

# *Press Release*

## 2012



**CAIXA**

This report is based on CAIXA Consolidated Financial Statements as of December 31, 2012. 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 aggregations of items, which aim to provide a better understanding of view of changes in assets, liabilities and incomes, or preserve data comparability between 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.

The computation of all indexes and variations presented was based on whole numbers, and there may be divergence when calculation is made on the rounded amounts. Variations exceeding 1,000% are not shown.

#### Abbreviations

- NE - Net Equity
- p.p. - Percentage Points
- $\Delta$  - Change

## Press Release - 2012

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## Highlights

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CAIXA closed the year with a R\$ 6.1 billion accrued net profit, 17.1 % higher than 2011 net profit, and with 27.2 % return on average net equity.

Driven by the company's increase in operations, revenues were R\$ 34.4 billion in loan revenues and R\$ 14.3 billion in service fees and bank charges revenues, an increase of 23.0% and 12.9% each, versus the prior year.

Accrued operational results in December was R\$ 5.0 billion, a 9.3 % raise from 2011.

Total assets under management in December were R\$ 1.3 trillion, being R\$ 702.9 billion in own assets, a 37.8% growth from 2011.

At the end of the year, third-party assets totaled R\$198.1 billion, showing an increase of 29.9% compared to the prior year.

Commercial lending portfolio increased 42% in the last 12 months, closing the year with a balance of R\$ 353.7 billion.

Commercial lending recorded a R\$ 121.5 billion balance, increasing 53.2% in the year. Individuals operations recorded a balance of R\$ 55.5 billion, a 51.6% raise, while corporate operations closed the year with a balance of R\$ 65.9 billion, a growth of 54.6%.

Real estate lending portfolio increased 34.6% since 2011, with a balance of R\$ 205.8 billion, which means 71.3% in market share.

Delinquency ratio was kept in 2.08%, almost the same level of 2011. By December, CAIXA had 92% of the loan portfolio concentrated within AA to C rating score clients, and the Basel

Index was 13.0% for the year, 2% above the minimum required.

Deposits reached a balance of R\$ 319 billion, highlighting Savings Accounts balance of R\$ 175.6 billion and 35.4% in market share.

Demand deposits reached a balance of R\$ 27.4 billion, with 22.6 million accounts total. From this amount, 20.9 million are individual accounts, including 9.8 million CAIXA Fácil accounts.

In November, CAIXA launched the Agribusiness Letter of Credit (LCA), reaching a R\$ 1.1 billion balance in the end of the year.

Customer base totaled 65.2 millions, a 11.4% growth from the prior year.

In 2012 CAIXA invested R\$ 1.0 billion in opening 653 new branches and service points, and another R\$ 2.2 billion in infrastructure for business operations.

## Key Numbers

Items of Statement of Income (R\$ million)	1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	Δ% 4Q11/12	Δ% 3Q/4Q12	2011	2012	Δ% 11/12
Profit for the Month Period/Quarter	812	1,462	1,291	1,617	1,164	1,682	1,350	1,869	15.6	38.5	5,183	6,066	17.0
Operating Profit	615	1,352	1,311	1,325	1,330	1,548	1,224	928	(29.9)	(24.1)	4,603	5,030	9.3
Gross Profit from Financial Intermediation	3,601	3,675	3,360	3,592	4,197	4,008	3,921	4,779	33.0	21.9	14,227	16,905	18.8
Loans Operations Income	6,202	6,486	7,494	7,785	8,167	8,370	8,653	9,200	18.2	6.3	27,967	34,391	23.0
Service Revenues and Income Banking fee	2,789	3,348	3,173	3,337	3,307	3,542	3,644	3,787	13.5	3.9	12,646	14,281	12.9
Administrative Expenses	(4,445)	(4,630)	(4,712)	(5,139)	(4,986)	(5,214)	(5,371)	(6,524)	27.0	21.5	(18,925)	(22,095)	16.8
Items of Balance Sheet (R\$ million)	1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	Δ% 4Q11/12	Δ% 3Q/4Q12	2011	2012	Δ% 11/12
Total Assets	431,377	459,232	506,478	510,214	558,091	596,258	673,373	702,895	37.8	4.4	510,214	702,895	37.8
Securities and Derivative Financial Instruments	103,163	107,762	114,694	119,738	114,597	128,116	125,907	138,964	16.1	10.4	119,738	138,964	16.1
Loan Operations	190,477	205,853	227,029	249,549	268,831	297,601	324,499	353,740	41.8	9.0	249,549	353,740	41.8
Commercial Lending	60,821	63,218	71,522	79,274	86,259	98,767	109,138	121,454	53.2	11.3	79,274	121,454	53.2
Individuals Lending	28,118	30,410	34,401	36,623	40,683	46,064	50,211	55,519	51.6	10.6	36,623	55,519	51.6
Corporate Lending	32,702	32,807	37,122	42,651	45,575	52,704	58,927	65,935	54.6	11.9	42,651	65,935	54.6
Housing Lending	117,069	129,314	141,208	152,871	164,621	177,243	190,558	205,789	34.6	8.0	152,871	205,789	34.6
Sanitation & Infrastructure	12,587	13,321	14,299	17,404	17,952	21,591	22,292	23,914	37.4	7.3	17,404	23,914	37.4
Allowance for Loan losses	(12,199)	(13,035)	(14,312)	(15,701)	(16,470)	(17,570)	(18,576)	(19,717)	25.6	6.1	(15,701)	(19,717)	25.6
Deposits	227,657	234,445	256,696	259,829	268,782	285,262	303,278	319,041	22.8	5.2	259,829	319,041	22.8
Demand deposits	20,022	20,724	20,989	22,943	23,670	23,970	22,660	27,381	19.3	20.8	22,943	27,381	19.3
Saving deposits	132,590	136,292	144,402	150,363	154,749	161,924	169,727	175,566	16.8	3.4	150,363	175,566	16.8
Time deposits	60,126	65,045	69,203	68,165	74,653	80,703	91,943	96,535	41.6	5.0	68,165	96,535	41.6
Equity	17,483	18,202	18,028	19,561	20,523	21,398	22,460	25,057	28.1	11.6	19,561	25,057	28.1
Reference Equity (PR)	34,297	34,629	37,796	39,540	40,446	44,343	49,136	56,329	42.5	14.6	39,540	56,329	42.5
Asset Management - Total	893,842	937,408	998,219	1,013,878	1,080,997	1,134,696	1,240,690	1,284,679	26.7	3.5	1,013,878	1,284,679	26.7
Asset Management of FGTS	268,713	274,253	281,253	290,154	300,997	307,493	315,245	325,180	12.1	3.2	290,154	325,180	12.1
Investment Funds	134,801	143,337	149,586	152,510	161,409	170,197	191,592	198,093	29.9	3.4	152,510	198,093	29.9
Financial Ratios (%) 1	1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	Δp.p. 4Q11/12	Δp.p. 3Q/4Q12	2011	2012	Δp.p. 11/12
Return on average assets (annualized)	0.8	1.3	1.1	1.3	0.9	1.2	0.9	1.1	(0.2)	0.2	1.1	1.0	(0.1)
Return on average equity (annualized)	21.3	37.0	31.7	39.1	25.3	36.2	27.0	35.4	(3.7)	8.4	29.6	27.2	(2.4)
Operating Efficiency ratio (accumulated 12M)	65.1	64.2	61.3	58.9	57.9	57.3	58.1	60.0	1.1	1.9	58.9	60.0	1.1
Coverage Ratio of Administrative expenses	62.7	72.3	67.4	64.9	66.3	67.9	67.8	58.0	(6.9)	(9.8)	66.8	64.6	(2.2)
Coverage Ratio of Personnel expenses	99.7	118.9	111.5	104.8	108.5	111.7	113.7	92.4	(12.4)	(21.3)	108.6	105.6	(3.0)
Allowance for loan losses / Loan Operations	6.4	6.3	6.3	6.3	6.1	5.9	5.7	5.6	(0.7)	(0.2)	6.3	5.6	(0.7)
Basel Ratio	15.2	14.5	13.5	13.3	12.8	12.9	12.6	13.0	(0.4)	0.4	13.3	13.0	(0.4)
Fixed asset ratio	16.6	14.9	14.5	16.6	15.5	14.9	14.0	12.6	(4.1)	(1.4)	16.6	12.6	(4.1)
Reference Equity exposure to Public Sector	29.8	30.7	29.7	31.0	30.7	28.6	27.9	29.0	(2.0)	1.1	31.0	29.0	(2.0)
Delinquency Rates in Credit Portfolio (past due > 90 c)	2.14	2.04	1.96	2.00	2.07	2.04	2.06	2.08	0.08	0.02	2.00	2.08	0.08
Commercial Loan delinquency rate	3.05	3.14	2.91	2.98	2.97	2.96	3.03	3.16	0.18	0.12	2.98	3.16	0.18
Individuals delinquency rate	5.00	4.93	4.60	4.91	4.70	4.64	4.58	4.85	(0.06)	0.28	4.91	4.85	(0.06)
Corporate delinquency rate	1.41	1.51	1.37	1.35	1.45	1.52	1.68	1.69	0.34	0.01	1.35	1.69	0.34
Housing delinquency rate	1.75	1.72	1.69	1.69	1.80	1.78	1.72	1.56	(0.14)	(0.16)	1.69	1.56	(0.14)
Market Share 2 (em %)	1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	Δp.p. 4Q11/12	Δp.p. 3Q/4Q12	2011	2012	Δp.p. 11/12
Savings deposits	34.45	35.06	35.35	35.80	36.07	36.06	35.86	35.37	(0.43)	(0.49)	35.80	35.37	(0.43)
Demand deposits	13.81	14.23	14.76	14.99	17.00	16.77	15.62	15.71	0.72	0.09	14.99	15.71	0.72
Time deposits	5.84	5.97	6.24	5.87	6.79	7.37	8.66	9.81	3.95	1.15	5.87	9.81	3.95
Asset Management	7.43	7.53	7.77	6.64	6.65	6.81	7.45	7.47	0.83	0.02	6.64	7.47	0.83
Total Credit (except Other Credits)	10.86	11.22	11.76	12.29	12.96	13.73	14.50	14.99	2.70	0.49	12.29	14.99	2.70
Individuals Loans	4.96	5.14	5.63	5.75	6.24	6.86	7.33	7.89	2.14	0.56	5.75	7.89	2.14
Corporate Loans	4.97	4.79	5.15	5.66	5.97	6.59	7.22	7.79	2.13	0.57	5.66	7.79	2.13
Housing portfolio	75.50	74.99	74.20	73.77	73.13	72.43	71.53	71.34	(2.43)	(0.19)	73.77	71.34	(2.43)

