

MANAGEMENT REPORT

This report is based on CAIXA's Consolidated Financial Statements on September 30, 2013. However, the amounts and their forms of presentation are the result of managerial adjustments, and there may be differences with the accounting publications due to possible reallocations or agglomerations of items, which aim to provide a better understanding or view of changes in assets, liabilities and incomes, or to preserve data comparability between the periods.

As of June 30, 2010, the information presented is consolidated and includes statements from both CAIXA Financial Institution and CAIXAPAR company, wholly CAIXA-owned subsidiary.

The amounts indicated as totals in certain tables may not be the arithmetic sum of the figures preceding them due to rounding adjustments.

All the indexes and variations presented in this report were calculated with whole numbers, and there may be divergence when calculation is made on rounded amounts. Variations exceeding 1,000% are not shown.



Hereafter, we present the results achieved and actions taken by Caixa in the third quarter of 2013, which confirm the Company as a financial institution, an agent of public policies and a strategic partner of the Brazilian government.

Management Report – 3Q13

INTRODUCTION

In September 2013, Caixa has evolved in the ranking of the most valuable brands in Brazil, reaching the 5th place. The brand's value expanded 88.2% in one year, reaching US\$ 6.4 billion. Therefore, the Institution became the third most valuable stated-owned company of the country.

Another important recognition that Caixa obtained in the quarter was the title of the most defended bank among customers according to a research with more than two thousand respondents. Beyond evaluate the most remembered companies, the search addressed trust, satisfaction and repurchase intention that allowed a more detailed analysis of real strength of the brands.

The recognition conferred to Caixa, based on the identification of the customers with the Institution, which defend and recommend the Company, as well as the appreciation of the brand, reassert the new positioning achieved in recent years by Caixa. In this new scenario, the loan portfolio has expanded 40% in 12 months, totaling R\$ 463.4 billion in September 2013, highlighting the housing loan portfolio, reaching a balance of R\$ 254.3 and R\$ 100.6 billion contracted in nine months, growth of 33.4% in comparison to the same period of the previous year.

Caixa's accumulated net profit reached R\$ 5.0 billion in nine months, growth of 19.3% in comparison with the accumulated result in September 2012, generating 27% of return on average equity.

Even reaching record financial results, Caixa keeps its vocation of acting for the promotion of citizenship. Therefore, we celebrated, in the third trimester, 10 years of Family Allowance Program. Since the beginning of the Program until the end of September, Caixa transferred more than R\$ 114.7 billion through its service network. During the 10 year of the Program, about 36 million of Brazilian left extreme poverty.

Hereafter, we present the results achieved and actions taken by Caixa in the third quarter of 2013, which settles the Company as a financial institution, an agent of public policies and a strategic partner of the Brazilian government.

CUSTOMERS AND SERVICE CHANNELS

In the third trimester, Caixa conquered a customer base of 70.1 million, 9.9% more than in the same period of last year. The portfolio of individual customers totaled 68.3 millions, 9.8% higher compared with the third quarter of 2012, and the corporate customers totaled 1.8 million, which represents more than 220 thousand new companies, growth of 13.5% in 12 months.

These holders and savers granted to Caixa the title of the most defended bank among customers according to Confidence and Prestige of Brazilian Brands research, realized by Brazilian Association of Advertisers and Top Brands Consulting Branding. According to this research, Caixa is the second bank with the greatest number of customers that, beyond use Caixa's service, tends to defend and recommend the brand.

This result shows the high level of fidelity of customers and their intention to maintain the relationship with the Institution. It is an unpublished conquest: it is the first time a stated-owned company get this recognition.

To maintain and expand this relationship of fidelity, Caixa invests in the improvement of channels and services, aiming more convenience to customers. The Institution invested, from January to September of 2013, R\$ 2.5 billion in expansion of its network, which R\$ 551.0 million were invested in the opening of new branches and service points and R\$ 1.9 billion invested in business support infrastructure and R\$ 43.0 million in security.

Caixa continued opening new branches, adding up 332 new service points in nine months, keeping the average of more than one unit opened per day this year. The expectation is to finish 2013 with more than 580 new branches and service points distributed all over the country.

5th

most valuable
brands in Brazil

3th

most valuable
stated-owned company of
the country



Considering the newly inaugurated branches, Caixa had a network with 66.6 thousand of service points in the end of the third quarter. There are a total of 3.9 thousand branches and banking service points (670 new units in 12 months), 35 thousand correspondent Caixa Aqui and lottery outlets, 27.7 thousand ATMs spread in banking and electronic service points, beyond the riverboat branch and 18 truck-based units.

In addition, in the end of the quarter, the Institution had available the application "access to the account" to tablets and smartphones for more than 415.4 thousand customers and the Internet Banking more than 9.7 million users.

