



Banco Comercial Português, S.A.

Regulations of the Retail Commission of Banco Comercial Português, S.A.

REGULATIONS OF THE RETAIL COMMISSION OF BANCO COMERCIAL PORTUGUÊS, S.A.

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1. POWERS

- Monitoring of the activity of the Retail Commercial Network, Segments, Channels, Cards and Means of Payment (evolution and degree of fulfilment of objectives);
- Assessment of the business context and definition of commercial action priorities;
- Analysis of the main indicators for Products and Services and decision on changes to the Bank's product range;
- Analysis of the main indicators for Quality and Customer Experience, Claims and Customer Satisfaction (External and Internal);
- Approval of the value proposition, distribution model and profitability and management issues of the offer to Customers;
- Approval, within the scope of the New Product Approval Policy (GR0033 and OS0027), of the launch of new products, as well as the alteration or cancellation of existing products applicable to the Retail Network.

2. FREQUENCY

Every two months

3. MEMBERS

Members with voting right:

- Directors: CFO, CRetO and COO
- Coordination Managers: DMAR (secretary), DRN, DRC, DRSI, DBD, DIG, DMENI, DMPA, COFF and DC.

Any other executive director may take part in the meeting and shall have the right to vote.

In their absence, the Coordinating Managers of the aforementioned Divisions may propose to the directors who are part of the Commission a representative to replace them in the event of their absence, who, if accepted and belonging to the Top Management, will have the right to vote.

Non-voting guests

Employees of the Group who are relevant to the topics under discussion may be invited to attend occasionally.

These employees will only take part in the meeting during the items that have justify the invitation.

4. QUORUM FOR RESOLUTIONS

4 members with voting rights, 2 of whom are executive directors.

5. DELEGATION OF POWERS

- The Retail Commission shall bind the Bank, including in relation to third parties, provided that its resolutions fall within the scope of the powers defined in these Regulations.
- Always in compliance with the internal regulations that apply to this Commission and its Divisions, the powers of the Executive Committee (EC) necessary for the performance of its duties and the inherent competences that the Board of Directors has not reserved for itself or for the other Commissions are delegated to it.
- Should any of the executive directors in attendance at the Commission decide that the matter should be submitted to the EC for deliberation, the delegation provided for in the preceding paragraphs shall lapse.

6. RESOLUTIONS

- Only the executive directors in attendance and the members of the Commission may vote.
- The Commission's decisions are taken by simple majority.
- Any of the executive directors in attendance may suspend the appraisal of an item under discussion and submit it for decision by the EC.
- Unanimous Written Resolutions may be adopted, provided that all members agree: executive directors and other members with voting rights.

7. CALL FOR MEETINGS

The secretary provides support for the meetings, ensures that the notice of the meeting is sent to the members in good time, and at the same time to the executive directors who are not members of the Commission, together with the respective agenda of the meeting.

8. MINUTES OF MEETINGS

- The secretary draws up the minutes of the meetings in such a way that all participants can be properly identified, that the matters analyzed can be understood and that the decisions taken are meaningful and well-founded.
- Once approved, the minutes will be submitted to the next EC meeting for information.
- In the absence of the secretary, the directors in attendance shall appoint one from among the members with voting rights.

Approval date: September 17th, 2024

Approving Body: Executive Committee

Main changes compared to previous content: general revision of the document