1 Including Retail and Exclusive Funds and Privatization.

2 The indicators were calculated according to the periods indicated in the columns.

3 Based on information of the Central Bank Press Release, in 01/25/2013 and of ANBIMA (Brazilian Association for Financial and Capital Market Operators), for the investment funds (position in Dec/12).

## Key Numbers

Structural Information - Units	1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	Δ 4Q11/12	Δ 3Q/4Q12	2011	2012	Δ 11/12
Branches	2,219	2,232	2,250	2,309	2,346	2,411	2,567	2,868	559	301	2,309	2,868	559
PAB (Banking Service Branch)	530	555	566	567	605	607	624	661	94	37	567	661	94
PAE (ATM located in the premises of a company)	1,610	1,718	1,777	1,913	2,048	2,174	2,237	2,273	360	36	1,913	2,273	360
Outplaced CAIXA Network ATMs	2,879	2,879	2,915	3,024	3,009	3,099	3,185	3,458	434	273	3,024	3,458	434
Lottery outlets	10,805	10,975	11,072	11,273	11,486	11,898	11,961	12,385	1,112	424	11,273	12,385	1,112
CAIXA AQUI Correspondents	23,484	24,962	25,313	25,560	26,201	25,459	25,074	21,168	(4,392)	(3,906)	25,560	21,168	(4,392)
Transactions (in millions)	1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	Δ% 4Q11/12	Δ% 3Q/4Q12	2011	2012	Δ% 11/12
Branches	108	114	117	110	141	146	145	123	12.0	(15.4)	448	555	23.8
PAB (Banking Service Branch)	3	3	4	3	3	3	3	4	18.6	14.9	13	14	2.6
PAE (ATM located in the premises of a company)	15	16	19	17	20	23	27	28	60.9	6.0	67	98	46.3
Outplaced CAIXA Network ATMs	276	312	352	322	314	329	377	396	22.9	5.1	1,263	1,415	12.0
Banco 24h Network & BB partake	51	54	58	55	54	56	63	64	16.8	0.8	218	237	8.9
Lottery outlet 3	449	476	499	507	517	512	544	565	11.5	3.9	1,931	2,139	10.8
Internet Banking	149	159	179	190	193	220	245	279	46.7	13.7	677	937	38.6
CAIXA AQUI Correspondents	41	43	49	51	55	51	55	63	23.9	14.5	183	224	22.3
Customers and Accounts (in thousands)	1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	Δ 4Q11/12	Δ 3Q/4Q12	2011	2012	Δ 11/12
Individuals	53,521	54,216	56,065	57,280	59,152	60,610	62,216	63,580	6,299	1,363	57,280	63,580	6,299
Corporate	1,264	1,325	1,267	1,260	1,353	1,422	1,627	1,658	398	31	1,260	1,658	398
Checking Accounts 4	16,928	17,580	18,306	19,101	19,772	20,796	21,676	22,554	3,453	878	19,101	22,554	3,453
Savings Accounts	41,336	41,910	42,691	43,326	43,810	44,457	45,470	46,667	3,341	1,197	43,326	46,667	3,341
Collaborators	1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	Δ 4Q11/12	Δ 3Q/4Q12	2011	2012	Δ 11/12
CAIXA Employees	83,506	84,420	85,175	85,633	86,983	89,035	89,737	92,926	7,293	3,189	85,633	92,926	7,293
Apprentices and trainees	14,998	15,077	14,562	13,884	13,010	12,422	11,924	14,363	479	2,439	13,884	14,363	479
Collaborators	1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	Δ 4Q11/12	Δ 3Q/4Q12	2011	2012	Δ 11/12
CDI - at period end (% p. a.)	11.60	12.05	11.88	10.87	9.66	8.35	7.36	6.94	(3.93)	(0.42)	10.87	6.94	(3.93)
CDB - at period end - prefixed (% p. a.)	11.04	11.75	11.15	10.22	8.92	7.65	7.13	6.64	(3.58)	(0.49)	10.22	6.64	(3.58)
Ibovespa - at period end	68,586	62,403	52,324	56,754	64,510	54,354	59,175	60,952	4,198	1,777	56,754	60,952	4,198
USD Commercial Rate - at period end (purchase)	1.63	1.56	1.58	1.88	1.82	2.02	2.03	2.04	0.17	0.01	1.88	2.04	0.17
IGP-M - Acum. in the period (%)	2.43	0.70	0.97	0.91	0.62	2.55	3.79	0.67	(0.24)	(3.12)	5.10	7.82	2.72
IPCA - IBGE - Acum. in the period (%)	2.44	1.40	1.06	1.46	1.22	1.08	1.42	1.99	0.53	0.57	6.50	5.84	(0.66)
TJLP	6.00	6.00	6.00	6.00	6.00	6.00	5.50	5.50	(0.50)	-	6.00	5.50	(0.50)
TR - average rate (%)	0.08	0.11	0.14	0.09	0.06	0.01	0.00	-	(0.09)	(0.00)	0.11	0.02	(0.09)
Saving - average rate (Old Rule)	0.58	0.61	0.64	0.59	0.56	0.52	0.50	0.50	(0.09)	(0.00)	0.61	0.52	(0.09)
Saving - average rate (New Rule)	-	-	-	-	-	0.51	0.45	0.42	-	(0.04)	-	0.48	-
Selic rate over - average rate (% p. a.)	11.21	11.92	12.19	11.33	10.31	8.87	7.77	7.18	(4.15)	(0.59)	11.66	8.52	(3.14)
Selic rate over - at period end (% p. a.)	11.62	12.10	11.91	10.90	9.82	8.39	7.39	7.16	(3.74)	(0.23)	10.90	7.16	(3.74)