The Institution provided for government and corporation clients a new version of Internet Banking, that is more modern, dynamic and with intuitive navigation. Among the exclusive services offered to these segments, we highlight Web Payroll Caixa, which allows its creation and management and Check Cashing.

Caixa also provides the Customer Service – SAC that has served approximately 6.9 million occurrences in the third quarter. Another facility that CAIXA offers is the Citizen Service that has answered more than 13.6 million calls in this same period, that look after the demands regarding Social Integration Program - PIS, Unemployment Insurance, Severance Indemnity Fund for Employees - FGTS, Social Card and Citizen Information Service. Besides that, the Citizen Service has a new exclusive channel for users of My House, My Life Program -the "Monitoring the Quality of My House, My Life Program" that answered 50.6 thousand calls in this period, regarding questions, complaints, compliments or suggestions.

ECONOMIC-FINANCIAL PERFORMANCE

From January to September 2013, Caixa's net profit was R\$ 5.0 billion, 19.3% higher than in the same period of 2012, with an annualized return over the average net equity of 27%.



Nossa Sra. de Guadalupe branch, in SP, inaugurated in September

Net Profit
R\$ 5.0
BILLION
in 9 months

19.3%

higher than in the same
period of 2012

In the third quarter, net profit was R\$ 1.9 billion, an increase of 38.2% in comparison to the third quarter of 2012.

The profit reached is justified by evolution of 34.4% from the results from financial intermediation, highlighting the evolution in revenues from loan operations of 44.2% and the increase of 15.5% in revenues from service provision and banking fees in 12 months. Operating earnings was R\$ 1.7 billion, increment of 37.6% in comparison to the same period in 2012.

R\$ 858.4
BILLION
 Caixa's assets
+27.5%
 in 12 months

Ratios (%)	3Q11	3Q12	3Q13
Return on Average Assets (annualized)	1.1	0.9	0.9
BIS Ratio (or Basel II Index)	13.5	12.6	17.0
Public Sector Debt	29.7	27.9	23.1
Fee Income / Administrative Expenses (acum. 12m)	66.3	66.8	63.4
Fee Income / Personnel Expenses (acum. 12m)	107.6	109.7	101.7
Return on Average Equity (annualized)	31.7	26.0	31.8
Operating Efficiency Ratio Adjusted (acum. 12m)	61.4	58.1	59.8

Items (em R\$ billion)	3Q11	3Q12	3Q13
Asset	506	673	858
Loan Portfolio	230	331	463
Saving Deposits	144	170	200
Asset Management	474	544	634

Assets under management amounted R\$ 1.5 trillion and net equity totaled R\$ 26.6 billion in September 2013, respective growths of 22.6% and 13.4% in the last 12 months.

Caixa assets amounted R\$ 858.4 billion, an increase of 27.5% compared to September 2012. Loan portfolio represented 54.0% of this total and Bonds and Securities corresponded to 18.1%. From total liabilities, 41.0% were deposits and 25.4% were funds obtained in the open market and letters.

At the end September, Basel II Index was 17.0%, 11% above the legal requirement and 4.1% p.p overhead the index in September 2012.



OPERATIONS WITH BONDS AND SECURITIES

At the end of the third trimester, bonds and securities portfolio had R\$ 155.5 billion of balance, which R\$ 137.7 billion were government bonds and R\$ 17.5 were private-issued securities.

Operations with bonds and securities and derivatives achieved R\$ 5.6 billion, 28.3% higher than in the third quarter of 2012, influenced by the increment in the loan portfolio balance and the increase in the SELIC rate.

Meeting the dispositions of BACEN Circular 3,068/2001, Article 8°, CAIXA states the intention of maintaining the securities classified Tier III, which totaled R\$ 41.5 billion, till their respective maturities, and also states to have the financial capability required to do so.

LOAN PORTFOLIO

In September 2013, Caixa's amplified loan portfolio, which comprises other receivables with lending characteristics, reached R\$ 463.4 of balance, 40.0% of increment, in comparison to the same period last year.

Commercial loans presented R\$ 161.6 of balance, an increase of 48.1% in 12 months. Commercial contracting totaled R\$ 58.8 billion, an increase of 29.8% in comparison to the total contracted in the third quarter of 2012.

The individual operations recorded R\$ 75.8 billion of balance and corporation reached R\$ 85.9 billion in September 2013, respective growths of 50.9% and 45.7% in 12 months.

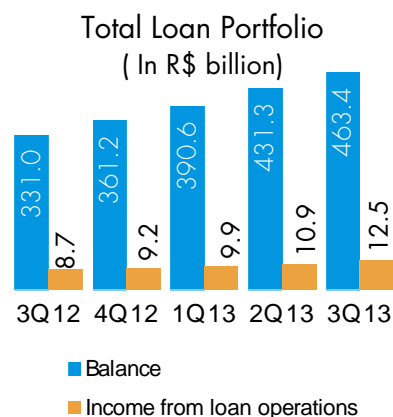
Commercial contracts with individuals totaled R\$ 95.2 billion in nine months, a raise of 38.4% in relation to the same period of 2012 and corporate contracts totaled R\$ 81.6 billion, an improvement of 41.0%.

