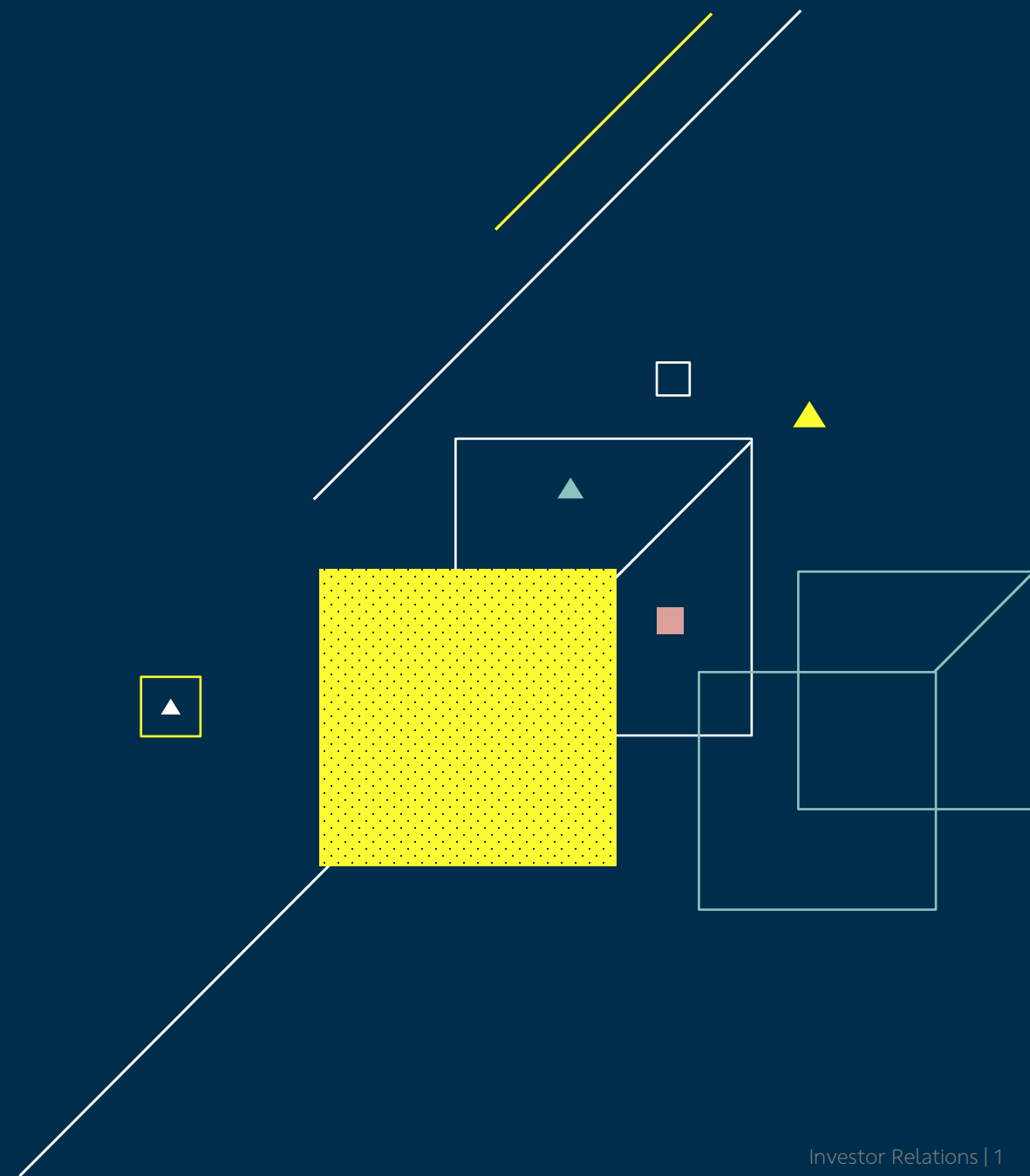


Institutional Presentation

9M23



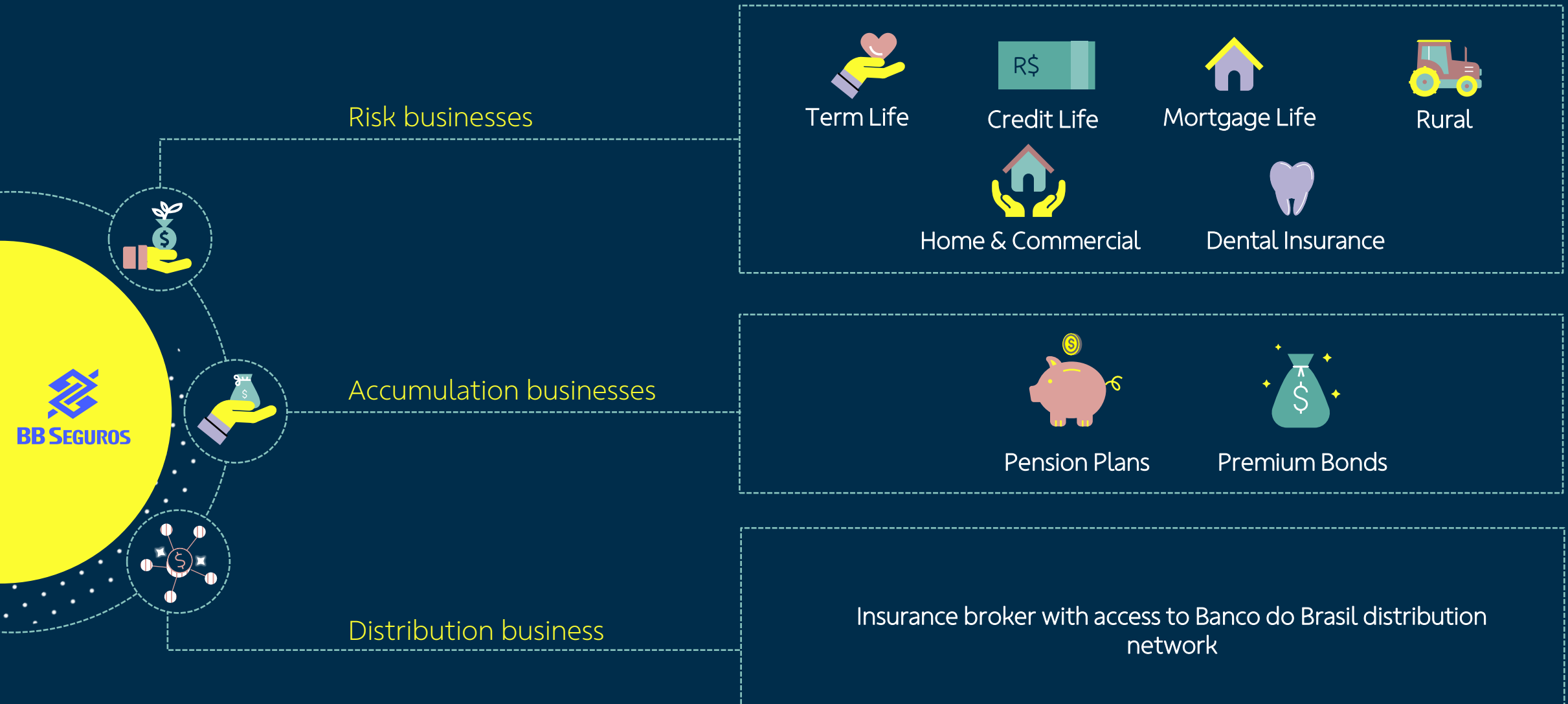
bbseguridaderi.com.br/en



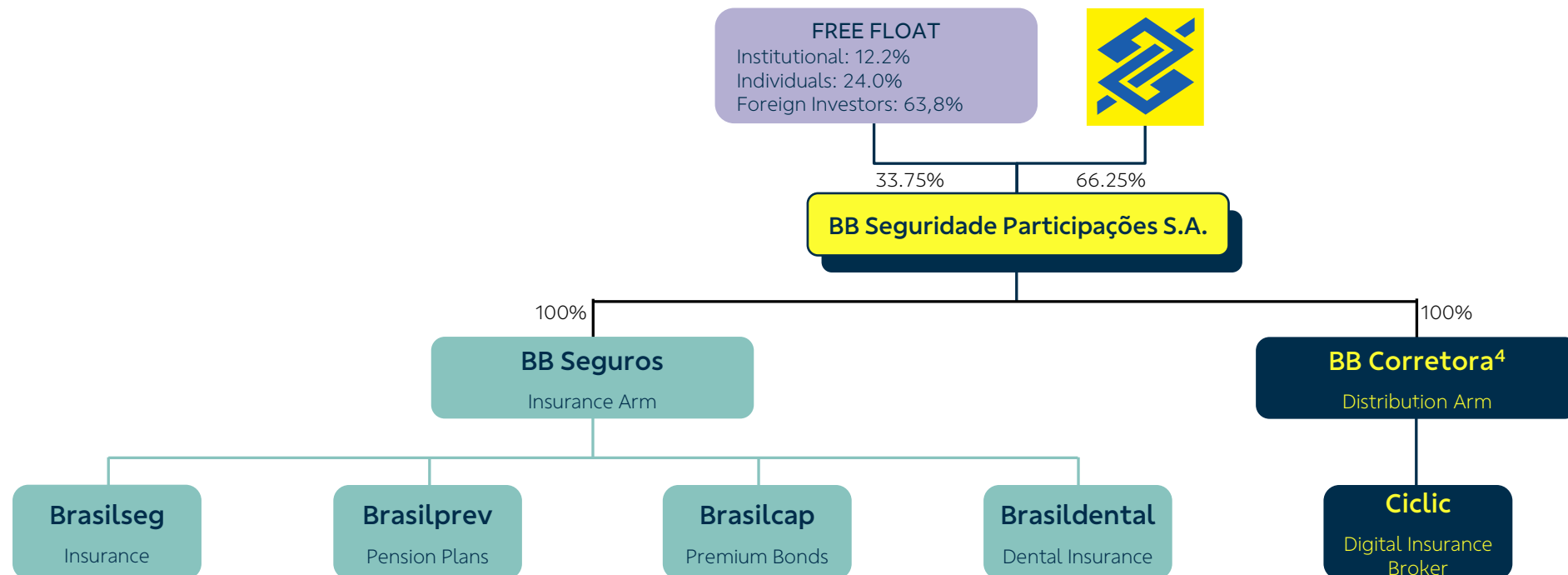


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A holding company that concentrates all insurance-related activities within Banco do Brasil



Ownership structure



Standalone contribution to earnings²
Combined contribution to earnings
(incl. brokerage)²



BB Seguridade Economic Stake	74.9%	74.9%	66.7%	74.9%	74.9%
BB Seguridade Voting Stake	49.9%	49.9%	49.9%	49.9%	49.9%
Board of Directors / Executive Officers Representation	50.0% / 50.0%	50.0% / 50.0%	66.7% / 50.0%	50.0% / 50.0% ¹	33.3% ³ / -
Agreement expiration	June 2031	October 2032	-	September 2035	October 2032

Partners



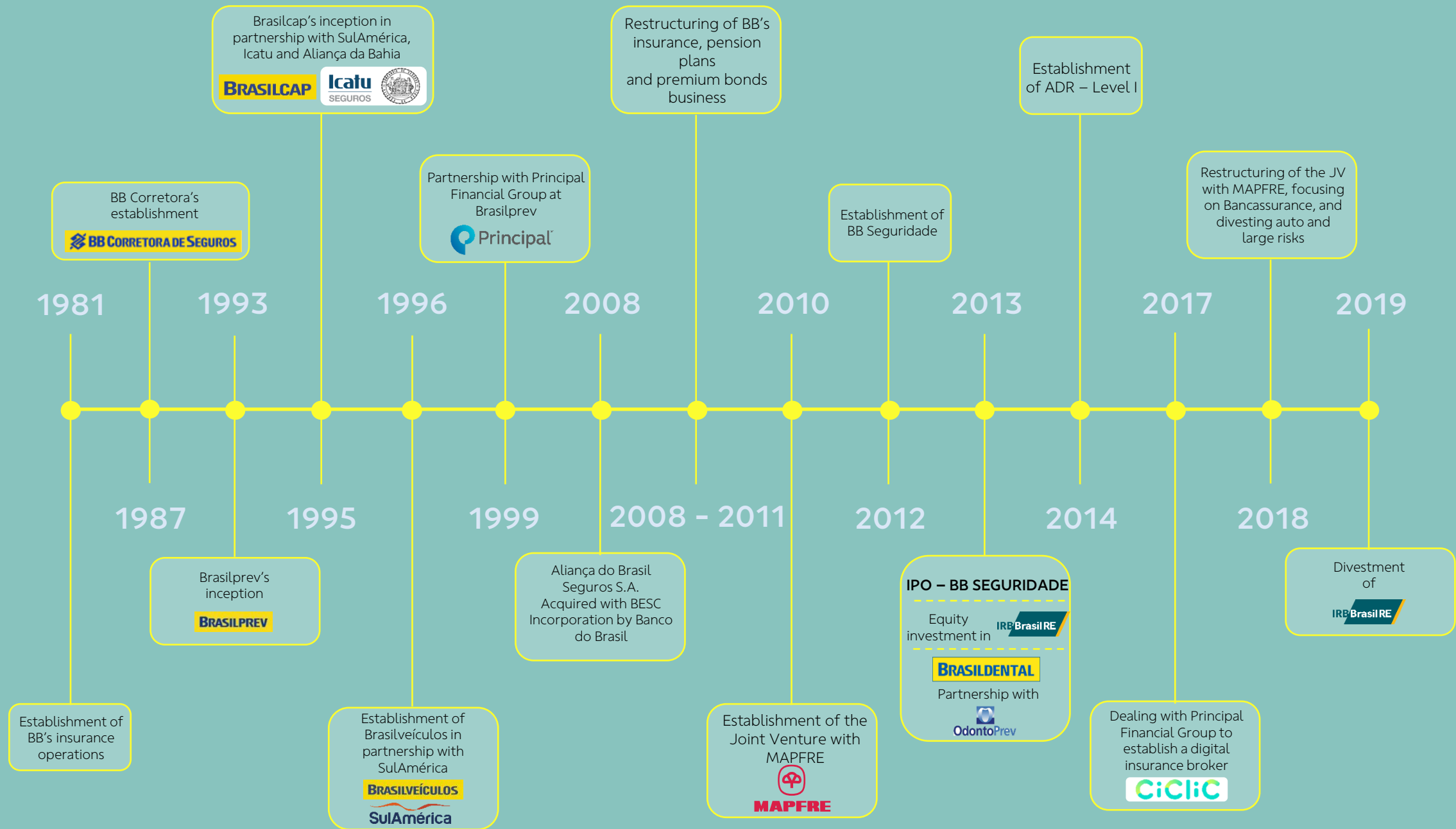
1 – One of the members is elected by consensus.

2 – Data as of 9M23. Does not consider the individual results from BB Seguridade, BB Seguros and affiliates when negative.

3 – Consultative Committee.

4 – The agreement between BB Corretora and Banco do Brasil expires in January 2033.

Track record



Baked by Banco do Brasil



Market Cap¹
US\$27.0 bn

- Solidity, tradition, security and reliability
- Safe harbor, especially for long term products
- Flight to quality and less susceptible to market conditions
- Brand awareness



with expertise of private partnerships



Market Cap¹
US\$12.5 bn

- Fast decision making
- Arm's length format
- Flexibility
- Improves corporate governance
- Minimum voting stake of 50.1%

Market Cap¹

US\$17.3 bn



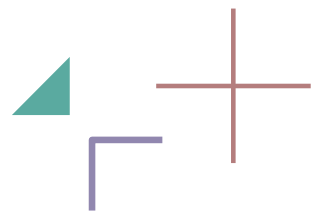
US\$5.6 bn



US\$1.2 bn



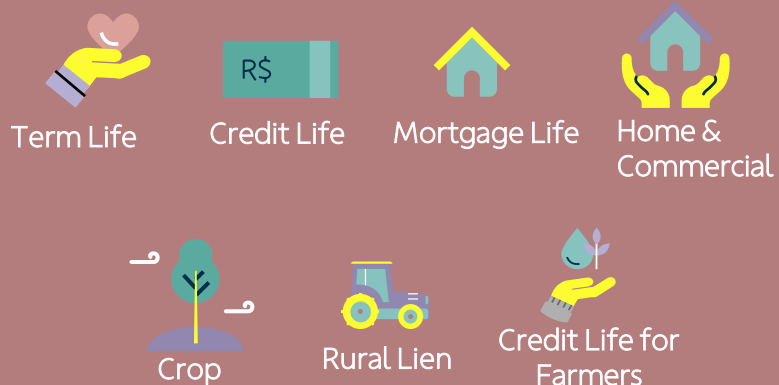
1 – Closing price in September 2023, based on Companies Financial Statement and the currency exchange rate at that time.



Very
complete
and
profitable
portfolio...



Insurance



BRASILSEG

Pension Plan



BRASILPREV

Premium Bonds



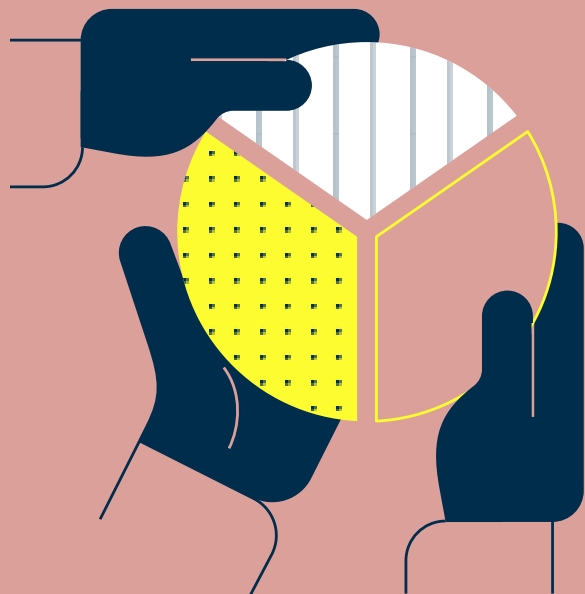
BRASILCAP

Dental Insurance



BRASILDENTAL

... with a very strong
distribution network...



1

Low complexity
business model

2

No underwriting risk

3

Low capital needs

4

Access to the largest
distribution network in Latin
America



Banco do Brasil



3,984 branches



54,898 ATMs

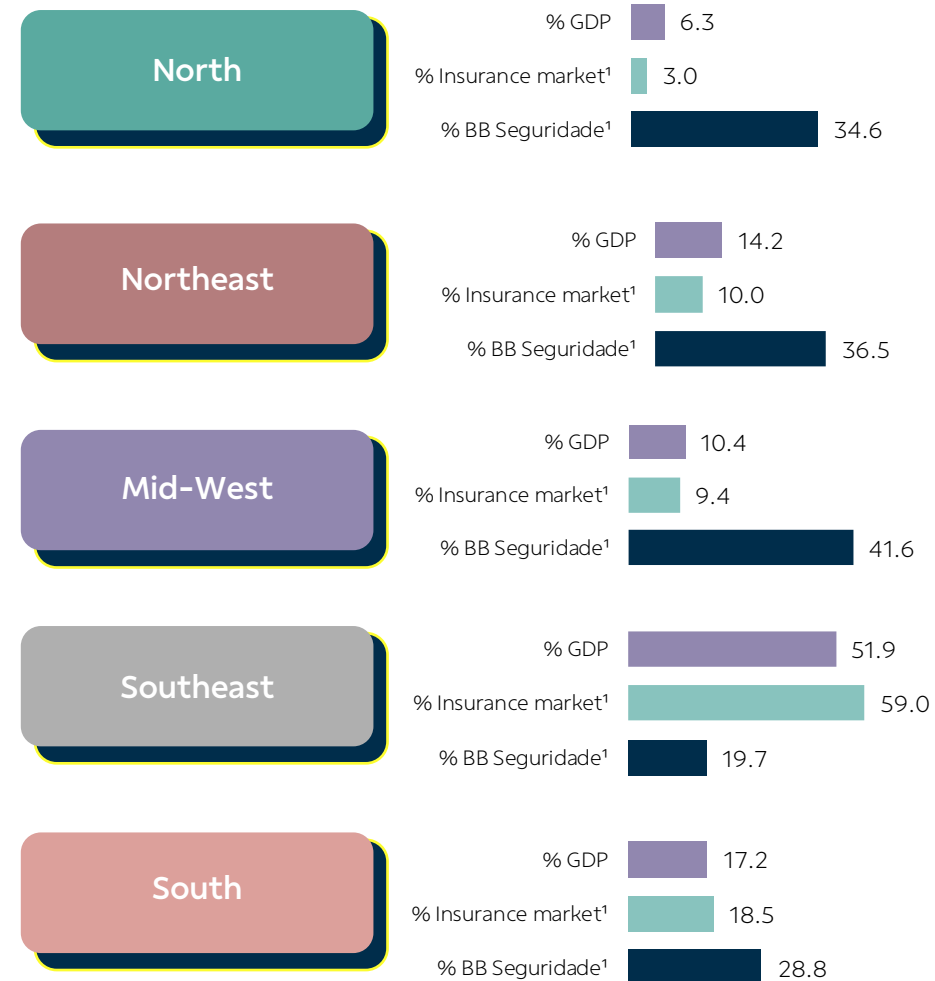
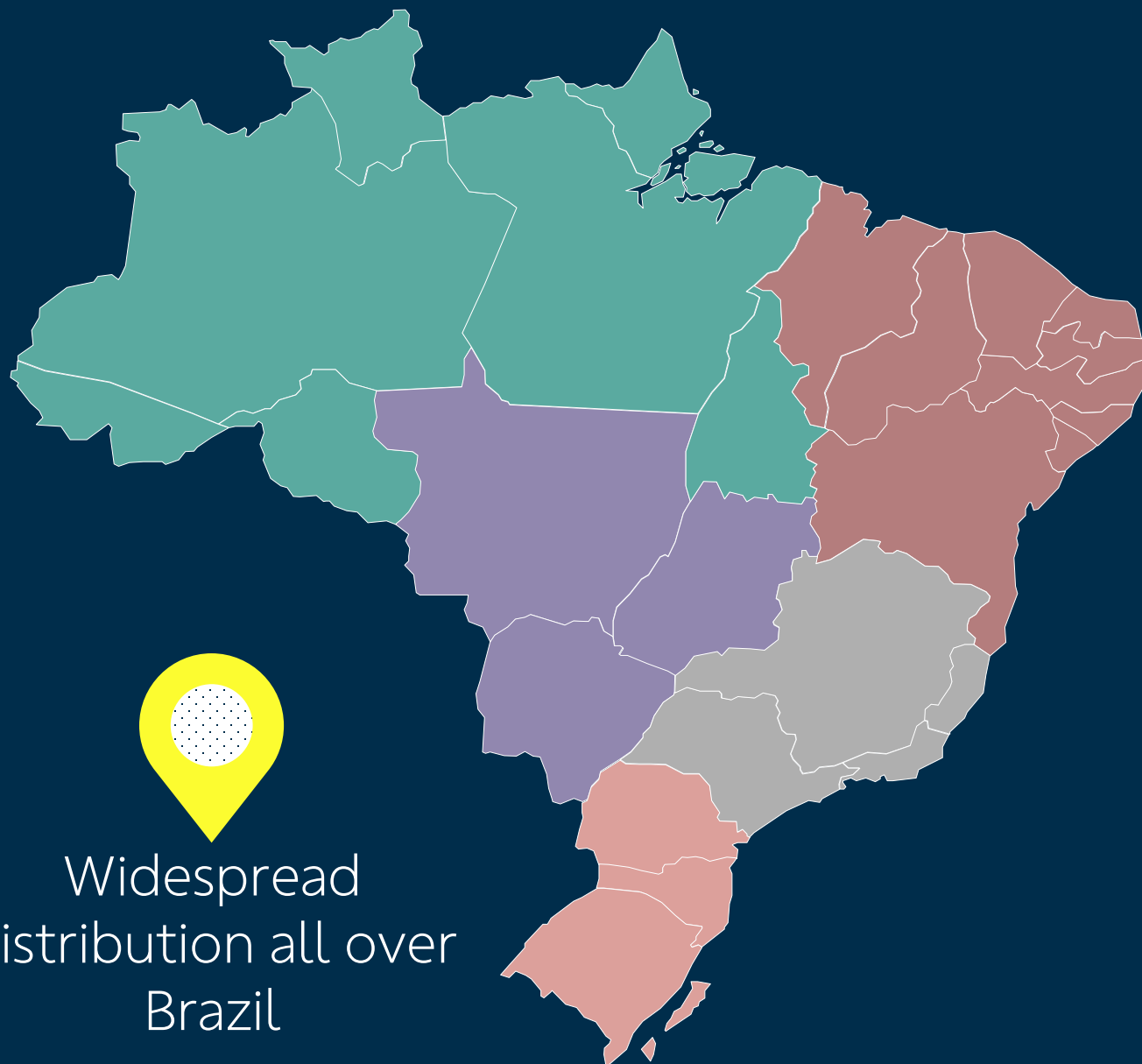


19,141 banking
correspondents



24,640 shared
points of service

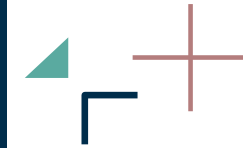
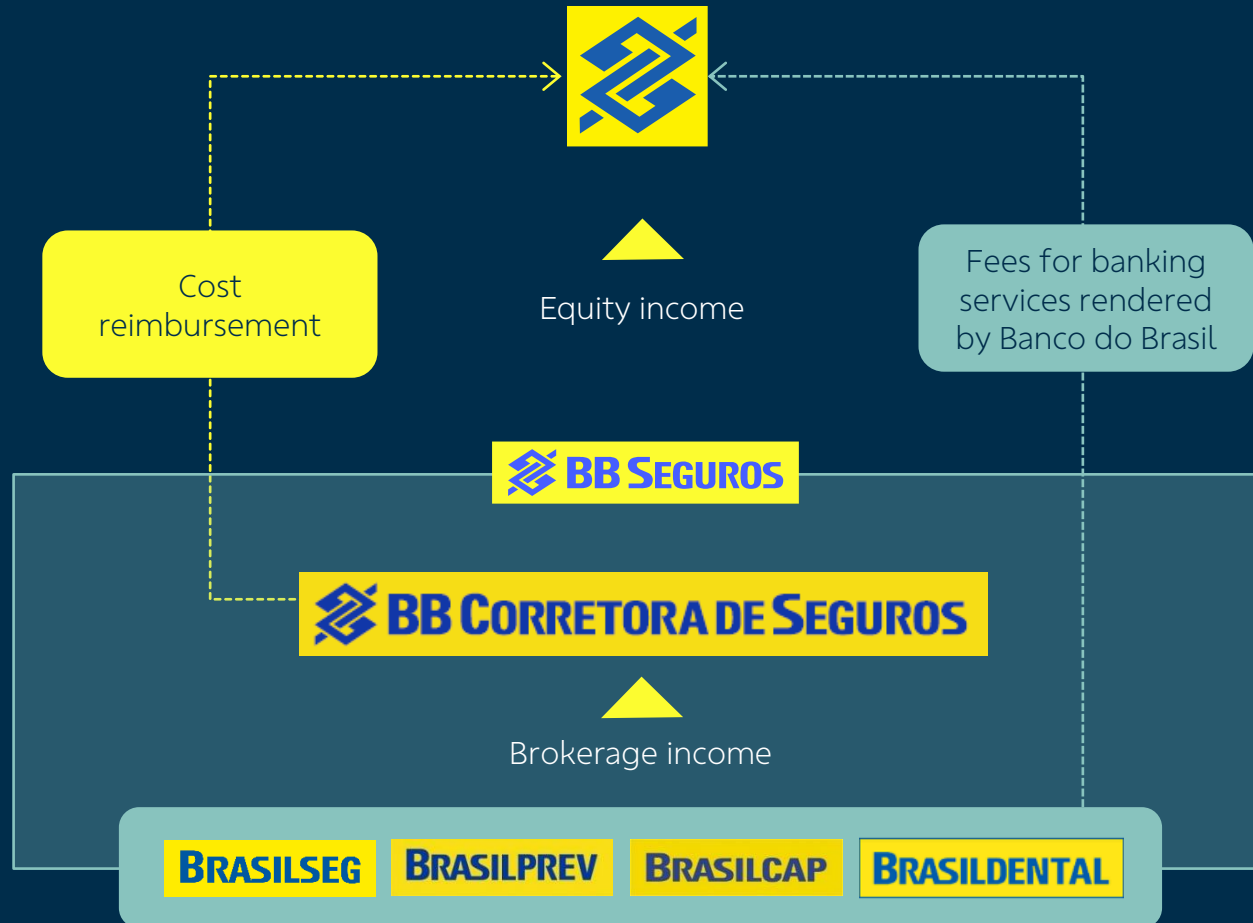
... with national reach



Source: Susep (9M23) and IBGE (2020).

1 – Premiums written, pension plans contributions and premium bonds collections.

Business model

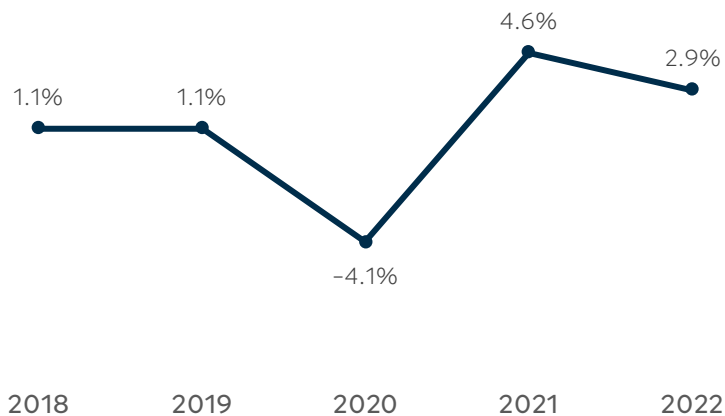


Any proposal for changes in the agreements must be examined by the Related-Party Committee where the independent member appointed by the minorities has a veto power



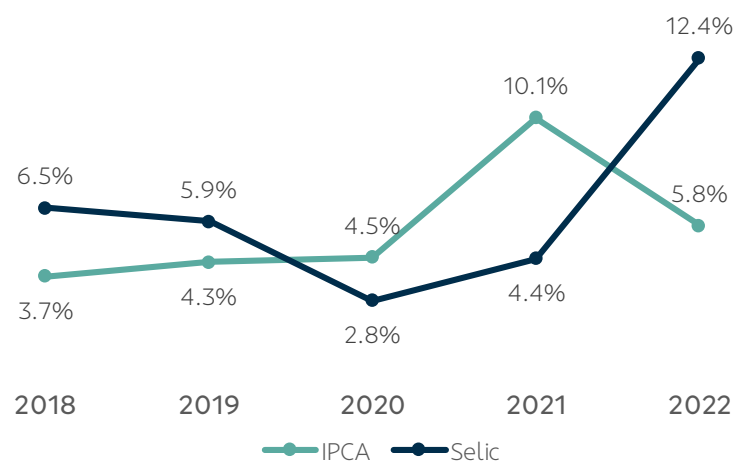
Defensive and resilient business model

GDP growth



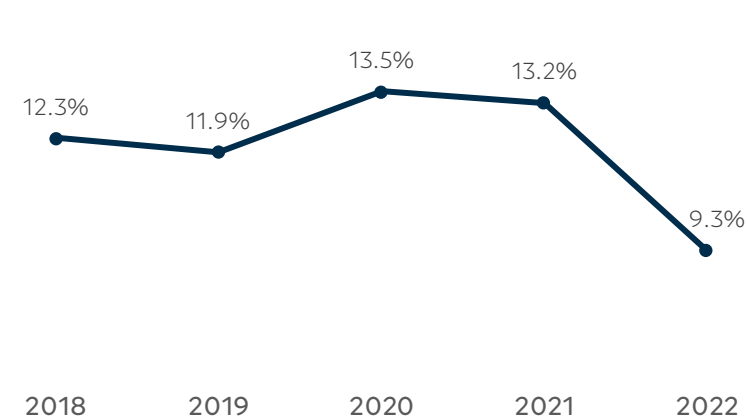
Source: Bacen.