<sup>4</sup> The transactions with lottery modalities are not contemplated.

<sup>5</sup> Demand Deposit Accounts, except Salary Accounts.

## Performance

CAIXA profit in the last quarter of 2012 was R\$ 1.9 billion. For the year, profit was R\$ 6.1 billion, an increase of 17.1 % over 2011, when the result was R\$ 5.2 billion.

The main factor that positively contributed in the results was an increase in loan operations revenues of 23.0%, or, in absolute terms, R\$ 6.4 billion, due to an expanding of the loan portfolio of 41.8%, which changed from R\$ 249.5 billion to R\$ 353.7 billion.

Main items of Income	2011	2012	Δ% 2011/2012	R\$ million				
				4Q11	3Q12	4Q12	Δ% 4Q11/4Q12	Δ% 3Q12/4Q12
Income from financial intermediation	14,227	16,905	18.8	3,592	3,921	4,779	33.0	21.9
Loan operations	27,967	34,391	23.0	7,785	8,653	9,200	18.2	6.3
Allowance for loan losses	(6,816)	(7,680)	12.7	(1,968)	(1,944)	(2,101)	6.7	8.0
Outcome of treasury management <sup>1</sup>	10,988	10,382	(5.5)	2,804	2,422	2,823	0.7	16.6
Expenses deposits / Letter	(18,677)	(19,253)	3.1	(4,920)	(4,851)	(4,904)	(0.3)	1.1
Service provision revenue <sup>2</sup>	12,646	14,281	12.9	3,337	3,644	3,787	13.5	3.9
Personal expenses	(11,642)	(13,520)	16.1	(3,183)	(3,205)	(4,096)	28.7	27.8
Other administratives expenses	(7,283)	(8,576)	17.8	(1,956)	(2,167)	(2,428)	24.1	12.1
Other operating revenues/expenses	(1,676)	(2,156)	28.6	(15)	(468)	(594)	-	26.8
<b>Operating profit</b>	<b>4,603</b>	<b>5,030</b>	<b>9.3</b>	<b>1,325</b>	<b>1,224</b>	<b>928</b>	<b>(29.9)</b>	<b>(24.1)</b>
Income tax and social contribution	1,605	2,097	30.6	691	523	1,220	76.4	133.3
<b>Net Income</b>	<b>5,183</b>	<b>6,066</b>	<b>17.0</b>	<b>1,617</b>	<b>1,350</b>	<b>1,869</b>	<b>15.6</b>	<b>38.5</b>

<sup>1</sup> Treasury Department Managerial Income consists of Incomes from Bonds and Securities, Derivative Financial Instruments, Foreign Exchange, Financial Asset Sale or Transfer and Expenses with Repo Operations

<sup>2</sup> Includes Banking Fee Revenues.

The company's Net Equity (NE) increased 28.1% compared to the previous year, changing from R\$ 19.6 billion in 2011 to R\$ 25.1 billion.

Return on the average NE of 2012 reached 27.2%, compared to 29.6 % in 2011.

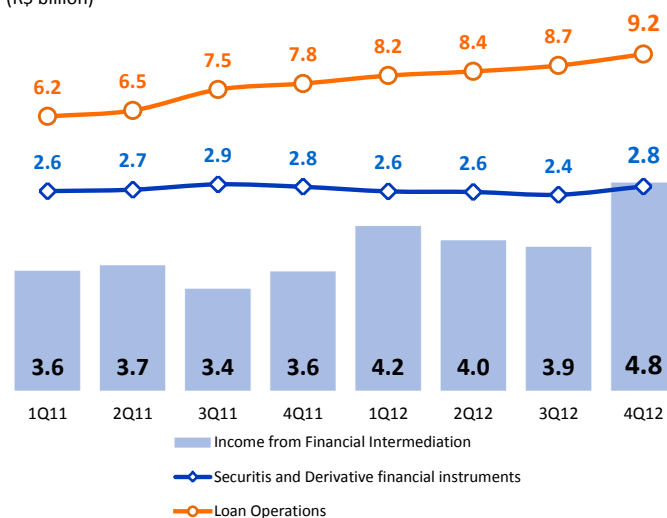
## Income from Financial Intermediation

The Income from Financial Intermediation reached R\$ 16.9 in the year, an increase of 18.8% compared to 2011. For the quarter, the income was R\$ 4.8 billion (increase of 21.9%).

Revenues with credit increased, pursuing the balance expansion, and recorded R\$ 34.4 billion in 2012, an increase of 23.0% compared to the last year.

Treasury Income was R\$ 10.4 billion in 2012, reduction of 5.5% compared to 2011, which was impacted by the decrease of SELIC rate of 3.74p.p.

Income from Financial Intermediation (R\$ billion)

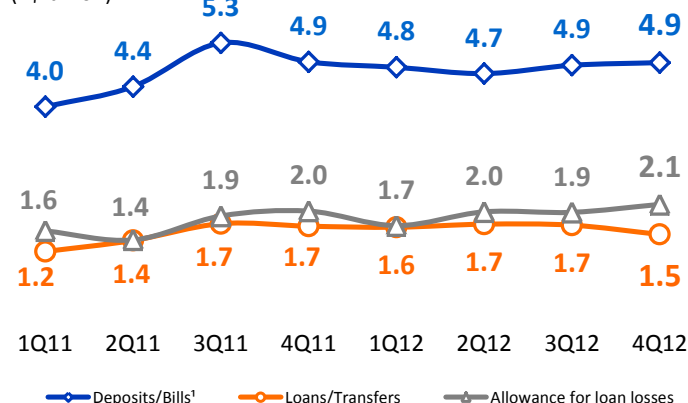


Accrued expenses with Provision for Doubtful Debt (PFDD) increased 12.9%, from R\$ 6.8 billion in 2011 to R\$ 7.7 billion.

Expenses with Deposits and Bills were R\$ 19.3 billion, an increase of 3.1% in the year. The balance of such resources increased 32.0% in 12 months (Demand Deposits disregarded), reaching R\$ 340.7 billion, whose greater portion is of Savings, with R\$ 175.6 billion.

Expenses with Loans and Transfers were approximately R\$ 6.6 billion (an increase of 10.3% over 2011), mainly composed of resources from FGTS for application in urban development and housing operations.