**R\$ 155.5
BILLION**

Balance of securities
portfolio

+23.5%

In 12 months

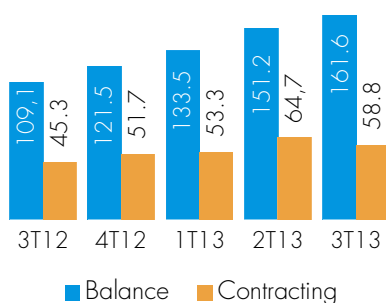


LOAN PORTFOLIO

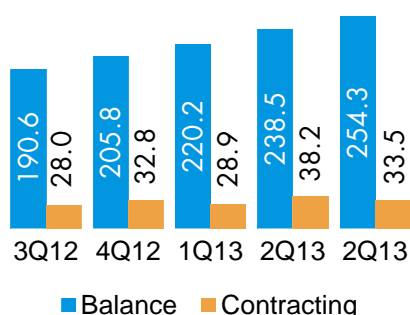
17.7%

of market share

Commercial
(In R\$ billion)



Housing
(In R\$ billion)



HOUSING

68.7%

of market share

The housing loan portfolio reached R\$ 254.3 billion of balance in September 2013. The value is 33.4% higher in comparison to the same period of 2012, when the balance registered was R\$ 190.6 billion. With this value, Caixa has 68.7% of the market share, not including mortgage-backed securities.

Our real estate contracting totaled R\$ 100.6 billion in nine months, evolution of 36.1% in comparison to the same period of 2012. From this, R\$ 32.1 billion were engaged in with FGTS resources, R\$ 45.9 billion with Brazilian Savings and Loans System (Sistema Brasileiro de Poupança e Empréstimo, or SBPE) resources, R\$ 14.1 billion with Residential Lease Fund (Fundo de Arrendamento Residencial, or FAR), and R\$ 8.5 billion with Social Development Fund (Fundo de Desenvolvimento Social or FDS), OGU and real state credit bills (LCI) resources.

From the total we engaged in, 60% were destined to realty acquisition or construction by individuals and 40% to finance the production of ventures, which shows a modification in the grants of the past five years, when the resources destined to construction of ventures were 18% and the ones destined to individuals corresponded were 84% of real state loan portfolio.

Within the scope of the "My House, My Life" Program, Caixa engaged in R\$ 39.8 billion until September 2013, favoring 2.2 million of families with 528.1 thousand housing units. Of this amount, 51.0% were destined to families with maximum income of R\$ 1.6 thousand arrangements fully subsidized by the program.

The balance of vehicles portfolio ended in R\$ 3.1 billion, rise of 92.6% in 12 months. Contracting totaled R\$ 1.8 billion, improvement of 85.6% in comparison to the same period last year.



Caixa's Rural Credit, that completed one year in September, contracted R\$ 683.0 million in the third quarter, reaching R\$ 888.5 million of balance. Caixa intends to invest more than R\$ 2.5 billion for the 2013/2014 harvests. The resources are destined to agricultural and cattle breeding, investment operations in machines and equipment, animal acquisition and rural infrastructure projects.

The entrance of the Institution in financing brought new resources to this segment. The rural credit lines are available in about one thousand branches of Caixa, distributed in all capitals and cities with strong presence in this market.

In relation to foreign trade, in the third quarter, Caixa engaged in R\$ 370.8 billion in exchange and working capital operations to finance the production, increase of 153.8% in relation to the third quarter of 2012, which reflects the increase of its participation in financing Brazilian companies that operate in the international trade.

On the other hand, the infrastructure and sanitation contracting ended September with R\$ 17.5 billion, an increment of 113% compared to the third quarter of 2012. In the same period, the balance of these operations was R\$ 33.6 billion, growth of 50.7% in 12 months.

From all resources engaged in infrastructure, R\$ 5.2 billion corresponded to electric power financing, 1.7 billion in shipbuilding, R\$ 3.4 billion in urban infrastructure, R\$ 1.9 billion in logistics, R\$ 2.5 billion in other sectors. To sanitation sector, we allocated R\$ 2.8 billion.

At the end of the third quarter, considering the credit portfolio quality, 92.9% of the operations were concentrated in the ratings from AA to C. The quality of the credit portfolio reflects the number of more than 80% applied in low risk operations.

The total delinquency rate increased 0.3 p.p in 12 months, corresponding to the forecast expected in the Institution planning, ending the period in 2,4%, below the average presented in the market, which was 3.3%.

