicate the temporal criteria adopted to define the different time horizons (short, medium and long term)

In a timely manner, at least annually, the Company undergoes a Risk Mapping process that covers all areas and topics. Using the RCSA (Risk and Control Self-Assessment) methodology, the first and second line functions review the risk matrices and maps within their respective scopes and responsibilities. For the year 2023, these exercises were completed without sustainability risks with the potential to generate relevant losses in the short, medium and long term and results were ratified by the Risk Committee.

It is important to note that, during these exercises, residual risks may be classified as low, medium, high, or very high. We understand that risks with high or very high residuals are the most likely to generate some type of relevant loss in the short, medium and long term.

(b) Description of the methodology used to assess the possibility of losses generated by sustainability risks.

The methodology used to assess the Company's exposure to sustainability risks and potential losses is called RCSA (Risk and Control Self-Assessment). The Risks and Internal Controls area is responsible for management and governance, as well as for conducting any updates and calibrations when necessary. Using this methodology, Cardif Brazil's areas can identify, map, classify, measure, and manage its risks in a standardized manner, adhering to established corporate criteria and limits.

All levels — strategic, tactical, and operational — participate in these exercises, which take place at least once a year. Each level has its own responsibilities and methods of involvement.

The assessment of loss risk using the RCSA methodology starts with training and meetings led by the Risks and Internal Controls area, in collaboration with the referring parties from the first and second lines of defense, known as OPC (Operational Permanent Controller). At Cardif Brazil, there are approximately 43 OPCs spread across all areas of the Company, with roles divided between holders and alternates.

Following these meetings and training, the OPCs initiate their Risk Mapping campaigns, which include the following assessment steps: i) Inherent Risk Assessment; ii) Risk Assessment; iii) Framework (Structure) of Controls; iv) Assessment of Residual Risk.

At each stage, information from the Risk Management Structure (RMS) and Internal Controls System (SCI) is considered, including the history of incidents for the risks, results of control tests, outcomes of audits, inspections, and other independent assessments, history of action plans, and the level of documentation and formalization of processes, among other variables.

Residual risks with "high" or "very high" results must be addressed by action plans, aiming to improve the control environment.

At the end of the assessment campaigns, all results are reviewed by the second line of defense areas, approved and validated by the Directors or Operational Superintendents responsible for the respective areas, consolidated by the Risks and Internal Controls area, and then presented for ratification in the relevant Committees.

(c) A description of how the impacts of the risks identified in item (a) are integrated into the institution's business and strategies, including the time horizon considered and the criteria used for prioritizing the assessed risks.

As mentioned in item (b), we did not have sustainability risks with material residual results in the 2023 campaign. However, once a situation has been identified, the Company implements a process of escalation, formalization, and feedback. This process includes assessing the impacts of these risks across various areas and instances, which may result in the adoption of corrective or preventive measures within their respective scopes.

(d) Description of the resilience of the organization's strategy, considering its ability to adapt to changes in climate patterns and the transition to a low-carbon economy.

We have established targets to manage the environmental impacts of our activities, in line with the guidelines set for all BNP Paribas Cardif operations globally. As part of this commitment, the Company's headquarters in Brazil, located in São Paulo (SP) and serving as the hub for all our operations in the country, is situated in a building with LEED (Leadership in Energy & Environmental Design) Platinum certification. This certification ensures that the building meets the highest standards for sustainable environmental management.

Our activities generate ordinary office waste, with low severity impact. Nonetheless, we are continually seeking to implement more sustainable practices and actions. In 2023: We destined almost 5 tons of waste for recycling (paper, plastic, metal and glass); we reduced by 90 percent the use of plastic cups, which we will no longer provide in the office, and almost 30 percent of our own fleet of cars was made up of hybrid or electric vehicles.

The measures taken to prevent waste production focus on our value chain, particularly downstream, with an emphasis on customers. This approach aligns with our strategic topic of circularity. To achieve this, we collaborate with certified partners who manage the collection and proper disposal of products. In process management, we have a team dedicated to frequently monitor the performance of these logistics partners and verify collection effectiveness.