**Financial Intermediation Expenses**  
(R\$ billion)



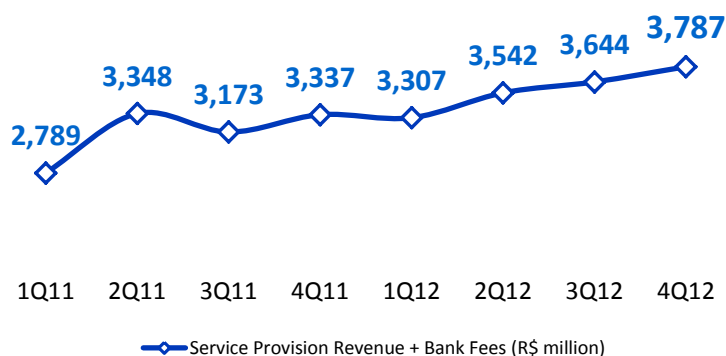
## Revenues from Service Provision and Banking Fees

The Revenues from Service Provision, added to Banking Fees, recorded R\$ 14.3 billion in 2012, an increase of 12.9% over 2011 and of 3.9% compared to the previous quarter.

Service Provision Revenue + Bank Fees	R\$ million								
	2011	2012	Δ% 2011/2012	4Q11	3Q12	4Q12	Δ% 4Q11/4Q12	3TQ2/4Q12	Δ% 3TQ2/4Q12
Banking <sup>1</sup>	5,739	6,811	18.7	1,508	1,706	1,806	19.8		5.9
Government Services	5,682	6,094	7.2	1,510	1,573	1,623	7.5		3.1
Investment Funds	1,225	1,376	12.3	319	365	358	12.4		(1.7)
<b>Total of Service Provision Revenue + Bank Fees</b>	<b>12,646</b>	<b>14,281</b>	<b>12.9</b>	<b>3,337</b>	<b>3,644</b>	<b>3,787</b>	<b>13.5</b>		<b>3.9</b>

<sup>1</sup> Included Banking Fees.

Service Provision Revenue + Bank Fees (R\$ million)



## Credit and Debit Cards

Credit Cards	2011	2012	Δ% 2011/2012	4Q11	3Q12	4Q12	Δ% 4Q11/4Q12	Δ% 3Q12/4Q12
Quantity of Cards (in million)	6.5	8.7	33.3	6.5	8.5	8.7	33.3	1.9
Quantity of Transactions (in million)	157.9	205.6	30.2	43.2	53.4	60.1	39.1	12.5
Total Value Transacted (R\$ million)	16,771	22,588	34.7	4,818	5,822	6,841	42.0	17.5

Quantities of cards at the end period. Cumulative transactions

The number of CAIXA credit cards increased 33.3% in the year, reaching 8.7 million cards. The revenue in the year corresponded to R\$ 22.6 billion, an increase of 34.7% over 2011, and 205.6

million transactions were carried out. The average amount per transaction was R\$ 109.88 in the period, 3.5% higher than 2011.

Debit Cards	2011	2012	Δ% 2011/2012	4Q11	3Q12	4Q12	Δ% 4Q11/4Q12	Δ% 3Q12/4Q12
Quantity of Cards (in million)	64.0	74.9	17.0	64.0	73.4	74.9	17.0	2.0
Quantity of ELO Cards (in million)	0.7	6.2	742.8	0.7	5.5	6.2	742.8	12.3
Quantity of Transactions (in million)	456.6	595.2	30.4	130.6	156.0	174.1	33.3	11.6
Total Value Transacted (R\$ million)	25,167	34,464	36.9	7,521	8,981	10,723	42.6	19.4

Quantities of cards at the end period. Cumulative transactions

Debit cards reached 74.9 million cards, 17.0% more than 2011. With such cards, 595.2 million transactions were recorded, 30.4% more than in 2011, totaling R\$ 34.5 billion.

Under ELO banner, the result of a partnership among CAIXA, Banco do Brasil e Bradesco, the Company has a base of 6.2 million cards

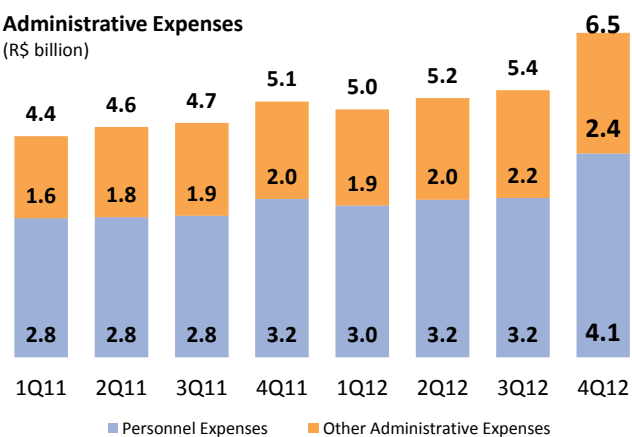
## Administrative Expenses

Administrative Expenses grew 16.8% in the year, changing from R\$ 18.9 billion, in 2011, to R\$ 22.1 billion, in 2012.

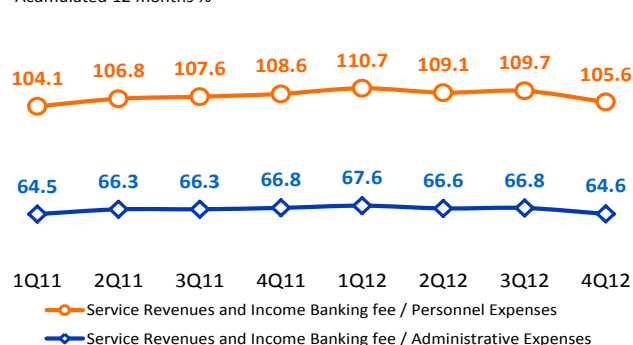
Expenses with employees, when compared to 2011, presented an increase of 16.1% reaching R\$ 13.5 billion, 61.2% of the total administrative expenses.

In 2012, CAIXA staff increased in 7,293 people, reaching more than 92.9 thousand employees.

Administrative Expenses (R\$ billion)



Coverage Ratio - of Administrative and of Personnel (Acumulated 12 months %)



R\$ million

Other Administrative Expenses	2011	2012	Δ% 2011/2012	4Q11	3Q12	4Q12	Δ% 4Q11/4Q12	Δ% 3Q12/4Q12
Data Processing	(948)	(966)	1.9	(267)	(233)	(263)	(1.8)	12.8
Outsourced Services	(882)	(1,172)	32.9	(271)	(294)	(347)	28.4	17.9
Maintenance and Repairs	(815)	(971)	19.1	(223)	(250)	(308)	38.1	22.9
Amortization / Depreciation	(753)	(954)	26.8	(167)	(256)	(279)	66.5	8.9
Rent of leasing of real	(694)	(924)	33.1	(159)	(224)	(257)	62.2	14.6
Surveillance and security	(554)	(687)	24.0	(124)	(177)	(165)	33.1	(6.7)
Communications	(569)	(639)	12.3	(156)	(144)	(173)	11.2	20.4
Advertising, Promotions and Publications	(563)	(590)	4.9	(191)	(162)	(166)	(13.2)	2.5
Specialized Service Technical	(441)	(507)	14.9	(116)	(134)	(147)	26.0	9.1
Financial System	(273)	(320)	17.0	(70)	(81)	(86)	21.9	5.3
Stuff	(257)	(233)	(9.5)	(61)	(57)	(59)	(3.1)	3.9
Water, electricity and gas	(247)	(288)	16.2	(63)	(65)	(79)	24.8	22.5
Other	(286)	(326)	13.9	(87)	(89)	(100)	14.7	12.3
<b>Total</b>	<b>(7,283)</b>	<b>(8,576)</b>	<b>17.8</b>	<b>(1,956)</b>	<b>(2,167)</b>	<b>(2,428)</b>	<b>24.1</b>	<b>12.1</b>

Other administrative expenses increased 17.8% in 12 months, 12.1% in the quarter, totaling R\$ 8.6 billion in 2012. Expenses with infrastructure (rent, property maintenance, communication, surveillance/ security, supply, water, energy and materials) amounted to R\$ 3.7 billion, an increase of 19.3% in the year. The increase of these expenses is mainly related to the increase in the volume of business, as well as service channels.