The rural credit lines are available in about one thousand branches of Caixa, distributed in all capitals and cities with strong presence in this market.

Infrastructure and sanitation contracting ended September with R\$ 17.5 billion, an increment of 113% compared to the third quarter of 2012

The delays in commercial operations ended the period in 3.4%, of which 5.0% in individual portfolio and 2.0% in the corporate portfolio. For real state loans, this indicator was 1.9%.

Coverage ratio was 202%, enough to cover more than 2 times the value of delinquent balance.

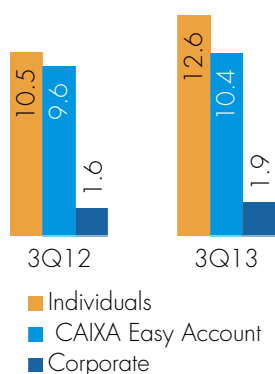
Allowance ratio fell of 0.8 p.p in 12 months, representing 4.9% of loan portfolio balance in September 2013. Coverage ratio was 202%, enough to cover more than 2 times the value of delinquent balance.

These numbers show, even with a higher development of credit loan compared to the market, we maintained the quality of the offered credit, due to a strict monitoring, making sure that the results achieved are sustainable.

DEPOSITS AND FUNDING

Caixa increased its current account basis in 3.2 million in 12 months, from 21.7 million to 24.9 million, distributed as follows: 12.6 million of individual accounts, 1.9 million of corporate accounts and 10.4 million of Caixa Easy Account (Caixa Fácil).

Quantity of accounts (in million)



The base of savings accounts has also expanded, with 5.2 million of new accounts in 12 months, totaling 50.6 million in September 2013, an increase of 11.3% compared to the same period of the last year.

This performance contributed for savings accounts to obtain R\$ 7.2 billion in net incomes during the third quarter, an increase of 33.2% in comparison to the same period last year. With a balance of R\$ 199.8 billion, growth of 17.7% in 12 months, Caixa's saving accounts remained the market leader with a 35.2% of market share.

Demand deposits increased 8.8% in 12 months, totaling R\$ 24.6 billion. Time deposits grew 25.3% in comparison to the balance registered in September 2012, reaching the mark of R\$ 115.2 billion.

CDB (certificate of bank deposit) resources represented 62.9% from this total, accounting R\$ 72.4 billion and increment of 32.3% in 12 months.

In the same comparison, judicial deposits expanded 14.9%, reaching a balance of R\$ 42.8 billion. The remaining deposits ended the period with R\$ 12.7 billion.

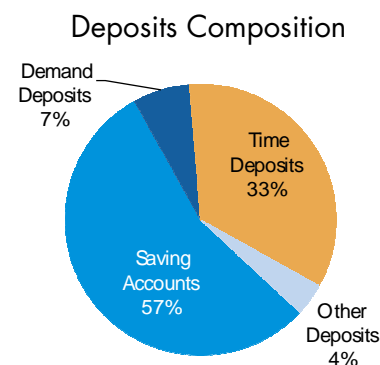
Mortgage linked notes and local credit notes ended the third quarter with R\$ R\$ 6.5 billion of net funding and R\$67.8 billion of balance, increment of 70.9% in comparison to the same period of 2012. Agribusiness Credit Notes (Letras de Crédito do Agronegócio), launched in November 2012, has reached R\$ 1.6 billion of balance at the end of the third quarter.

In September 2013, the Institution continued its international bond issues, raising US\$ 1.25 billion at the rate of 4.5% in 5 years. This emission is according to Caixa strategy of expansion and diversification of funding resources. The funding is a part of a program of up to US\$ 5 billion that allows the Company becomes a frequent issuer in the international capital market.

ASSET MANAGEMENT

As the fourth biggest manager of asset management in the country, according to National Association of Capital Markets Participants (ANBIMA), Caixa has 8.6% of market share, with a diversified portfolio with products for all kind of investors. Besides that, also according to ANBIMA, Caixa is a leader in managing of asset management for Regimes of Social Security – RPPS, with equity of \$ 26.1 billion.

The RPPS are institutes pension plans established to manage pensions of civil servants of states and municipalities. Currently, Brazil has about 2 thousand of municipalities with RPPS, with a total equity of R\$ 70 billion.



SAVINGS

35.2%

of Market share

R\$ 451.1
BILLION
equities under
management of the
asset management
+ 14.9%
in 12 months

1.7
BILLION
banking transactions
in the quarter

In the third quarter of 2013, the equities under management of the asset management and portfolios were R\$ 451.1 billion. Exclusive funds, with R\$ 152.7 billion, presented an increment of 46.4% in 12 months, and retail funds ended the period with R\$ 93.1 billion, growth of 6.7% in comparison to the third quarter of 2012.

