

CaixaBank to appoint Marc Benhamou as its new Head of Business Banking in January, succeeding Luis Cabanas

- **On 1 January 2025, Luis Cabanas, the current head of the Business Banking division (CaixaBank Empresas), will retire after 26 years with the bank to take on the new role of Senior Advisor to CaixaBank**
- **CaixaBank's Management Committee has appointed Marc Benhamou as deputy director of CaixaBank Empresas. He will take over from Luis Cabanas as head of the division as of 1 January**
- **Juan Manuel Casco will take up the position of territorial director of inTouch, currently held by Marc Benhamou**

1 October 2024

CaixaBank has restructured the management team of its Business Banking division (CaixaBank Empresas), which serves companies with a turnover of up to €500 million. As of 1 January 2025, Luis Cabanas, current head of CaixaBank Empresas, will retire after 26 years with the bank. Cabanas will no longer play any part in the day-to-day running of the business but will take up the role of Senior Advisor so that he can continue to contribute his valuable experience to the bank as a strategic consultant.

Luis Cabanas joined CaixaBank in 1998 and headed up the launch of the bank's division specialising in companies 17 years ago. Since then, he has become a key figure in cementing CaixaBank's status as a go-to institution for the business community. CaixaBank Empresas currently has more than 330,000 clients and a business volume worth €130 billion.

To ensure a smooth handover of functions, CaixaBank's Management Committee has appointed Marc Benhamou as deputy head of CaixaBank Empresas and as of 1 January, he will take over as head of the division from Luis Cabanas.

Marc Benhamou has been serving as territorial director of inTouch, CaixaBank's online management and customer support service, since 2021. Benhamou joined the bank in 2001 and over the past 23 years, he has amassed extensive experience in managing the corporate banking business. He has held various positions of responsibility, including general delegate and territorial director for Castile and León, Galicia and Asturias.

Meanwhile, CaixaBank's Management Committee has appointed Juan Manuel Casco to succeed Benhamou as territorial director of inTouch. Casco had hitherto been at the helm of Digital Transformation and will take up the position with immediate effect, having previously worked in areas such as Transformation, Operations and Compliance during his 20-year-long career at the bank.

CaixaBank, a leading bank for businesses

Through CaixaBank Empresas, the bank offers products and services tailored to the specific needs of companies with turnover of up to €500 million. CaixaBank currently has upward of 220 branches specialising in serving business clients across all of Spain's autonomous regions, making it the most extensive branch network in the sector, staffed by around 2,200 highly qualified professionals with an outstanding reputation in providing business advice. The bank now has more than 70 dedicated 'SME Stores', which serve companies whose turnover is below €2 million. It also has more than 140 centres specialised in serving larger companies, with turnover of over €2 million.

The company works with specialists in financing, foreign trade, treasury, tourism, real estate and SMEs, all of whom offer a personalised service that goes beyond financing to support and drive the business sector. Furthermore, through *DayOne*, CaixaBank provides specialised services to companies focused on technology and innovation as well as their investors.

On the international stage, the bank supports its corporate clients through various operational solutions that provide effective access to 127 markets in different countries, and it offers the very best guidance and support for their operations abroad.

inTouch, the remote relationship model linking customers with their bank

inTouch is CaixaBank's customer relationship model that combines digital communication tools (video calls, voice calls, email, WhatsApp, etc.) with the trust-based relationship provided by the bank's expert managers. The service currently has around three million customers and is centred around the role of specialised managers, who can attend to customers' needs through all sorts of digital channels.

Due to its characteristics, this service is particularly well-suited to customers who interact with the bank mainly through digital channels. Thus, customers are able to receive the support of an expert adviser to resolve any queries through their preferred channel of communication.

Customers have a dedicated manager to whom they can address queries, with a 24-hour response time. Beyond resolving their queries, customers can also receive specialised advice on products and arrange them digitally if they so wish. The inTouch team is made up of specialists from CaixaBank's various customer segments: retail banking, Premier Banking, Business Banking and HolaBank (international customers resident in Spain).