Selic & IPCA



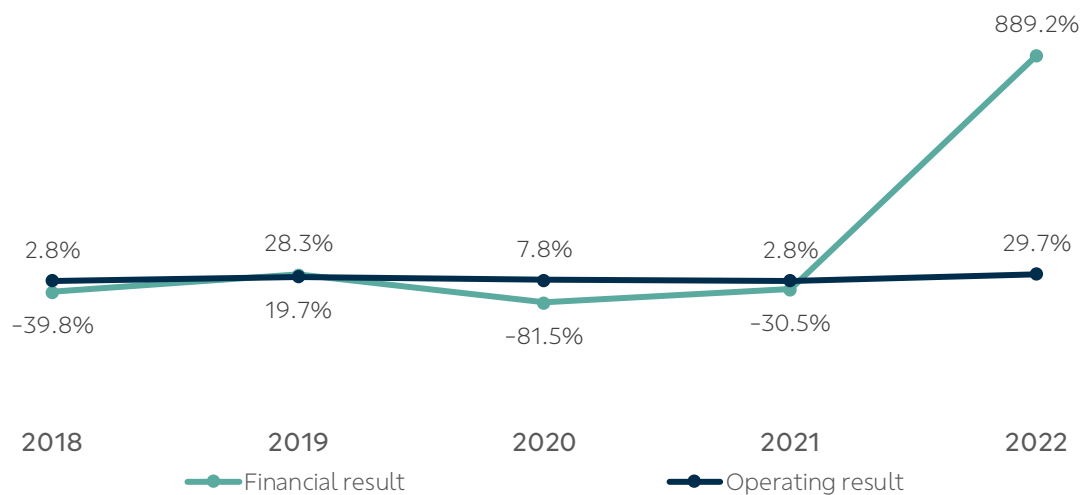
Source: Bacen and IBGE.

Unemployment rate

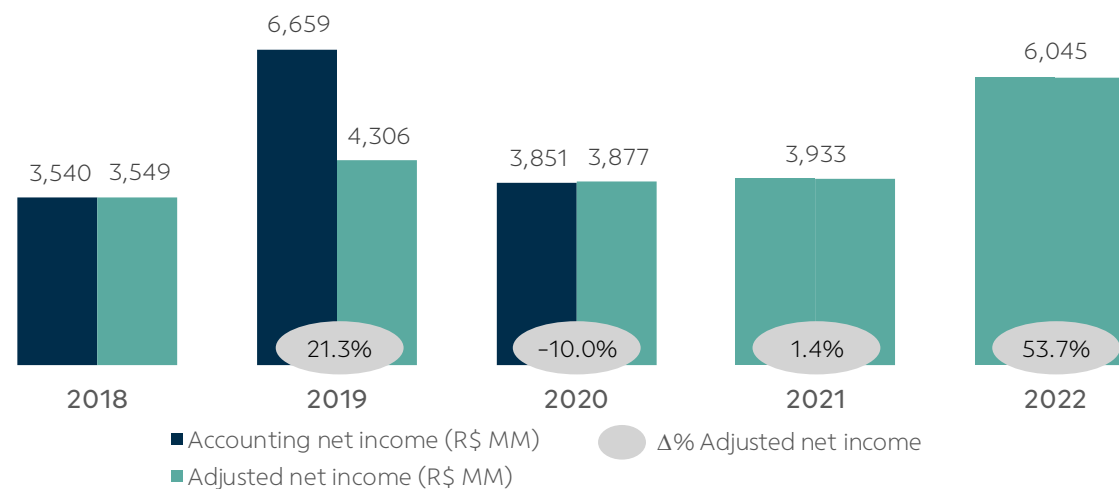


Source: IBGE/PNAD.

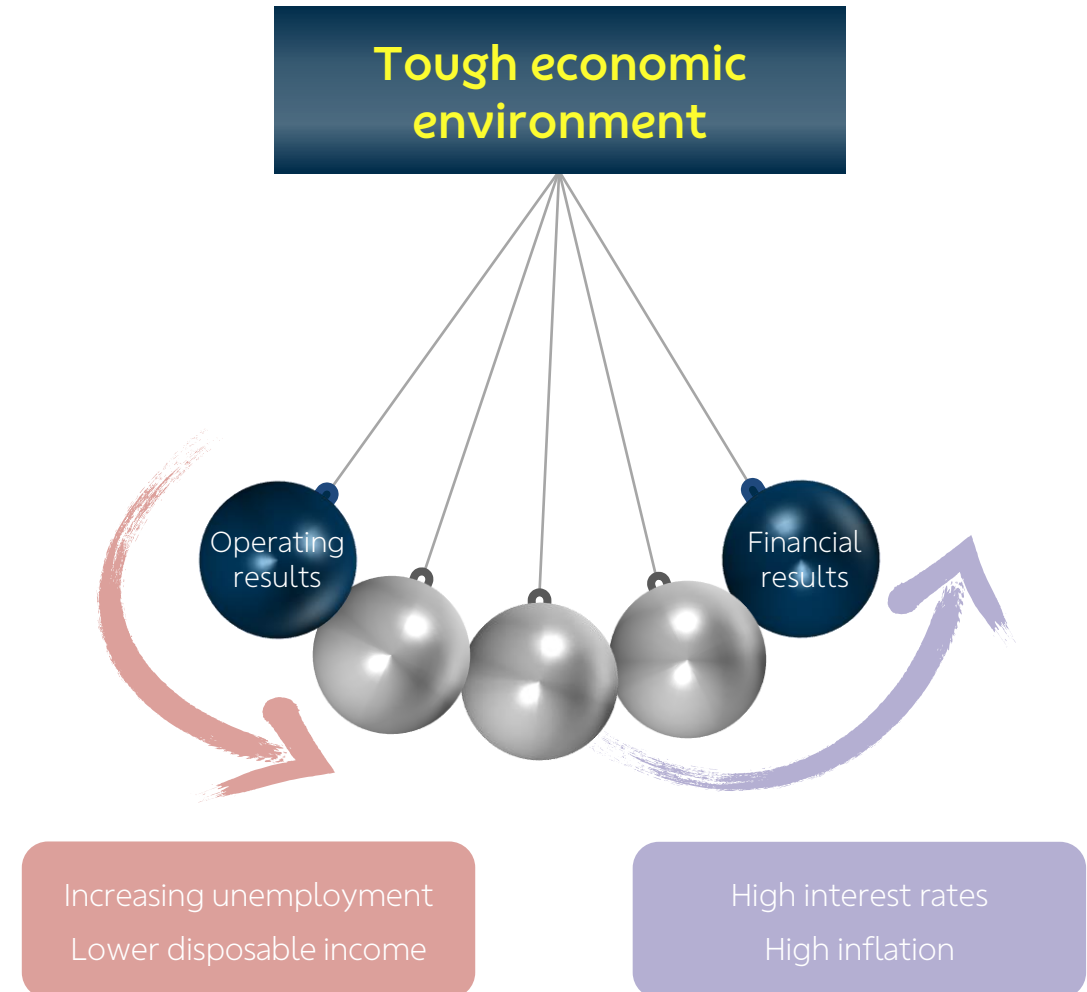
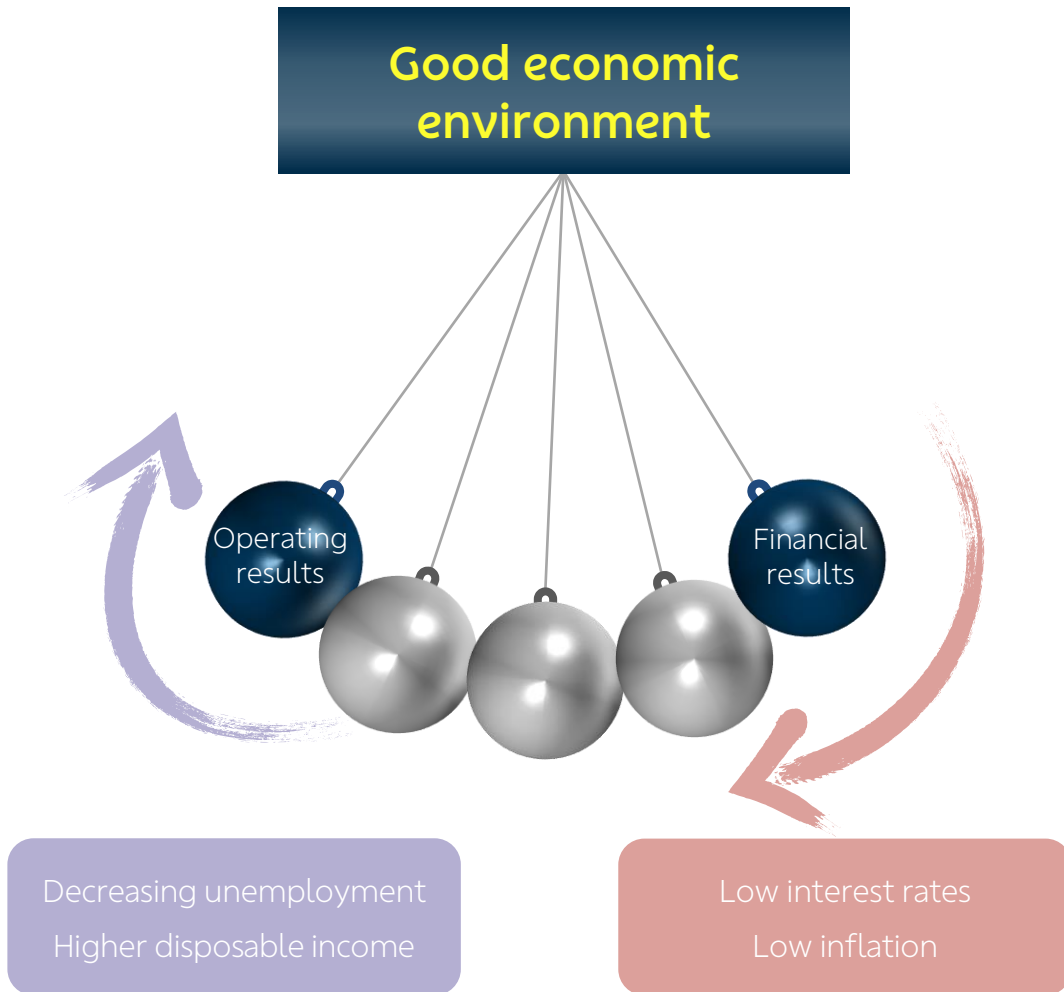
Δ% recurring net income and components



Net income



Balance between operating and financial results



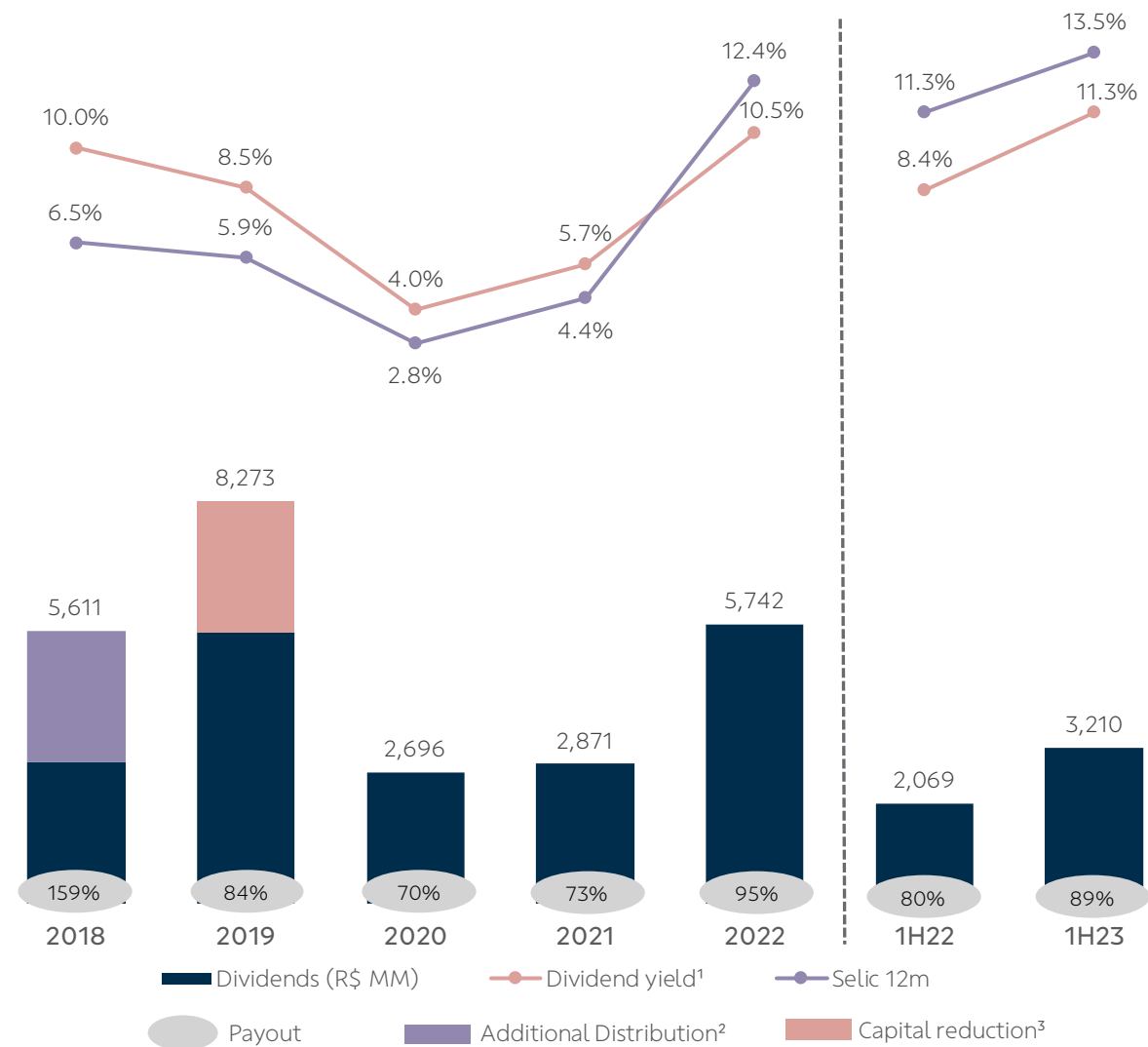
Stock performance & market indicators

BBSE3 vs IBOV – Base prices = 100¹



Source: ValorPro. 1 – Adjusting closing price from April 29, 2013 to September 30, 2023.

Dividends

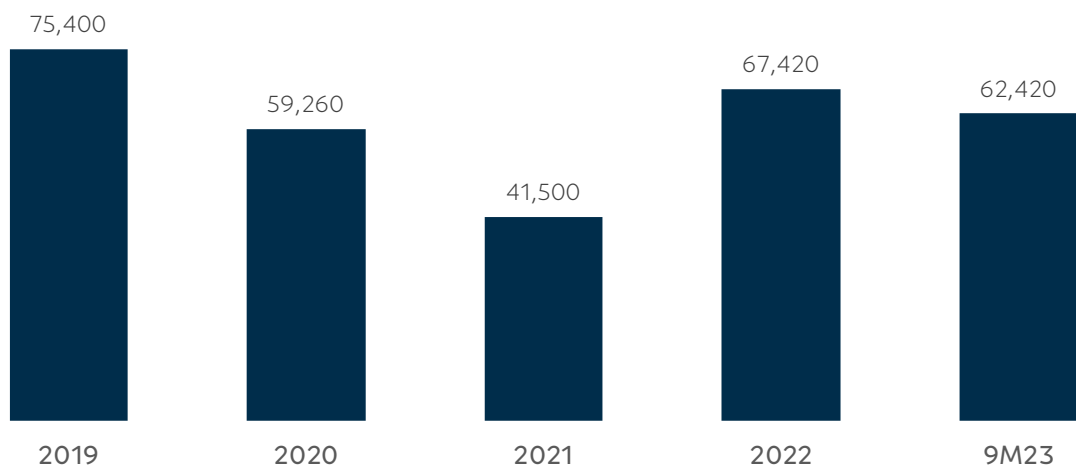


Source: ValorPro.

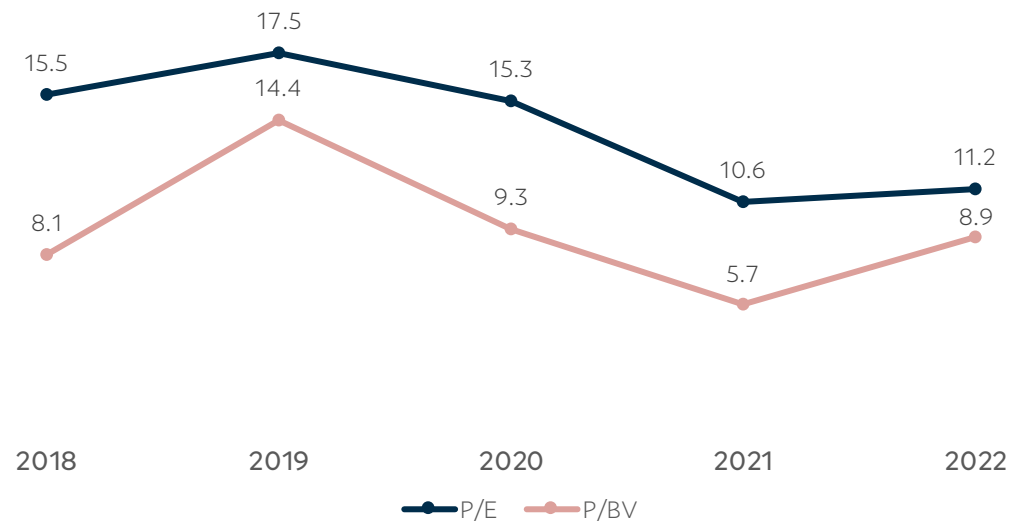
1 – Annualized. 2. Extraordinary dividend distribution amounting to R\$2.7 bn after the restructuring of the JV with MAPFRE (2018). 3. Capital reduction distribution amounting to R\$2.7 bn (2019).

Stock performance & market indicators

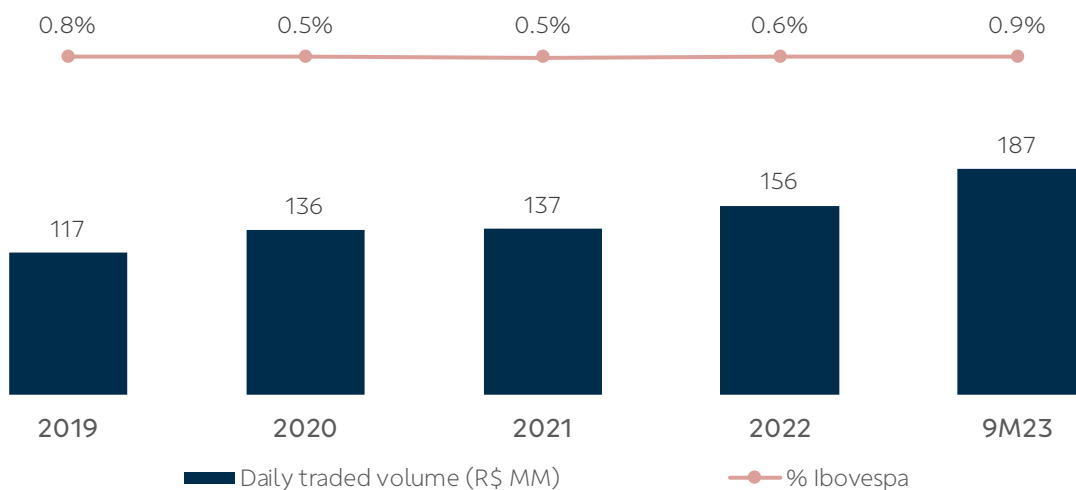
Market cap (R\$ mm)



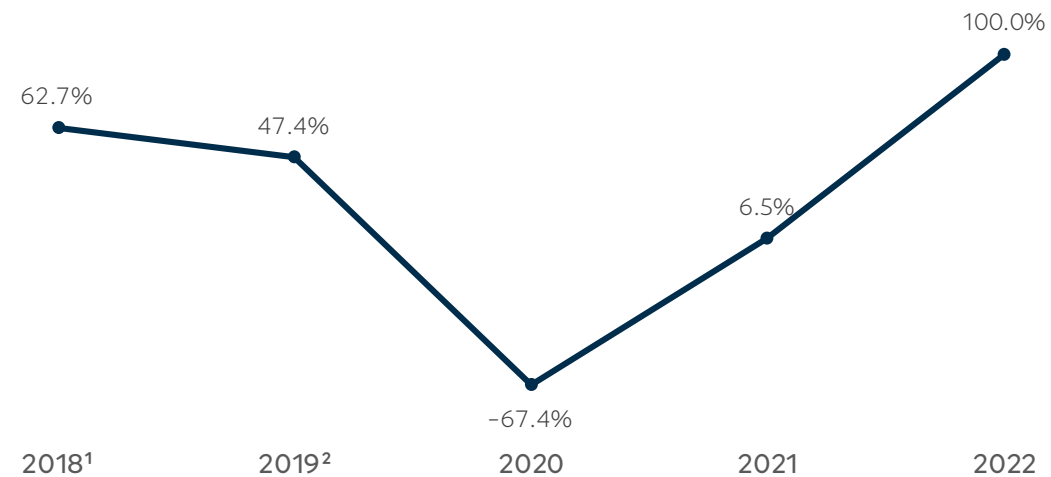
Multiples (x)



Average daily traded volume



Δ% dividends



Source: ValorPro and Bacen.

1 – Including the extraordinary dividend distribution amounting R\$2.7 bn after the restructuring of the JV with MAPFRE.
2 – Including the capital reduction distribution amounting R\$2.7 bn.

In 2014, BB
Seguridade
established a
sponsored Level I
American
Depository
Receipt (ADR)
program

**Depository
Bank**

Citibank

Exchange

Over the counter (OTC)
market

**Depository
Bank**

Banco do Brasil S.A.

Ratio

(ADR:ORD)
1 ADR : 1 ORD

Ticker

BBSEY

DR ISIN

US05541J1034

Structure

Level I ADR

CUSIP

05541J103



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Board of Directors

Seven members

- Two members appointed by Banco do Brasil from its Board of Executive Officers;
- Two members appointed by the Ministry of Economy;
- The CEO of BB Seguridade;
- Two independent members, one appointed by the minority shareholders.

Board of Executive Officers

Four members

- Elected among the active employees of Banco do Brasil;
- Remuneration policy:
 - ✓ Fixed portion: monthly wage
 - ✓ Variable portion:
 - 50% in cash
 - 50% in stocks in 4 annual installments.

Related-Party Committee

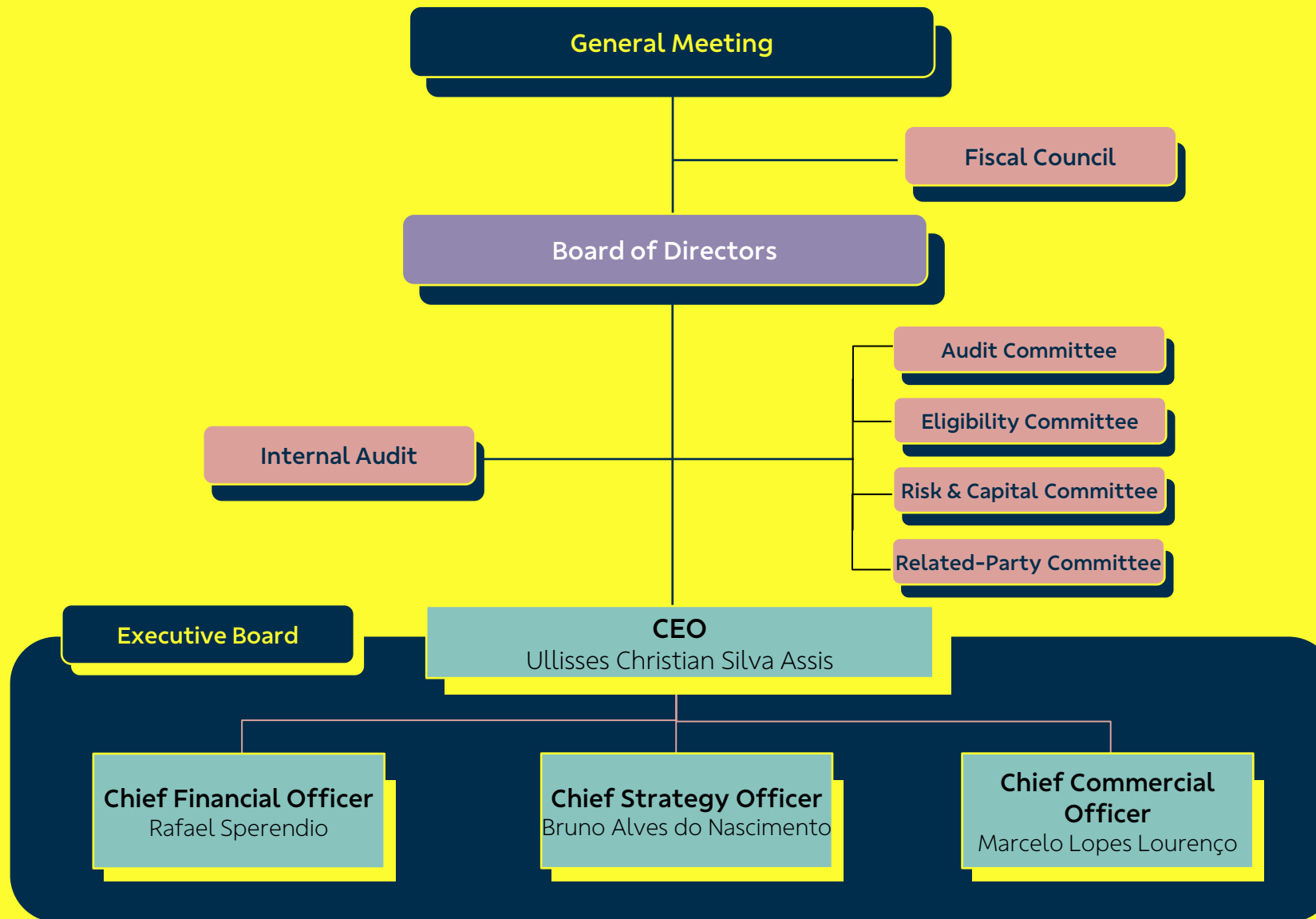
Three members

- One is the independent member appointed by the minority shareholders;
- The independent member has veto power.

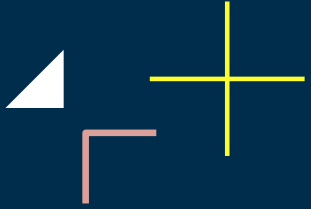
Stocks

- Only common shares;
- 100% tag along;
- Payout – semi annual frequency.

Internal structure



Corporate governance



Best practices

- In strategic planning
- In strategic projects and M&A processes
- To prepare/improve documents
- To improve risk management frameworks

Internal controls

- Development of an environment of the integrity program management

Related companies

- Representation
- Interaction
- Follow-up
- Monitoring

Corporate management

- Transparency
- Internal controls
- Management composition
- Controllers commitment

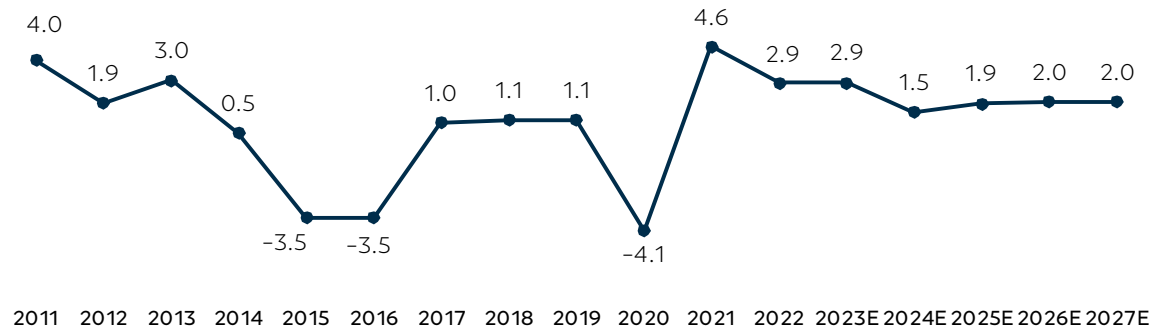




- 1 Company Overview
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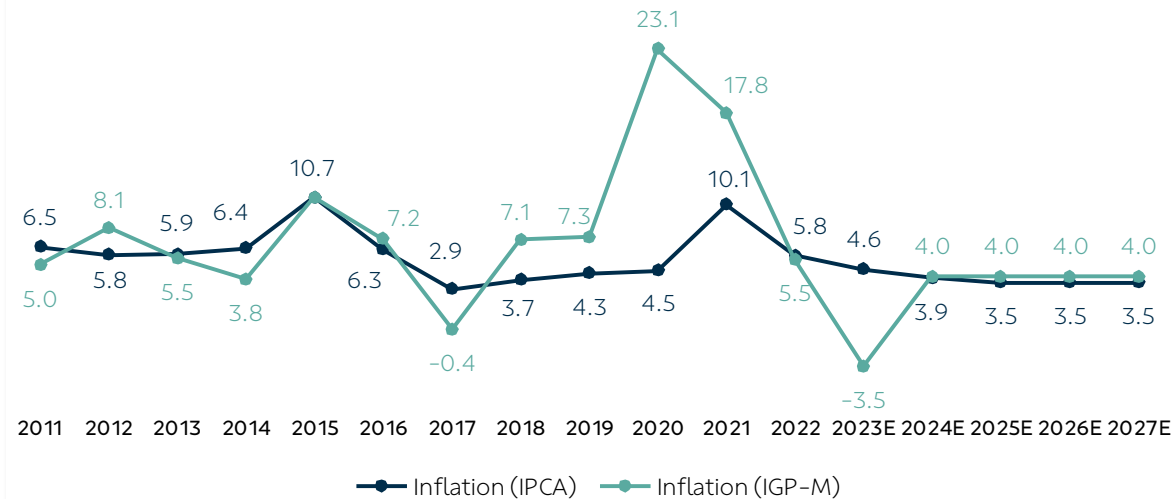
Macro stability might support the development of the Brazilian insurance industry

GDP growth (%)



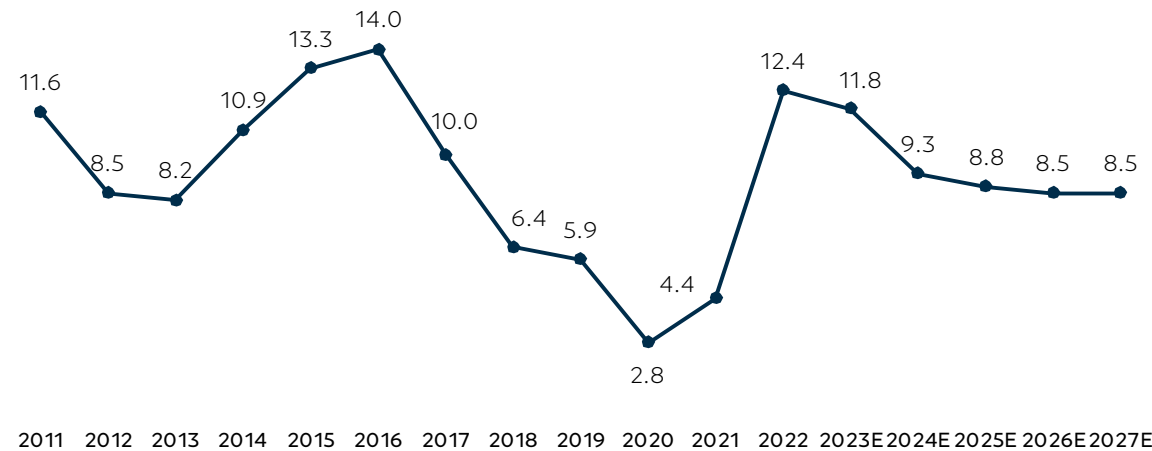
Source: Bacen (November 03, 2023).