Among them, equity funds went from R\$ 20.8 billion to R\$ 23.5 billion in 12 months, evolution of 12.5%. On the other hand, fixed income funds, finished the period with R\$ 222.4 billion of balance, an increase of 30.3% in 12 months.

In the third quarter, the Institution launched Caixa FIC Giro for micro and small enterprises that seeking to invest in low risk, since its portfolio consists primarily of fixed rate government bonds and private assets of low credit risk.

BANKING SERVICES

The prices of major bank services, charged by Caixa, are among the lowest in the market. Even with the lowest prices, incomes from services and banking fees totaled R\$ 4.2 billion in the third quarter of 2013, increment of 15.5% compared to the same period last year.

This evolution is associated to the increase of 15.5% in banking transactions made in our service points, total of 1.7 billion of transactions in the third quarter. Only balance and statement checking, payments and transfers performed in the Internet Banking totaled 308.3 million.

The Institution also provides to its customers, through a partnership with CAIXA Seguros Group, products as life, real state and vehicle insurance, capitalization certificates, private pension and consortium, which moved R\$ 895.6 million of resources in the third quarter, 14.3% higher than the value moved in the same period of 2012. These products paid R\$ 76.6 million in fees in the third quarter.



CREDIT AND DEBIT CARDS

In the third quarter, Caixa established a partnership with Japan Credit Bureau – JCB to emit cards of this banner, a global credit card with more than 80 million of customer all over the world, particularly in Japan and Southeast Asia, accepted by over 24 million merchants. The affiliation aims to complement the portfolio with an additional option of international banner with a wide acceptance.

Between January and September of 2013, our customers realized 286.0 million of transactions, moving the volume of R\$ 21.1 billion, an increment of 36.7% in comparison to the numbers of transactions and 42.8% in relation to the volume handled, in comparison to the same period of 2012.

Debt cards reached a basis of 80.6 million in MasterCard, VISA Electron and Elo banners, an elevation of 9.8% in comparison to the same period last year. These cards performed more than 213.0 million of transactions, which represents an increment of 36.6% in the period.

MasterCard, Visa Electron and Elo credit cards reached a basis of 11.5 million, an increment of 34.6% in 12 months. More than 73.0 million of transactions were made with these cards, increasing 36.7% in comparison to the third quarter of 2012.

Only Elo debit and credit cards reached more than 11.1 million issued units. This banner was created with a purpose of promoting financial inclusion and democratizes the means of electronic payment.

GOVERNMENT SERVICES

In September 2013, the Family Allowance, considered the main income transfer programs in the world, completed ten years. The Program integrates Brazil Without Misery Plan (Plano Brasil Sem Miséria), which focuses on the 16 million Brazilians with per capita income below R\$ 70 monthly.

**R\$ 21.1
BILLION**

In resources moved by
Caixa's cards

+ 36.7%

Compared to the first 9
months of 2012



In the quarter, we celebrated 10 years of Family Allowance Program

About the programs intended for workers, we paid 32.6 billion benefits, which is equivalent to R\$ 18.0 billion

As a strategic partner of the federal government, in ten years, Caixa transferred more than R\$ 114.7 billions to beneficiaries of the program.

Only in the third quarter, Family Allowance paid about 40.3 million of benefits, totaling R\$ 6.1 billion, growth of 15.1% in comparison to the quantity paid in the same period of 2012.

The other income transfer programs distributed about R\$ 606.5 million, total of 5.4 million of paid benefits.

In the third quarter, the FGTS celebrated its 47 years of existence and, during all this time, proved to be protagonist of a story full of achievements and accomplishments for the worker and the whole society.

FGTS income in the period was R\$ 23.1 billion and R\$ 19.2 billion in withdrawals. At the end of September, the Fund had 357.9 million of active accounts and R\$ 352.4 billion of total assets.

About the programs intended for workers, we paid 32.6 billion benefits, which is equivalent to R\$ 18.0 billion distributed to Unemployment Insurance (Seguro-Desemprego), Salary Allowance (Abono Salarial) and Brazilian Social Integration Program (PIS), which we pay quotas and revenues. Furthermore, we paid 15.4 million to retired employees and to pensioners of the National Institute of Social Security (INSS), moving nearly R\$ 16.0 billion.

LOTTERIES

Lotteries allocated to federal government and other legal beneficiaries R\$ 980.5 million in the third quarter, 2.2% higher than in the same period of 2012. The funds are invested in programs in the areas of social security, education, culture, sport, health and public safety.

In this period, our lotteries paid R\$ 946.1 million in prizes and collection reached R\$ 2.7 billion, 1.9% higher than in the same period of 2012. The products that most contributed to this result were Quina, Mega-Sena and Lotofácil.

