

CaixaBank, the first bank to support iPhone X Face ID facial recognition via its mobile applications

- ***Customers of the bank can now use the latest iPhone to access their accounts simply by showing their faces.***
- ***The bank has thus bolstered its line of mobile financial services for Apple users.***
- ***CaixaBank is the Spanish industry leader in payment methods and e-banking, with more than 15 million cards in circulation all formats and 4.2 million mobile banking users.***

Barcelona, 3 November 2017

CaixaBank has become the first bank in Spain to ensure that its mobile applications support Apple's latest launch, the Face ID technology built into the new iPhone X. The bank's customers can now use facial recognition via iPhones to access their accounts, doing away with the need to enter any other login information, such as ID numbers, user identification codes or passwords.

The service will be available from the moment the new iPhone X goes on sale. Users will simply need to download the latest updates for their CaixaBank applications, CaixaBank Pay and imaginBank for iOS.

Access with full security and privacy guarantees

Facial recognition as a means of accessing CaixaBank applications is backed by full security and privacy guarantees. To make use of the feature, users first need to complete a simple registration process when they first open the system, which will associate their identification information with their facial image.

Face ID technology uses the new iPhone X's built-in camera. The mobile device creates a detailed map of the face via the projection and analysis of more than 30,000 invisible dots, thus allowing an individual to be identified in a completely secure manner.

Face ID identification will unlock full access to CaixaBank applications, CaixaBank Pay and imaginBank, allowing users to check their account balances and movements, as well as complete transactions in the same way as when using conventional application login

procedures.

About CaixaBank

Support for the iPhone X expands the array of mobile financial services available to Apple mobile users. CaixaBank is currently Spain's leading mobile banking operator, serving 4.2 million customers via mobile devices, and has set up the country's first mobile-only bank, imaginBank, where users operate exclusively via apps. CaixaBank likewise leads the electronic banking market, with more than 15.5 million cards in circulation and a market share in terms of turnover of 23.3%.

Numerous CaixaBank projects have marked technological milestones in the industry, such as Europe's first commercial deployment of contactless payment and mobile payment systems, the rollout of the world's first contactless ATMs, the launch of imaginBank, and development of the first customer service application to harness artificial intelligence.

As well as the recent launch of Apple Pay, in payment systems CaixaBank has introduced a new money transfer service using voice commands to Siri, the iOS personal assistant. Meanwhile, imaginBank has also launched another mobile money transfer service that harnesses instant messaging systems such as WhatsApp, Facebook Messenger or Telegram.

The Banker, part of the Financial Times Group, recently honoured the launch of the imaginBank chatbot as the year's best technology project. Said service uses artificial intelligence to notify customers of exclusive offers and discounts. Likewise, *Global Finance* magazine named CaixaBank the Best Digital Bank in Spain for its commitment to digitization as a means of improving service quality for customers.