Inflation forecast (%)



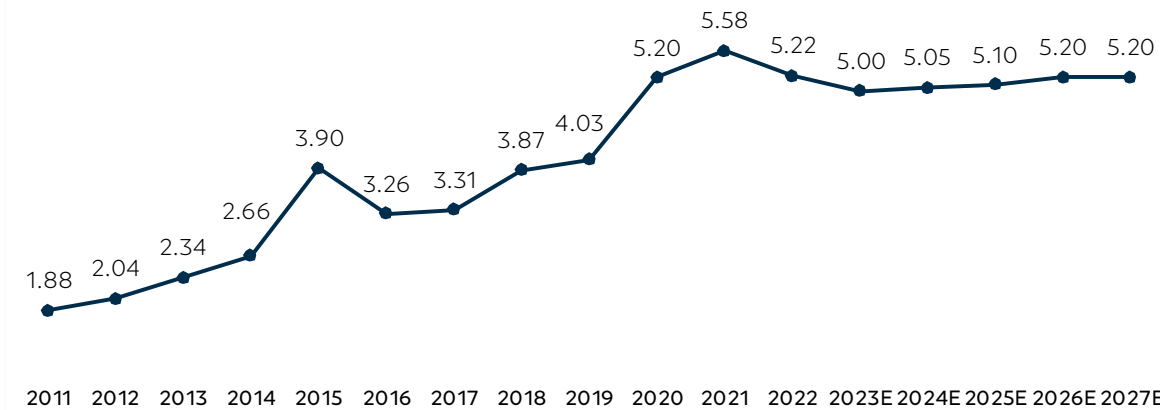
Source: IBGE, FGV and Bacen (November 03, 2023).

Interest rate forecast | Year-end (%)



Source: Bacen (November 03, 2023).

Currency Exchange rate (BRL/USD)

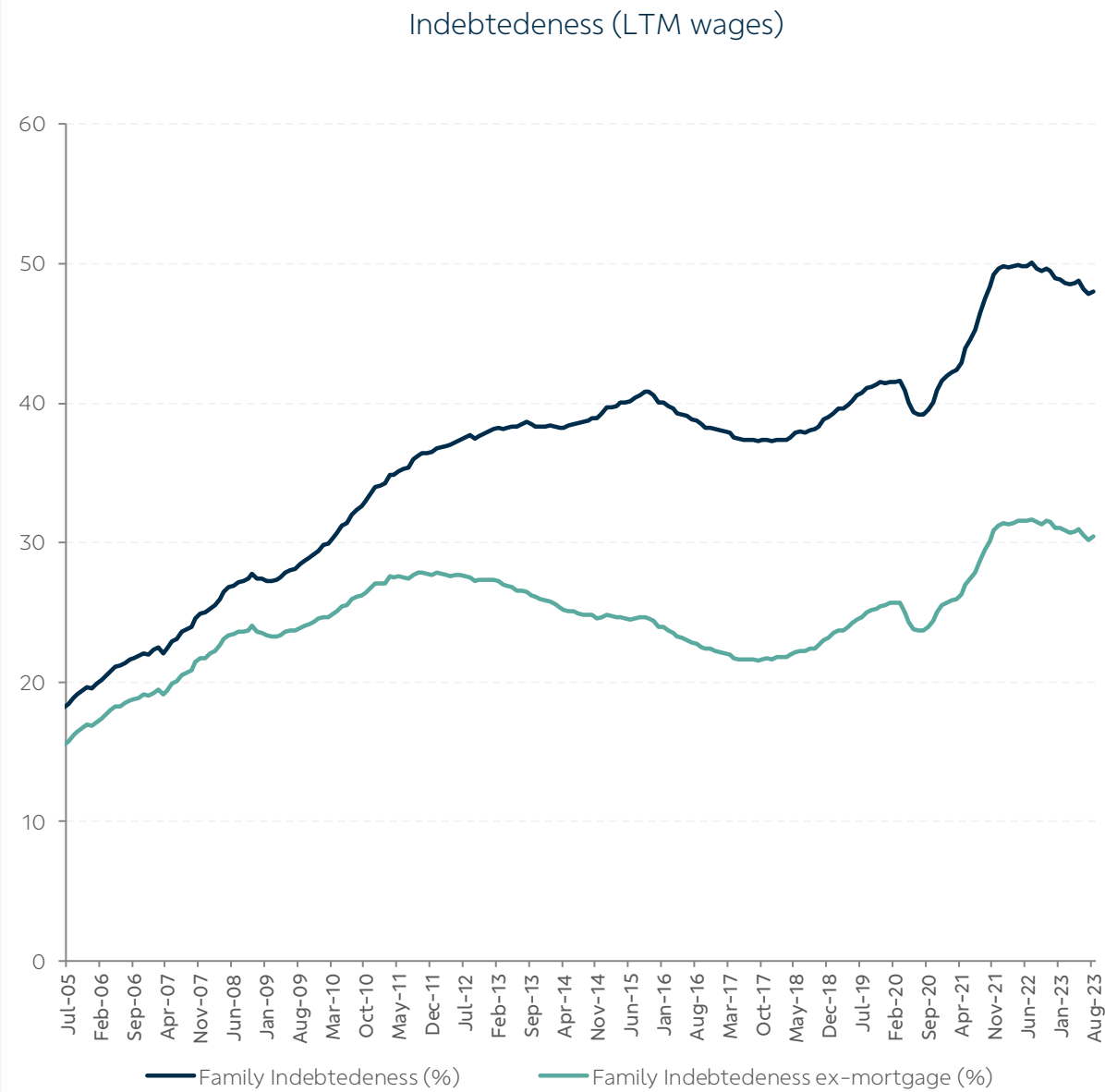


Source: Bacen (November 03, 2023).

Consumption scenario



Source: IBGE/PNAD.
¹ – Quarterly data: 3-month average (September 2023).



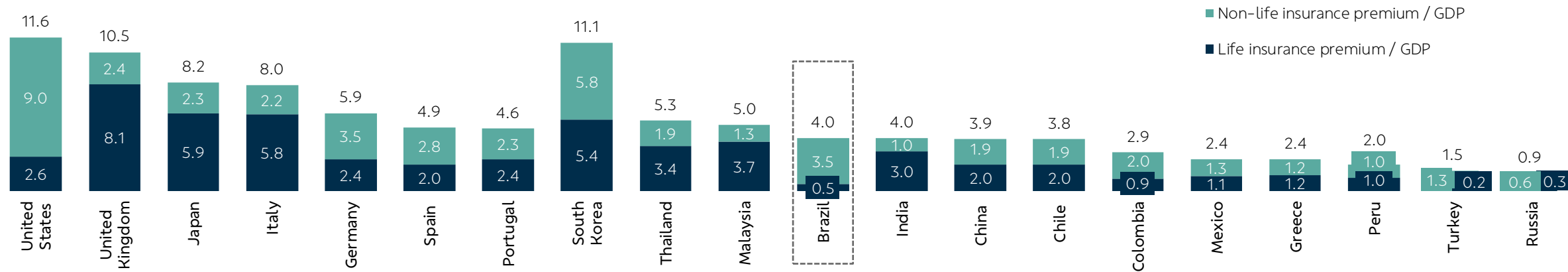
Source: Bacen/Depec (August 2023).



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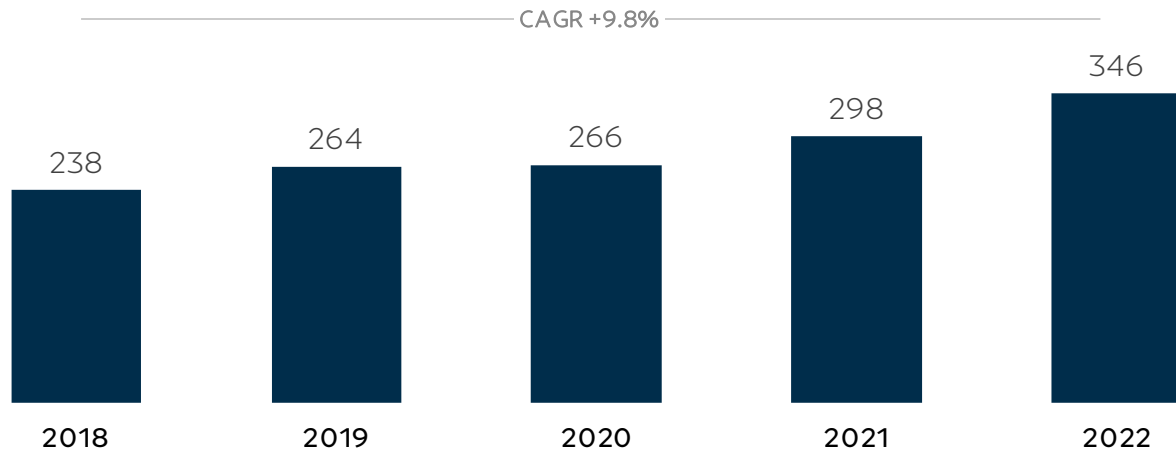
Brazilian insurance industry

Insurance premium/GDP (%)

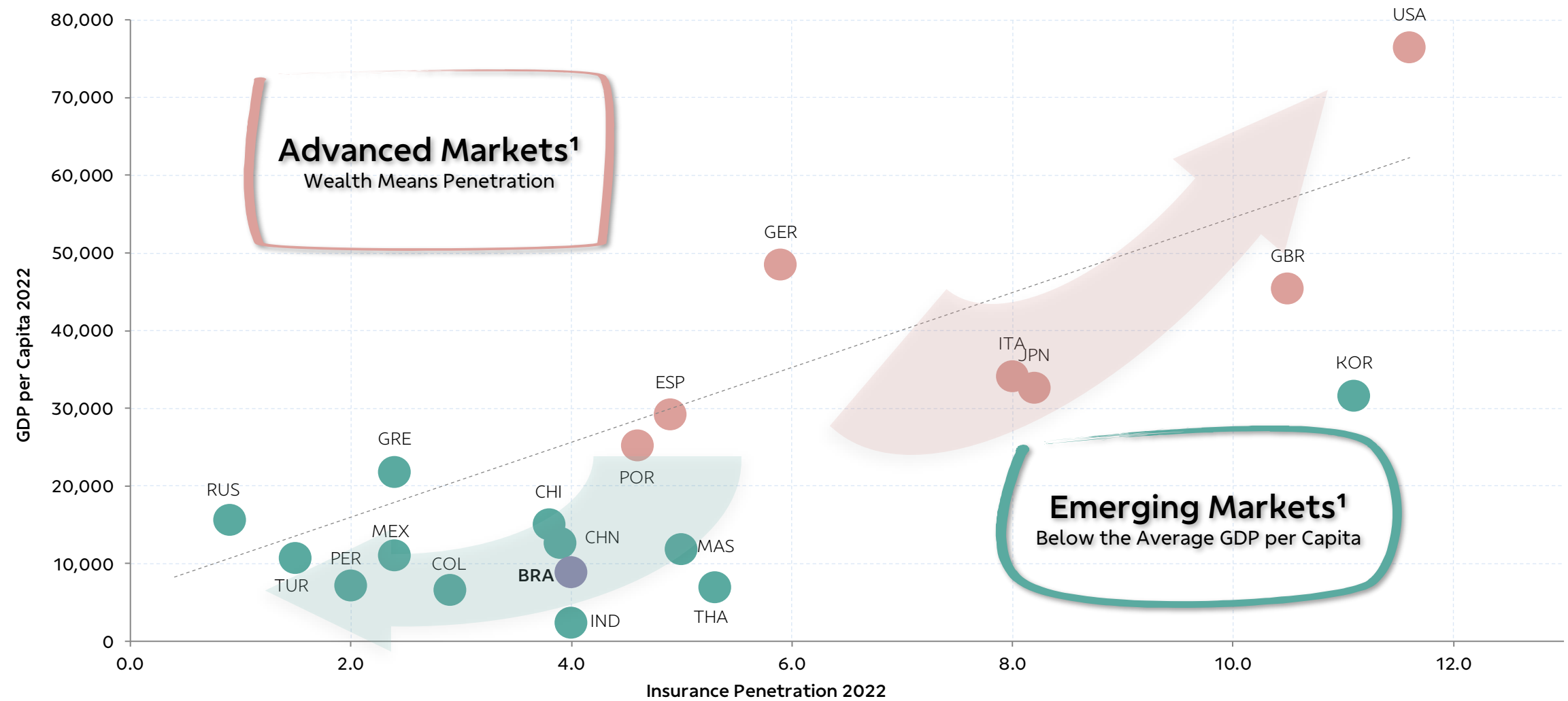
Advanced Markets¹Emerging Markets¹

Source: Susep and Swiss Re – Sigma 3/2023.
1 – MSCI Market Classification.

Insurance industry Evolution in Brazil (R\$ bn)

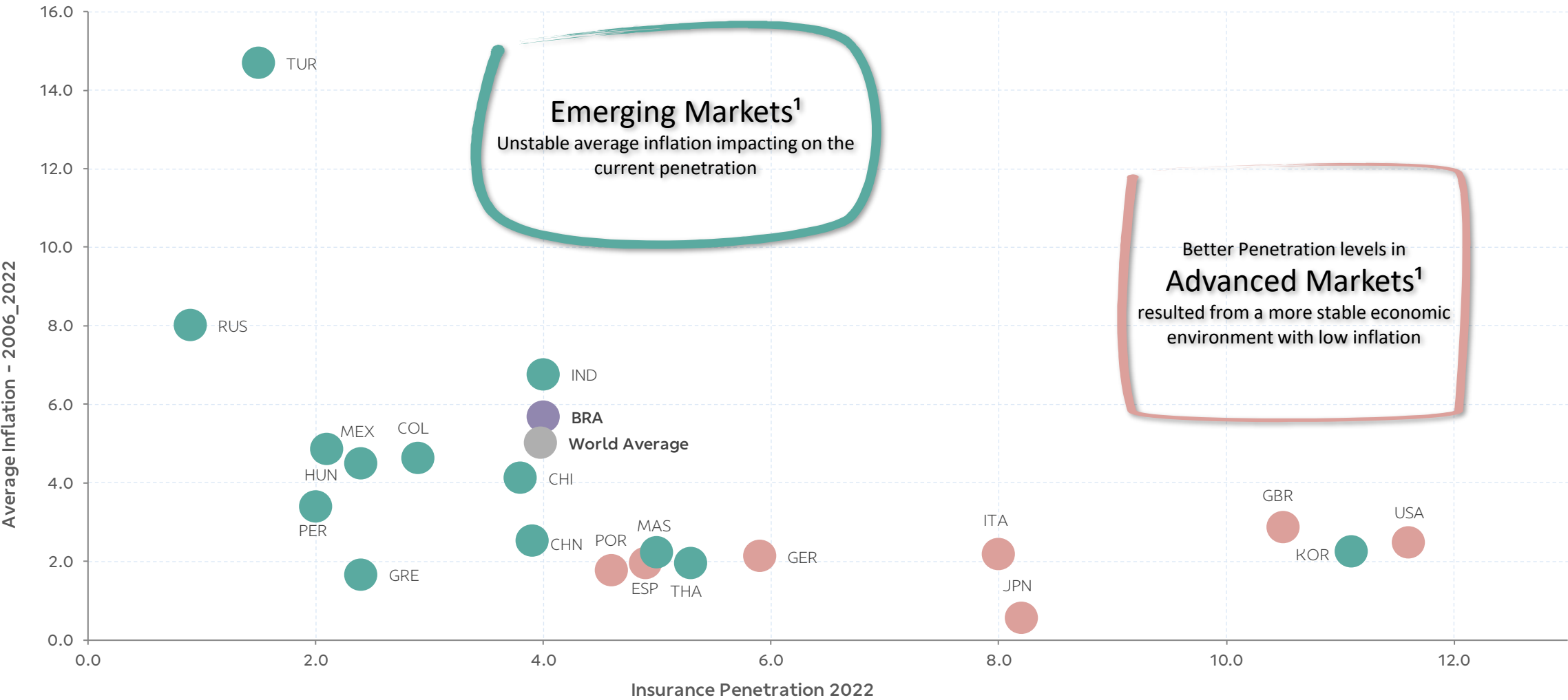


Wealth sets insurance penetration trend



Source: Swiss Re (Sigma 3/2023) and IMF.
1 – MSCI Market Classification.

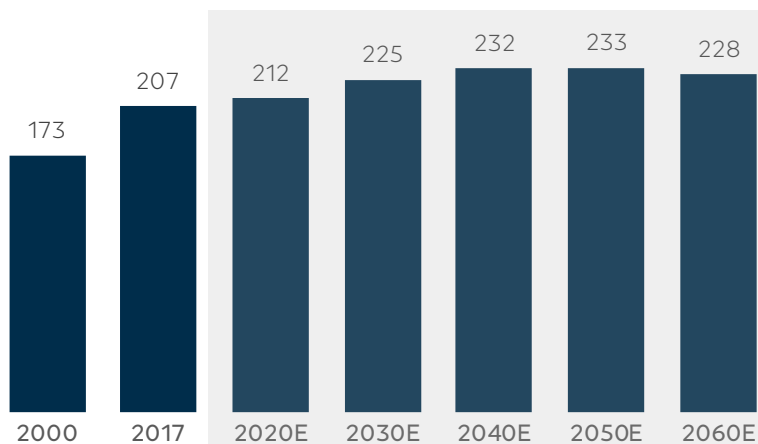
Structural low inflation can be considered a strong penetration driver



Source: Swiss Re (Sigma 3/2023) and IMF.
1 – MSCI Market Classification.

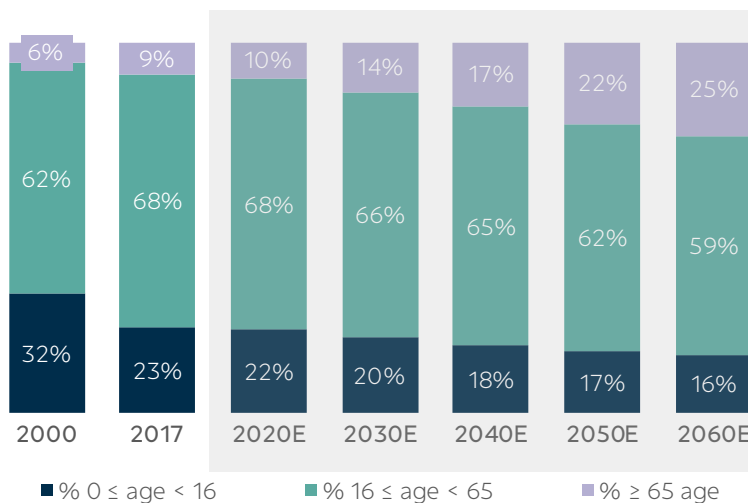
A snapshot of the Brazilian Social Security

Brazilian population (mm)



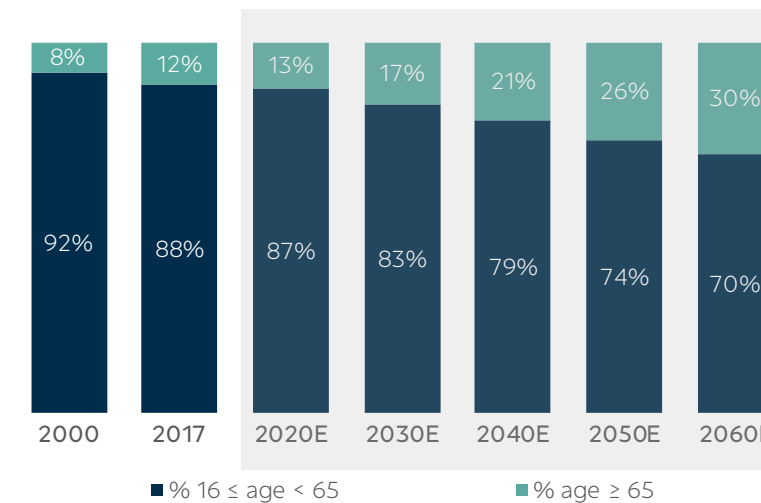
Source: IBGE.

Demographic bonus



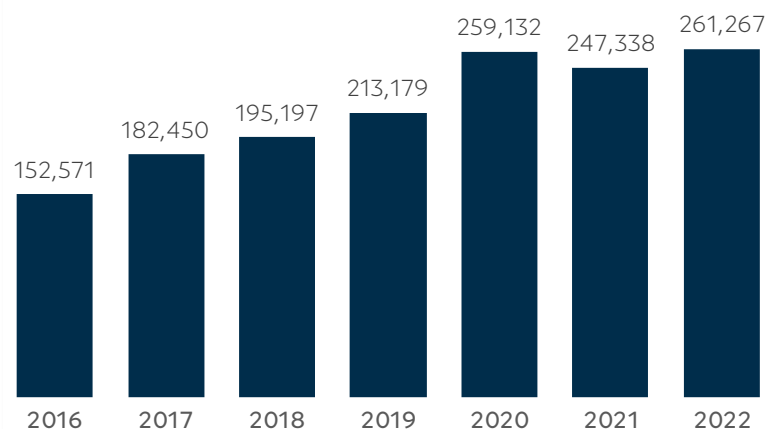
Source: IBGE.

Workers vs retired



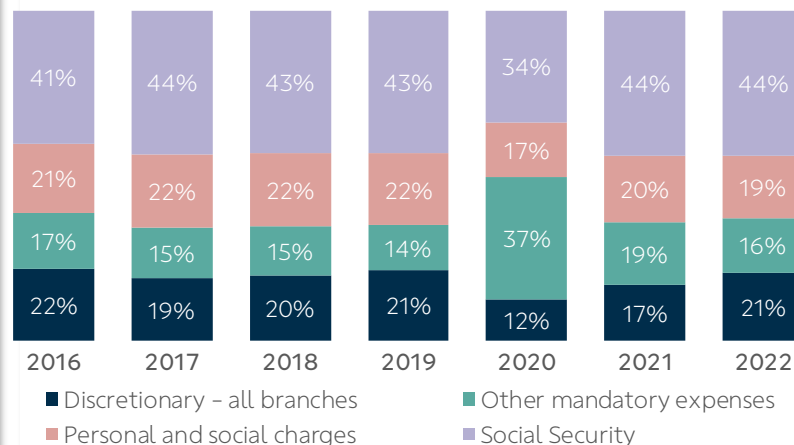
Source: IBGE.

Deficit Brazilian social security (R\$ mm)



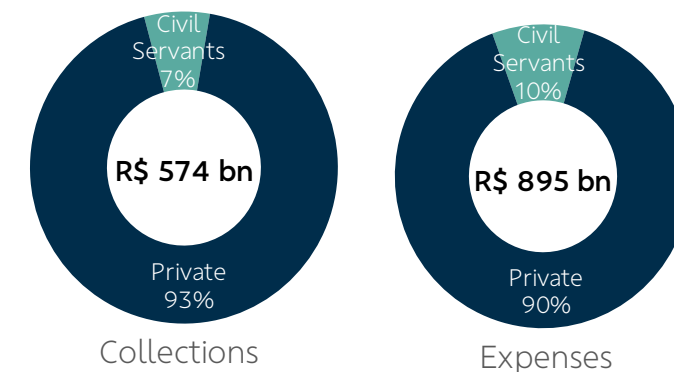
Source: INSS ex-civil servants (Boletim Estatístico da Previdência Social).

Breakdown government expenses



Source: Ministério da Fazenda. Does not include debt service.

Private employees vs civil servants



Source: Relatório da Execução Orçamentária (2022).

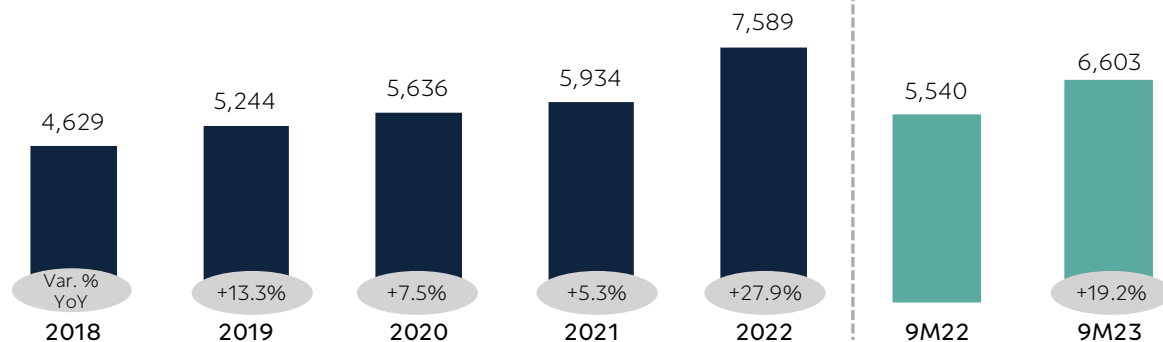


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BB Seguridade performance

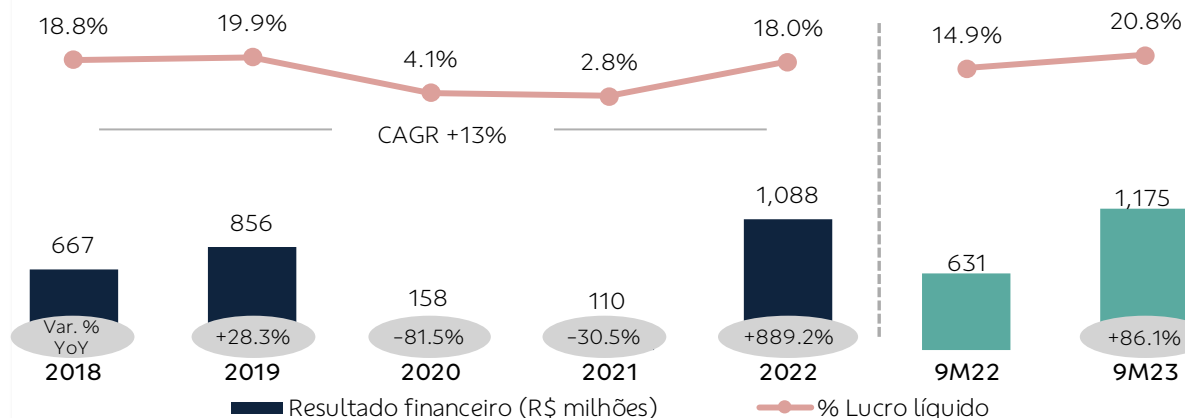
Non-interest operating result¹ (R\$ mm)

CAGR +13%



1 – Sum of the adjusted non-interest operating results before income taxes of Brasilseg, Brasilprev, Brasilcap, Brasildental and BB Corretora, weighted by the equity stake of BB Seguridade in each company. For Brasilseg it was adopted the proforma data of 2018 restructuring.

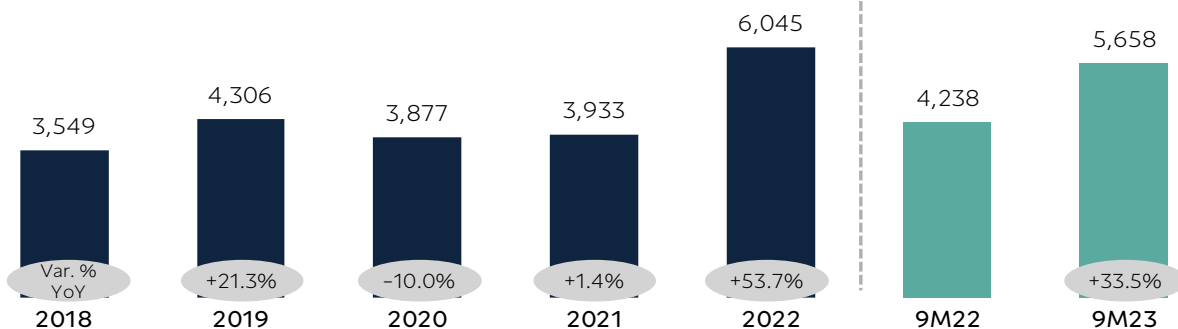
Net investment income¹



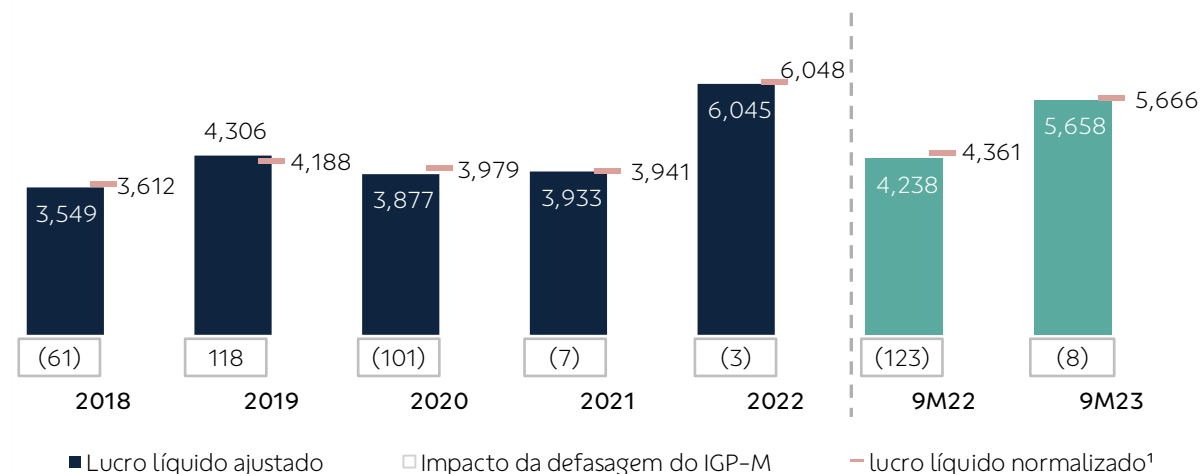
1 – Sum of the net investment income of all BB Seguridade's controlled and affiliated companies, net of income taxes, considering the effective tax rate of each company for the period under analysis.

