

Brussels, 10 December 2022 – 8 a.m.

Spaargids.be readers vote KBC

- **Best Digital Bank**
- **Best Bank**

Bolero picks up Best Investment Bank gong

In the sixth edition of the Spaargids survey, five awards were up for grabs: ‘Best Bank’, ‘Best Digital Bank’, ‘Best Investment Bank’, ‘Best Branch Network’ and ‘Best Savings Bank’. Just over 30 000 respondents expressed their preference in the survey.

KBC was voted ‘Best Digital Bank’ and ‘Best Bank’, while Bolero came out as ‘Best Investment Bank’.



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

David Moucheron, CEO of KBC's Belgium Business Unit was grateful for this vote of confidence from both customers and Spaargids readers: *‘Winning the award for Best Digital Bank, Best Bank and Best Investment Bank clearly demonstrates that our customers appreciate the approach we’ve taken. It is a genuine*

recognition of the quality of our service and our employees' commitment each day to provide our customers with an outstanding experience at all times. Thanks to our digital apps and Kate – our digital assistant – customers have the freedom to go about their banking and insurance business whenever they want. That could be in the evening from the comfort of home or at the weekend through KBC Live. Our branch staff are also on hand to assist them when they have more complex questions or to offer expert advice at key moments. It's an ideal combination that's definitely appreciated by our customers. These awards illustrate that we're on the right track and should press on in the same vein. We will continue with our commitment to provide customers with even better service and even more convenience.'

Karin Van Hoecke, General Manager for Digital Transformation & Data at KBC's Belgium Business Unit added: 'Our mission to make it much easier to arrange things digitally on a smartphone or computer – with the help of our digital assistant, Kate – is proving to be popular. We currently have 1.9 million unique users of KBC Online and, per day, an average of two million log-ins. Not only is the KBC Mobile app used to meet banking and insurance needs, its additional services also play an important role, with one million people also using them – a clear sign that we're on the right track. Customers want personal convenience and we respond by integrating services into the app that save them time and money. Very recently, for example, we expanded the range of additional services in KBC Mobile to include energy insights and the energy barometer. These tools underpin our efforts to support our customers as much as possible in keeping their energy bills under control.

We are delighted and genuinely grateful that our customers appreciate our efforts. The Spaargids.be 'Best Bank' and 'Best Digital Bank' awards are recognition of our user-friendly solutions and the endeavours of our experts who do that little bit extra each day to make a difference. It serves as encouragement to all those at KBC whose unrelenting efforts lie behind this success, and fuels the motivation to continue down our chosen route.'

Werner Eetezonne, CEO of Bolero, concurred with the above, adding: 'We're immensely proud to win the 'Best Investment Bank' award for the second 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. I would therefore like to take this opportunity to express my sincere thanks to them for voting for us. 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 have proven to be particularly invaluable in a volatile stock market year like 2022. This is what makes Bolero unique, and something which our investors and Spaargids readers clearly appreciate. It's 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.'

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