

The special care plan for pensioners, implemented for the first time in Spain, is a service exclusively available to CaixaBank customers

CaixaBank brings forward pension payments and activates a plan to prevent queues in branches

- ***The 1.8 million customers who have their pensions paid into CaixaBank can access their payment as of today, without having to wait until the 25th of the month, the usual payment date.***
- ***The institution will contact those with their pensions paid into CaixaBank to offer an appointment to those who need to go to their branch to address any queries regarding the use of cards and online banking services.***
- ***The objective is to contribute to protecting the over-65s, help adhere to the recommendations of the authorities in terms of mobility and health, and foster prevention measures across the commercial network.***
- ***CaixaBank is the leading institution for senior citizens, with 2.7 million customers over the age of 65 and a market share of 30%.***

Barcelona, 20 March 2020

CaixaBank, chaired by Jordi Gual and with Gonzalo Gortázar as its CEO, **has decided to bring forward state pension payments to this Friday, 20 March**, and implement a special information system for appointments for the over-65s who want to draw on their pensions, as well as to make any payments over the coming days. The initiative will come into force today, so customers will be able to access their pensions as soon as they are paid in.

This special care plan for pensioners has a two-fold objective: to offer a better service and avoid queues in branches to protect the health of this age group. The objective of this measure, unprecedented in the Spanish financial services sector and exclusively available to the 1.8 million customers who have their pensions paid into CaixaBank, is to contribute to protecting senior citizens whilst ensuring teams are organised effectively to facilitate the coronavirus prevention measures across the commercial network.

Starting today, Friday 20 March (five days before the usual payment date, the 25th of each month), the institution will contact customers who regularly receive their pension in cash. The institution will inform them of the different options available to them and allow them to **avoid any non-essential travel**, in accordance with the recommendations of the authorities.

In this regard, they will be able to address any queries they may have regarding the use of payment cards and charges and the CaixaBankNow online banking service, available in web format and on mobile devices. If the customer wants to go to a branch to make the payment, **an appointment will be arranged in advance** to reduce the time they spend outside of their home and avoid crowds.

Customers who want more information on these measures can also contact their personal adviser over the phone or through the 'Wall' service within CaixaBankNow.

Leadership in terms of senior customers

CaixaBank is the leading institution among senior citizens, with a market penetration of 30%. It has 2.7 million customers over the age of 65 and 1.8 million who have their pensions paid into the bank.

The company has physical presence in all of Spanish cities and towns with more than 10,000 inhabitants, in 94% of the municipalities that exceed 5,000 inhabitants, and is the only financial institution in 229 towns across the country.