Adjusted net income (R\$ mm)

CAGR +14%

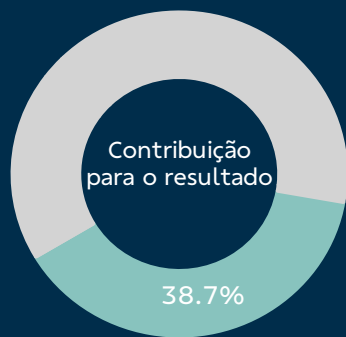
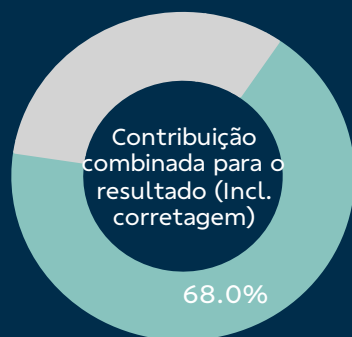


Normalized net income (R\$ mm)

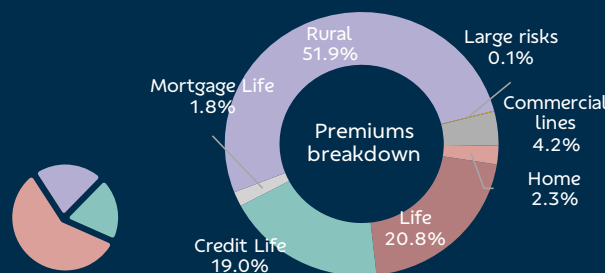


1. Adjusted net income excluding the impact of the one-month lag in the IGP-M accrual on liabilities.

Brasilseg – Key figures | 9M23



R\$13.1 bn
in premiums written



65.8%
combined ratio



28.0%
loss ratio



27.5%
commission ratio

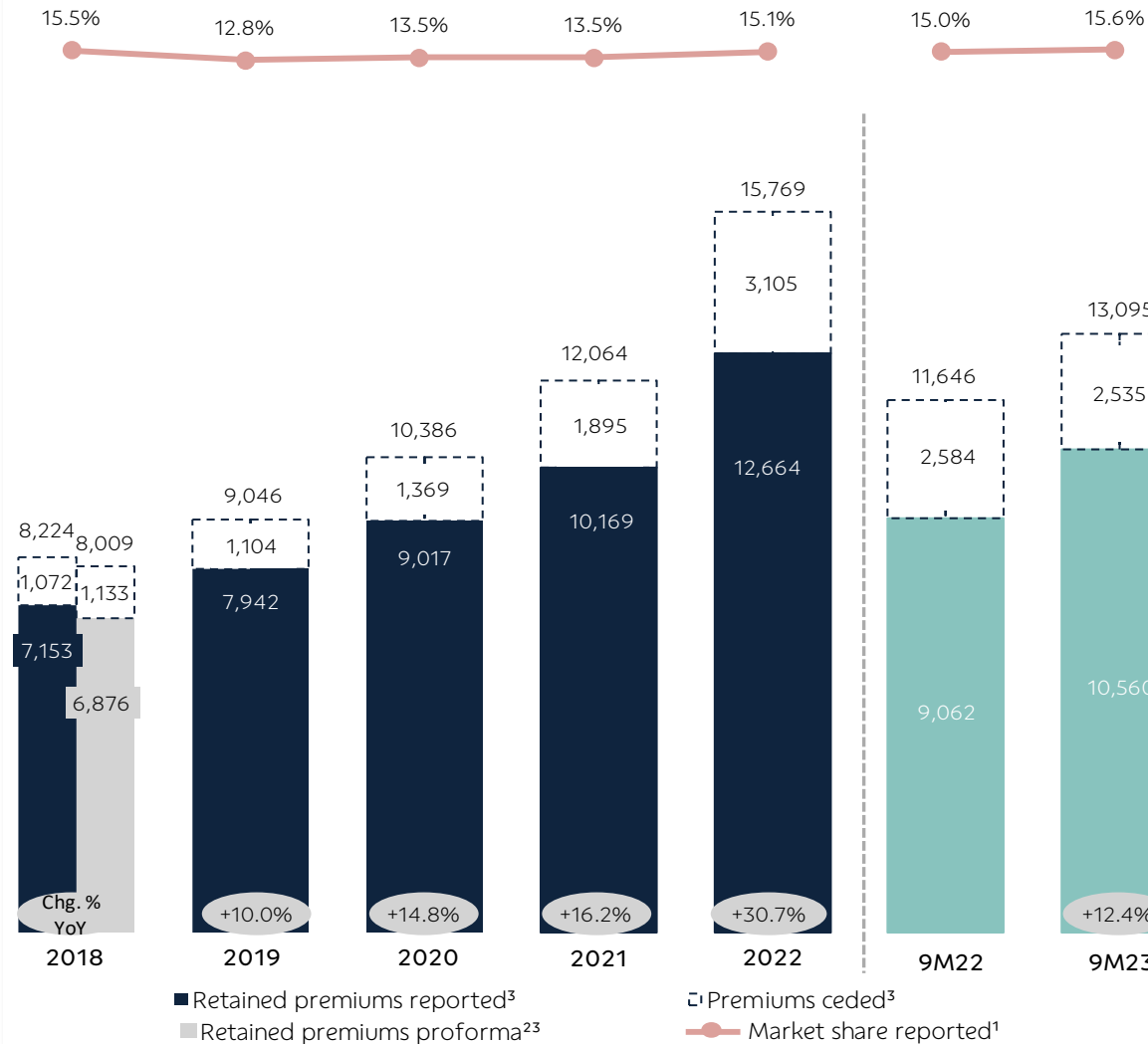


10.3%
G&A ratio

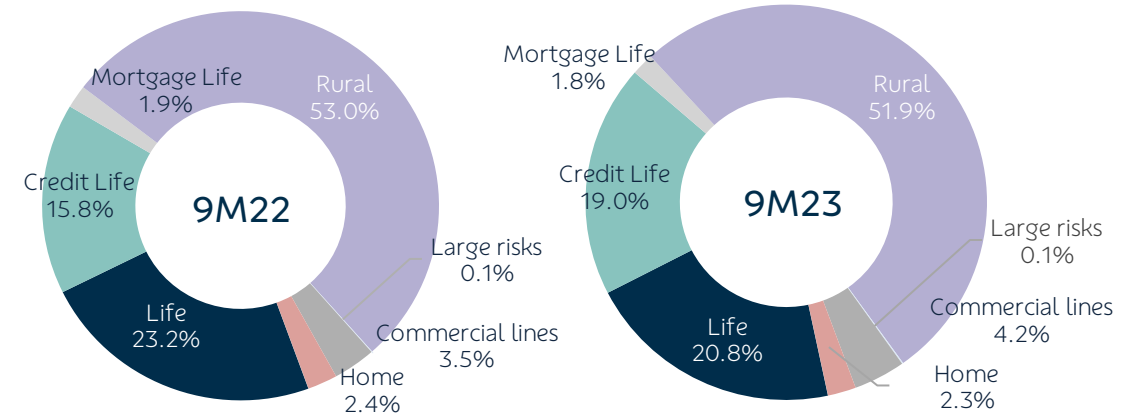
1 – Net of taxes considering the Company's effective tax rate.

2 –Market share calculation does not consider segments not underwritten by Brasilseg.

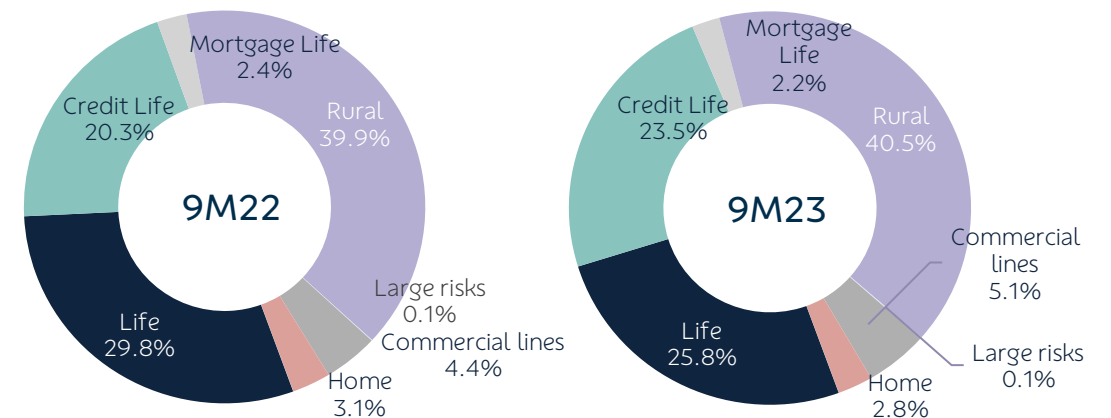
Premiums written (R\$ mm)



Breakdown of premiums written



Breakdown of retained premiums



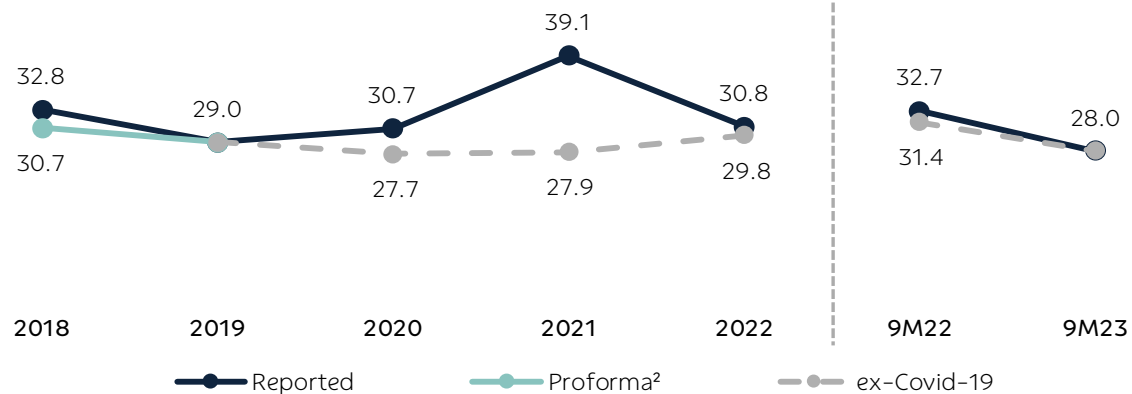
1 – Market share calculation does not consider segments not underwritten by Brasilseg.

2 – Simulation of the structure after the reorganization for the fiscal year of 2018.

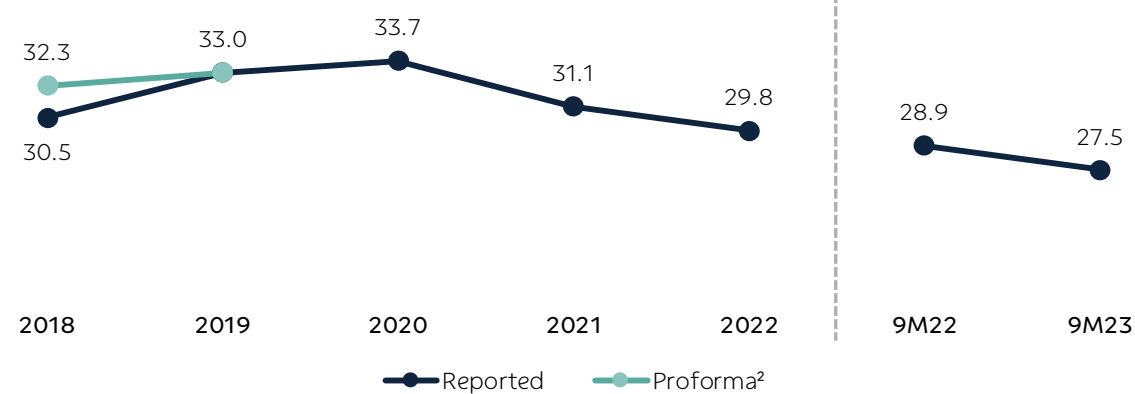
3 – Due to the reallocation of the revenues with reinsurance commissions in the 2Q19, from "Premiums ceded to reinsurance" to "Retained acquisition costs", the historical data of premiums ceded was revised since 2018.

Brasileg – Performance ratios¹

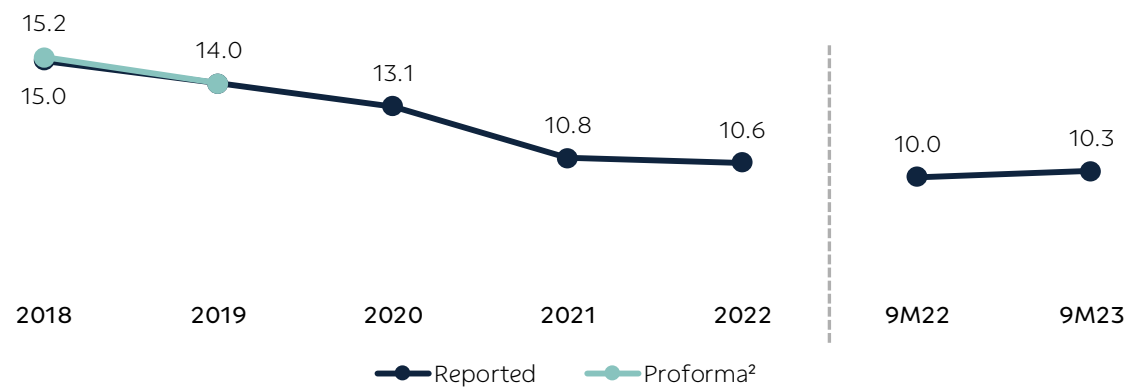
Loss ratio^{3,4} (%)



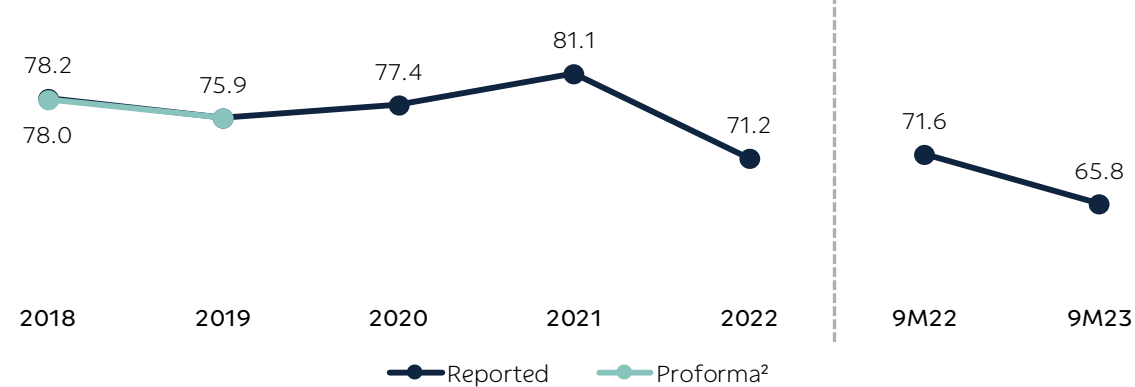
Commission ratio³ (%)



G&A ratio³ (%)



Combined ratio³ (%)



1 – Adjusted ratios, considering the reinsurance effects.

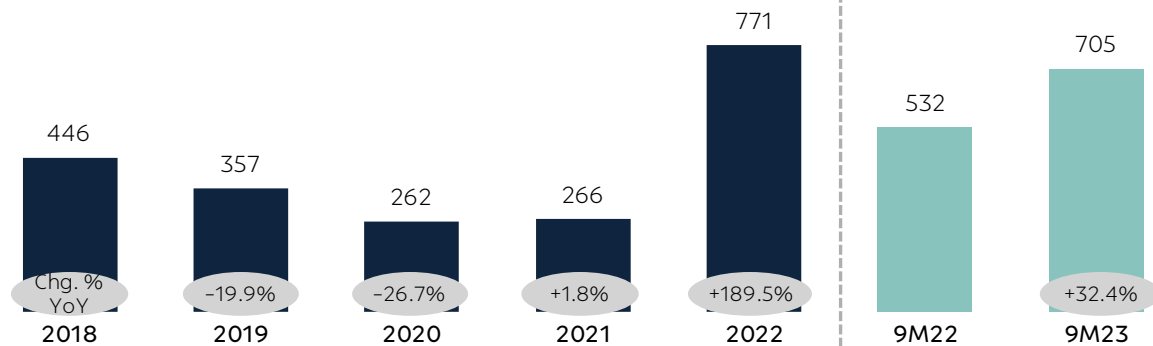
2 – Simulation of the structure after the reorganization for the fiscal year of 2018.

3 – Due to the reallocation of the revenues with reinsurance commissions in the 2Q19, from "Premiums ceded to reinsurance" to "Retained acquisition costs", the historical data of performance ratios was revised since 2018.

4 – Managerial data of reported claims classified as Covid-19 of January 2, 2023.

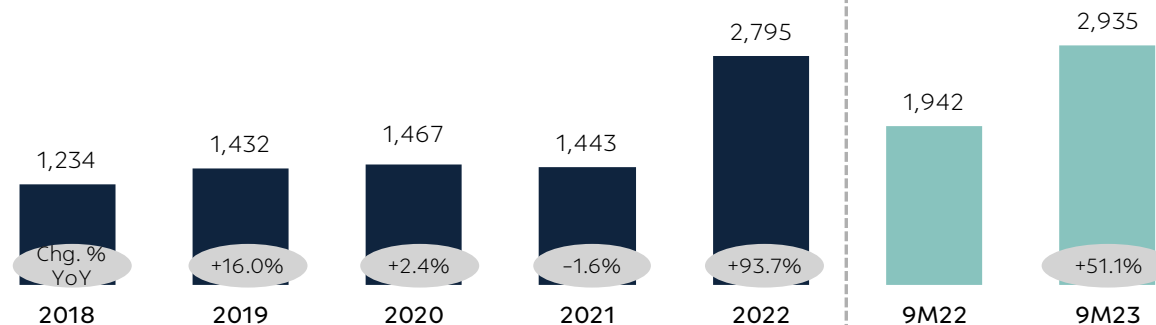
Net investment income (R\$ mm)

CAGR +15%



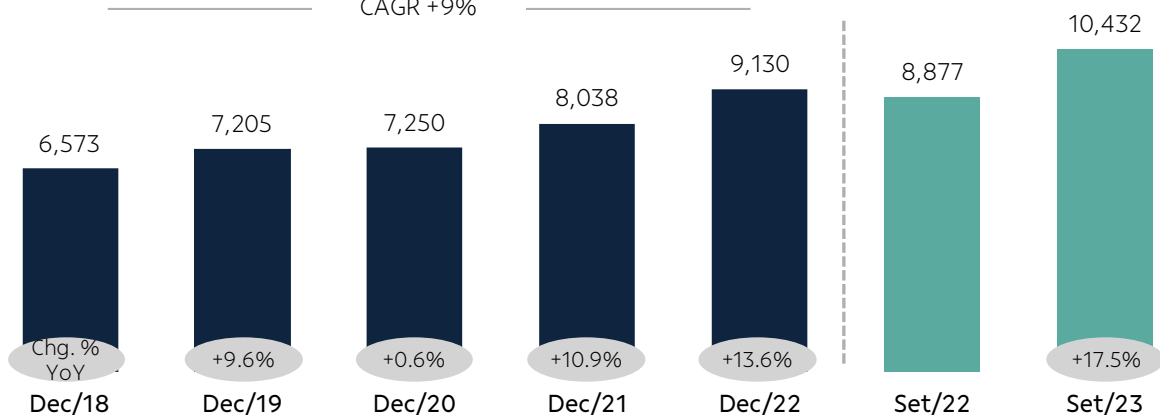
Adjusted net income (R\$ mm)

CAGR +23%

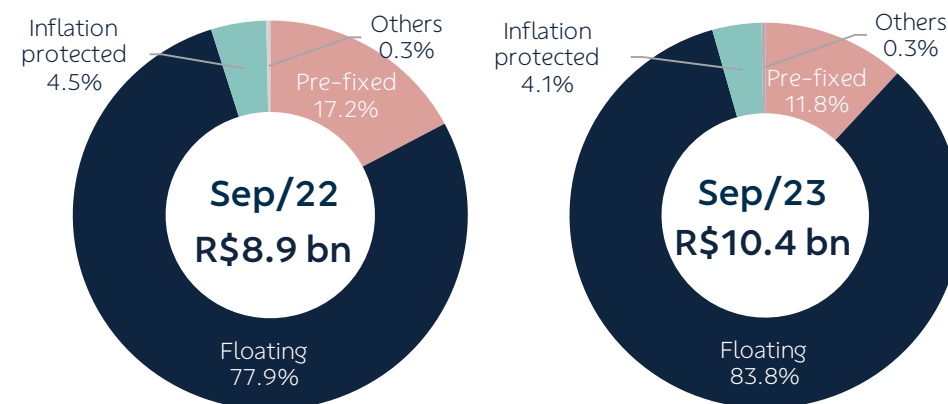


Financial investments (R\$ mm)

CAGR +9%



Asset allocation



Brasilseg | Life insurance – Key figures | 9M23



R\$2.7 bn
in premiums written

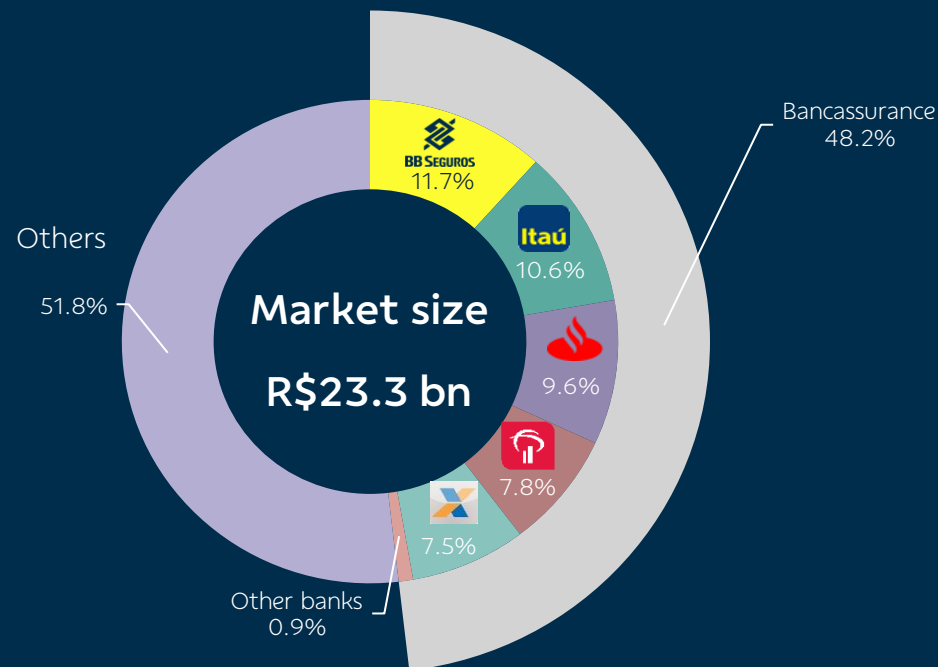


25.3%
loss ratio



38.6%
underwriting margin

Competitive Landscape | Premiums Written¹

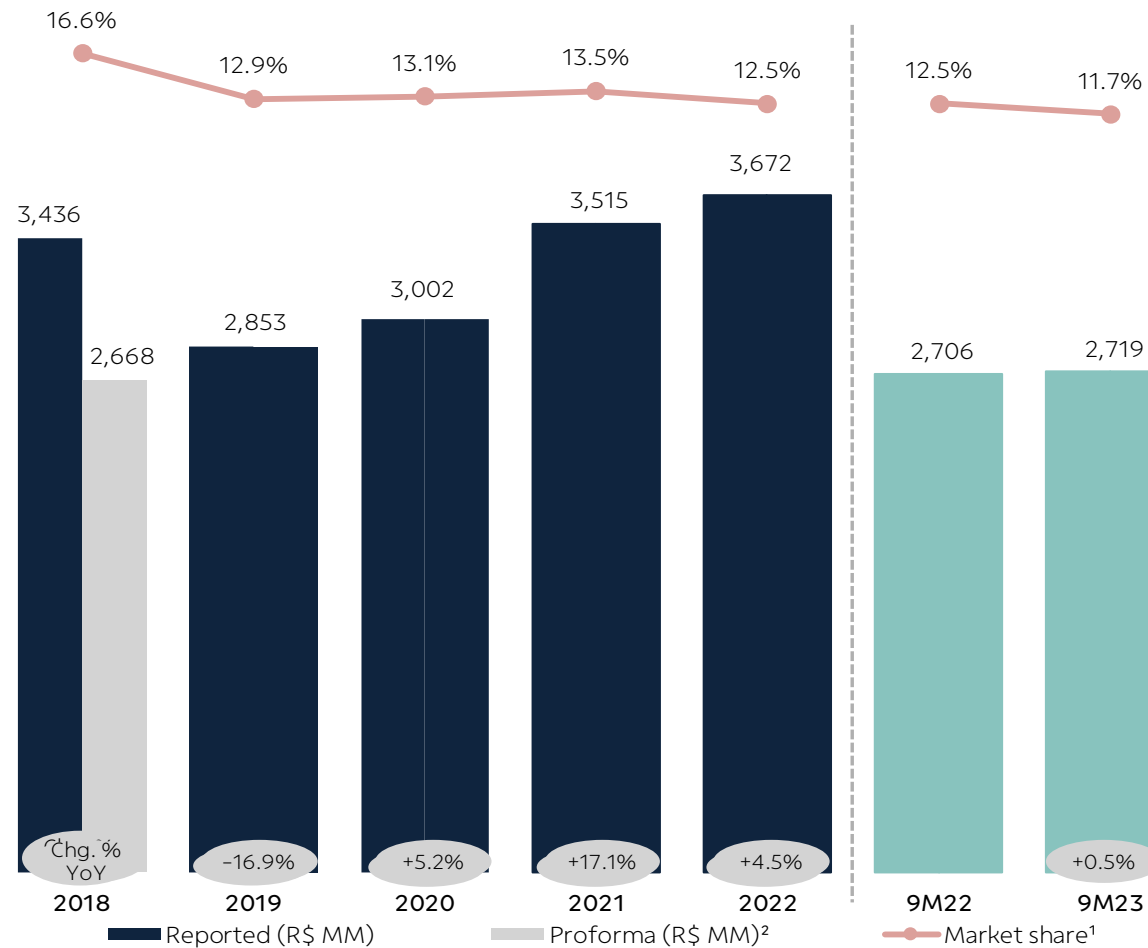


Portfolio of Products

- Focused on individuals, assures financial protection to the beneficiaries, chosen by the policyholder, in case of death (natural or accidental), or permanent disability of the insured;
- If a claim occurs, the insurance company pays the amount agreed in the insurance policy to the beneficiary; and
- The life insurance sold by Brasilseg is a term life insurance without accumulation. If the customer fails to make the monthly payments, the coverage is suspended without any amount being reverted to the policyholder.

Brasilseg | Life insurance

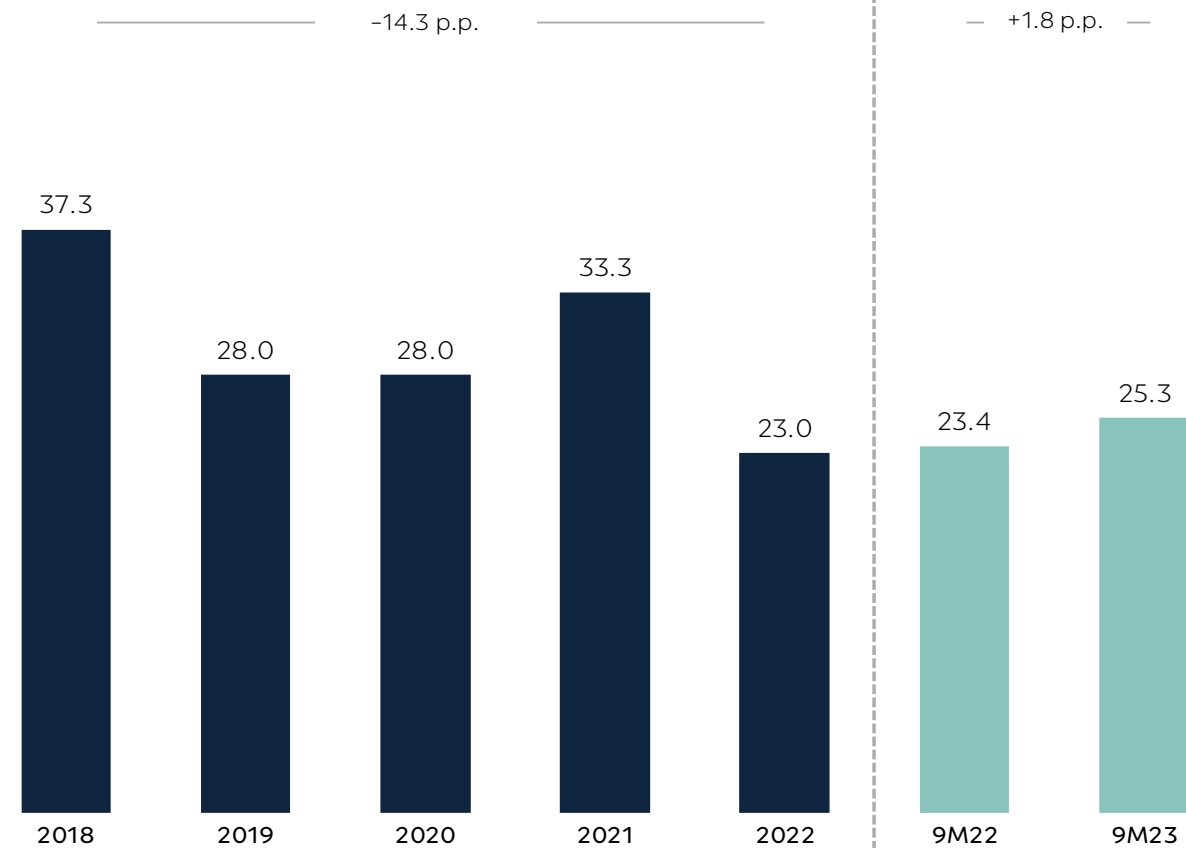
Premiums written



1 – Source: Susep. (Market share considering only premiums written for risk coverage, excluding premiums for accumulation components (dotal and life insurance).

2 – Simulation of the structure after the reorganization for the fiscal year of 2018.

Loss ratio³ (%)



3 – Due to the reallocation of the revenues with reinsurance commissions in the 2Q19, from “Premiums ceded to reinsurance” to “Retained acquisition costs”, the historical data of performance ratios was revised since 2018.

