



Press release

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Spaargids.be readers vote KBC ‘Best Digital Bank’ for the fifth year in a row

Bolero picks up ‘Best Investment Bank’ award for the third time

For the seventh year in a row, Spaargids.be surveyed its readers to assess how satisfied they were with the service provided by their bank. Just over 46 000 respondents cast their votes in the various awards categories drawn up by Spaargids.be. After the votes were counted, KBC picked up the ‘Best Digital Bank’ gong for the fifth year in succession and Bolero was crowned ‘Best Investment Bank’ for the third time.



From left to right: Werner Eetezonne, Karin Van Hoecke, Brecht Coene (photo Erwin Donvil, KBC)

Karin Van Hoecke, General Manager for Digital Transformation & Data at KBC’s Belgium Business Unit reacted enthusiastically to this news: *‘We are extremely proud to receive the ‘Best Digital Bank’ award for the fifth year in a row. This is just reward for the sustained effort that KBC has made in recent years to develop user-friendly solutions that make life easier for our customers. With nearly two million unique users and more*

than two million logins every day, KBC Mobile – together with our digital assistant Kate – remains the go-to method for customers wanting to use and access their banking or insurance products wherever and whenever they want. What's more, our branch staff and their KBC Live colleagues are always on hand to answer more complex questions or assist customers at key moments in their lives. Our 'Digital with a human touch' approach is clearly highly appreciated by our customers. The additional services in KBC Mobile are also used by more than a million people, illustrating that customers want to save time and earn money with the help of KBC'. In closing, we would like to take this opportunity to explicitly thank our customers for their vote and propelling us to the top of this survey. It motivates us even more to improve and further expand our services.'

Werner Eetezonne, CEO of Bolero, adds: 'We're delighted and immensely proud to win the 'Best Investment Bank' award for the third year in a row. It means an awful lot to us, knowing that it reflects the views of our own customers and the loyal users of our online investment platform. As market leader in Belgium, Bolero has also been able to attract many young and new investors in recent years. To help our customers get the most from their investments, we provide them with daily stock tips, current investment themes and opportunities, as well as a wide range of training and education resources. These services and resources are invaluable, including when the stock market is going through a difficult patch. This is what makes Bolero unique, and something that our investors and Spaargids readers clearly appreciate. It's an extra motivation for Bolero and all its employees – the deserving recipients of this award – to do the best they possibly can for our customers each and every day.'

KBC Group NV

Havenlaan 2 – 1080 Brussels
Viviane Huybrecht
General Manager of Corporate Communications/
KBC Group Spokesperson
Tel.: + 32 2 429 85 45

Press Office

Tel.: + 32 2 429 29 15 Ilse De Muyer
Tel.: + 32 2 429 32 88 Pieter Kussé
Tel.: + 32 2 429 85 44 Sofie Spiessens
Tel.: +32 2 429 29 49 Tomas Meyers
pressofficekbc@kbc.be

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