Lotteries Destination (in R\$ million)	3Q11	3Q12	3Q13
Social destination	837	960	981
Prizes	825	943	946
Taxes	192	225	244
Expenses of Costs and Maintenance	444	511	518
Total	2.298	2.639	2.688

Lotofácil da Independência, special contest that had its second edition in September, had a record funding in 2013, with R\$ 184 million of collection, and distributed R\$ 73 million in prizes.

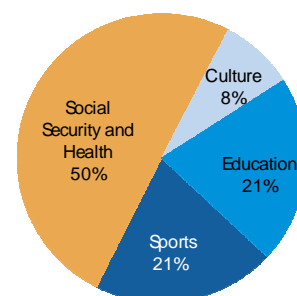
STRATEGIC INVESTMENTS

CAIXAPAR, our wholly-owned subsidiary, is the strategic arm of the Institution in business related to investments in other companies, working in economic sectors and activities similar and complementary to the Company business.

The main activities we perform through our subsidiary CAIXAPAR are related to new business prospects and to the management and governance of our equity participations.

Compositions of Investments (in R\$ million)	3Q11	3Q12	3Q13
CAIXA Seguros Holding S.A.	1,298	1,760	2,051
Banco PAN	546	898	574
Capgemini		320	280
Elo Serviços		12	10
CIBRASEC – Cia Brasileira de Securitização	7	7	7
Câmara Interbancária de Pagamento – CIP	3	3	3
BIAPE	992	1	1
Fundo de Investimento em Participações		-	39
Several participations		-	11
Others Investments	88	226	195
Total	2,934	3,226	3,172

Lotteries Destination



Lotofácil da Independência, special contest that had its second edition in September, had a record funding in 2013, with R\$ 184 million of collection

INTERNATIONAL OPERATIONS

Currently, Caixa has representative offices in Tokyo – Japan, New Jersey – USA and Caracas – Venezuela.

In the third quarter, continuing the activities of international technical cooperation, Caixa participated of a mission in Peru to monitoring projects in microfinance capacity strengthening, operational management of social programs and support to development of Brazil/ Peru border.

Through the Representative Office in Japan, Caixa supported the largest Brazilian event in Asia, known internationally as Brazilian Day in Tokyo

Caixa also participated on the mission known as Support to Urban Development of Sao Tome and Principe project that conducted seminars on land use, real estate cadaster, housing legislation and alternative building systems.

Through the Representative Office in Japan, Caixa supported the largest Brazilian event in Asia, known internationally as Brazilian Day in Tokyo. At the time, Caixa and the bank partner Japan Post Bank, announced the international remittance services, credit housing for expats and serve the FGTS for Brazilians living abroad.

CORPORATE GOVERNANCE

Caixa aims to become a benchmark in corporate governance practices through the implementation of the new management model, which has corporate governance as one of its components, or through the adoption of management practices aligned with principles such as transparency, fairness, accountability, corporate social responsibility, compliance, risk management strategy and sustainability.



As part of its corporate governance system, Caixa has instruments that ensure the inhibition of conflicts of interests among the various management levels. Beyond the rules concerning the non-participation of the Vice-Presidents of the segregated areas as members of the Board, the Staff of Caixa contains other rules of segregation of duties that should be observed by the administrative bodies.

In the quarter, continuing the necessary adjustments to the new management model, Caixa began the work of Delegates Committees of the Board, which are organs of deliberative and purposeful, formed by Vice-Presidents, whose mission is to streamline the decision-making process of the Institution, decentralizing it.

In September, the new Vice President of Government took office. Place that has been reworked, separating areas of Government and Housing in two vice-presidency.

INTERNAL CONTROLS

CAIXA's Internal Control System (CAIXA SCI) is the set of elements consisting of policies, rules, standards of conduct and culture adopted by the Institution to achieve its goals, provide consistent managerial and financial information, and to have all its activities performed in accordance with the laws, internal and external rules applicable to them, reducing the risk of damages to its image.

The Institution's Internal Controls and Compliance aims at establishing principles and guidelines that promote conditions to ensure the effectiveness of CAIXA's Internal Control System, structured according to the five COSO (Committee of Sponsoring Organizations of the Treadway Commission) components: control environment, risk assessment, control activities and compliance, information & communication and monitoring.

The Institution's Internal Controls and Compliance aims at establishing principles and guidelines that promote conditions to ensure the effectiveness of CAIXA's Internal Control System

The verification of compliance with this policy is conducted through the monitoring of the SCI, which is the evaluation of a set of indicators developed from the principles and guidelines of the policy, measured and punctuated in order to show the degree of maturity of CAIXA's internal controls.

The process of recording information regarding the activities of Internal Controls developed by the Institution's various units is automated, supporting the monitoring of the SCI and the preparation of Internal Control Reports for compliance with Resolution CMN 2,554/1998, Circular BACEN 3,467/2009 and IBRACON Technical Communication 003/2010, as well as with CVM Instruction 505/2011.