Brasilseg | Credit life insurance – Key figures | 9M23



R\$2.5 bn
in premiums written

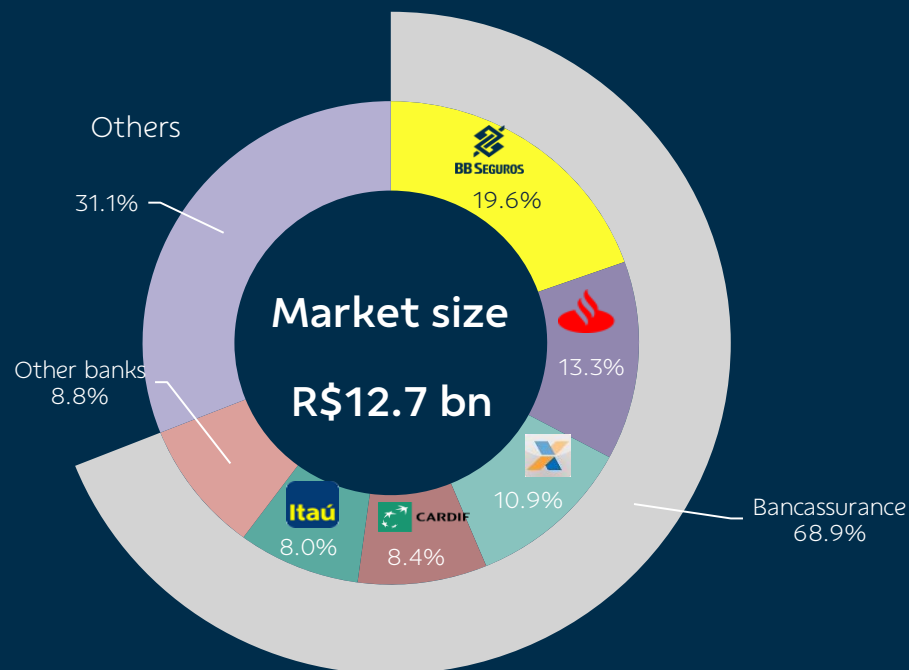


31.4%
loss ratio



34.6%
underwriting margin

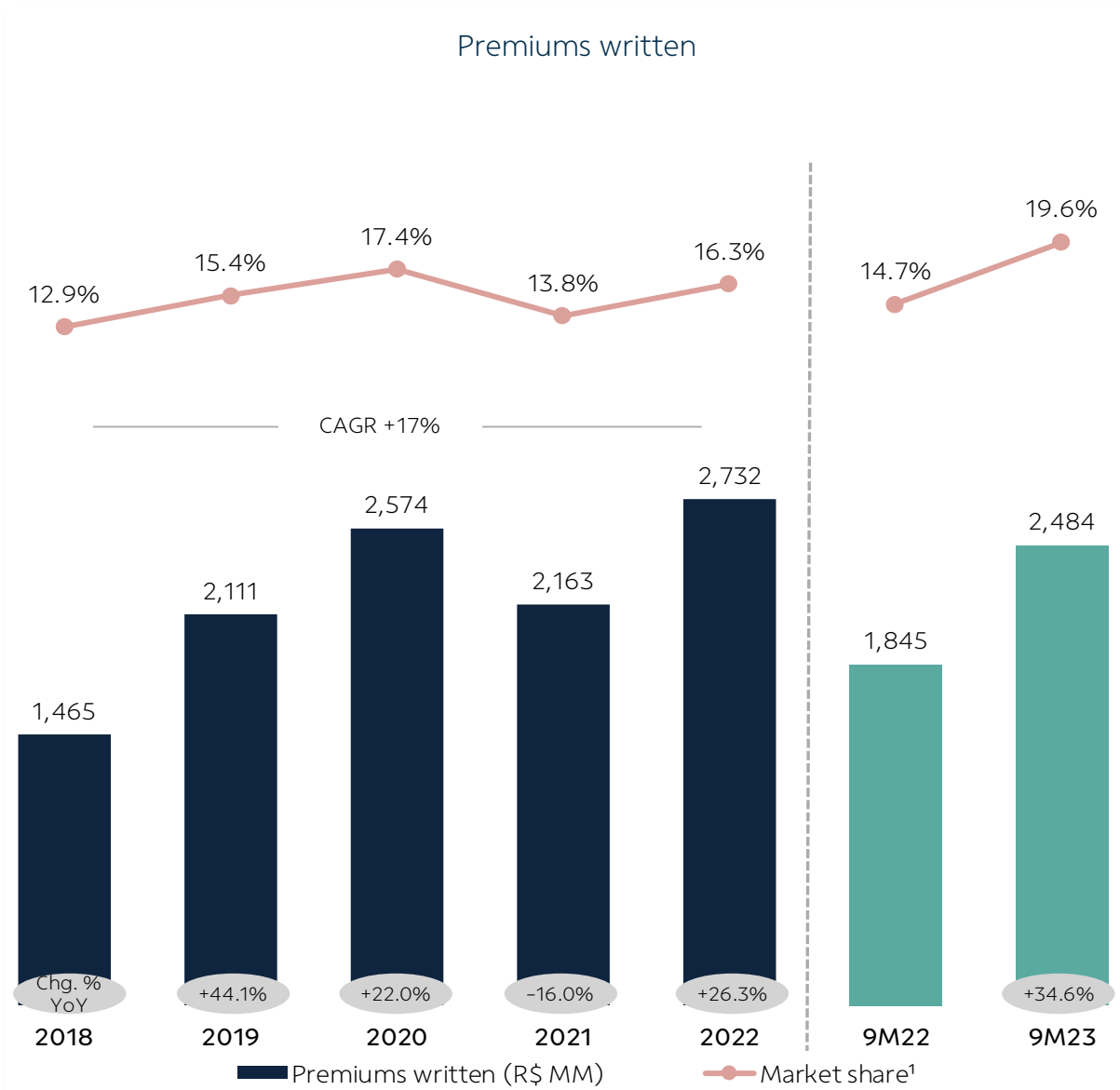
Competitive Landscape | Premiums Written¹



Portfolio of Products

- Credit life insurance is a life insurance policy intended to pay off a borrower's loan in case of death of the insured;
- Designed to protect both the lender and the insured dependents, preventing them to inherit this liability;
- This product is already quite widespread in Brazil and it is expected to grow with the expansion of the loan portfolio; and
- The lender is the main beneficiary of this type of product.

Brasilseg | Credit life insurance



1 – Source: Susep.



2 - Due to the reallocation of the revenues with reinsurance commissions in the 2Q19, from "Premiums ceded to reinsurance" to "Retained acquisition costs", the historical data of performance ratios was revised since 2018.

Brasilseg | Mortgage life insurance – Key figures | 9M23



R\$236 mm
in premiums written

#6

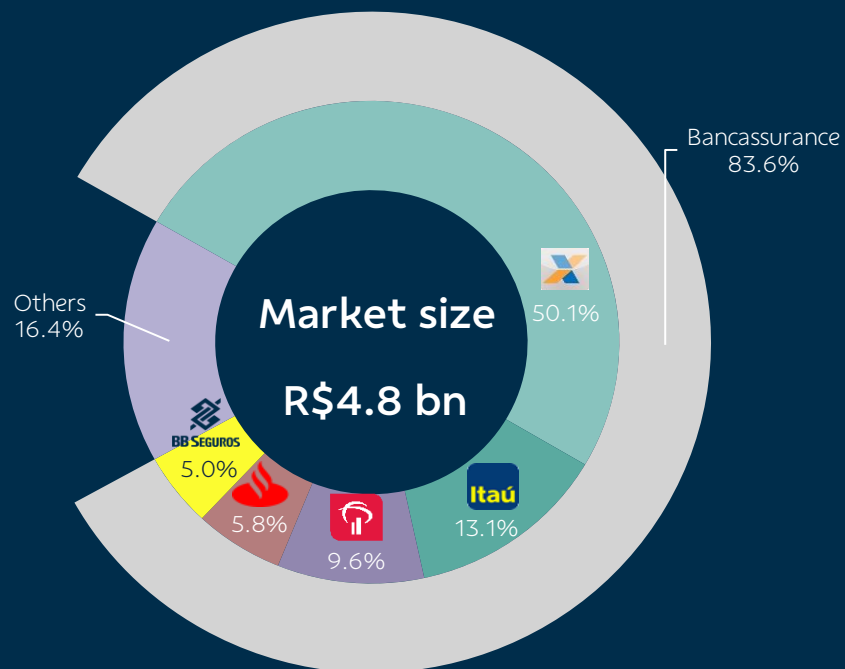


19.7%
loss ratio



58.9%
underwriting margin

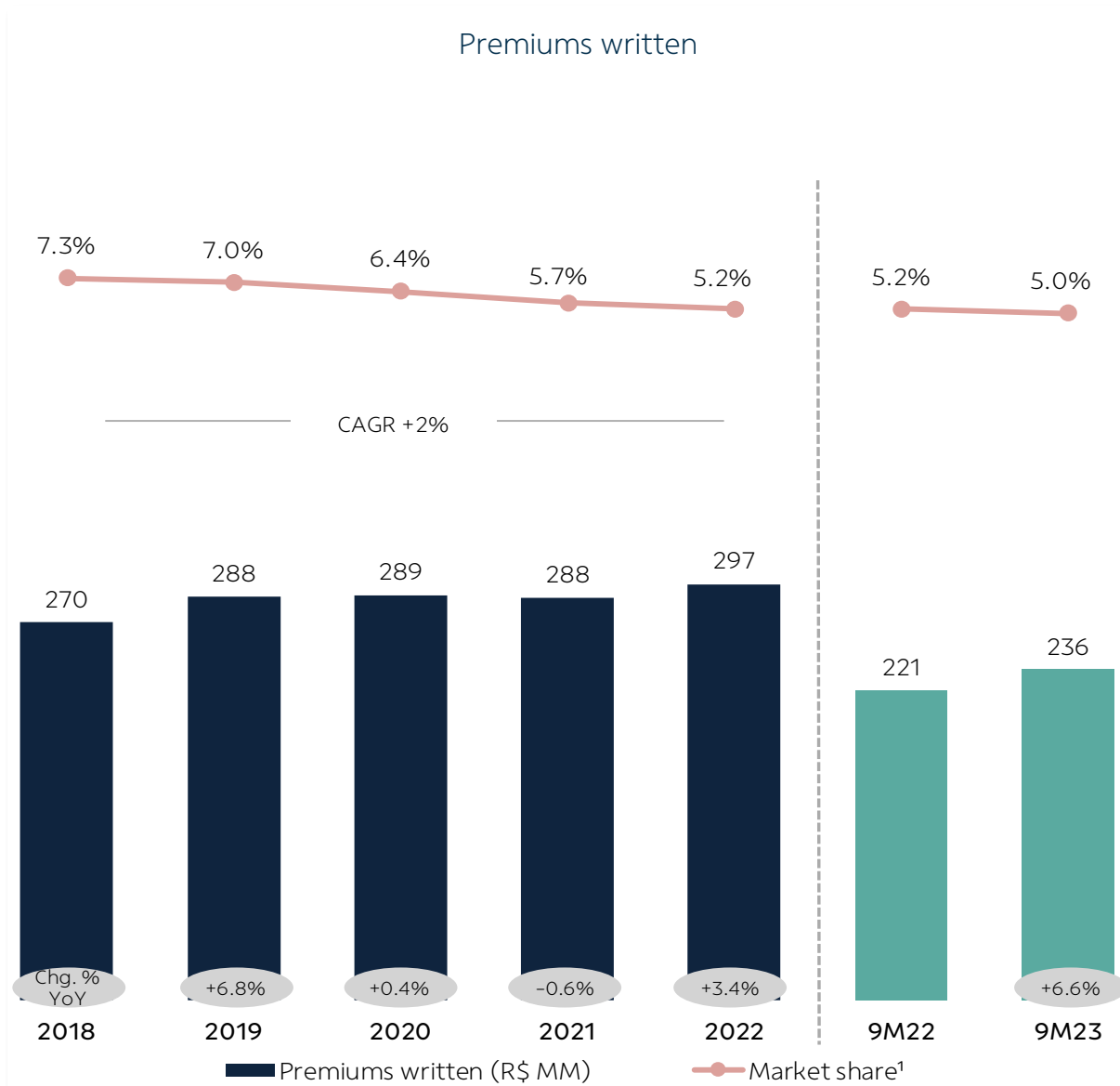
Competitive Landscape | Premiums Written



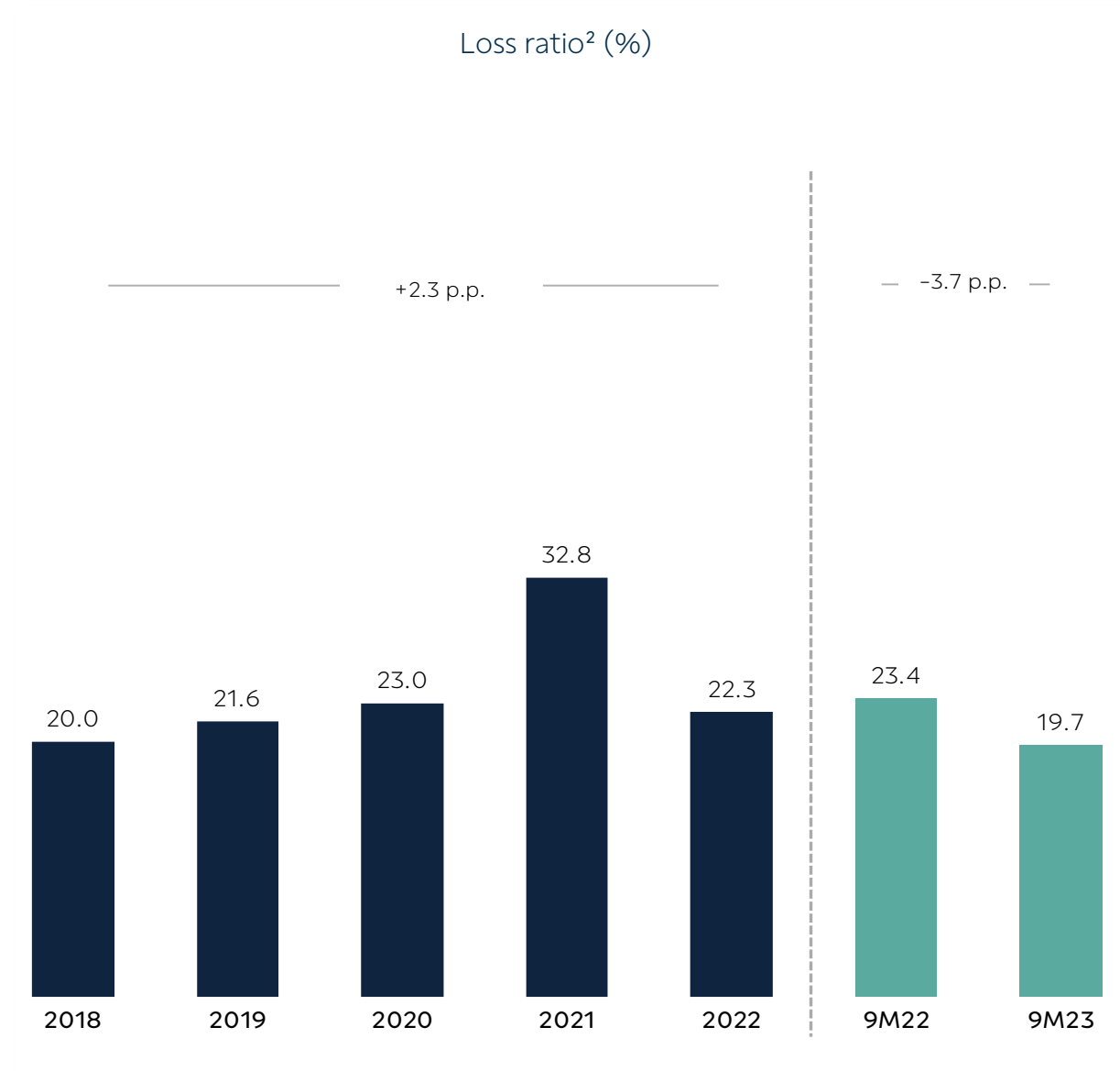
Portfolio of Products

- Mortgage life insurance is a life insurance policy intended to pay off a mortgage in case of death or disability of the insured;
- The insurance policy gives the guarantee that his family will keep the property and the bank will receive the full payment of the mortgage debt;
- The mortgage life insurance also protects against physical damage to the insured property; and
- Premium is calculated on a monthly basis and varies according to the outstanding loan balance and the borrower's age.

Brasilseg | Mortgage life insurance



1 – Source: Susep.



2 - Due to the reallocation of the revenues with reinsurance commissions in the 2Q19, from "Premiums ceded to reinsurance" to "Retained acquisition costs", the historical data of performance ratios was revised since 2018.

Brasilseg | Rural insurance – Key figures | 9M23



R\$6.8 bn
in premiums written

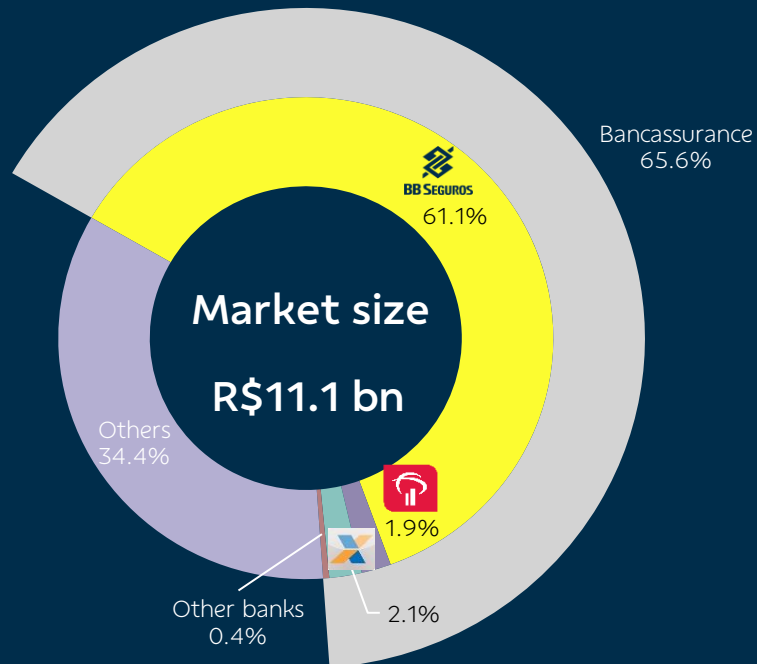


22.3%
loss ratio



58.4%
underwriting margin

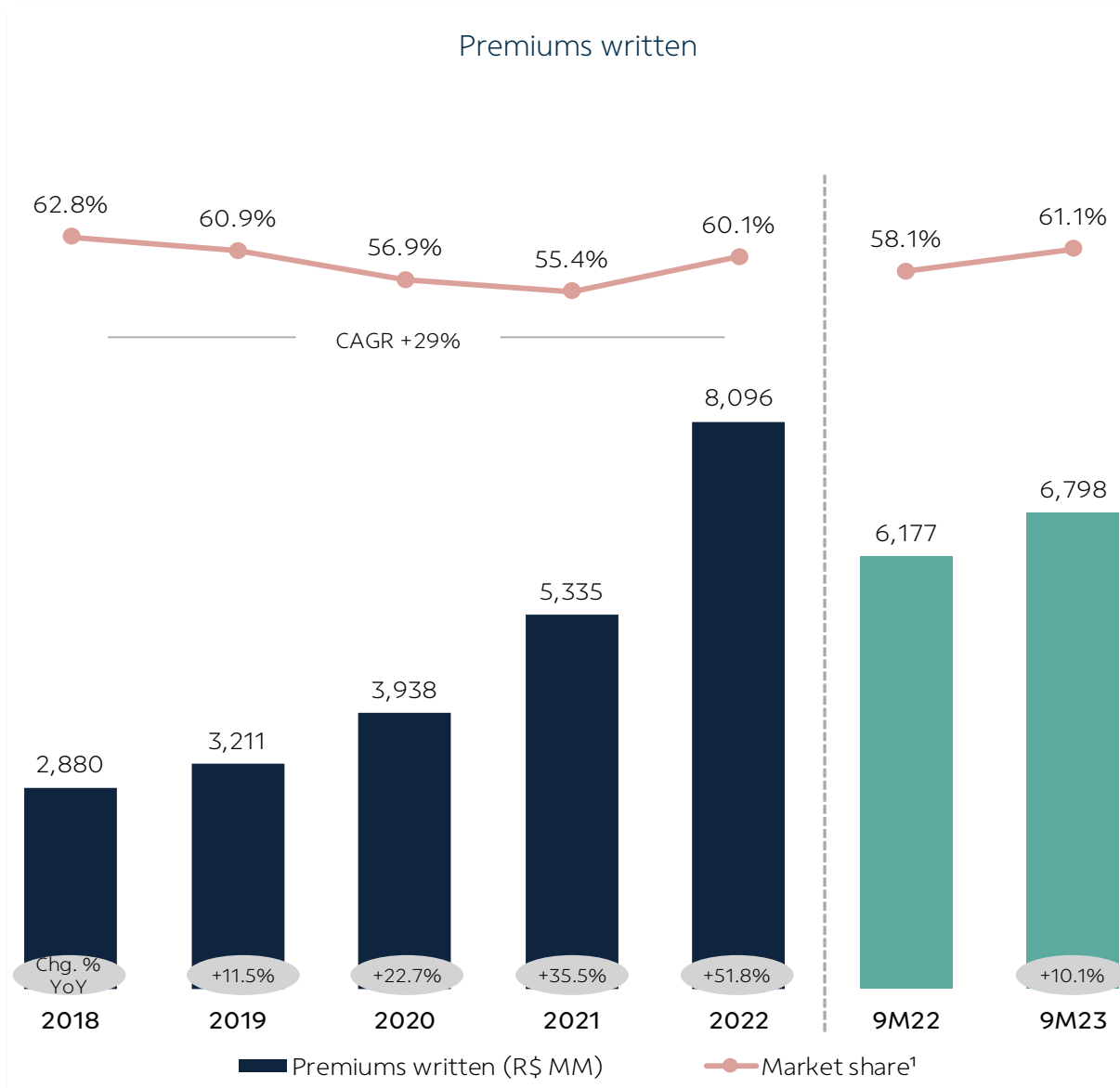
Competitive Landscape | Premiums Written



Portfolio of Products

- Crop insurance: protects the farmers from weather hazards and falling prices of the production;
- Rural lien insurance: protects the asset given as collateral for a rural loan; and
- Rural producer credit life insurance: designed for farmers intended to pay off the rural loan in case the insured dies

Brasilseg | Rural insurance



1 – Source: Susep.



2 – Due to the reallocation of the revenues with reinsurance commissions in the 2Q19, from “Premiums ceded to reinsurance” to “Retained acquisition costs”, the historical data of performance ratios was revised since 2018.

Brasilseg | Home insurance – Key figures | 9M23



R\$298 mm
in premiums written

#6

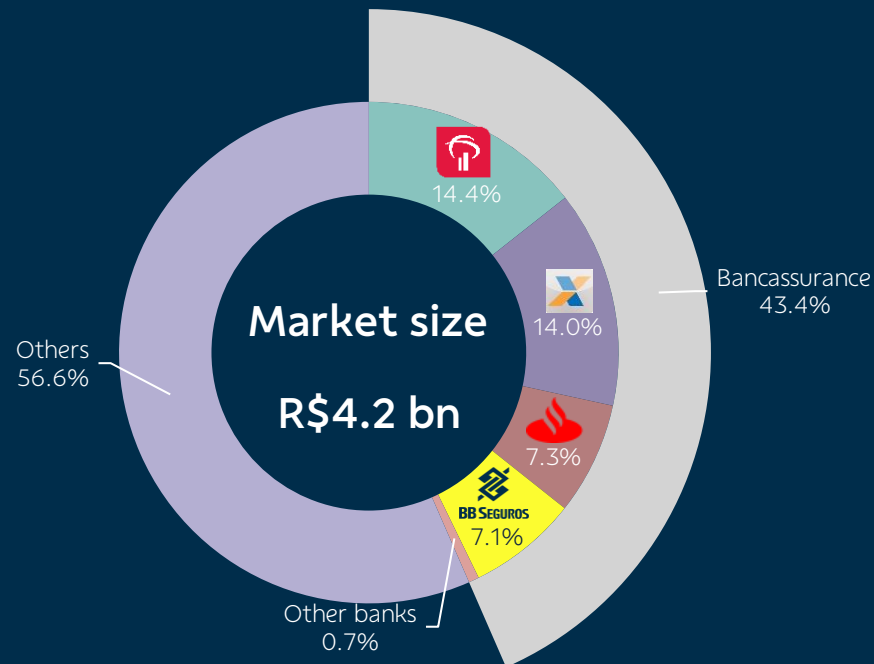


61.4%
loss ratio



8.3%
underwriting margin

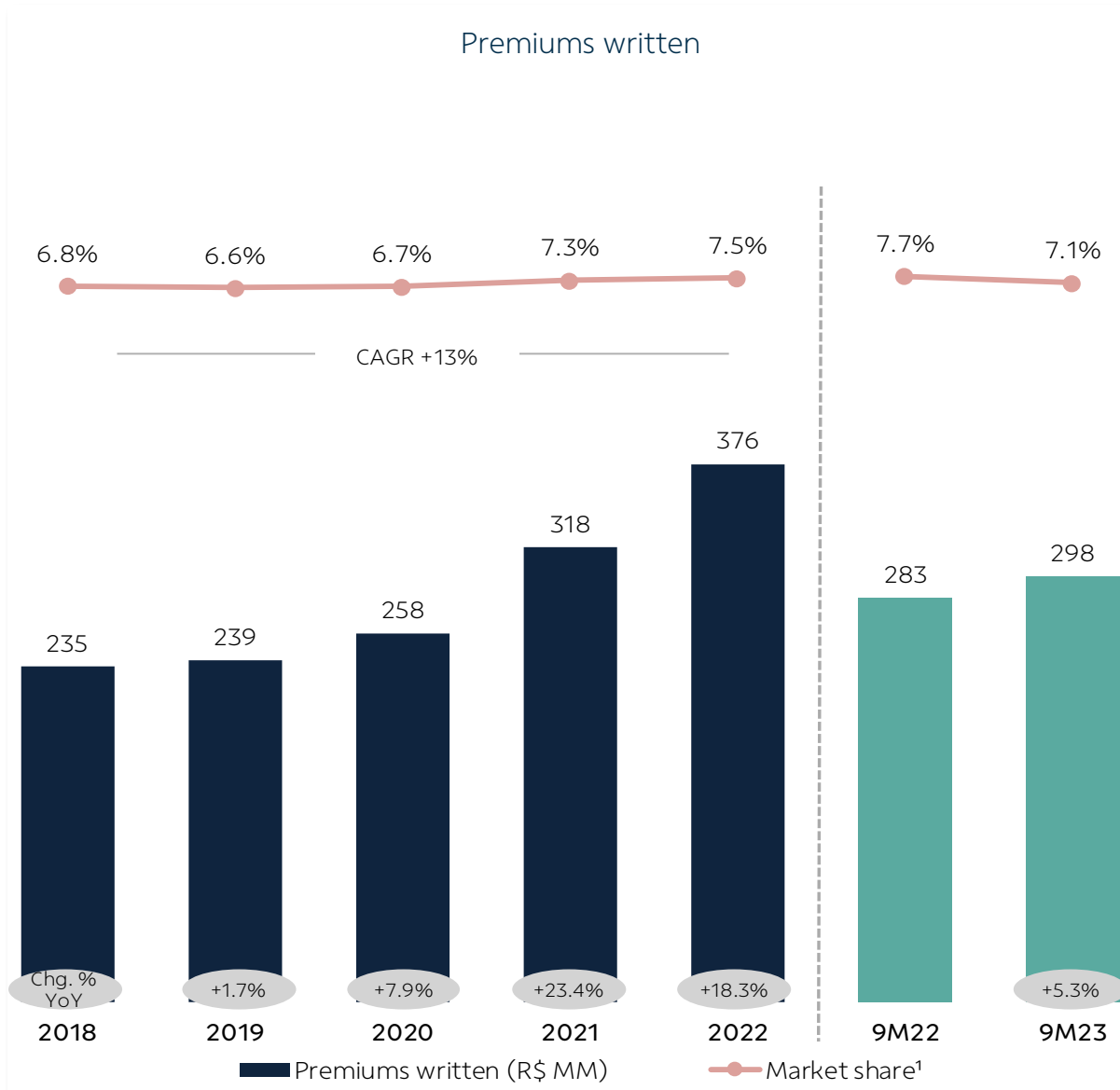
Competitive Landscape | Premiums Written



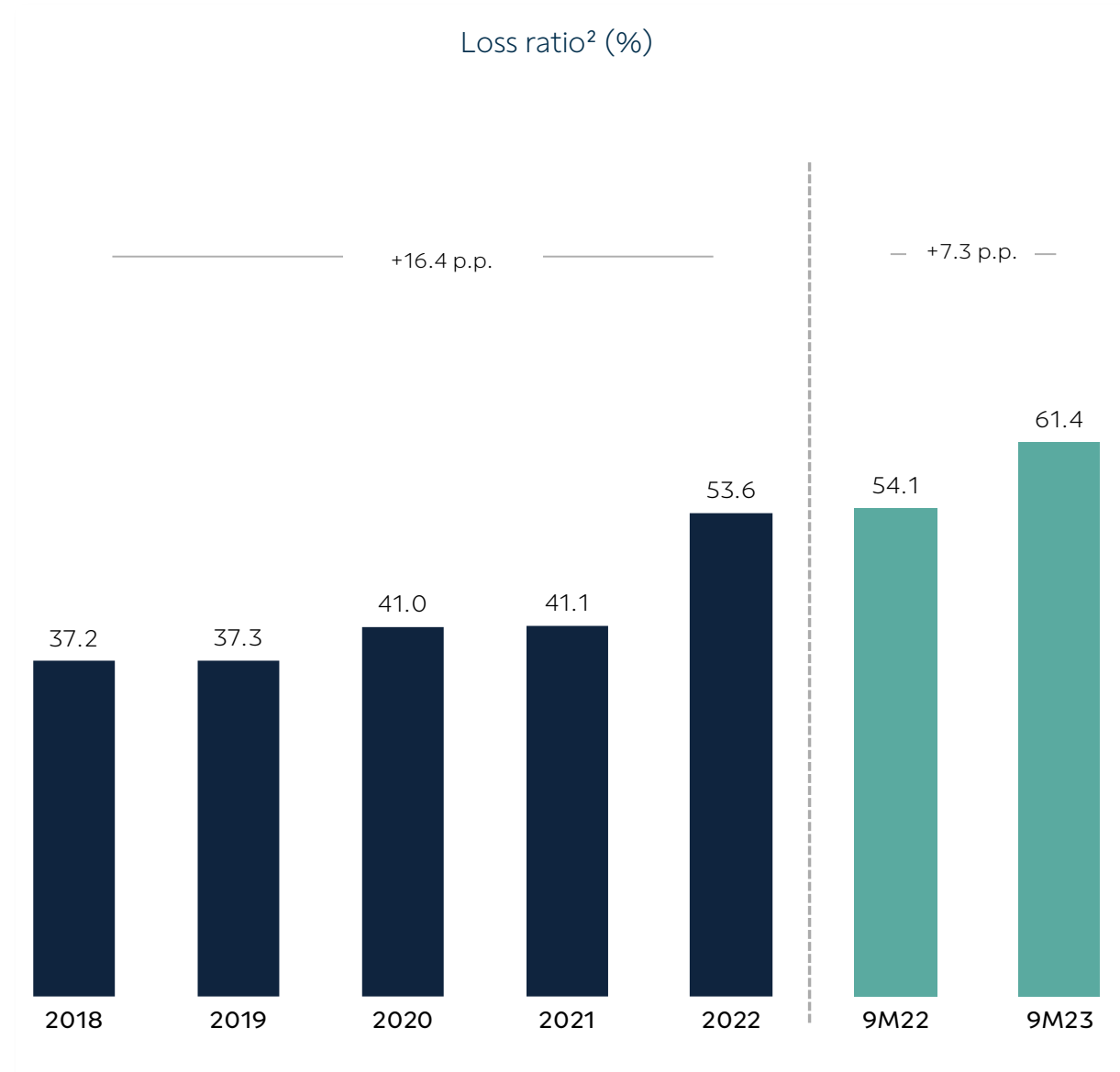
Portfolio of Products

- Encompasses a set of coverages intended for the protection of individual homes against damages caused by fire, lightning and explosion; and
- Additional coverages against theft, electric damage, physical damage to the property resulting from vehicle impact, windstorm, hail rain, among others.

