

In light of the emergency caused by COVID-19

CaixaBank offers a three-month grace period on vehicle full-service-lease payments for its customers

- ***The offer, intended for individuals, self-employed workers and companies, will apply to contracts with maturities beyond three months and with no previous debt, and it will be linked to the existing contract's six-month extension with the initially agreed terms of services, payment and mileage.***
- ***The process to activate the contract grace period is fully automated, with no intervention required by the branch, and will be managed through Arval, the company's strategic partner in this business sector.***

Barcelona, 6 April 2020

CaixaBank has launched a three-month moratorium on vehicle full-service-lease payments for its customers to help to soften the effects of COVID-19. Under the current circumstances, with mobility curtailed to a minimum, the bank chaired by Jordi Gual and with Gonzalo Gortázar as CEO has offered a three-month grace period on payments for more than 38,000 customers using its vehicle full-service-lease services. This offer will be linked to the extension of the duration of their contracts for a further six months.

This commercial and operational measure will apply for CaixaBank's entire portfolio of vehicle full-service-lease contracts, except for those involving public administrations fleets and other large fleets. Under this measure, customers will not be charged for the forthcoming three bills – April, May and June – and will have their contracts extended for a further six months, maintaining all the services at the previously-agreed rate and mileage.

Customers will be able to partake in this offer with the bank, provided their contracts have a maturity beyond three months and they do not have previous debt.

Digital process with zero travel

CaixaBank has implemented a fully online system to enable the applicants for the grace period to avoid travelling to branches. In this way, it contributes to fulfilling the requirements of the declared state of alert.

To carry out the process, CaixaBank – in collaboration with Arval, a strategic rental partner of the company – will contact all the customers through a personalised email.

Applications can be submitted digitally, in order for CaixaBank clients to partake in this exceptional measure taken by the financial institution during the emergency caused by COVID-19.

Furthermore, if customers do not utilise email, their branch will contact them to offer this option. Similarly, if customers have any queries as regards the procedure, they can contact the bank by telephone or through the various online information channels offered by CaixaBank.

#ByYourSideNowMoreThanEver

This new measure is part of the #ByYourSideNowMoreThanEver initiative launched by CaixaBank to remain by the side of its customers, shareholders, employees and society in general, as we face the coronavirus pandemic.

Besides the proposed grace period for vehicle full-service-lease contracts, the bank has made an extension to the mortgage moratorium available to its customers, as well as offering an advance on the payment of pensions, writing off rent and offering €25 billion in preauthorised loans for SMEs and self-employed workers. It has also enabled an online volunteering campaign through the “la Caixa” Association of Volunteers, comprising more than 20,000 people.

CaixaBank has also decided to join the member entities of CECA (Spanish Confederation of Saving Banks) in not charging ATM fees while the state of alert is in force. It has also increased the amount for card payments that do not require to enter PIN from twenty to fifty euros, thus helping to avoid contact with physical surfaces thanks to contactless technology.