In 2012, CAIXA units, not included correspondent lottery outlets and CAIXA Aqui correspondents, expanded 18.5%, rising from 7,813 to 9,260. The number of branches rose from 2,309 to 2,868 in one year, while Banking Service Point e Special Service Office reached 2,934, compared to 2,480 in 2011. The number of ATM rooms expanded 14.4%, reaching 3,458 rooms

## Other Operating Revenues/ Expenses

R\$ million

Items	2011	2012	Δ% 2011/2012	4Q11	3Q12	4Q12	Δ% 4Q11/4Q12	Δ% 3Q12/4Q12
Other Operating Income	7,564	8,239	8.9	2,205	1,892	2,722	23.4	43.8
Other Operating Income/(Expenses)	(9,240)	(10,394)	12.5	(2,219)	(2,361)	(3,315)	49.4	40.4
<b>Total</b>	<b>(1,676)</b>	<b>(2,156)</b>	<b>28.6</b>	<b>(15)</b>	<b>(468)</b>	<b>(594)</b>	<b>-</b>	<b>26.8</b>

Other Operating Revenues totaled R\$ 8.2 billion in 2012, an increase of 8.9% compared to 2011.

Other Operating Expenses increased 12.5% in the year, totaling R\$ 10.4 billion.

## Operating Efficiency Ratio

The Operating Efficiency Ratio OER reached 60.0% in the end of 2012, up 1.1 p.p. of 2011, impacted by investments in network expansion.

Operating Efficiency Ratio  
Acumulated 12 months %



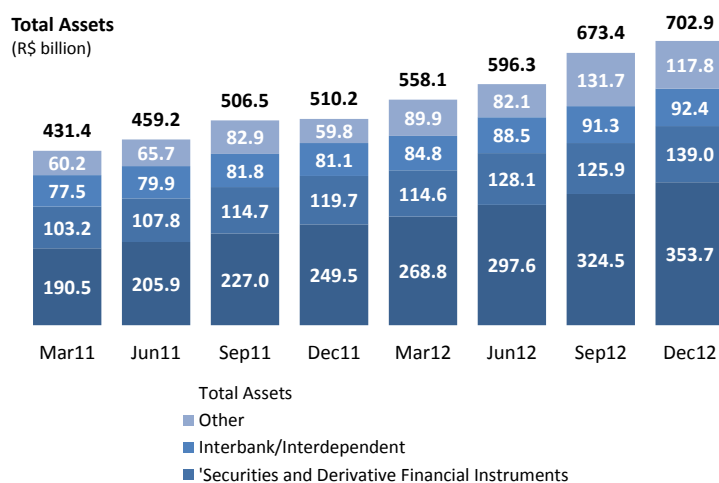
$$OER = [(Personnel Expenses + Other Administrative Expenses) / (Gross Profit from Financial Intermediation - Allowance for Credit Losses + Service Revenues + Results of Subsidiaries and Associates + Other Operating Revenues and Expenses)] * 100$$

## Assets

CAIXA consolidated assets reached the mark of R\$ 702.9 billion in December 2012, an increase of 4.4% compared to September and 37.8% compared to December 2011.

Credit operations contributed to this growth and totaled a balance of R\$ 353.7 billion, an increase of 41.8% in 12 months, representing an expansion of R\$ 104.2 billion in absolute terms.

In December 2012, the loan portfolio corresponded to 50.3% of total assets, while the Securities and Derivatives Financial Instruments corresponded to 19.8%.



Main Asset	(R\$ million)				
	Dec11	Sep12	Dec12	Δ% 12M	Δ% Quarter
Availabilities	4,942.3	5,311.4	8,036.0	62.6	51.3
Short - Term Interbank Deposits	29,747.0	95,582.6	75,183.3	152.7	(21.3)
Interbank and Interdepartmental Accounts	81,125.7	91,263.1	92,370.9	13.9	1.2
Securities and Derivative Financial Instruments	119,738.0	125,906.9	138,963.8	16.1	10.4
Loan Operations	249,548.8	324,498.8	353,739.5	41.8	9.0
Allowance for loan losses	(15,701.1)	(18,576.0)	(19,717.2)	25.6	6.1
Other Receivables	33,622.2	40,912.8	45,795.1	36.2	11.9
Other assets	987.4	988.1	955.4	(3.2)	(3.3)
Permanent Assets	6,203.3	7,484.8	7,568.3	22.0	1.1
<b>Total Assets</b>	<b>510,213.6</b>	<b>673,372.5</b>	<b>702,895.0</b>	<b>37.8</b>	<b>4.4</b>

## Securities and Derivatives Financial Instruments

Securities and Derivatives Financial Instruments, composed substantially of federal government debt bonds, increased R\$ 19.2 billion compared to 2011, representing an increase of 16.1% in the year.

Out of the total securities in the portfolio, 54.4% are Category I - Securities for trading, 12.3% are Category II - Securities available for sale and 33.3% are Category III - Securities held to maturity.

Items of Assets	(R\$ million)					
	Dec11	%	Sep12	%	Dec12	%
I - Trading securities	55,144	46.1	67,200	53.4	75,545	54.4
II - Available-for-sale securities	5,928	5.0	14,736	11.7	17,067	12.3
III - Held-to-maturity securities	58,666	49.0	43,970	34.9	46,271	33.3
IV - Derivative Financial Instruments	-	-	-	-	82	0.1
<b>Total</b>	<b>119,738</b>	<b>100.0</b>	<b>125,907</b>	<b>100.0</b>	<b>138,964</b>	<b>100.0</b>

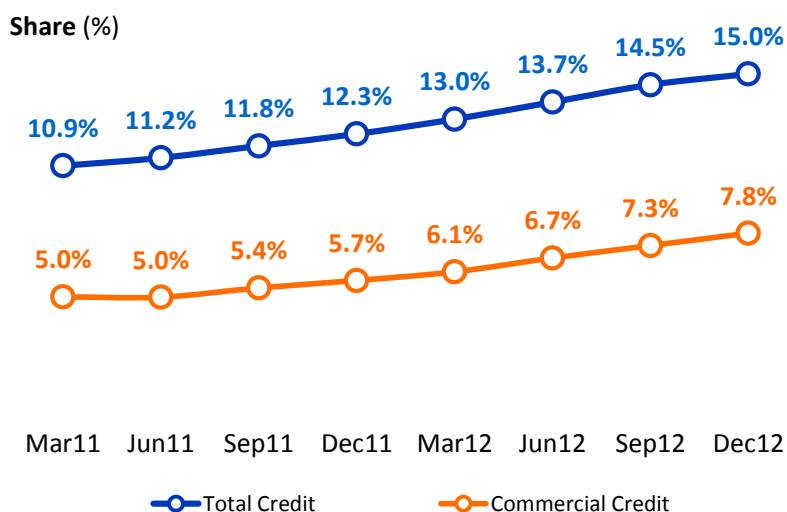
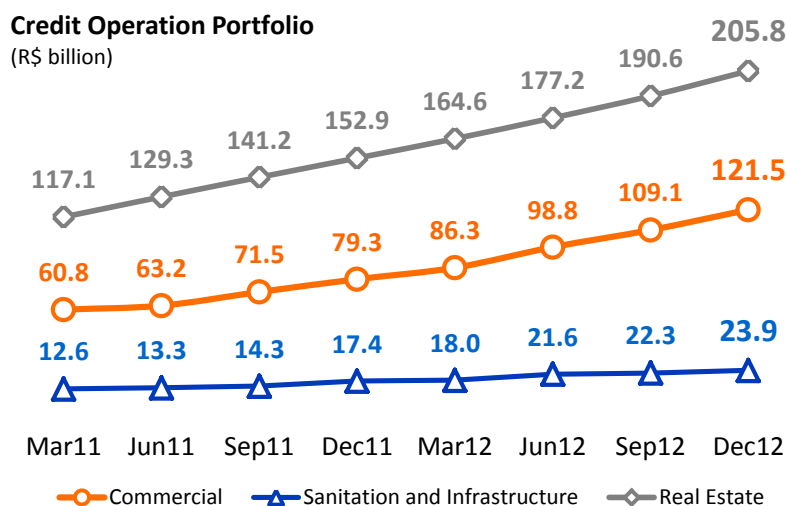
## Loan Operations

