

CaixaBank receives the Global Finance's Best Consumer Digital Bank in Spain award

- ***The international publication Global Finance distinguishes the bank for its mobile application, the user experience design and the breadth of its offer of online financial products in Spain and Western Europe.***
- ***CaixaBank reinforces its position as a benchmark in financial innovation for its retail digital proposal.***
- ***The bank has won another four awards in these awards, recognizing CaixaBank's digital strategy and its client-customized offering.***

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CaixaBank consolidates its [position as a benchmark in digital banking](#) with five awards in the Best Consumer Digital Banks in Western Europe 2026 awards from the international magazine Global Finance. Among them, the award for the Best Consumer Digital Bank in Spain stands out.

In addition, CaixaBank has won another four awards in this edition, underlining its ability to offer a comprehensive, personalised and secure financial experience to millions of customers. The bank has been recognised as Best Mobile Banking App in Spain, for the quality of its mobile app; Best User Experience (UX) Design in Spain, for the design of the user experience within its digital channels; and Best Online Product Offerings, both in Spain and in Western Europe, for the quality and breadth of its retail digital offering.

The award for Best Consumer Digital Bank in Spain recognises CaixaBank's digital client relationship model as one of the most advanced on the market. This highlights the commitment to combine technological innovation, artificial intelligence and security. The integration of advanced customizing capabilities, conversational experiences and real-time fraud prevention systems allows CaixaBank to anticipate customer needs and offer solutions adapted to each moment and circumstance.

The Best Mobile Banking App in Spain award distinguishes an application that combines functionality, security and ease of use. Thanks to built-in artificial intelligence and personalization capabilities, the app adapts content, services, and recommendations to each customer's needs, from day-to-day operations to savings and investment decisions. This flexibility consolidates it as one of the leading financial channels and one of the best-rated banking applications in the Spanish market.

The recognition for the Best User Experience (UX) in Spain recognizes the bank's effort to transform traditionally complex processes into simple, intuitive and people-centric digital experiences. The bank incorporates continuous data analysis and behavioural observation within its digital channels to continuously identify points for improvement. This approach has led to increased satisfaction, improved success rates on key digital tasks, and reduced time to complete key tasks.

Likewise, the Best Online Product Offerings awards in Spain and Western Europe endorse a complete digital offering, capable of covering the main financial needs of customers 100% online, from accounts and cards to loans, mortgages, insurance or investment. The breadth of the proposal, together with the development of innovative solutions and capabilities based on artificial intelligence, allows CaixaBank to provide products and services adapted to each profile and vital moment, with onboarding processes designed to be safely completed in a few steps.

A benchmark in innovation

Digitalisation is one of the strategic pillars of CaixaBank, which has more than 13 million digital customers and the largest digital user base in Spanish banking. Thanks to the boost of digital channels, with a significant weight of the mobile app, CaixaBank registered more than 1.1 million customer registrations in Spain between the end of June last year and June 2026.

Its mobile application has established itself as one of the main relationship channels with retail and corporate clients. Its constant evolution allows it to incorporate new functionalities aimed at improving customer experience. These include [Cashback, the rewards programme](#) integrated into CaixaBank and imagin, with more than 1.75 million users and discounts and rebates on more than 115 brands.

The bank's commitment to innovation is developed within the framework of its Strategic Plan, which places digital transformation, the responsible use of artificial intelligence and the continuous improvement of technological capabilities as key elements to continue driving growth and better service to customers. The Group serves 20.9 million customers in Spain and Portugal.