



Press Release

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KBC customers and Spaargids.be reward KBC Bank with three awards:

- Best Bank

- Best Digital Bank

- Most Innovative Bank

KBC Bank once again won awards in this year's Spaargids.be Bank Awards. On the basis of an annual survey, Spaargids.be polls customers' satisfaction with their bank. This year, more than 51,000 participants made their voices heard.

KBC won no less than three awards: 'Best Digital Bank', 'Most Innovative Bank' and 'Best Bank'.

- 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 the 'Best Bank' category, the assessment is structured around three sub-domains: branch network, digital platform and investment bank.

In all categories, the feedback KBC received about its KBC Mobile app and the many user-friendly solutions it offers was the deciding factor.

Daniel Falque, CEO KBC Belgium, reacts very enthusiastically: *"We are very happy with these three Spaargids.be Bank Awards. 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. As a result of the Corona pandemic, society received a far-reaching digital boost much quicker than expected, and our customers appreciated even more that they could easily manage their most important banking and insurance matters digitally via their smartphone, tablet and computer with our KBC Mobile and KBC Touch applications. 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, general manager of digital transformation KBC Division Belgium adds: *"We're really proud of these awards. They are a reward for KBC's ongoing efforts over the past years to develop user-friendly solutions that make the customer's life as easy as possible. We owe this excellent result mainly to our*

customers who voted us to the top in this survey. KBC not only looks at the customer's financial needs, but also has a wide range of non-banking third party services, which are highly appreciated. With the arrival of Kate, the new personal digital assistant in KBC Mobile, we are putting customer care even more central with a better customer experience as the ultimate goal.

In addition, 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".



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