

Euromoney selects CaixaBank as Western Europe's Best Digital Bank

- **For the first time, British magazine Euromoney has honoured CaixaBank with the award for Western Europe's Best Digital Bank.**
- **The award is recognition for the bank's digitalisation and technological innovation: it has a penetration rate in digital banking of 33%; 56% of its customers are digital, while it also serves 4.9 million mobile banking customers.**
- **This honour follows awards from trade magazine PWM (Financial Times Group) as the Best Private Bank for use of technology, and the Best Bank in Spain 2018 award granted this year by U.S. magazine Global Finance.**

Barcelona, 12 July, 2018

CaixaBank has been chosen as 'Western Europe's Best Digital Bank' by British magazine Euromoney for its success in digital transformation and technological innovation. It is the first time that CaixaBank has received this accolade from British magazine Euromoney.

The bank, presided over by Chairman Jordi Gual and CEO Gonzalo Gortázar, serves close to 16 million customers, 56% of whom are digital, while 4.9 million are mobile banking users. The bank has the highest number of web and mobile digital financial service users in Spain according to Comscore, with a penetration rate in digital banking of 33%.

"The award represents recognition for one of the bank's core strategic initiatives: digital transformation and a firm commitment to driving technological innovation", said CaixaBank Chairman, Jordi Gual. "Throughout its history, CaixaBank has approached innovation as a strategic challenge and a distinguishing hallmark of the bank's culture", he added.

Meanwhile, CaixaBank's CEO, Gonzalo Gortázar, emphasised "the bank's leadership in new generation technologies, seeking to generate greater business value and transform processes, while expanding the range of products and services provided to digital customers". According to Gortázar, "the bank's ultimate aim is to convert innovative ideas into real-world projects that drive further customer integration, boost digital and in-branch sales, underpinning efficiency and cost controls, while also generating value".

CaixaBank strives ceaselessly to develop innovative initiatives that enhance its services and the customer experience, as well as propelling the bank's efficiency by harnessing new technologies such as big data, artificial intelligence and blockchain.

International accolades for CaixaBank

CaixaBank is the leading retail bank in Spain, standing as the primary bank for 26.7% of the retail customer market. The bank, presided over by Chairman Jordi Gual and CEO Gonzalo Gortázar, serves close to 16 million customers in the Iberian market and operates 5,318 branches, the largest branch network in the Peninsula.

CaixaBank has been named the best bank in Spain by some of the most prestigious international specialist publications. In fact, the bank won the Best Bank in Spain 2018 award from New York-based Global Finance magazine, and the award for Best Private Bank for use of technology from trade magazine Professional Wealth Management (PWM), part of the Financial Times Group.

BPI is named Best Bank in Portugal for the first time

Euromoney also honoured Portuguese bank BPI, which is part of the CaixaBank Group, with the 'Best Bank in Portugal 2018' prize. This is the first time that BPI has been acknowledged as the best bank in Portugal by this trade publication.

According to the criteria followed by Euromoney, the award recognises success in terms of growth strategies, expanding the bank's customer base and digital innovation, as well as BPI's social engagement, among other standout aspects.