

With CaixaBank Sign, a free app available for iOS and Android

CaixaBank exceeds one million customers who sign their digital banking transactions with their phone

- ***The institution is the only Spanish bank to offer its customers a specific mobile application to sign their banking transactions without having to enter a code.***
- ***The application improves the user experience: the customer can sign transactions using their phone with a single click, anywhere and quickly.***
- ***The solution has strong safety guarantees: it works on one single device per user, it indicates the transaction that is being signed for, it is protected by two passwords (the phone password and the CaixaBankNow login password) and the signature cannot be copied.***

Barcelona, 07 December 2019

Using their phone, more than one million CaixaBank customers sign –with CaixaBank Sign– for the banking operations they carry out on its digital online and mobile banking channels.

There are significant advantages to using this application, the only one in the Spanish financial sector specifically developed for signing banking operations: improved customer experience and greater trust of users when conducting their online banking.

Thus, the customers who use CaixaBank Sign to sign for their online banking operations can bank from anywhere, quickly, signing transactions with a single click, and without having to enter a code.

Furthermore, the bank's app features all the guarantees of the new European PSD2 directive to improve the security of digital payments with a strong authentication system. The application can only be installed on one single device per user and requires a password to be used to access digital banking for secure identification.

CaixaBank Sign is a mobile application available for Android and iOS, that can be downloaded from Google Play and the App Store, and it is free of charge for CaixaBankNow customers.

Leadership in digital banking

CaixaBank has established –as a strategic axis of the 2019-2021 Strategic Plan– the improvement of the user experience across all the channels used in its customer relations.

The bank has a wide range of proprietary applications that include special functions such as biometric identification to access CaixaBankNow, peer-to-peer payments and Click&Go loans. Moreover, CaixaBank has imaginBank, Spain's first mobile-only bank, managed exclusively through a mobile app.

Technology and digitalisation are key in the company's business model, which has the largest base of digital customers in Spain. In addition, CaixaBank has developed landmark technology projects in the sector, such as the creation of the first ATMs that allow users to withdraw cash through facial recognition and without having to enter their PIN –a project chosen as one of the Technological Projects of the Year in the Tech Project Awards by The Banker magazine.

Thanks to its digital transformation strategy, CaixaBank has become one of the highest-rated banks in the world based on the quality of its digital products and services. In 2019, the company was recognised as the Best Bank Transformation in Western Europe by the magazine Euromoney and the Most Innovative Bank in Western Europe by US magazine Global Finance. It has also been acknowledged as the world's Best Private banking institution for its digital client communication at the Wealth Tech Awards held by the PWM magazine of the Financial Times group.