

CaixaBank is the first bank in Spain to launch the "wallets" service for international payments

- **The new service will allow companies to open virtual accounts in more than 50 currency pairs, instantly and unaided, with no opening or maintenance costs.**
- **'FXWallets' is part of CaixaBank's platform for currency markets, FXNow.**
- **The launch further strengthens CaixaBank's commitment to innovation, internationalisation and engagement with its customers.**

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CaixaBank has launched FXWallets, a service that lets you open, immediately, intuitively, and with no opening or maintenance costs, virtual accounts to send and receive international payments in more than 50 currency pairs.

With this step, CaixaBank becomes the first bank in Spain to offer a virtual account service for currencies to all types of companies. The service is available in June in pilot mode for a select group of companies and, starting in September, it will be available to all interested customers. The service is accessed via CaixaBank's website and app, which will feature the FXNow currency market platform.

The new FXWallets service is bringing to international payments all the advantages and security of traditional accounts, with the added benefits of significant advances in user-friendliness and immediacy. In fact, users can open a wallet in the desired currency with just two clicks and use it right away.

Iñaki Badiola, director of CIB and International Banking at CaixaBank said: "the launch of FXWallets is a very significant step in the bank's steadfast commitment to innovation, internationalisation and engagement with our customers and their needs. The development of the project involved a detailed analysis of how we can apply the new advances in usability and customer experience to the universe of currency payments, placing the focus on the customer at all times. As a result, FXWallets is the latest piece to join a constantly evolving digital ecosystem that came into being with the creation of FXNow, which sought to give companies complete control over their currency operations and international payments".

Commitment to the growth and internationalisation of the service

FXWallets is being added as a new feature to CaixaBank FXNow, the CaixaBank platform for managing the sale and purchase of currencies. CaixaBank FXNow has been servicing CaixaBank's

business customers in Spain since its creation in 2020. FXNow was also launched in Morocco in 2022 and, via BPI, in Portugal in 2023.

FXNow bases its model on a balance between user-friendliness and professionalism, which lets it address the needs of all types of companies, from small businesses to large corporations. This has translated into year-over-year growth of over 150% in CaixaBank's currency operations via the digital service channel in Spain.

CaixaBank, leader in innovation

Technology and innovation are crucial for CaixaBank. With more than 11 million users of its digital banking service —the largest customer base in the Spanish financial sector— the bank works daily towards developing new models that are able to meet the requirements and needs of its customers, bringing its products, services and financial culture closer to all citizens.

As part of its digitisation process, the bank, which has its own technology subsidiary, CaixaBank Tech, and multidisciplinary teams that take innovation to every corner of the organisation, drives projects based on new technologies like cloud computing, artificial intelligence, app development, big data, and more. All these technologies provide its advisers with further and better resources to advise their customers and drive the customisation of the commercial offer, with the aim of improving customer linkage, as well as aiding the development of new financial services and streamlining the decision-making process.

This year, the American magazine *Global Finance* named CaixaBank as the "Most Innovative Financial Institution of Western Europe 2022", and " Best Consumer Digital Bank in Spain 2022". These prizes are in addition to the " Best Consumer Digital Bank for Online Deposits, Card and Investment Product Offerings in the World 2022" and " Best Consumer Digital Bank for Bill Payment & Presentment in the World 2022", and " Best Consumer Digital Bank for Lending in Western Europe 2022" also from *Global Finance*. Furthermore, the bank's online banking service, CaixaBankNow, has been named the Best Consumer Mobile Banking App in the world 2019, and in Western Europe in 2021, 2020, and 2018.

Furthermore, the use of big data and artificial intelligence has earned the bank the accolade of Best Bank in the Analytics and AI category 2022' at the Qorus-Accenture Banking Innovation Awards, and 'Best Private Bank for Big Data Analytics and AI in Europe 2022 and 2021' by the Financial Times Group's PWM magazine.

In the field of private banking, CaixaBank was chosen as the "Most Innovative Private Bank in Western Europe 2022" by *Global Finance*, whereas the UK magazine PWM (Financial Times Group) named it the "Best Private Bank for Big Data Analytics and AI 2022 in Europe" and " Best Private Bank for Digital Marketing and Communication 2023 and 2022 in Europe".