Brasilseg | Home insurance



1 – Source: Susep.



2 - Due to the reallocation of the revenues with reinsurance commissions in the 2Q19, from "Premiums ceded to reinsurance" to "Retained acquisition costs", the historical data of performance ratios was revised since 2018.

Brasilseg | Commercial lines insurance – Key figures | 9M23



R\$546 mm
in premiums written

#5

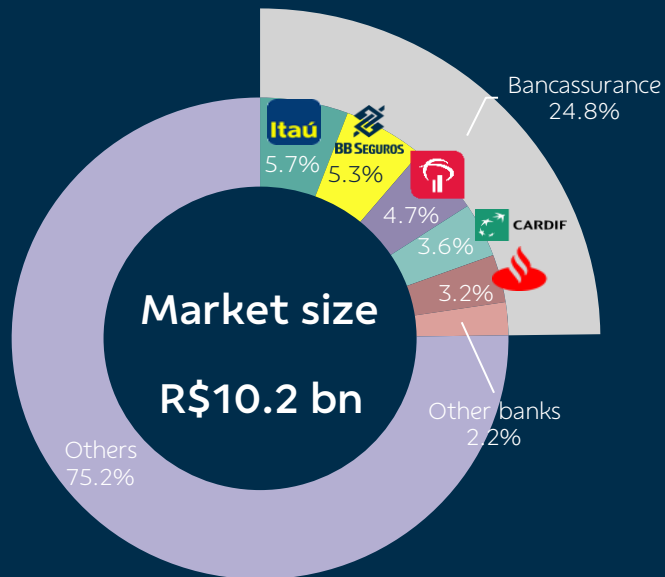


65.3%
loss ratio



11.4%
underwriting margin

Competitive Landscape | Premiums Written

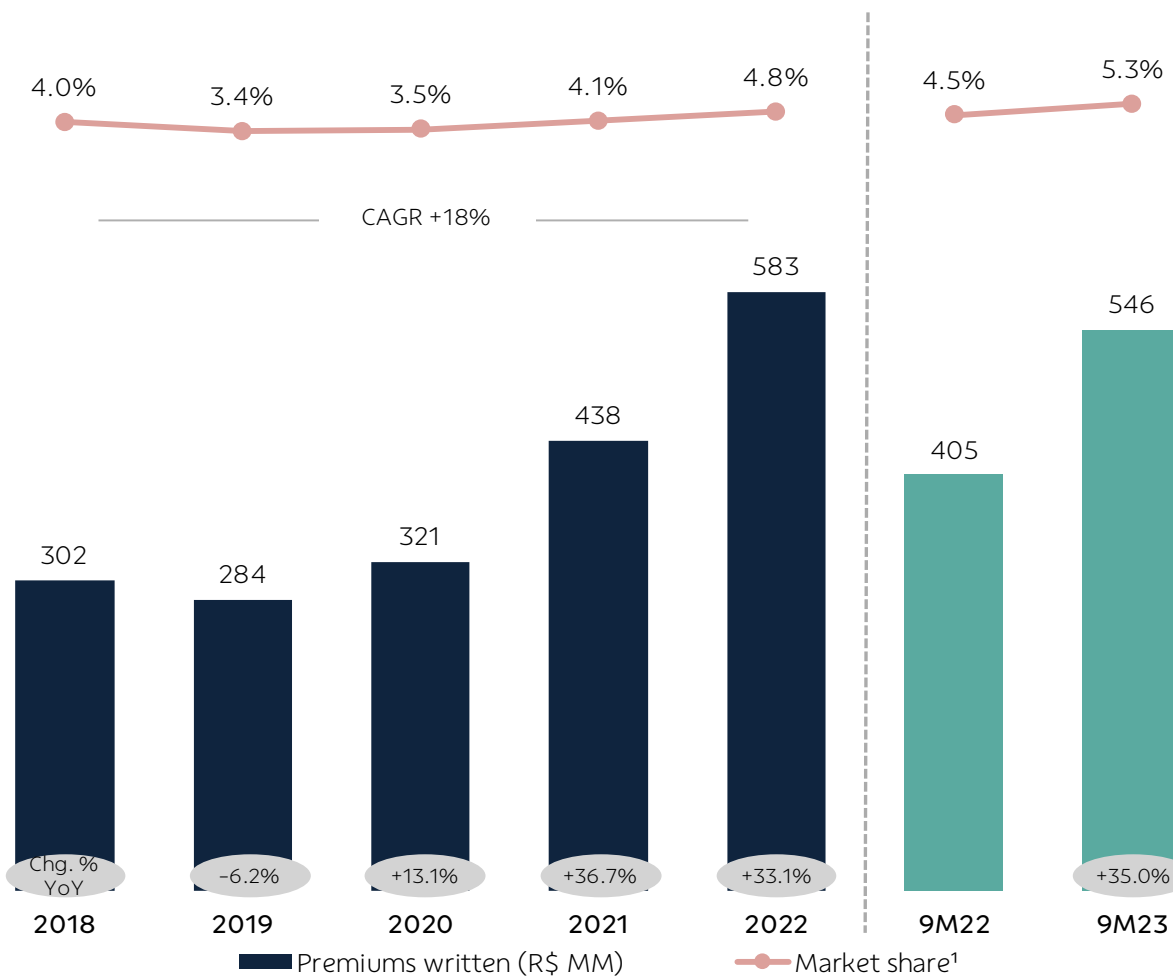


Portfolio of Products

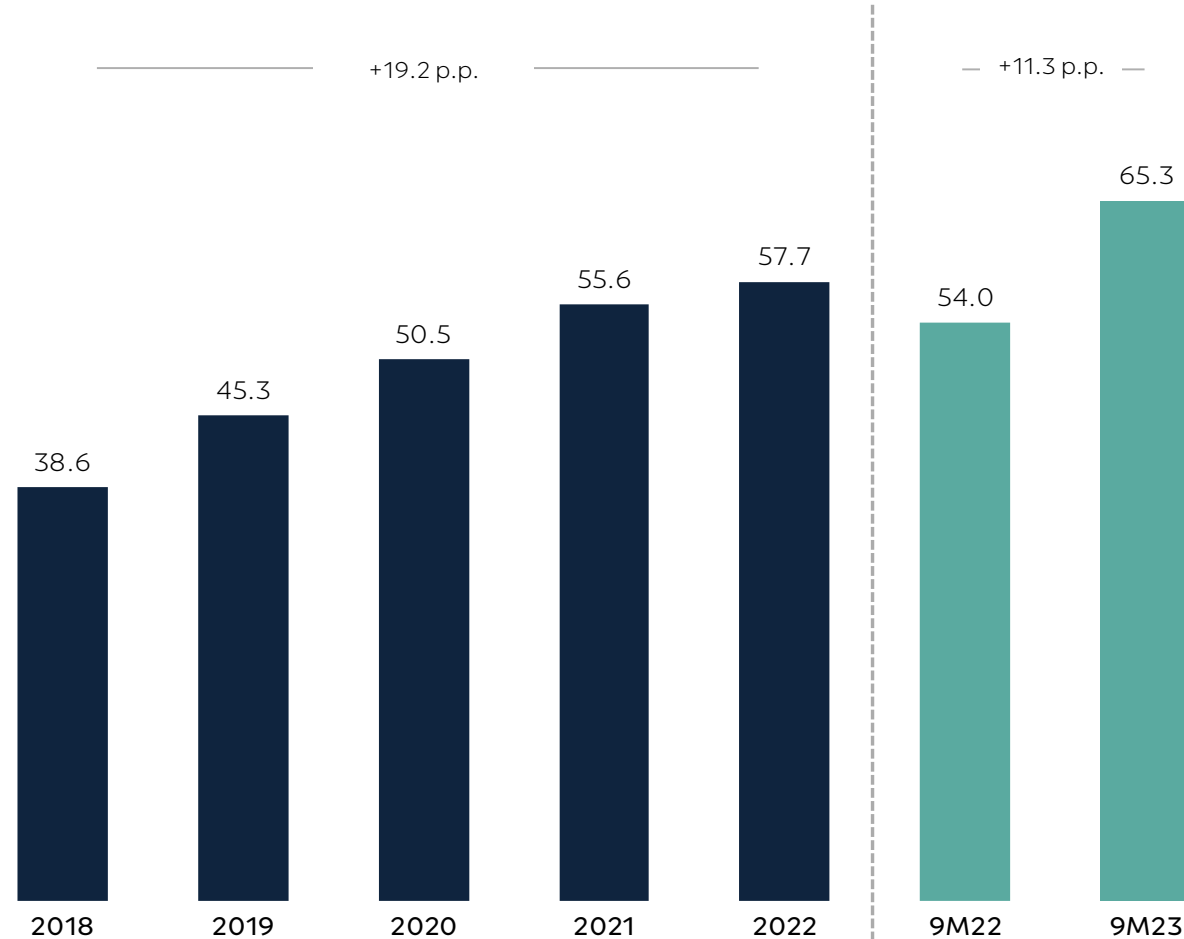
- Consist of products designed to protect the assets of companies against damage to the building and its contents; and
- Coverage of machinery, furniture, utensils, goods and raw materials, excluding large risks.

Brasilseg | Commercial lines insurance

Premiums written



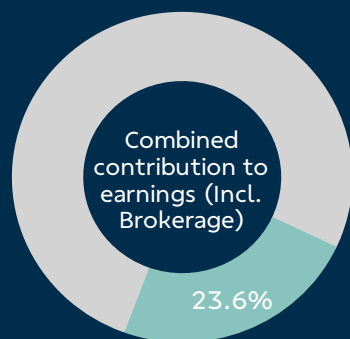
Loss ratio² (%)



1 – Source: Susep.

2 – Due to the reallocation of the revenues with reinsurance commissions in the 2Q19, from “Premiums ceded to reinsurance” to “Retained acquisition costs”, the historical data of performance ratios was revised since 2018.

Brasilprev – Key figures | 9M23



1 – Net of taxes considering the Company's effective tax rate.
2 – Annualized ratio.

Brasilprev – Key figures | 9M23

Portfolio of Products

PGBL – Free Benefit Generator Plan

- Recommended for people who fill their income tax statement in the complete form;
- Contributions deductible up to the limit of 12% of the annual gross taxable income;
- Principal + interest are taxed when annuity/lump sum is received; and
- Taxed in the progressive or in the regressive tax system.

VGBL – Free Benefit Generator Life Plan

- Recommended for people who fill their income tax statement in the simplified form or is exempt;
- Only the interest component is taxed;
- Taxed in the progressive or in the regressive tax system; and
- Simplicity of the process related to the inheritance transmission.

Traditional Plan (***these plans are no longer sold)

- Defined benefit; and
- Guarantees a fixed interest of 6% + inflation (IGP-M) or Taxa Referencial (TR) per year.

Tax Statement

- **Complete form:** an individual can inform not only the income, but also deductible expenses, such as expenses with healthcare, education, investments in PGBL, and other; and
- **Simplified form:** contributions are not tax deductible.

Tax System

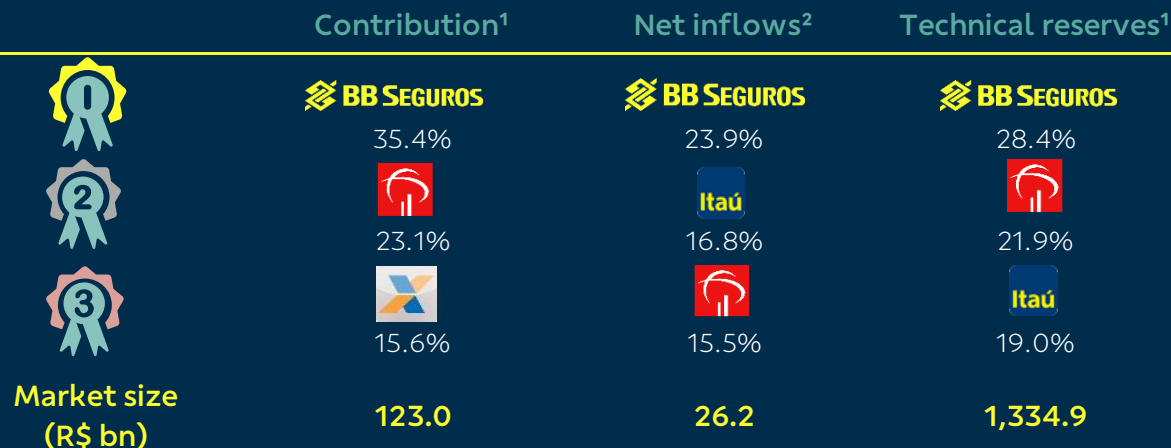
Progressive

- Taxes are charged when money is received;
- Tax brackets can vary from zero to 27.5%; and
- Redemptions are taxed at 15%, with adjustments in the income tax declaration.

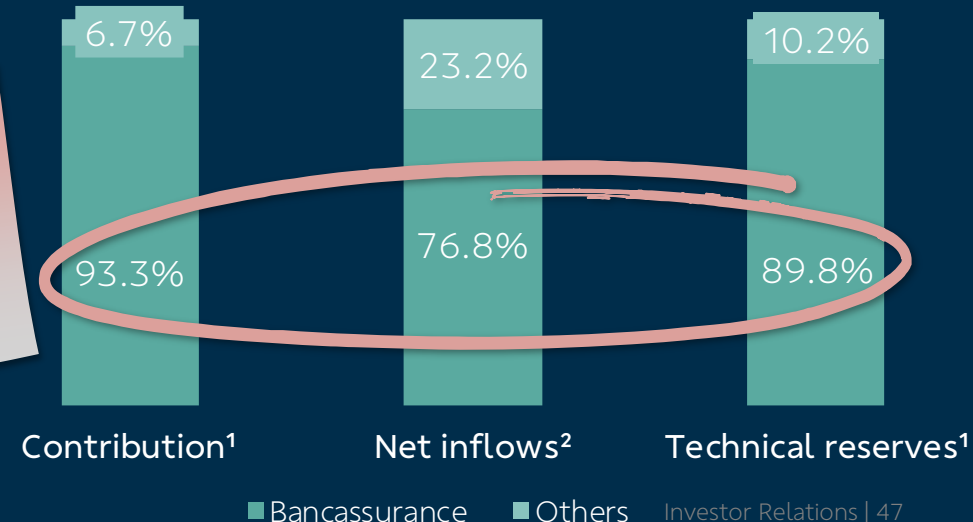
Regressive

- Taxed when cash is received either on redemptions or when benefit is granted;
- Tax is withheld and definitive; and
- Tax rates are determined by the length of stay, starting at 35%, and reaching a level of 10% after 10 years.

Competitive Landscape

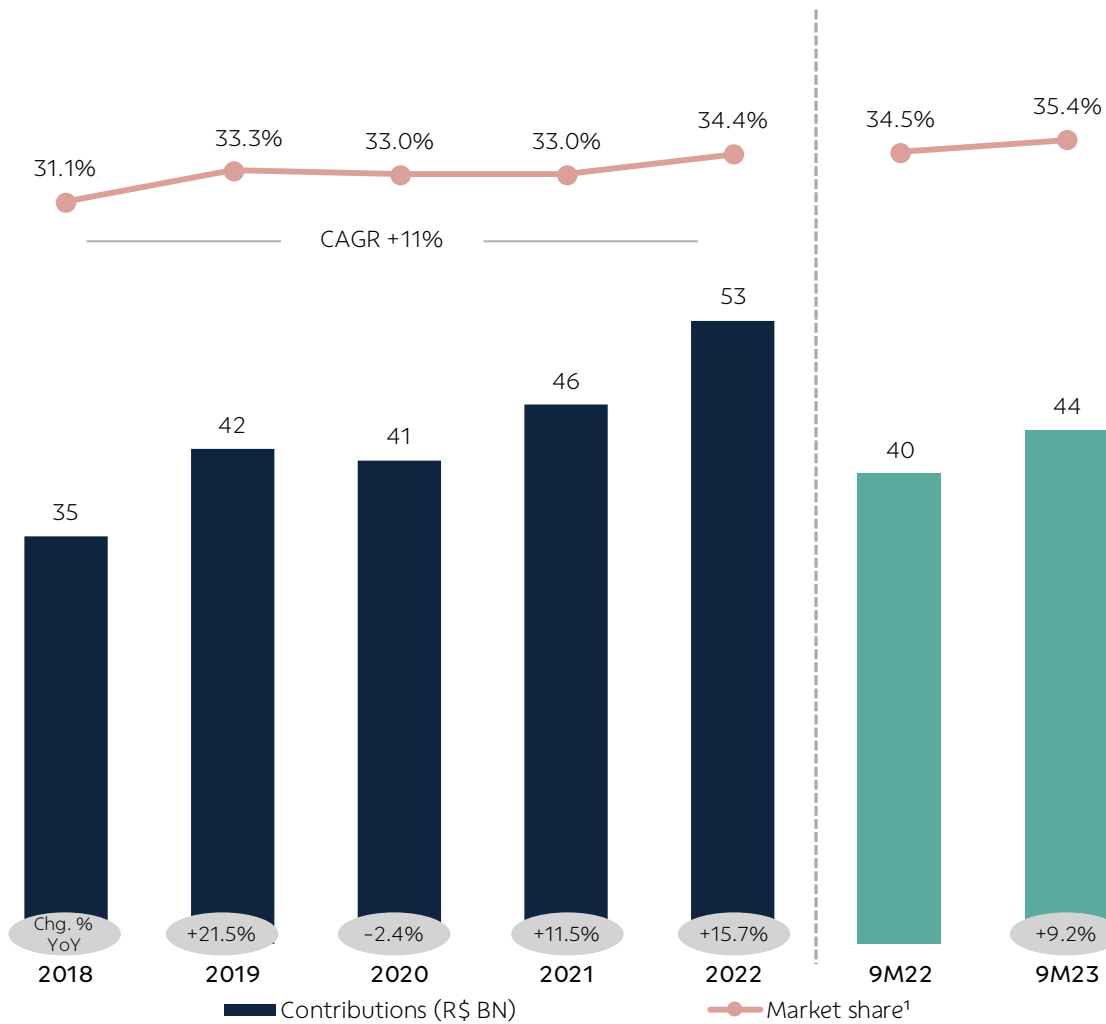


Pension plans are mainly sold through the bancassurance channel



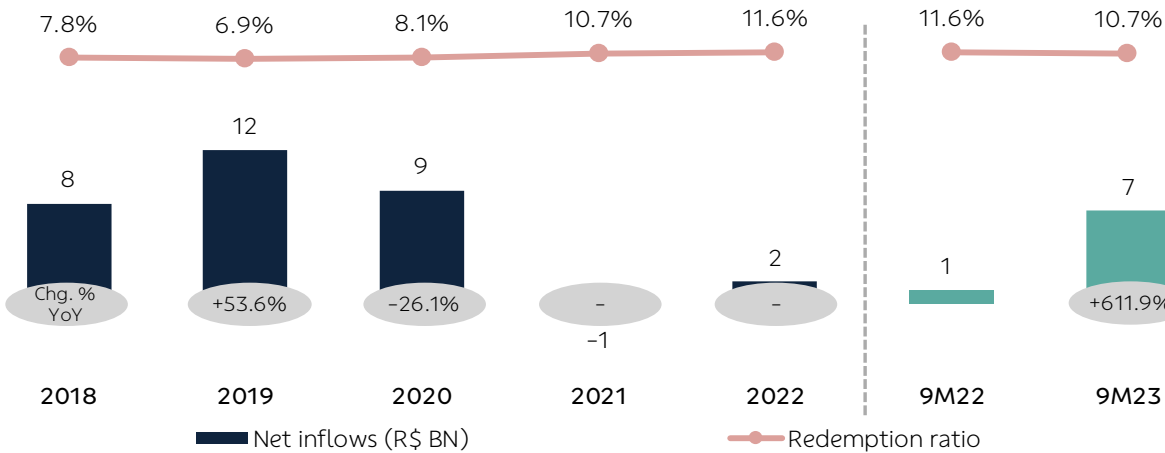
1 – Source: Susep.
2 – Source: Quantum Axis.

Contributions



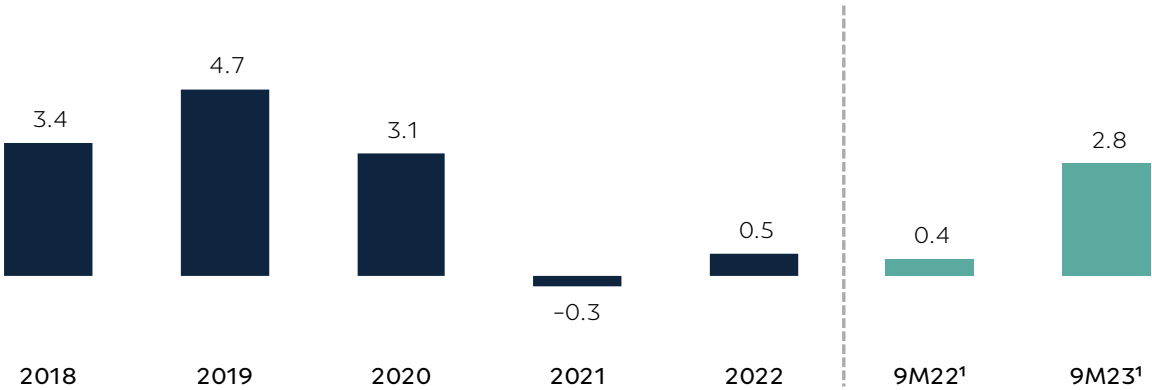
1 – Source: Susep.

Net inflows

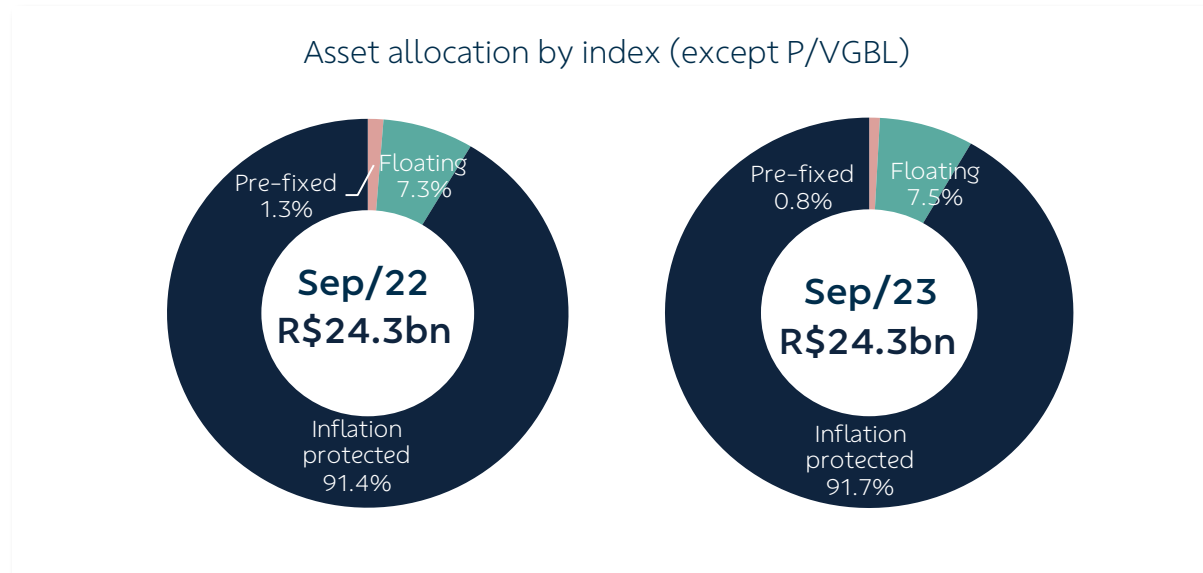
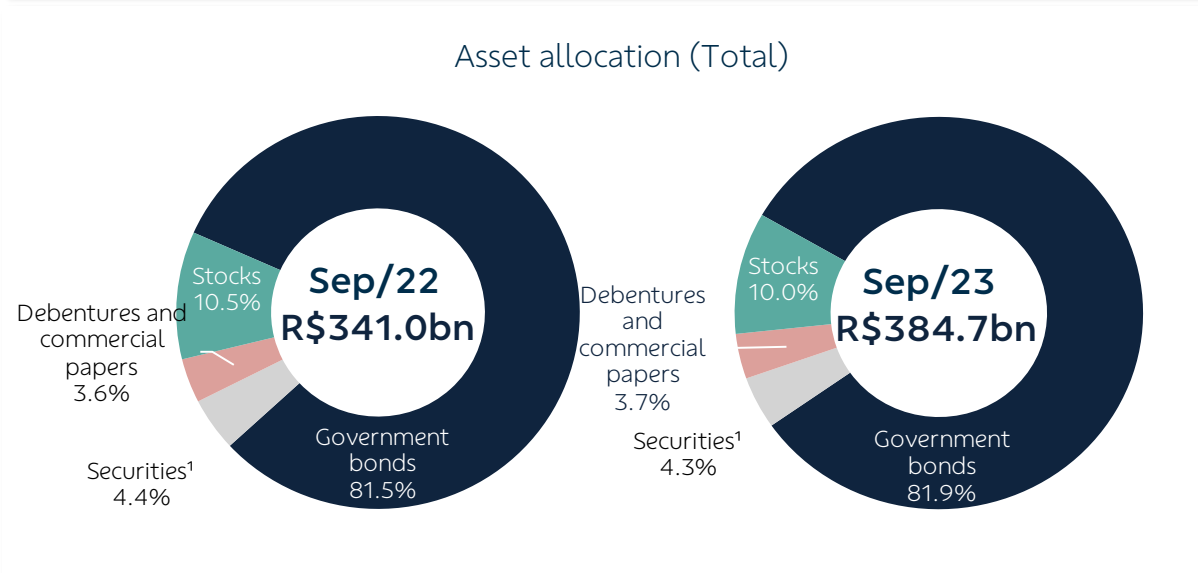
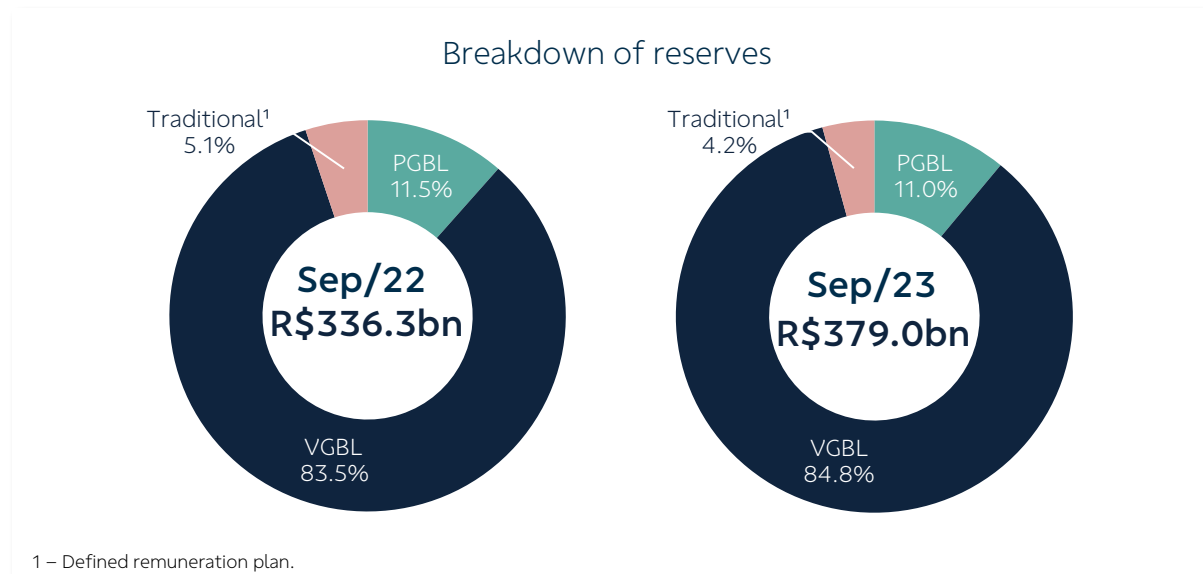
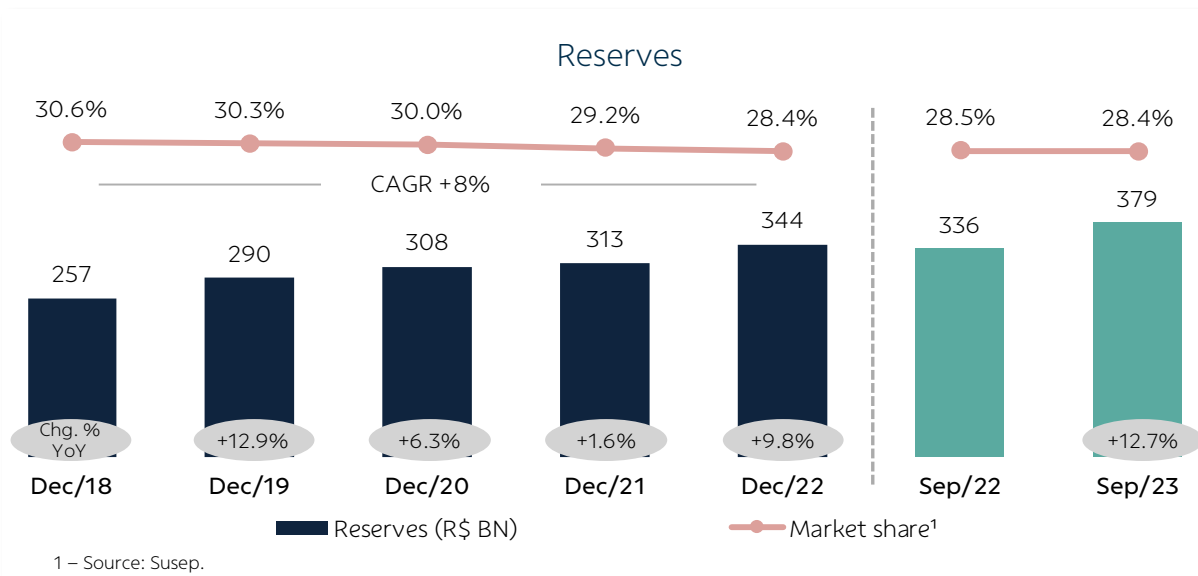


Source: Quantum Axis.

