

CaixaBank has completed the data migration process ahead of schedule and is now working on the final stage of the IT systems integration.

Bankia customers can now proceed with their daily banking operations through CaixaBank's digital banking

- **All customers can view their updated account balances and banking position and proceed with banking transactions through CaixaBankNow and imagin.**
- **Bizum's money transfer services, and instant transfers to or from Bankia customers have already been restored.**
- **The ATM network and POS terminals in stores are operating as usual.**

13th November 2021

CaixaBank has completed the data migration process from the Bankia IT systems today Saturday 13th November, hours ahead of schedule, with CaixaBank digital banking services fully available for all Bankia-origin customers.

The bank had planned to open digital operations to Bankia-origin customers between the night of Saturday 13th and Sunday 14th, but the good progress of the technological integration process has allowed to reestablish banking transactions before than expected.

Thus, Bankia-origin customers can now view their account balances and proceed with banking transactions through CaixaBankNow and imagin. Bankia's online banking has automatically been redirected to CaixaBank's.

Likewise, Bizum's money transfer services, and instant transfers to or from Bankia customers, which were suspended for some hours during the IT systems integration, have now been restored.

The ATM network and POS terminals in stores are seamlessly operating, as planned. Bankia customers who have withdrawn cash or made card purchases in the last hours can already see these transactions registered on their account balance through CaixaBank's digital banking and ATMs.

The IT systems integration will continue over the next few hours. After the Bankia-CaixaBank merger, all the commercial network will offer the same catalogue of products and services, and will operate from the same technological platform.

CaixaBank, Spain's leading bank

CaixaBank is the leading financial group in Spain. After its merger with Bankia, CaixaBank has assets for €685.74 billion, making it the largest bank in Spain, and placing it among the leading banks in Europe. CaixaBank also has a strong presence in Portugal, where it controls 100% of BPI.

The group, chaired by José Ignacio Goirigolzarri and with Gonzalo Gortázar as CEO, has around 21 million customers and the biggest commercial network in Spain and Portugal, with more than 6,000 branches and more than 15,000 ATMs, and it is the leader in digital banking, with 71.4% digital customers.