Loan operations reached R\$ 353.7 billion in December 2012, an increase of 41.8% in 12 months and 9.0% in the quarter. With this balance, CAIXA presents a share of 15.0% in the total loan of the National Finance System, which represents a gain of 2.70 p.p. of share in 12 months.

Housing, the main portfolio, reached a balance of R\$ 205.8 billion (Individual and Corporate), (+8.0% in the quarter; +34.6% 12M). CAIXA market share in this segment is 71.3%. In the third quarter, mortgage backed securities were carried out in the value of R\$ 2.5 billion.

The balance of commercial loan was R\$ 121.5 billion, an increase of 53.2% in 12 months and market share of 7.8%, representing a gain of 2.1 p.p. in 12 months.

In September, CAIXA entered agribusiness operations. In December, repurchase agreements balance was R\$ 2.4 billion and CAIXA Rural Credit balance was R\$ 157.5 million.



Individual commercial loans, including mortgage loans, increased 37.8% in 12 months and 8.7% in the quarter, reaching R\$ 252.7 billion. Individuals lending reached R\$ 55.5 billion, highlighting the installment loan, with an increase of 55.6% in 12 months and expansion of more than R\$ 17.0 billion in balance.

(R\$ million)

Total Individual Lending	Dec11	Sep12	Dec12	Δ% 12M	Δ% Quarter
Individual Commercial Loans	36,623	50,211	55,519	51.6	10.6
Overdraft	2,594	3,385	3,350	29.1	(1.0)
Installment Loans	30,722	42,913	47,795	55.6	11.4
Pledge	1,071	1,241	1,307	22.1	5.3
Credit Cards	1,718	2,041	2,174	26.6	6.5
Others	518	631	892	72.2	41.3
Mortgage Loans	146,797	182,356	197,159	34.3	8.1
Rural and Agroindustrial	-	0.1	8.3	-	-
<b>Total Individual Loans</b>	<b>183,420</b>	<b>232,568</b>	<b>252,686</b>	<b>37.8</b>	<b>8.7</b>

Corporate commercial loans, including mortgage loan and loans for Sanitation and Infrastructure, recorded a balance of R\$ 101.1 billion in December 2012 (+52.8% 12M). We highlight working capital, an increase of 61.7 % and balance of R\$ 55.8 billion; revolving lines of credit, with increase of 101.8% and balance of more than R\$ 3.0 billion; and securities factoring, with increase of 16.2% compared to December 2011 and balance of R\$ 1.4 billion.

(R\$ million)

Total Corporate Loans	Dec11	Sep12	Dec12	Δ% 12M	Δ% Quarter
Corporate Commercial Loans	42,651	58,927	65,935	54.6	11.9
Overdraft	1,496	2,751	3,019	101.8	9.8
Receivables	1,181	1,261	1,372	16.2	8.8
Working Capital	34,521	49,430	55,835	61.7	13.0
Investments	4,974	4,947	5,073	2.0	2.6
Others	478	538	636	33.0	18.1
Mortgage Loans	6,074	8,202	8,630	42.1	5.2
Sanitation and Infraestructure	17,404	22,292	23,914	37.4	7.3
Credit Linked Assignment	-	2,510	2,425	-	(3.4)
Rural and Agroindustrial	-	-	149	-	-
<b>Total Corporate Loans</b>	<b>66,129</b>	<b>91,931</b>	<b>101,054</b>	<b>52.8</b>	<b>9.9</b>

In housing loan detailed by its funding sources, it is noted that most part of the loans, 52.7% or, in absolute terms, R\$ 108.4 billion, is carried out through CAIXA and SBPE resources. Operations with FGTS funding, encompassing those of Programa Minha Casa Minha Vida ("My Home, My Life Program"), increased 32.6%, compared to 2011, reaching a balance of R\$ 97.3 billion.

(R\$ million)

Housing Lending	Dec11	Sep12	Dec12	Δ% 12M	Δ% Quarter
CAIXA / SBPE Funds	79,258	98,827	108,369	36.7	9.7
FGTS Funds	73,399	91,548	97,338	32.6	6.3
Others	214	183	81	(62.1)	(55.5)
<b>Total</b>	<b>152,871</b>	<b>190,558</b>	<b>205,789</b>	<b>34.6</b>	<b>8.0</b>

## Delinquency

CAIXA delinquency rate (past due loans > 90 days) is stable and corresponded to 2.08% of the total loan and financing balance at the end of 2012.

Housing portfolio, the main in volume, closed the year with a delinquency rate of 1.56% of the loans,

0.14 p.p. lower than the delinquency rate presented in 2011.

As for the commercial loans, such ratio was 3.16%, a rate lower than the average market delinquency rate. In Corporate segment, the ratio was 1.69%, and in individual segment, 4.85%.

### Delinquency Rates in Credit Portfolio



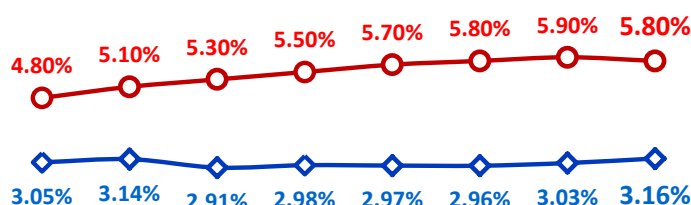
Mar11 Jun11 Sep11 Dec11 Mar12 Jun12 Sep12 Dec12

### Housing delinquency rate



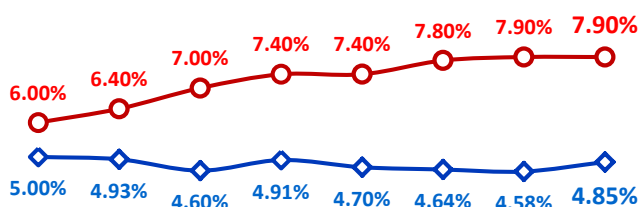
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### Commercial Loan delinquency rate



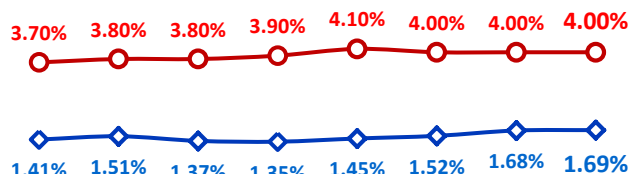
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### Individuals delinquency rate