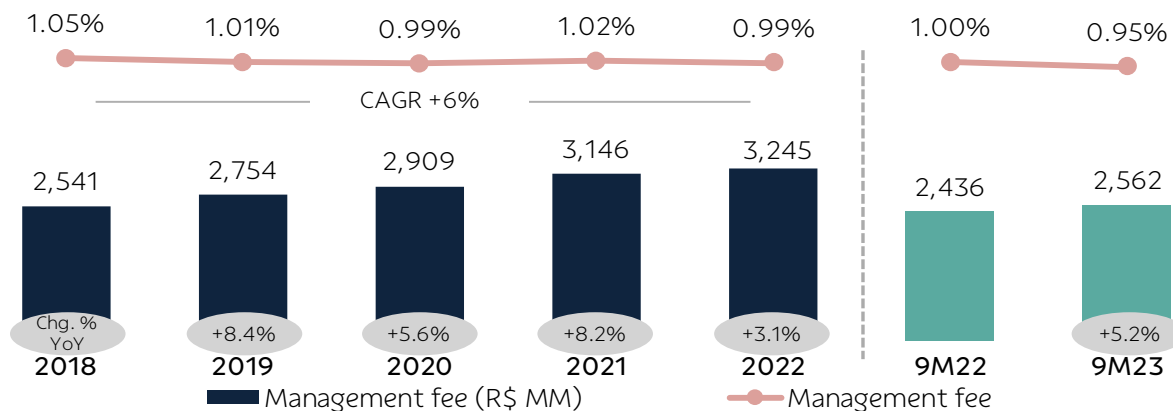
Net inflows/AuM (%)



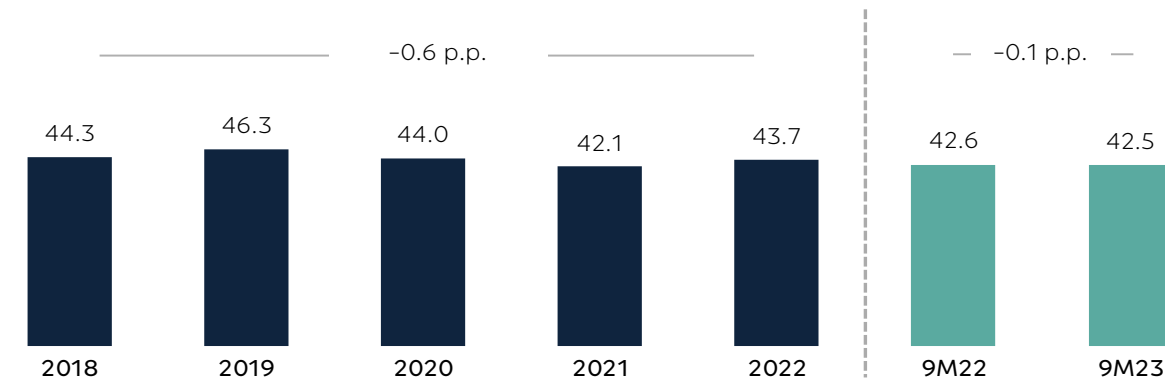
1 – Annualized ratio.



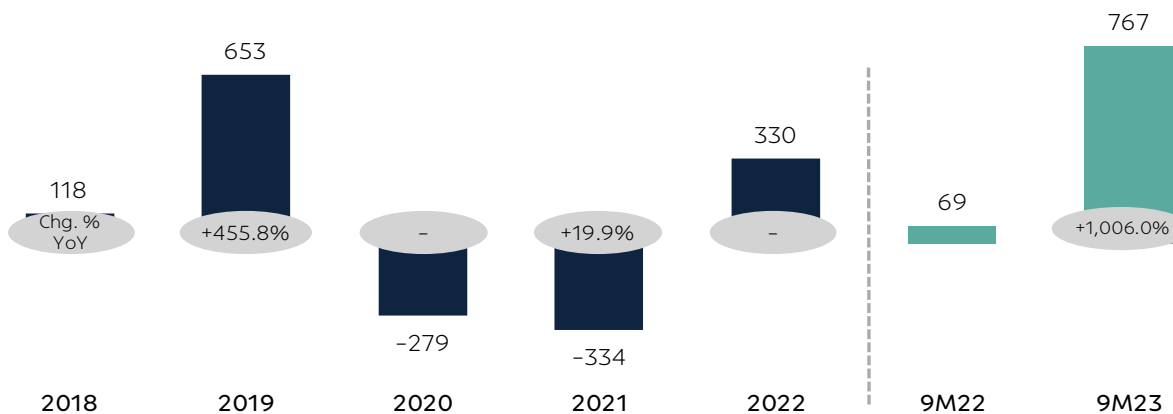
Management fee¹



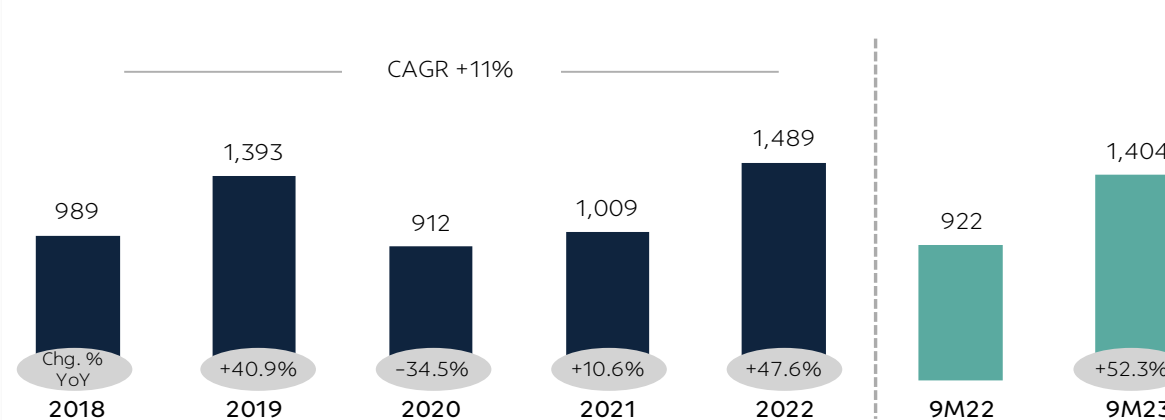
Cost to income ratio¹ (%)



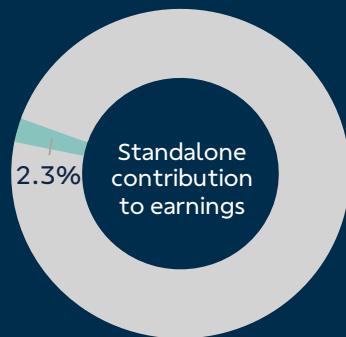
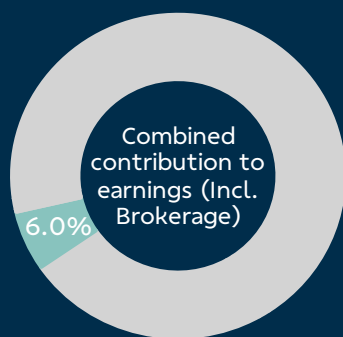
Net investment income (R\$ mm)



Adjusted net income (R\$ mm)



Brasilcap – Key figures | 9M23



R\$4.7 bn
in collections



34.8% monthly
65.2% unique



8.9 mm
of bonds outstanding



R\$11.1 bn
in technical reserves



R\$48.2 mm
lottery expenses



3.7 p.p.
net interest margin

1 – Net of taxes considering the Company's effective tax rate.

Brasilcap – Key figures | 9M23

Portfolio of Products

- Premium bonds are very peculiar to the Brazilian market, but there are also quite similar products in United Kingdom and in other countries;
- Premiums bonds are an alternative way to accumulate reserves, with term and interest rate previously determined, entitling the bondholder to participate in lotteries;
- Prizes are distributed through periodic draws, being most frequent the usage of a combination of numbers in pre-determined series, based on the Brazilian Official Lottery;
- In case of early redemption, the bondholder must obey a grace period (12 months in most products);
- Beyond the grace period, penalties will be applied, if the bondholder decides for early redemption; and
- Penalties will decrease as the bond approaches to maturity.

Competitive Landscape

Collection

Technical reserves



Market size
(R\$ mm)

BB SEGUROS

21.3%



21.2%



13.8%

22,111

BB SEGUROS

28.3%



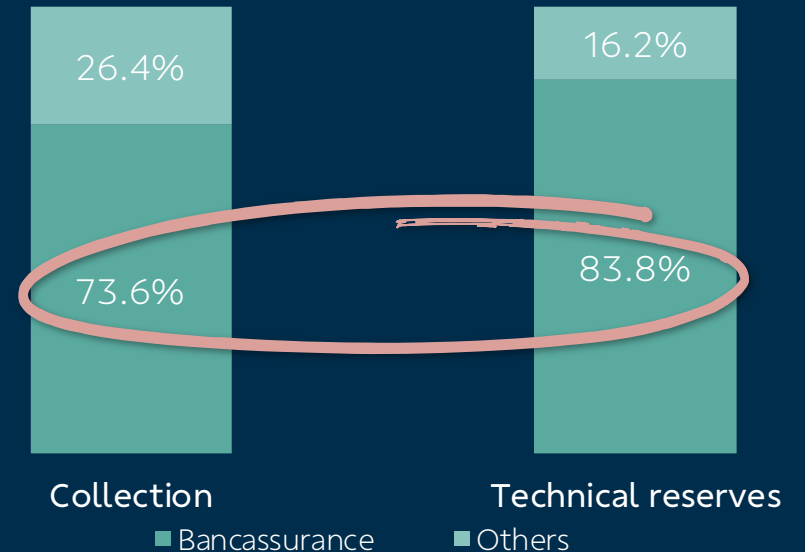
23.2%



14.6%

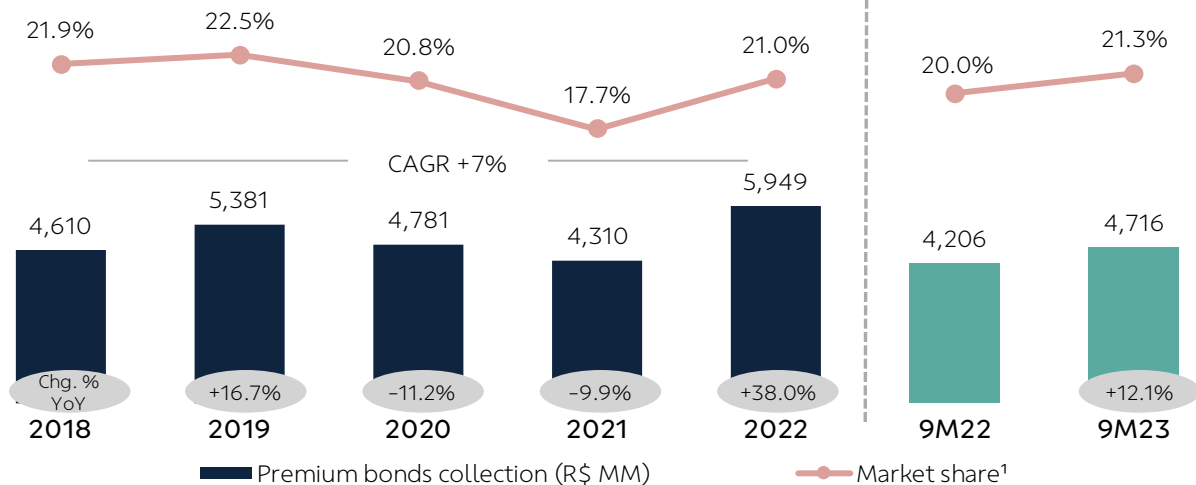
39,241

Premium bonds
are mainly sold
through the
bancassurance
channel



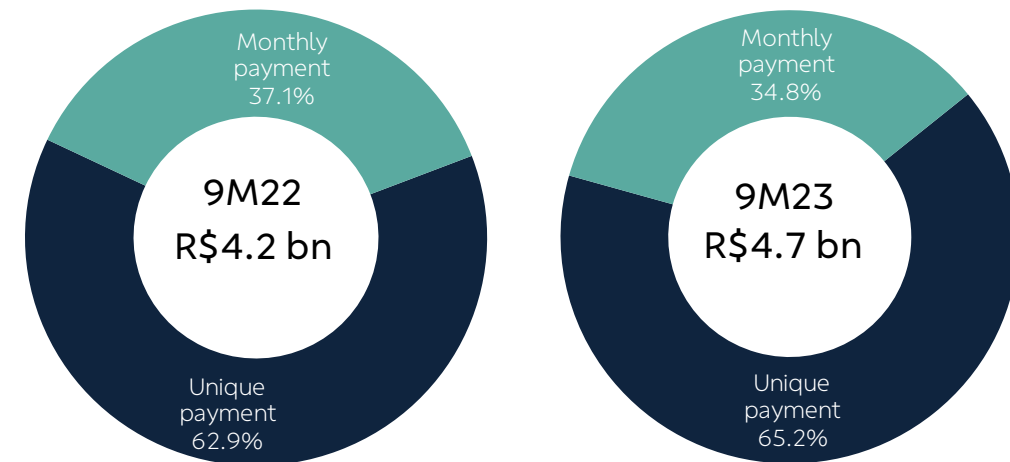
Brasilcap

Premium bonds collection

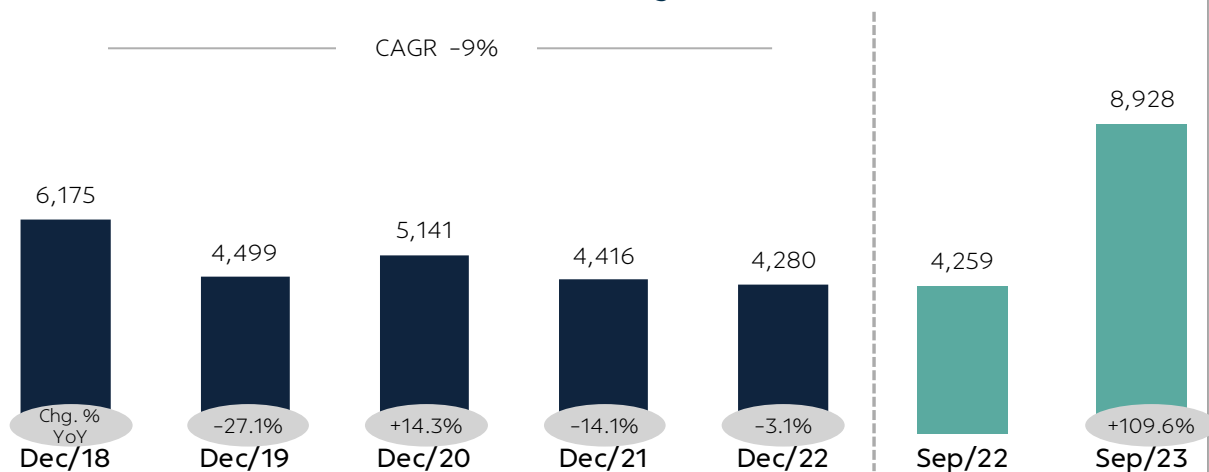


1 – Source: Susep.

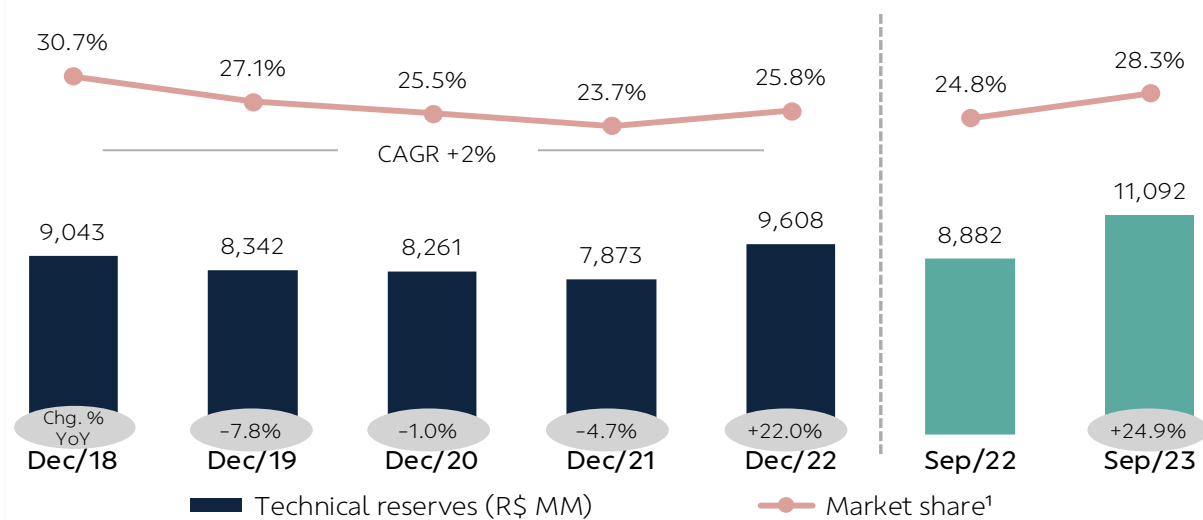
Breakdown of collection



Bonds outstanding (thousand)

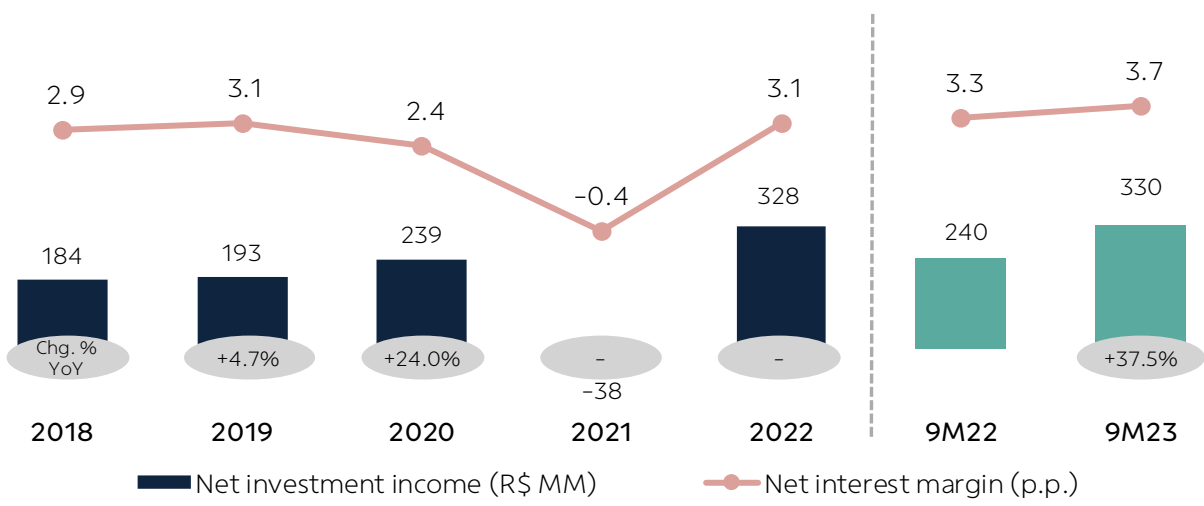


Technical reserves

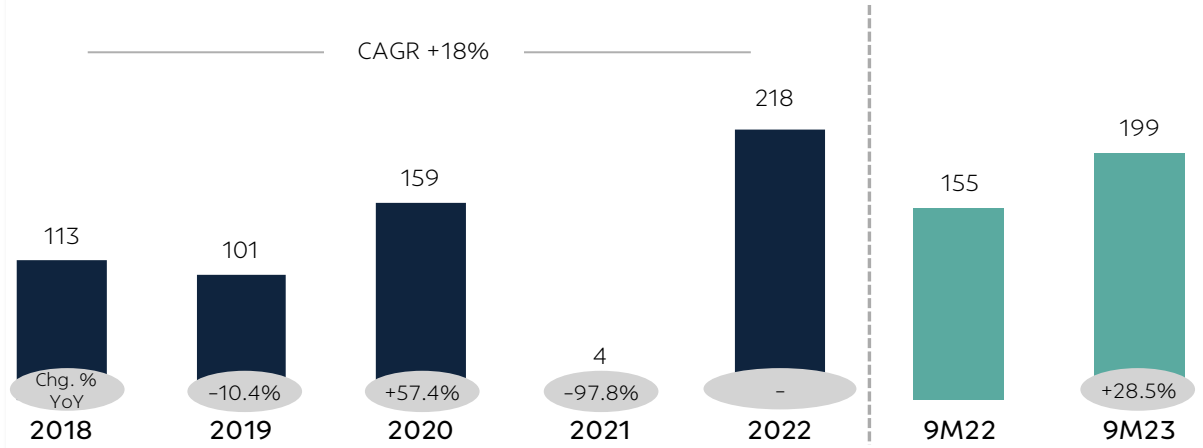


1 – Source: Susep.

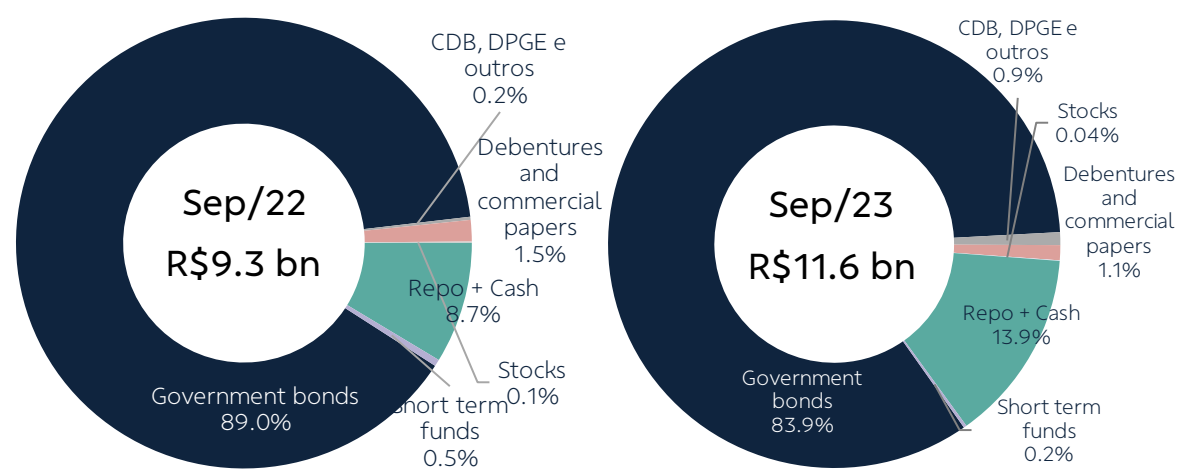
Net investment income



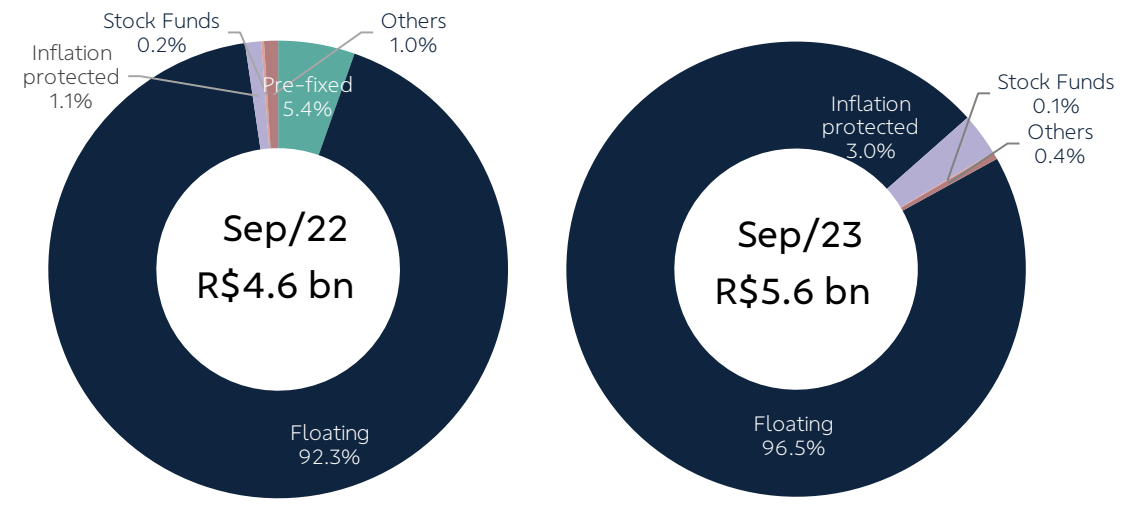
Adjusted net income (R\$ mm)



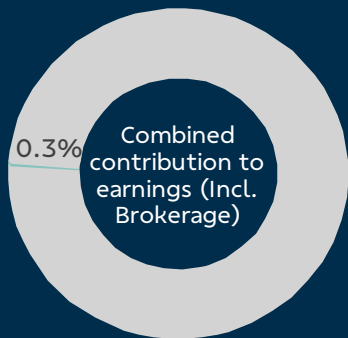
Asset allocation



Asset allocation | Trading portfolio



Brasildental – Key figures | 9M23²



R\$78.8 mm
in net operating revenues



467 thousand
of insured lives



76.4% corporate
11.1% SME
12.5% individuals



48.8%
loss ratio



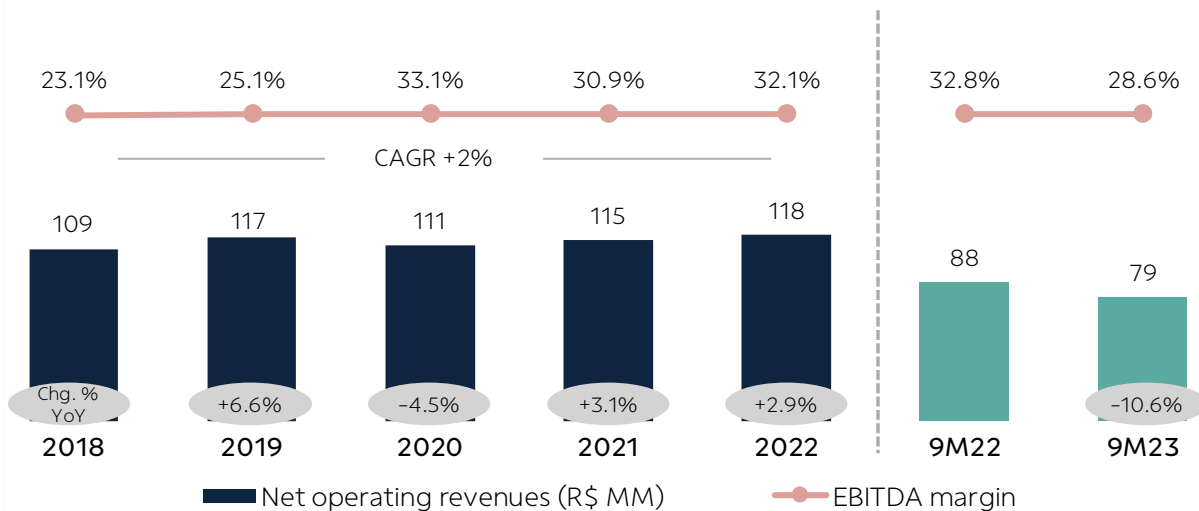
71.5%
combined ratio



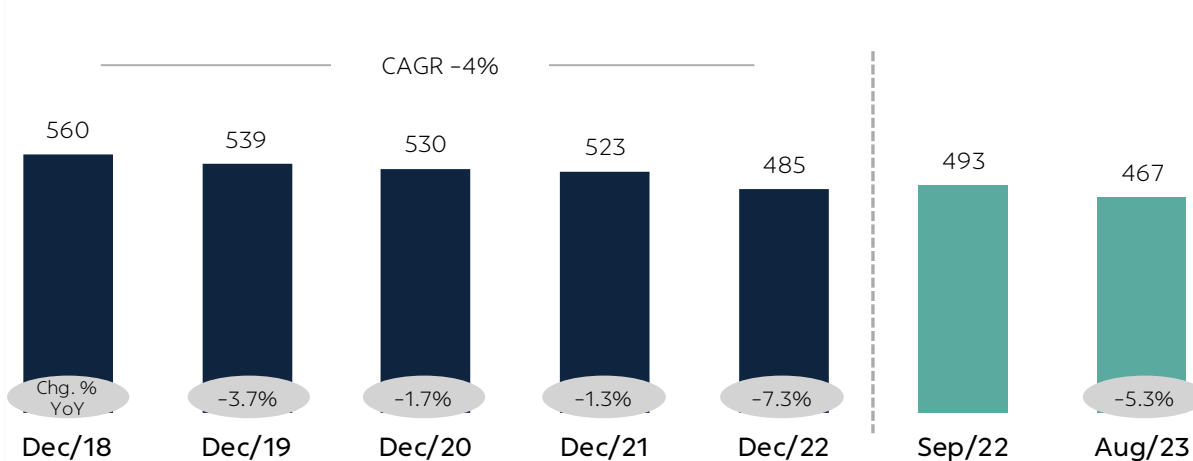
28.6%
EBITDA margin

1 – Net of taxes considering the Company's effective tax rate.
2- 9M23 contains information from January to August.

