

CRÈDIT ANDORRÀ, BEST DIGITAL BANK AND BEST CSR BANK IN ANDORRA ACCORDING TO 'GLOBAL BANKING & FINANCE REVIEW'

- The awards honour the bank's efforts to integrate the latest technological advances, adapted to the new needs of customers in the different business lines.
- They also endorse its commitment to sustainability as a fundamental pillar of the management model and business strategy.

Andorra la Vella, 03 March 2023

Crédit Andorrà has been named the Best Digital Bank and Best CSR Bank in Andorra 2023 by the international publication *Global Banking & Finance Review*. The awards, which are presented among the global banking and financial community, recognise innovation, strategy and progressive and inspiring change carried out by financial institutions worldwide.

Crédit Andorrà has once again been awarded for its commitment to integrating digitalisation into processes, products and services, and for promoting its commitment to sustainability linked to its banking and financial activity.

The bank implements a digital banking strategy focused on promoting new digital models and remote customer relationship models. This digital transformation based on customers and their new needs focuses on increasing the functionalities of the e-Crédit online banking platform, boosting the commercial offer and operations through the digital channel and, ultimately, improving usability and the omnichannel experience.

As a result of this endeavour to enhance digital channels, 55% of Crédit Andorrà's customers are digital and 70% of online logins are via mobile phones.

In the area of corporate responsibility, the award reaffirms the bank's commitment to incorporating sustainability into its management model and business strategy. The bank is forging ahead to include environmental, social and governance (ESG) aspects into its activity, leading the way in Andorra as the first and only bank to become a member of UNEP FI's Principles for Responsible Banking.

This is the fourth year that Crédit Andorrà has been named the Best Digital Bank in Andorra, and the ninth year it has won the Best CSR Bank award.

FOR MORE INFORMATION

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