



# Press Release

Brussels, 7 December 2019, 8.00 a.m.

## **KBC Bank wins two Spaargids bank Awards**

**- Best Digital Bank and**

**- Most Innovative Bank**

**Just like last year, KBC Bank was nominated for the Spaargids.be Bank Awards. On the basis of a survey, the Savings Guide polls out customers' satisfaction with their bank.**

**This year's participation was again massive (27,180 respondents) and KBC Bank won in the 'Best Digital Bank' and 'Most Innovative Bank' categories.**

**In the Best Digital Bank category, the average score for mobile banking via the app and online banking via PC is included. The Most Innovative Bank award, takes into account certain aspects related to innovation. In both categories, the feedback that KBC received about its KBC Mobile app and the many user-friendly solutions that the app offers were decisive.**

KBC is rightly proud of these awards. They are a great recognition for the efforts KBC has made in recent years.

**Daniel Falque, CEO KBC Division Belgium**, reacted very enthusiastically: *"KBC is very happy with the Spaargids.be Awards Best Digital Bank and Most Innovative Bank. The fact that we receive these awards is the rightful crowning glory of our work for everyone in KBC. In this way, KBC once again lives up to its reputation as a customer-oriented innovator. We consider this as a sincere appreciation by our customers for the service and user-friendly solutions we offer them. We will continue to innovate in the future. After all, innovation is a strategic anchor point for us that enables us to meet the challenges of the future and to serve our customers even better."*

**Karin Van Hoecke, director of digital transformation KBC Division Belgium** adds: *"Winning two awards is not easy. We owe this excellent result mainly to our customers who voted us to the top in this survey. The non-banking services of third parties are also very much appreciated. Customers can buy a ticket from De Lijn or SNCB, use a shared bike, pay for a parking session with 4411 or at Q-Park, order service cheques, consult their PayPal account or their transactions with Monizze. We also owe this result to the many KBC colleagues who work day in and day out to make the customer experience and service even better and thus make our customers' lives easier. Thank you very much! It motivates us even more to continue to expand*

and improve our services. Our customers are enthusiastic about the many possibilities of our KBC Mobile app. Recently, certain services in this app have also become available to non-customers, without even having to open an account. We hope, of course, that they may change their mind. “

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