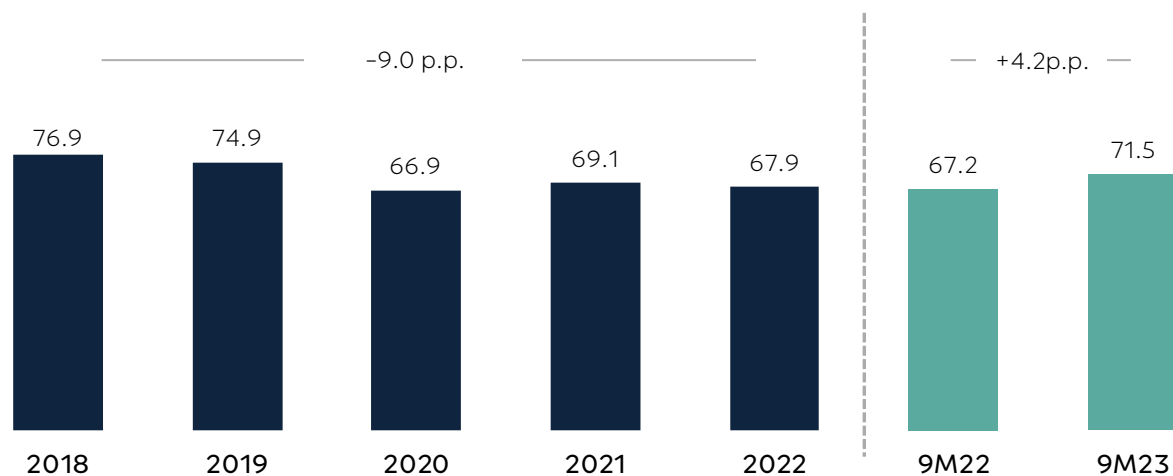
Net operating revenues



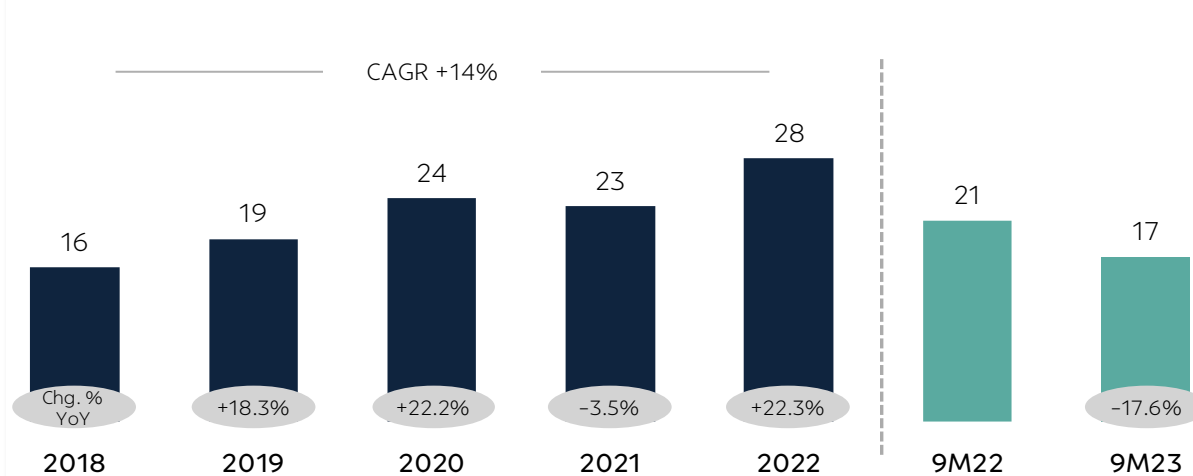
Clients (thousand)



Combined ratio (%)



Adjusted net income (R\$ mm)



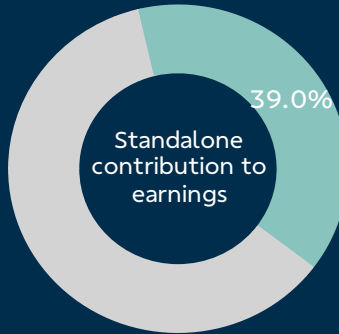
1 – 9M23 contains information from January to May.

BB Corretora – Key figures | 9M23



59.7%

Net margin



Operating result¹

90.4%



Financial result¹

9.6%



R\$3.7 bn
in brokerage revenues

Company Overview

- The distribution of BB Seguridade affiliates' products – Brasilseg, Brasilprev, Brasilcap and Brasildental – in the bancassurance channel takes place through a fully owned broker named BB Corretora;
- BB Corretora is remunerated by BB Seguridade affiliates through the payment of commissions;
- As a result of the usage of Banco do Brasil's distribution network, including the workforce, IT solutions and facilities, it reimburses the costs incurred by the Bank during the selling and maintenance of insurance, pension plans, premium bonds and dental care products; and
- The brokerage business in the bancassurance channel is not a complex business model, as it does not incur in the underwriting risk and has low capital needs.



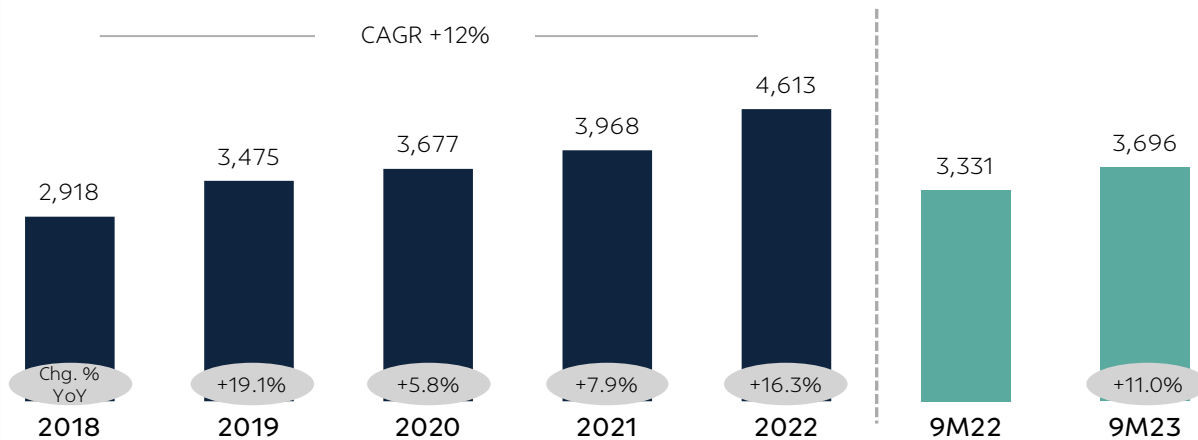
81.5%
EBIT margin

¹ – Net of taxes considering the Company's effective tax rate.

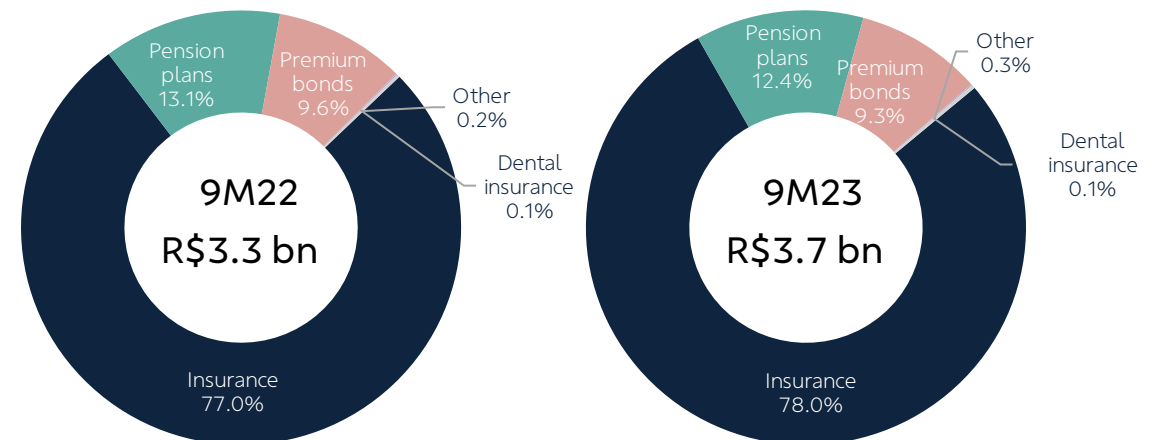
BB Corretora

Brokerage revenues (R\$ mm)

CAGR +12%

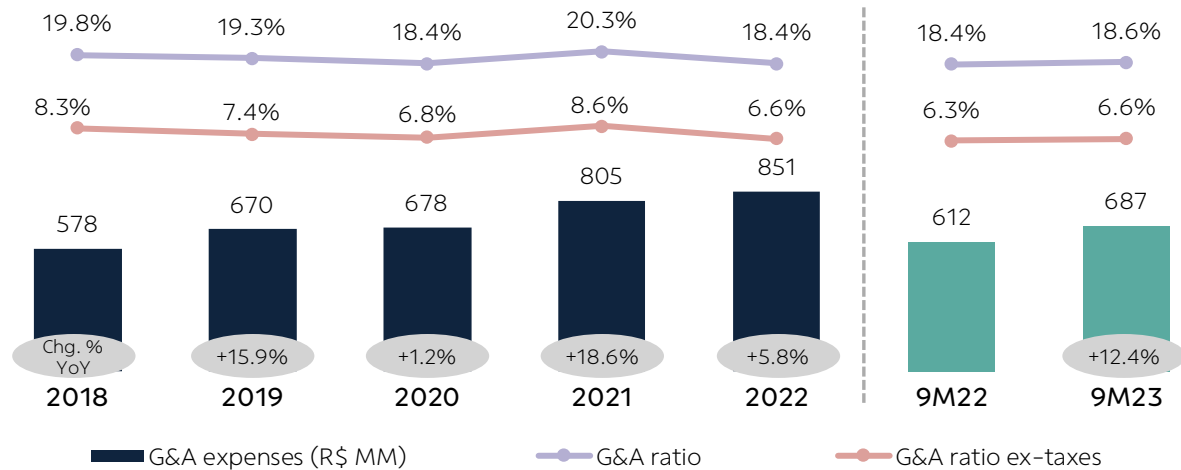


Breakdown of brokerage revenues¹



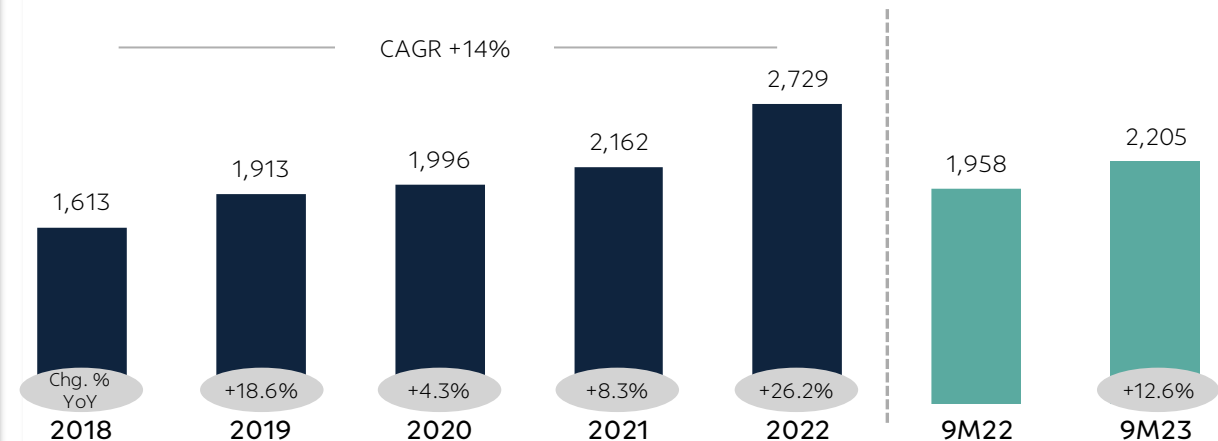
1 – Includes the recognition of deferred commissions related to insurance segments which are no longer underwritten by an investee company of BB Seguridade.

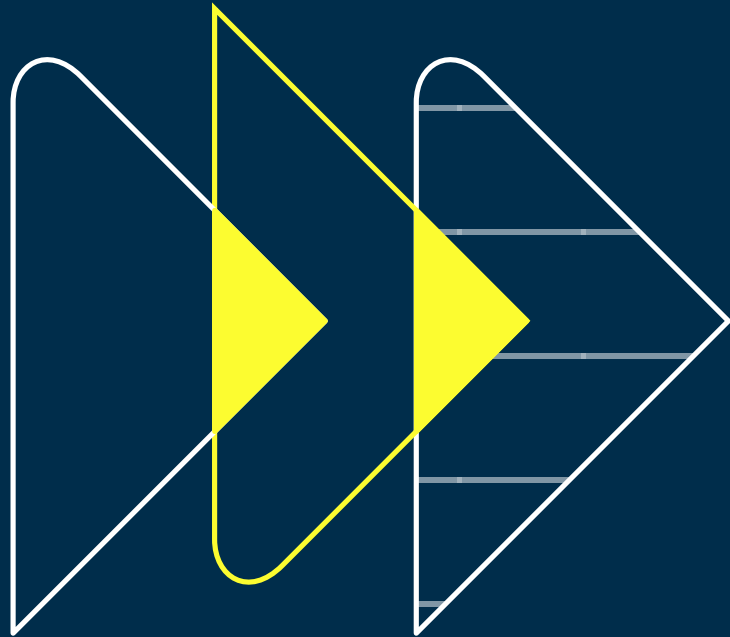
G&A



Adjusted net income (R\$ mm)

CAGR +14%





- 1 Company Overview
- 2 Corporate Governance
- 3 Macroeconomic Environment
- 4 Insurance Industry
- 5 Performance
- 6 Strategic execution
- 7 Capital Requirements
- 8 Guidance

We promote digital with analytical intelligence

Enabled by the investment of **R\$393 mm** in technology (+10.5% on 9M22)

15%

of digital participation in the quantity of products sold (+1.2 p.p. YoY)

+31%

Digital sales
(ex-credit related insurances)

+85%

Premium bonds

+95%

Transaction journeys
of sales and post-sales

72%

of customers using digital channels
(+2.4 p.p. on Sep/22)



Digital channels

New transactions, consulting and post-sales of the main insurance and pension plans products in channels that customers want to be served, by voice or text



App BB

14.8 mm access in the insurance area



WhatsApp

2.5 mm interactions about insurance

R\$ 9.9 billion

(9M23)

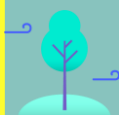
Contributions, portability in and migrations of pension funds boosted by analytical intelligence



Hub – Analytical intelligence platform

Business diversification

We expanded our portfolio of products and solutions



Rural insurance



- ◆ **Inclusion** of 13 new agricultural products in crop insurance, totaling **41 covered** from the North to the South of Brazil.

Industry

BBSE3 +12.3%

Industry (ex-BBSE3) -2.4%

Credit life insurance



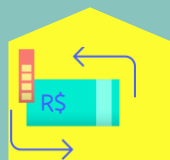
Market leadership

- ◆ Increased **penetration** in the loan portfolio and improved **operating flows**

Industry

BBSE3 +39.6%

Industry (ex-BBSE3) -3.6%



Business insurance

- ◆ **New portfolio** launched with innovative solutions as **delivery** and **home office** coverage, as well as exclusive **benefits**

Industry

BBSE3 +44.9%

Industry (ex-BBSE3) +20.2%

Pension plans



Market leadership

- ◆ Focus on **digital transformation**, digital journeys and customer and sellers **experience improvement**

Industry

BBSE3 +10.1%

Industry (ex-BBSE3) +5.2%



Premium bonds



Market leadership

- ◆ **Launch of DOADIN** – popular and philanthropic premium bond

Industry

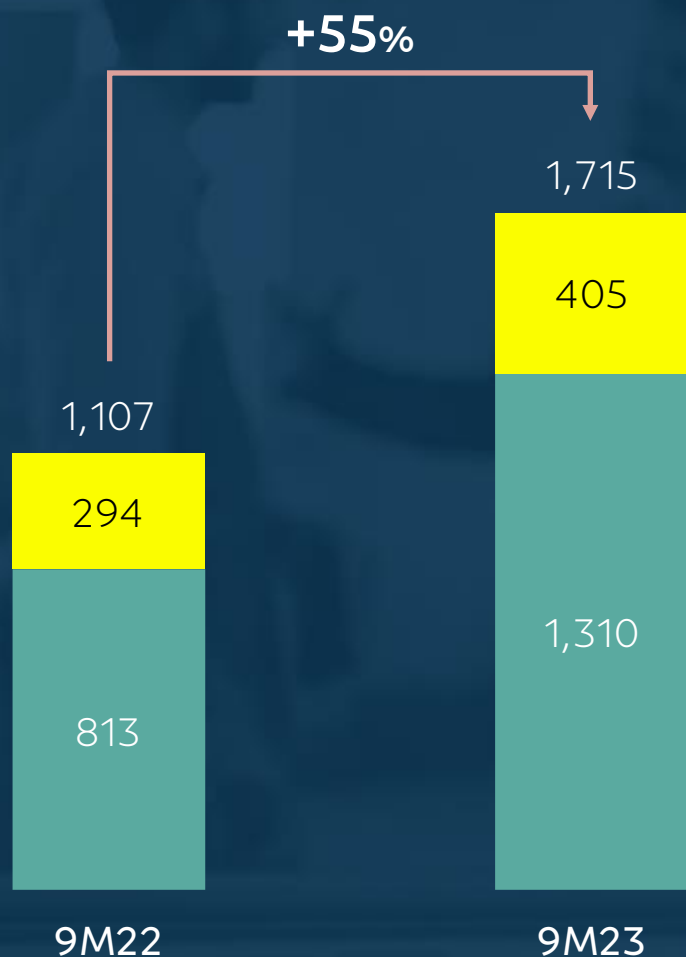
BBSE3 +20.1%

Industry (ex-BBSE3) +4.1%

Distribution model diversification

Growth of premiums written via partnerships

R\$ mm



■ Partnerships ■ Structured businesses



Profitability of operations

Roughly **R\$144 mm** of contribution to BB Seguridade earnings in 9M23



12 new partners in the quarter

Partnerships with machinery and agriculture inputs sellers and brokerage platforms

Customer experience

Customer base increase with quality¹

Customer base

Expansion in important lines

+7.7%
premium bonds

+7.0%
pension plans

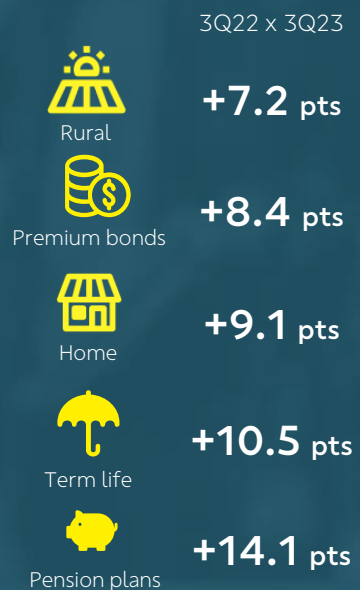
+1.9%
credit life insurance

Engagement and satisfaction

Relevant improvement of indicators

NPS

Evolution in the main business lines



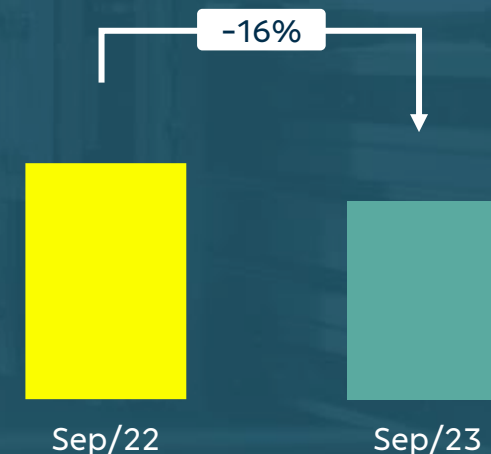
Complaints

Relevant improvement



Churn

Term life insurance



¹Bancassurance customer base Sep/23 vs. Sep/22.

Customer experience

Response to calamities



Customer service

24-hours dedicated channel for priority service

22,050 customers served

BB Seguros customers¹

impacted by the disaster in São Paulo coast and by the cyclone in Southern Brazil



Assistance

Flexible assistance
(3x the contractual limit for emergency services, coverage beyond the contractual)

6,515 customers served



Communication

Proactive contact via WhatsApp* and voice

80% of customers reached by communication



Claims

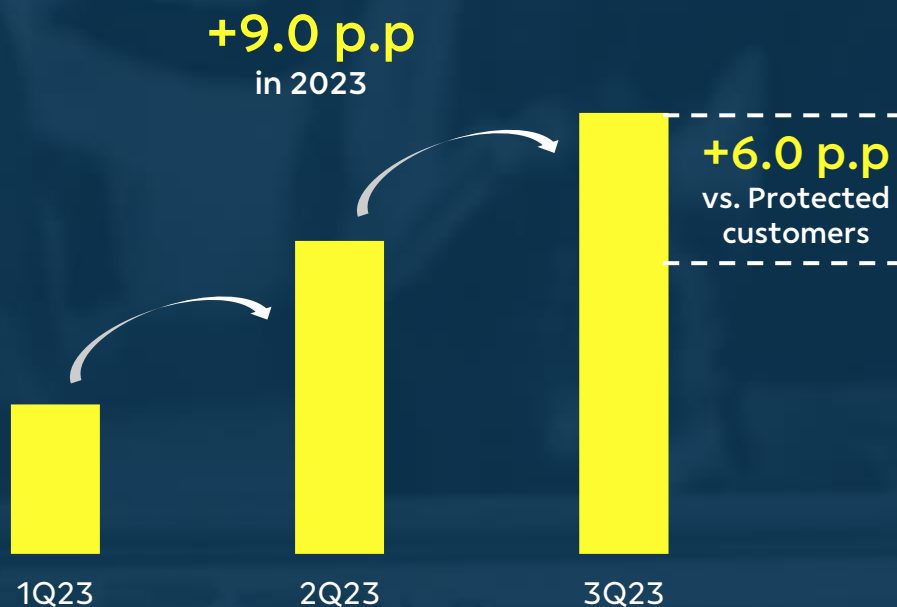
Reducing bureaucracy in assessing and paying claims

1,311 claims noticed

Relationship program

Segmentation by level of protection

Evolution of Overprotected NPS



+400k accesses

until October



Launching to all customers

Launch activities

71

131

209

Aug/23

Sep/23

Oct/23

in thousand



3% buy a product
on the same day of access



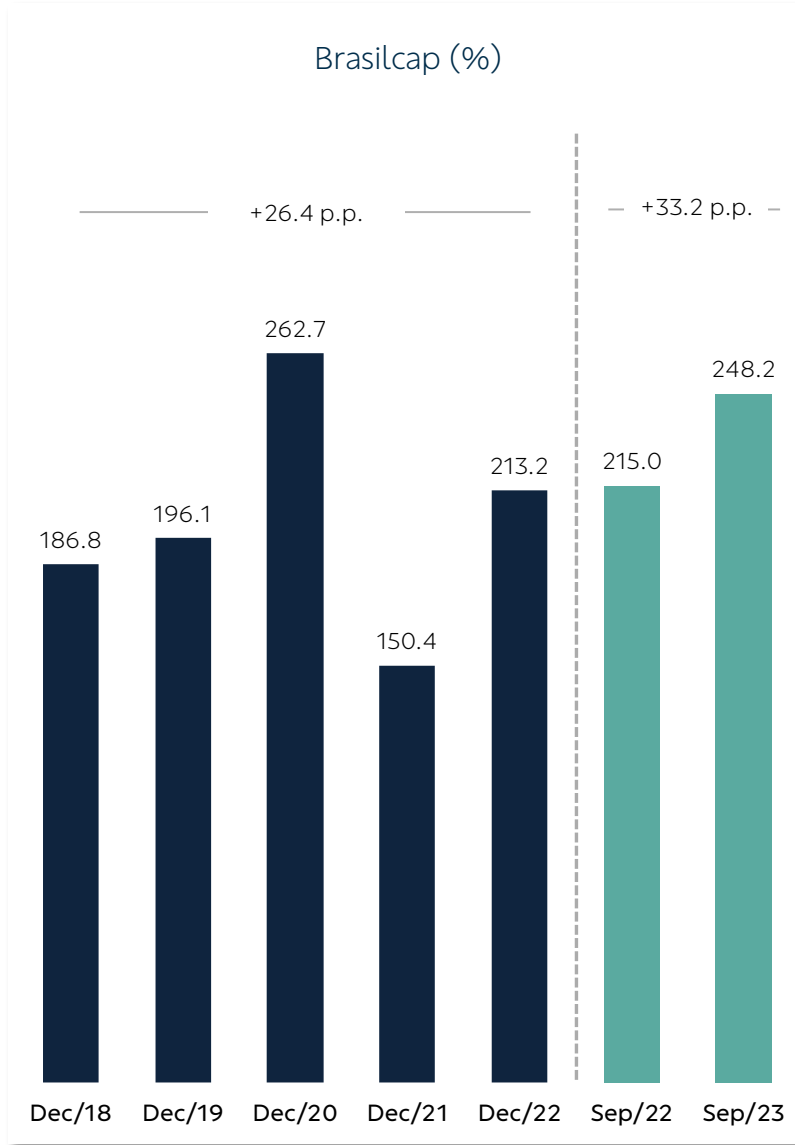
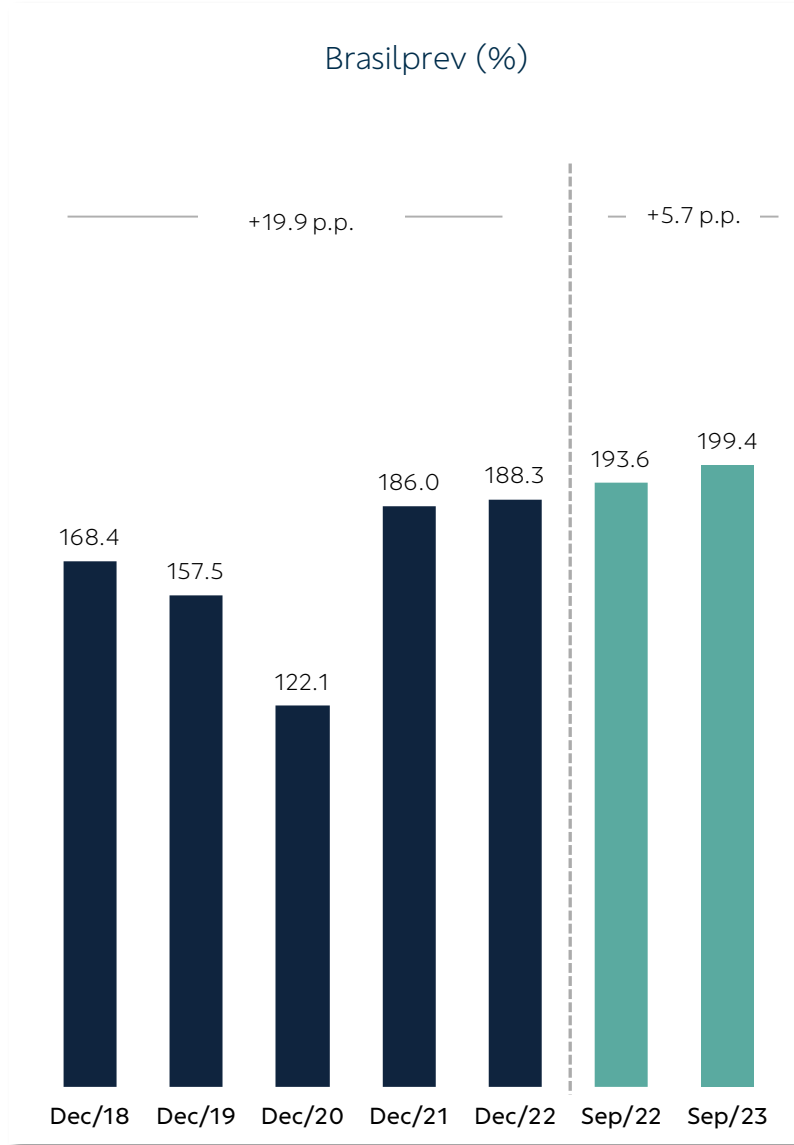
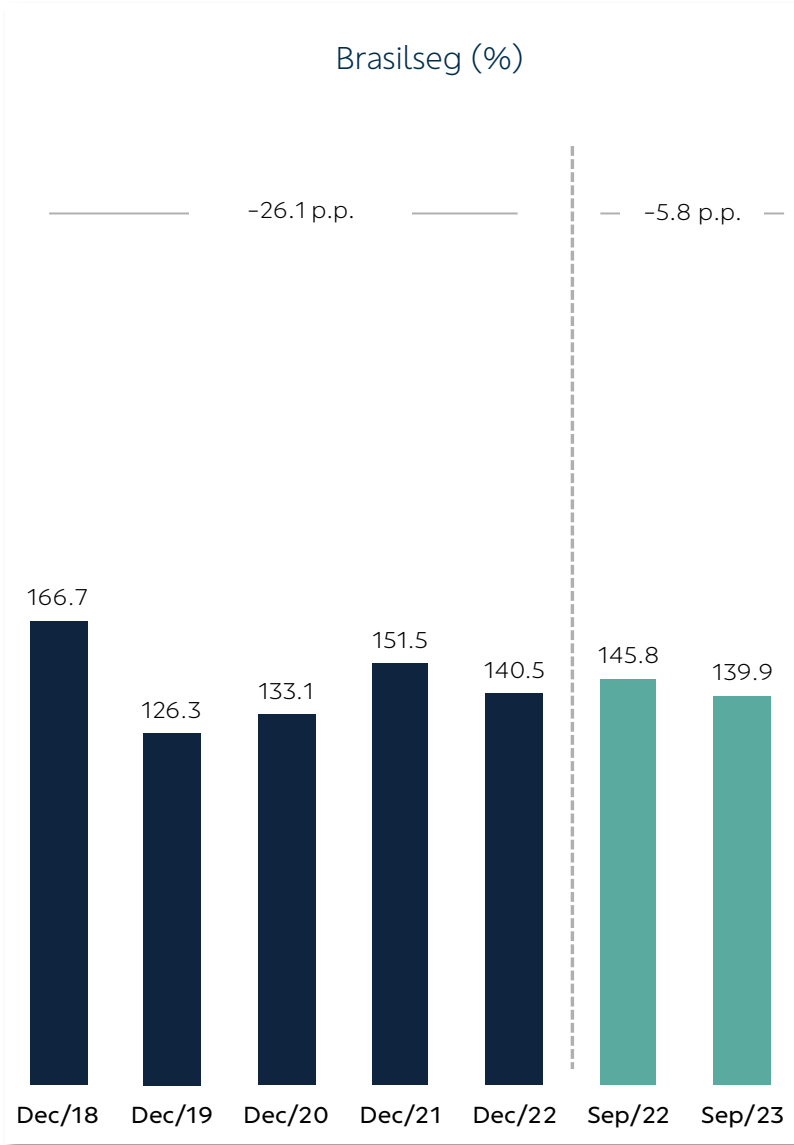
Monthly benefits
to stimulate engagement

Boosting through
automatic communications



- 1 Company Overview
- 2 Corporate Governance
- 3 Macroeconomic Environment
- 4 Insurance Industry
- 5 Performance
- 6 Strategic execution
- 7 Capital Requirements
- 8 Guidance

Solvency ratio





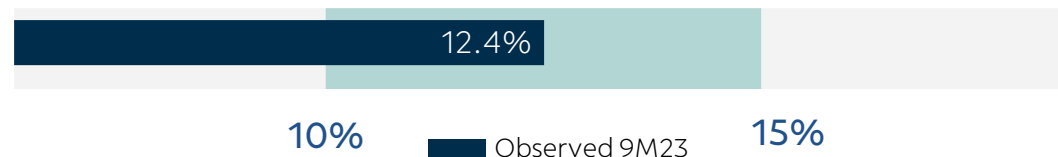
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Guidance 2023

Non-interest operating result (ex-holding)¹



Premiums written of Brasilseg



PGBL and VGBL pension plans reserves of Brasilprev



1 – Sum of the adjusted non-interest operating results before income taxes of Brasilseg, Brasilprev, Brasilcap, Brasil dental and BB Corretora, weighted by the equity stake of BB Seguridade in each company.

Contacts



**Pra tudo que
importa**

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