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### Corporate delinquency rate

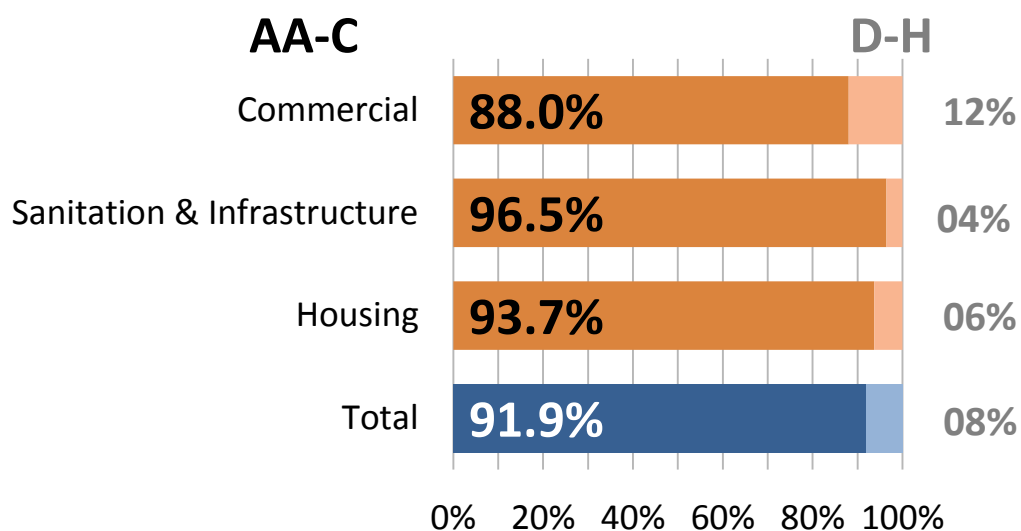


Mar11 Jun11 Sep11 Dec11 Mar12 Jun12 Sep12 Dec12

◆ CAIXA  
○ Mercado

## Loan Portfolio Quality

In the end of 2012, 91.9% of loan portfolio was classified with ratings from AA to C and 8.1%, from D to H. This shows that the loan offer expansion by CAIXA has been associated to good quality concessions.



Commercial loan operations correspond to 34.3% of total loans granted. And 88.0% of them were classified with ratings from AA to C and 12.0% with ratings from D to H.

In housing portfolio (58.2% of total loan operations), 93.7% are classified with ratings from AA to C. In the same period of the previous year, 92.3% of housing operations were classified with ratings from AA to C, which demonstrates the attention dedicated to the segment.

## Net Funding

Balance (R\$ million)

Main Items of Funding	Dez11	Set12	Dez12	Balance (R\$ million)	
				Δ% 12M	Δ% Quarter
Deposits	259,829	303,278	319,041	22.8	5.2
Demand deposits	22,943	22,660	27,381	19.3	20.8
Savings accounts	150,363	169,727	175,566	16.8	3.4
Time deposits	68,165	91,943	96,535	41.6	5.0
CDB/RDB	39,198	54,730	59,010	50.5	7.8
Judicial deposits	28,967	37,214	37,525	29.5	0.8
Other Deposits	18,359	18,947	19,559	6.5	3.2
Housing Bonds and Financial Bills	21,078	39,691	49,003	132.5	23.5
CAIXA Housing Bonds and Securities	20,512	39,110	44,222	115.6	13.1
Agribusiness Letter of Credit	-	-	1,056	-	-
International Funding	-	-	3,127	-	-
Other	565	582	599	5.9	2.9
Funds obtained in the open market	55,408	108,898	93,909	69.5	(13.8)
<b>Total</b>	<b>336,315</b>	<b>451,867</b>	<b>461,953</b>	<b>37.4</b>	<b>2.2</b>

In 2012, Funding Balance has reached R\$ 461.9 billion, an increase of 37.4% compared to 2011 and 2.2% more than the previous quarter.

Savings reached a balance of R\$ 175.6 billion, followed by Time Deposits, with a balance of

R\$ 96.5 billion, presenting a variation of 41.6% over the previous year.

Highlight goes also to Credit and Mortgage Notes, which increased 132.5% in the year.

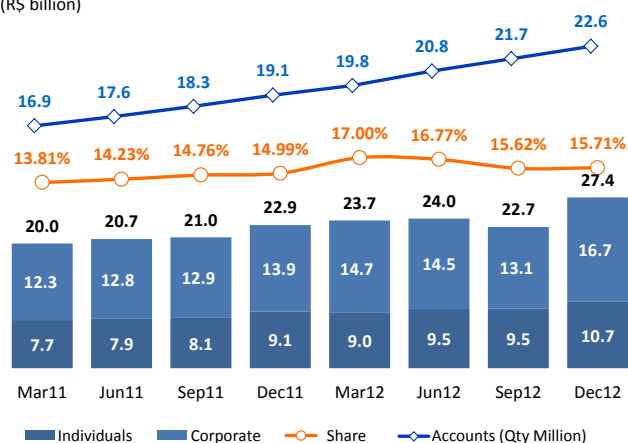
### Demand Deposits

Demand Deposits recorded a balance growth of 19.3% compared to 2011, changing from R\$ 22.9 billion to R\$ 27.4 billion. In the same period, there was a share increase of 0.72 p.p.

In 12 months, the checking accounts base expanded 18.1%, reaching 22.6 million accounts.

It was worth highlighting the corporate deposits, which reached the balance of R\$ 16.7 billion (expansion of 20.7%) in 2012. Individual deposits changed from R\$ 9.1 billion, in 2011, to R\$ 10.7 billion (expansion of 17.2%).

Demand deposits (R\$ billion)

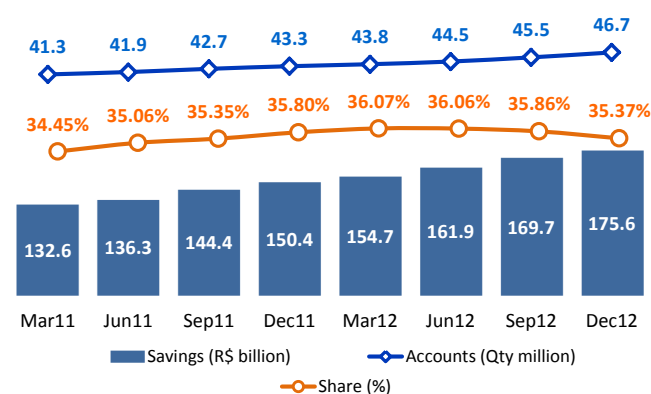


### Savings

Savings represent 38.0% of CAIXA funding in December 2012 (R\$ 175.6 billion) and 35.37% of market share.

The account base expansion was 7.7% compared to December 2011, reaching 46.7 million savings accounts in 2012. In the quarter, the account base grew 2.6%.

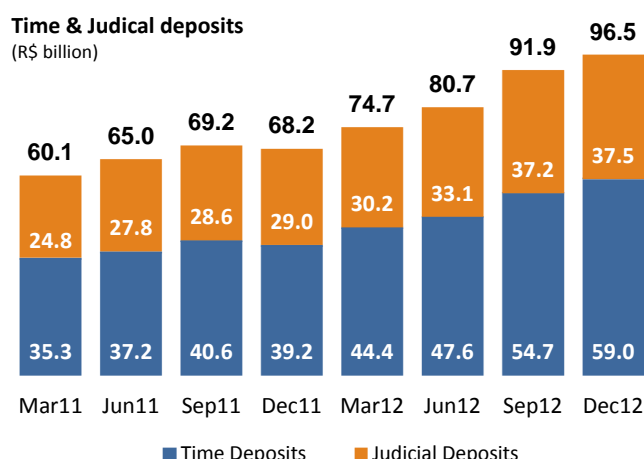
Savings



## Time Deposits

Time Deposits totaled R\$ 96.5 billion in 2012, an increase of 41.6% in 12 months. CDB resources represent 61.1% of time deposits (R\$ 59.0 billion) and presented an increase of 50.5% compared to 2011.

