

*New recognition of the bank's commitment to digitalisation and innovation*

## **CaixaBank Now's "Mobility", the space for mobility services and products, acknowledged by the Bank Administration Institute (BAI) for its innovation**

- ***The independent organisation has acknowledged CaixaBank Now's "Mobility" space in its 2020 Global Innovation Awards. The application includes all products and services related to mobility.***
- ***By means of this new space, customers can, for example, finance a motorbike, take out car insurance, buy an electric scooter or rent a car, in a fully digital and secure way, without having to visit a branch.***
- ***This acknowledgement of CaixaBank Now adds to the international awards won in recent years as the "Best mobile consumer banking application in Western Europe 2020" and the "Best mobile consumer banking application in the World 2019" by the US magazine Global Finance.***

**Barcelona, 23 February 2021**

The Bank Administration Institute (BAI) has awarded a prize to CaixaBank Now's new "Mobility" space as the "Best initiative in the Innovation of internal processes category" in its 2020 Global Innovation Awards, which recognise the most innovative solutions in the global financial services industry.

The jury, made up of a panel of global financial services innovation leaders, chose CaixaBank Now's new service for its originality, innovation and impact on the bank's customers from out of hundreds of candidacies received this year.

CaixaBank Now's "Mobility" space, launched in 2020, includes all the bank's products and services related to mobility in a single application. Through this initiative, CaixaBank intends to cater to its customers' new needs in terms of easy, safe and sustainability mobility, as well as guarantee the best navigation experience in its mobile application.

Via "Mobility", CaixaBank customers can buy electric scooters and bicycles, take out a leasing product, finance a car or motorbike, rent a car through Rental Cars or take out vehicle

insurance, and do it in a fully digital and secure way.

The “Mobility” service offers multiple benefits and features as part of a strategy aimed at reinforcing all products and services on CaixaBank’s digital channels. For example, in the case of financing a car or a motorbike, via CaixaBank Now, customers can calculate the loan conditions, request taking the loan out and obtain the funds without having to visit a branch.

If leasing a vehicle, once the operation is approved online, customers can monitor the contracted vehicle, find out the expected date of delivery and view the point of collection on the application.

When renting cars on RentalCars.com, customers will receive a 6% discount on the rental price.

### **CaixaBank, leader in innovation**

Technology and digitalisation are key to the business model of the bank, which has the largest digital customer base in Spain (7 million). 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 Tech Projects of the Year at the Tech Project Awards 2019 by The Banker magazine.

Thanks to its digital transformation strategy, CaixaBank has become one of the highest-rated banks in the world for the quality of its digital products and services, with accolades such as the “Best Consumer Digital Bank in Spain 2020” by the US magazine Global Finance and, in the field of private banking, recognised as the “Best Private Bank in Europe for its digital culture and vision 2020” by the British magazines The Banker and PWM (Financial Times Group).

CaixaBank Now has also received several other international awards in recent years, such as the “Best consumer mobile banking app in Western Europe 2020” and the “Best consumer mobile banking app in the World 2019” by the US magazine Global Finance. In 2018 it was acknowledged as Tech Project of the Year in the “Mobile” category of The Banker’s Tech Projects Awards.

### **About the Bank Administration Institute (BAI)**

As a nonprofit, independent organization, BAI has delivered the financial services industry’s most actionable insights for more than 95 years, enabling leaders to make smart business decisions every day. We provide in-depth, proprietary research to more than 40 of the top

US banks, support more than 2,100 financial services organizations with compliance and professional development training, provide trusted, relevant thought leadership through BAI Banking Strategies reports, podcasts and webinars, and offer specialized events and programs. The BAI Global Innovation Awards award prizes to the most pioneering organisations in the financial services sector. The award programme, which held its tenth edition in 2020, has consolidated its position as one of the most prestigious in the industry.