

CaixaBank, wins multiple awards including Best Bank in Spain and Western Europe for its commitment to society and innovation

- ***The bank has been named Best Bank in Spain by Global Finance for the eleventh consecutive year.***
- ***CaixaBank has also been named Best Bank in Western Europe for the seventh time.***
- ***In addition, CaixaBank has won four awards for its sustainability and innovation. These include Best Bank in the World and in Western Europe for Sustaining Communities and Best Bank in Social Bonds in Western Europe.***

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In the 32nd edition of Global Finance's Best Bank Awards, CaixaBank has been recognised as the Best Bank in Spain and in the whole of Western Europe. These awards have been underpinned by the publication's further recognition of the bank's commitment to sustainability and innovation.

This is the 11th consecutive year that CaixaBank has won the Best Bank in Spain award and the seventh occasion in which it is also distinguished as the Best Bank in Western Europe.

CaixaBank was awarded the accolades following Global Finance consulting with analysts, consultants, and banking sector executives around the world. The magazine determines the best banks by country and region based on those "that adequately attended to the needs of their customers in a difficult market context, achieving good results and laying the foundations for future success".

According to Global Finance, the winning organizations managed their assets and liabilities in a savvy way considering the fast-changing interest rate scenarios. The bank's diverse service offerings, excellent customer service reputation, and innovative technology deployment were also factors in Global Finance's decision making.

For Gonzalo Gortázar, CEO of CaixaBank, continuing to achieve this recognition is "a demonstration of the effort and commitment of all the group's professionals, who put themselves at the service of customers every day to build a project based on trust, responsibility and commitment, making the company the benchmark financial group in Spain and Portugal".

Global Finance also noted that its awards "honour financial institutions that excel in the diversity of their offerings, their long-term stability and technological innovation".

CaixaBank stands out for its commitment to society and innovation

In addition to the awards received at the *Best Bank Awards*, CaixaBank has also received awards for its commitment to society and social inclusion, and for its dedication to technological innovation.

Global Finance has unveiled the winners of its *Sustainable Finance* and *The Innovators* awards, categories in which the company has obtained four more accolades for its work.

Global Finance's *The Innovators* awards have highlighted CaixaBank's work to continue adapting and evolving in a context marked by the rapid emergence of artificial intelligence, and the transition of customers towards a digital banking model.

In this regard, one of the bank's major developments over the past year has been highlighted as one of the three "Best Innovations in Finance in Western Europe in 2025". The innovation that has earned this award has been the new process of operations' signing within the Group's apps, a novelty that has allowed the bank to streamline the operational processes in a safe and intuitive way for customers.

CaixaBank excelled further in the Sustainable Finance Awards, receiving the award for the **World's Best Bank for Sustaining Communities** for the second consecutive year.

The global distinction in this category comes after CaixaBank was named the best institution of Western Europe in this field, a region in which the bank has also been named the **Best Bank in Social Bonds**.

The Global Finance Sustainable Finance Awards, which are celebrating their fifth edition this year, recognised leading companies in sustainable financing that drive initiatives aimed at mitigating the negative impacts of climate change and helping to build a more sustainable future for humanity.

According to the US magazine, the bank's commitment to the community was demonstrated in October 2024, when record rains and sudden floods dramatically hit Spain, causing deaths, massive disruptions, and economic losses, especially in the Valencian region.

In response to this tragedy, CaixaBank opened a credit facility of more than €2.5 billion to companies affected. In addition, the bank allowed customers with cards from other banks to withdraw cash without fees at the 785 ATMs it operates in Valencia.

Other operations that show the financial institution's support to society are its sixth social bond issued for a total of 1,250 million euros, which CaixaBank closed in September 2024, and that it has financed projects with an impact on local communities for a total value of €1.08 billion.

CaixaBank, has once again been rewarded for its efforts to evolve and adapt to the needs of customers. It has done so while remaining true to its foundational values of supporting society, which are clearly outlined in the strategic lines of its 2025-2027 Strategic Plan.

These strategic pillars are reinforced in the bank's Sustainability Plan, which outlines the goal of mobilising €100 billion in sustainable finance to continue moving towards a more sustainable economy and foster people's economic and social development.