The risk management activities are segregated from business and auditing activities, maintained independent structures of development and monitoring of models

RISK MANAGEMENT

CAIXA's Risk management is based on the best market practices and in compliance with the standards issued by the Central Bank of Brazil - BACEN, being conducted through appropriate structures for the management of credit, operational, market, liquidity and other risks. These structures are composed of policies, processes, practices, procedures, models and systems, aligned to the nature and complexity of products and services offered by Caixa.

Policies approved by the Board of Directors establish the principles, values and guidelines adopted in the management of these risks and define the operational limits and procedures to maintain exposure in levels considered acceptable by the Institution.

The risk management activities are segregated from business and auditing activities, maintained independent structures of development and monitoring of models, in order to avoid conflicts of interest and protect the impartiality of the work performed.



The risks inherent in new products and services are previously identified, analyzing their suitability to procedures and controls adopted by Caixa, to exposure limits and concentration to risks.

The control of credit risk occurs by monitoring indicators of delay, loss, provision and requirement of regulatory and economic capital in various sizes and groups, allowing a broad view of the profile of exposures, per borrower, operating, portfolio segments, geographic region and sector of activity, among others.

The management of Caixa's capital is aligned with the Business Plan, which considers business objectives, macroeconomic scenarios and the risks to which the Institution is subject, preparing a Capital Plan to normal and stress scenarios, in a horizon of 3 years, at least.

In this quarter, was approved by the Board and the Board of Directors, the Report of the Capital Adequacy Evaluation Internal Process – ICAAP, specified in the structure of capital management.

In addition, in this period, Caixa implemented the Positive Credit system, which represents a new era in the management of customer records and the credit itself, as it supposes obtaining the financial profile of the client from data for timely transactions conducted in the financial market.

The tool enables a more agile analysis and lending, as well as improving the concession models through records of payments situation of customers, encouraging a culture of timely payments coupled with financial education actions.

In this quarter, was approved by the Board and the Board of Directors, the Report of the Capital Adequacy Evaluation Internal Process – ICAAP, specified in the structure of capital management

INFORMATION TECHNOLOGY

From January to September, Caixa has invested R\$ 1.5 billion in maintenance, expansion and replacement of the technology park, promoting improvements in Information Technology and Communication services in order to ensure growth and sustain the business.

**R\$ 1.5
BILLION**

Invested in
maintenance, expansion
and replacement of the
technology park

Caixa also completed the first phase of migration of the systems to the new Datacenter. In this phase, the high level critical systems were migrated.

With the conclusion of the transfer to the Datacenter, scheduled for December 2014, all systems of the Institution will be processed in a high availability environment that provides greater storage capacity and better conditions for the services.

PEOPLE MANAGEMENT

From January to September, Caixa hired 6.2 thousand people, raising the staff to 96.8 thousand employees, besides 16.4 thousand intern and apprentices. In the same period, 2.3 thousand people were dismissed.

In the third quarter, payroll counted R\$ 3.9 billion, considering R\$ 486.4 million in benefits provided to employee and their dependents, the employees' remuneration plus charges.

The Institution offers to its employees the opportunity to supplement their income after retirement, with pension funds through sponsorship administered by the Federal Caixa's Employee Foundation - FUNCEF, which reached 96% of the staff by the end of September.

Currently, FUNCEF is the third pension fund in the ranking of the Brazilian Association of Closed Pension Fund (Abrapp), with nearly R\$ 44 billion of assets and about 200 thousand beneficiaries, considering associates and dependents.

In addition, Caixa strives for excellence in public management through leadership development, encouraging capacity building and the process of dissemination of skills development. During the period, we invested R\$ 82.9 million in training programs and increase levels of schooling.

96.8 THOUSAND
employees

6.2 THOUSAND
contracted until September
of 2013



This quarter, Caixa joined the 5th edition of the Pro-Gender and Race Equity, sponsored by the Federal Government, through the Secretariat of Policies for Women of the Presidency. The Institution participates since the first edition and has been awarded with the Pro-Gender and Race Equity Seal in all its holdings.

R\$82.9
MILLION
invested in training
programs and increase
levels of schooling.

SOCIAL-ENVIRONMENTAL RESPONSIBILITY

With a normalized environmental policy, Caixa acts as an inducer of sustainable practices and socio-environmental responsibility. Since 2010, the Institution allocates resources corresponding to 2% of the profits to support environmental projects through the Socio-Environmental Fund.

In the third quarter of 2013, the fund invested R\$ 6.1 million in projects that objectives are to promote the sustainable development of the country.

Caixa is the only financial agent that manages environmental compensation account, at the time of licensing at IBAMA, the manner in which entrepreneurs make environmental compensation for projects performed.

The value is around 0.5% of the project, and it is possible to choose to administer the activities or deposit the funds into the account of environmental compensation. There are 123 open accounts originated from licensing, whose balance reaches more than R\$ 215 million.