GER Table

GER Table	Sustainability risk management governance processes
Objective	Description of how sustainability risks are managed
Content	Qualitative information
Frequency	Annual
	The processes for identifying, assessing, classifying, measuring, addressing, monitoring, and reporting sustainability risks must be outlined in accordance with Circular No. 666, of June 27, 2022, and CNSP Resolution No. 416 of July 20, 2021.

Detailed information

(a) Description of the processes used to identify, assess, classify and measure sustainability risks.

Cardif Brazil employs a risk mapping and measurement process based on the RCSA (Risk and Control Self-Assessment) methodology, which is thoroughly documented and detailed in the Risk Management Policies and other local procedures.

The process basically consists of five steps, namely:

- 1) Kick-off of the identification campaign through training and meetings with Internal Controls and Risk representatives from each area of the Company (approximately 43 employees);
- 2) Assessment of risks identified by the areas themselves. Each individual in charge evaluates their own risks, adhering to the methodology that includes measuring inherent risk, assessing the control framework, and evaluating residual risk. Risks are measured quantitatively, based on the risk appetites and financial impacts defined by the Company, as well as potential qualitative consequences. Together, these assessments determine a classification of "low," "medium," "high," or "very high."
- 3) After the reviews conducted by the areas have been completed and approved by the managers, the risks and campaigns are reviewed and challenged by the Second Line of Defense areas, including Internal Controls, Compliance, Legal, and Internal Financial Controls. The objective is to ensure that the assessments are aligned with the areas' control environment, considering factors such as historical incidents, open action plans, and audit recommendations, among others.
- 4) Following the Second Line reviews and challenges, the risks are consolidated and presented to the Executive Directors for validation and approval, in accordance with the Company's internal structure segregations.
- 5) Finally, the matrices with the respective results and, if needed, the action plans to enhance the control environment are presented to and ratified by the Risk and Audit Committees.

(b) Description of sustainability risk management processes, highlighting their handling, monitoring and reporting.

Handling: According to the methodology and policy for risk management and handling, risks classified as having "high" or "very high" residuals require the mandatory creation of one or more action plans. These plans are developed by the areas responsible for the risks and then undergo a validation and challenge process with the second line of defense areas to ensure their effectiveness and address the root causes. One of the primary goals of these actions is to enhance control mechanisms to decrease both the probability and impact of risk.

Monitoring: All mapped risks are managed through the local "Archer - GRC" tool. Through this system, all Company employees can monitor behavior and trends in an integrated manner, connecting assessments, action plans, control test results, operational incidents, and audit findings. These elements collectively influence the real-time variation in risk maturity. Furthermore, within the tool itself, there are previously defined views and panels with the main indicators that allow monitoring and possible interventions, when necessary.

Reporting: On a quarterly basis, risk indicators are presented to the Risk Committee, and on a semi-annual basis, they are presented to the Audit and Internal Controls Committees, the Executive Board, and other relevant members. This approach allows the Company's senior management to monitor risk trends and, if needed, implement corrective measures. Furthermore, meetings are held periodically at an operational level with the Company's areas and mainly through the group of internal control referring parties (OPCs).

(c) Description of the mechanisms used to establish limits for concentration in economic sectors, geographic regions, products or services most likely to suffer or cause impacts on sustainability.

BNP Paribas Cardif operates nationwide and our insurance products are sold through our business partners' distribution channels. We do not have a direct sales relationship with end customers. As long as the operation is aligned with our strategy, business model and corporate governance, we do not set limits on economic, geographic, product or service concentration.

(d) Description of how the processes for identifying, assessing, classifying, addressing, monitoring, and reporting sustainability risks are integrated into the management of underwriting, credit, market, liquidity, and operational risks.

These processes will be defined based on the materiality study that was completed in December 2023. Based on this, risks will be analyzed in more depth and how they impact the Company's areas will be defined. We use the dual materiality methodology, which consists of evaluating sustainability issues from two perspectives: Socio-environmental (from the inside out) and financial (from the outside in).



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