

CaixaBank deploys mobile branches to towns affected by the Ávila wildfires to provide essential banking services

- **The financial institution's mobile branches have reinforced banking services in towns in Ávila affected by the wildfires, such as Piedralaves, La Adrada, Candeleda and San Esteban del Valle**
- **Mobile branches guarantee access to financial services, such as cash withdrawals, and allow CaixaBank to offer information on support measures available to those affected, such as claims for compensation or insurance processing**
- **CaixaBank has launched a comprehensive package of financial aid for those affected, and SegurCaixa Adeslas has set up an exclusive telephone line (+34 900 103 500) to expedite contact with the insurer**

31 July 2026

CaixaBank has deployed two mobile branches to provide essential banking services to towns in the province of Ávila where physical branches remain closed due to the wildfires that have ravaged the area in recent days. These mobile branches guarantee access to basic financial services, such as cash withdrawals, and provide information to those affected about claiming compensation or processing insurance policies included in the bank's extraordinary support plan for individuals, self-employed, and businesses.

In recent hours, the two mobile branches have provided financial services to residents of the Ávila towns of Piedralaves, La Adrada, Candeleda, and San Esteban del Valle. CaixaBank has also resumed its regular mobile branch service, offered in collaboration with the Ávila Provincial Council, in other towns affected by the wildfires, such as Serranillos, Navatalgordo, and San Juan de la Nava.

CaixaBank's response capacity has been made possible thanks to the technological infrastructure of its mobile branches, equipped with communication systems that combine mobile connectivity and satellite communication.



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This capability allows the provision of financial services to continue even in situations where conventional telecommunications infrastructures may be affected or present limitations resulting from an emergency.

To reinforce service during this exceptional situation, CaixaBank has temporarily adapted the schedule of its mobile branch network with the addition of these extraordinary visits to municipalities affected by the wildfires.

CaixaBank's mobile banking service allows users, whether or not they are customers of the bank, to carry out the most common banking transactions, including cash withdrawals, deposits, and bill and tax payments, in towns without a branch or with restrictions that limit access to financial services. 70% of the users served are over 65 years old, demonstrating CaixaBank's commitment to the senior citizen community.

Main measures

The economic aid package for those affected by the wildfires that have been severely impacted various parts of Spain in recent weeks is intended, firstly, to expedite insurance payments for material losses such as vehicles or buildings, thus facilitating rapid access to compensation for affected families and businesses. Secondly, it will support the investments that agricultural and livestock farms may need to continue operating, for which a specific financing line with special conditions has been established.

CaixaBank has also launched a new special line of emergency microloans for self-employed individuals and micro-enterprises to address their professional needs arising from this exceptional situation, allowing them to cover the expenses necessary to maintain their business activity. The maximum amount per loan is €50,000 for a maximum term of six years, with a 12-month grace period. This financing is backed by the European Investment Fund (EIF).

Aware that many farmers and ranchers who have been helping with the firefighting efforts have suffered serious damage to their agricultural machinery, CaixaBank has launched a sustainable agricultural investment loan with the aim of reforestation with native species and renewing tractors, harvesters, and irrigation systems that have been affected by the fire.

For any questions or queries that affected customers may have regarding the processing of these aid applications or for any other matter they may need, the entity has set up a telephone number: +34 900 404 090.

SegurCaixa Adeslas has also joined this package of measures for those affected by the fires: it has set up an exclusive telephone line (+34 900 103 500) to expedite contact with the insurer and has reinforced the Contact Center with a greater number of specific managers.



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In addition, proactive management has been carried out with all affected customers in these areas by sending them an SMS message and providing them with the preferred contact telephone number for anything they may need.

With this set of measures, CaixaBank reaffirms its commitment to supporting individuals, businesses, and locations in particularly difficult situations, contributing to the economic and social recovery of the areas affected by the wildfires.



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