In the same comparison, judicial deposits increased 29.5% reaching the balance of R\$ 37.5 billion in the end of 2012.



## Capital Adequacy

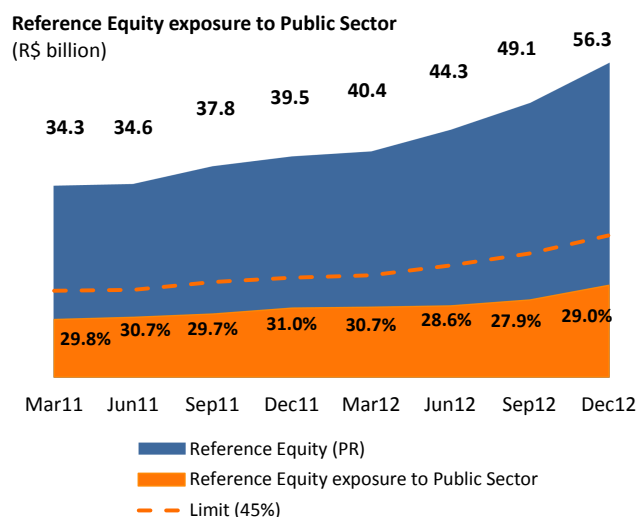
Reference Equity	Dec11	Sep12	Dec12	Δ% 12M	Δ% Quarter
RE - Reference Equity	39,540	49,136	56,329	42.5%	14.6%
TIER I	21,467	25,102	28,689	33.6%	14.3%
TIER II	18,684	25,102	28,689	53.6%	14.3%
Deductions from Reference Equity - RE	(610)	(1,068)	(1,050)	72.1%	-1.7%
RRE - Required Reference Equity	32,606	42,814	47,706	46.3%	11.4%
<b>Basel Ratio (RE x 100) / (RRE / 0,11)</b>	<b>13.34%</b>	<b>12.62%</b>	<b>12.99%</b>	<b>-0.35 p.p.</b>	<b>0.37 p.p.</b>

CAIXA Reference Equity (RE) reached R\$ 56.3 billion in the end of 2012, R\$ 16.8 billion more than the amount reported in the previous year. The Required Reference Equity (RRE) was R\$ 47.7 billion and the Basel Index, 12.99%, above the legal requirement of 11.0%.

Fixed Asset	Dec11	Sep12	Dec12	Δ% 12M	Δ% Quarter
(A) Fixed Asset Adjusted	6,575	6,845	7,086	7.8%	3.5%
(B) Reference Equity	39,540	49,136	56,329	42.5%	14.6%
<b>(C) Fixed Asset Adjusted Ratio ((A / B) x 100)</b>	<b>16.63%</b>	<b>13.93%</b>	<b>12.58%</b>	<b>- 0.54 p.p.</b>	<b>-0.99 p.p.</b>

Fixed Asset Ratio was 12.58%, keeping CAIXA within the requirements of CMN Resolution No. 2.669/1999, which establishes a 50% limit.

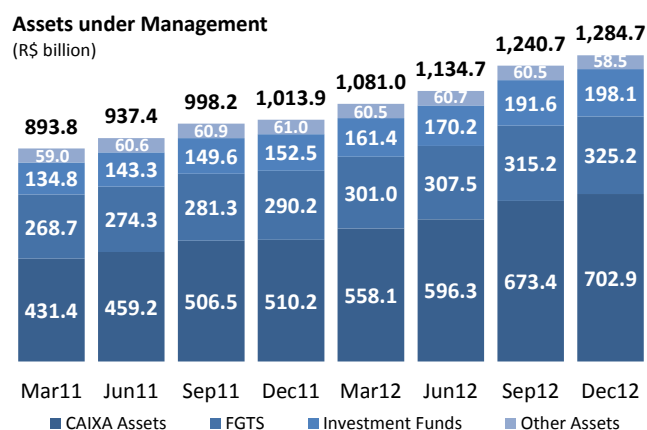
Reference Equity exposure to Public Sector with CAIXA was 29.0% in December 2012, a reduction of 2.0 p.p. in 12 months. The indicator meets the limit established by CMN Resolution No. 2.827/2001, according to which the credit operations of a financial institution with public institutions are limited to 45% of its Reference Equity.



## Assets under Management

In 2012, CAIXA was responsible for managing R\$ 1.3 trillion in assets. In 12 months, this volume grew 26.7%, driven by the evolution of 37.8% of its own assets.

Among the R\$ 581.8 billion of third parties assets, we highlight the R\$ 325.2 billion from FGTS and the R\$ 198.1 billion from investment funds, which grew 12.1% and 29.9%, respectively, compared to the previous year.



## Investment Funds

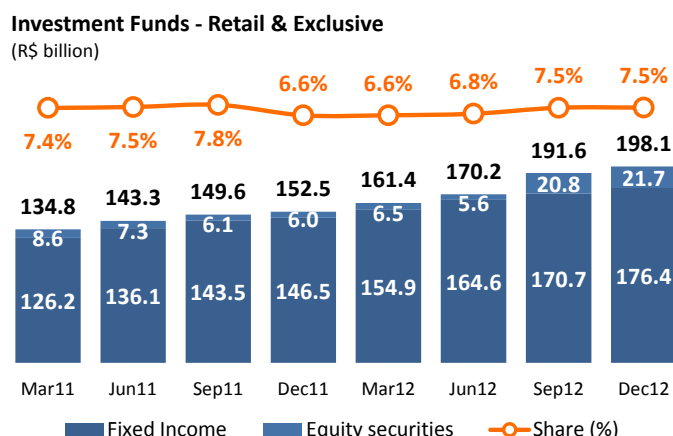
Equity of investment funds recorded a balance of R\$ 198.1 billion, an increase of 29.9% in 12 months. Exclusive funds reached R\$ 109.7 billion, reporting an absolute growth of R\$ 24.3 billion or 28.4% comparing to the previous year. Retail funds, meanwhile, ended 2012 with R\$ 85.1 billion, an increase of 34.2% over 2011.

Investment Funds	(R\$ million)				
	Dec11	Sep12	Dec12	Δ% 12M	Δ% Quarter
Retail	85.4	104.3	109.7	28.4	5.2
Exclusive	63.4	83.9	85.1	34.2	1.4
Privatization	3.7	3.4	3.3	(11.1)	(3.7)
<b>Total</b>	<b>152.5</b>	<b>191.6</b>	<b>198.1</b>	<b>29.9</b>	<b>3.4</b>

Fixed Income ended the year of 2012 with R\$ 176.4 billion (89.1% of investment funds), which represents an evolution of 20.4% in relation to 2011.

Equity securities, meanwhile almost quadruplicate, ended the year with R\$ 21.7 billion.

CAIXA managed 7.47% of Market funds in December, an increase of 0.83 p.p in the year.





Prepared by VICOR / DECON / SUMAV / GEINE:

GEINE - – National Management of Executive Information

SUMAV - National Superintendence of Assessment and Result Monitoring

DECON - Executive Controlling Management

VICOR - Vice-Presidency of Controlling and Risks



**CAIXA**

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