In September, Caixa funded the installation of the largest landfill in South America, Santa Rosa Central Waste Treatment, located at Seropédica - RJ, which will receive waste from the metropolitan region of that state. The contract was agreed with the Brazilian Sanitation and Renewable Energy company, with a total value of R\$ 407.3 million.

R\$6.1
MILLION
Invested to promote the
sustainable development
of the country.

In September, Caixa funded the installation of the largest landfill in South America, Santa Rosa Central Waste Treatment, located at Seropédica - RJ, which will receive waste from the metropolitan region of that state.

R\$ 68.9
MILLION
invested in
culture in the 3Q13

Caixa also seeks to promote discussions on sustainability in the country. In the third quarter the Bank sponsored two meetings. Greenbuilding Brazil 2013 - international conference that the goal is to contribute to the development of sustainable construction industry in the country and Ethos International Conference in 2013, the largest Latin American conference on Sustainability and Social Responsibility and the seminar Dialogues Capital that took place in São Paulo and in which continue the discussions initiated at the Rio +20 conference.

For more information on the subject, Caixa provides on its website the 2012 Sustainability Report, which presents data sustained on sectorial indicators and environmental responsibility.

SUPPORT FOR CULTURE AND SPORTS

Until the end of September, Caixa invested more than R\$ 68.9 million to support culture, distinguishes itself as one of the institutions that have supported this area.

To promote and disseminate the most diverse cultural manifestations of the country, the institution offers 7 spaces, called Caixa Cultural, in the cities of Brasília, Curitiba, Fortaleza, Recife, Rio de Janeiro, Salvador and São Paulo. Soon, the Caixa Cultural will also be in the city of Porto Alegre.

In September, it was reported the result of the selection of cultural projects that will be sponsored in 2014. More than 3.6 thousand proposals from all Brazilian states were entered. The investment will be R\$ 49 million, 20% higher than in 2013. 288 projects were selected to occupy Caixa Cultural, of which 14 were projects for the Program to Support Brazilian Handicraft and another 27 for the Program to Support Festivals of Theatre and Dance.



In the sports segment, we invested approximately R\$ 210 million until the end of the third quarter. Caixa is the official sponsor of athletics, gymnastics, associated fights and Paralympic sport, besides the Brazilian Cycling Confederation, whose sponsorship started this year. The Institution also acts in football, sponsoring clubs, arenas and championships.

In July, Paralympic athletes took leave the World Paralympic Athletics in Lyon - France, with a historic third. The 35 representatives won 40 medals, including 16 gold, 10 silver and 14 bronze, and even surpassed three world records.

On the Artistic Gymnastics World Championships, held in October in Belgium, the Brazilian team was in the finals of the individual general ground and jump male, winning a unique gold medal for the country.

In addition, Caixa sponsors the Brazilian Championship Women's Football of 2013. The championship began on September 18 and end on December 1, 2013. The value of the sponsorship will be R\$ 10 million.

The Institution also supports circuit races and road races across the country. In the quarter, Caixa was present in nine races held in Brasilia, Belo Horizonte, Joao Pessoa, Recife, Porto Alegre and São Paulo state, bringing more than 17 thousand athletes to participate in the events.

AWARDS AND RECOGNITION

In the third quarter, Caixa was awarded as the most defended bank among customers in the Confidence and prestige of Brazilian Brands search made by Brazilian Association of Advertisers and TopBrands Consulting. According to the search, Caixa is the bank with the largest number of customers that, in addition to use its service, defend and recommend the Company.

Approximately

R\$ 210

MILLION

invested in
sports segment
in the 3Q13

In September, the Institution was awarded with 150 Best Companies in People Management Practices. The award conceived by Gestão RH (Management HR) publisher gave a special emphasis on quality of life category, considering the existence of programs aimed at health and welfare of its employees.

Also in September, on the 4th Prize Rehabilitation and Professional Retrofitting, organized by the Brazilian Center for Safety and Industrial Health, in the city of Campinas in Sao Paulo, Caixa received the first place trophy in the category Public Company as recognition of its Occupational Rehabilitation Program.

The Institution has once again awarded by Guia Exame de Investimentos Pessoais 2013, a Guide to Personal Investing, receiving second place for best manager retail fund.

The Green Enterprise Award 2013, sponsored by sponsored by Editora Globo and the Época magazine, in partnership with PriceWaterhouseCoopers consultancy. Caixa was recognized for its sustainable initiatives, standing among the 20 institutions best evaluated.

ACKNOWLEDGEMENTS

The results achieved in the period reflect the work undertaken and tireless of all our employees and collaborators, whose effort is appreciated.

We also thank our customers and partners for their trust and loyalty, which drive us in the pursuit of improvement, which is essential for the development of CAIXA and Brazil.

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CAIXA

A vida pede mais que um banco