

## **CaixaBank deploys mobile branches to towns affected by the cold front to provide essential banking services**

- **The bank's mobile branches serve Algemesí, Benetússer, Paiporta, Aldaia and Albal, with additional locations being considered.**
- **In the Valencian Community, more than 95% of the bank's branches are open for customer assistance and have recovered from the impact of the DANA (High-altitude isolated depression, for its acronym in Spanish), and most of CaixaBank's ATMs are operational, including terminals in severely affected areas such as Chiva, Picaña, Alaquàs, Buñol, Requena, Utiel, Castellar, Turís, and Guadassuar, among others.**
- **The bank, which has launched a significant package of aid measures for affected people, channels [donations](#) to the Spanish Red Cross and Cáritas Diocesana Valencia through all the bank's operational channels: branches, ATMs, digital banking, and Bizum.**

### **Valencia, 6 November 2024**

CaixaBank has received authorisation to deploy mobile branches to provide essential banking services, such as cash withdrawals, advance requests, loan moratorium management, or insurance processing, in some of the towns where it is not possible to offer service in branches. The bank has activated four mobile offices (*ofimóviles*), which began serving residents of the Valencian towns of Algemesí, Benetússer, Paiporta, and Aldaia on Tuesday. From today, Wednesday, another mobile branch also serves Albal. Additionally, the bank is evaluating with the Integrated Operational Coordination Center (CECOPI) and the different municipalities the possibility of expanding this service to other affected towns by sending other mobile branches.

CaixaBank has reopened more than 95% of its branches in the Valencian Community for customer service following the impact of the DANA (High-Altitude Isolated Depression). Across the region, the bank operates 353 locations, including 318 retail branches. Of these, eight centers, located in the areas of the province of Valencia most affected by the DANA, are out of service, but in five towns (Algemesí, Benetússer, Paiporta, Aldaia, and Albal), CaixaBank offers service through mobile branches.

The bank, in coordination with Civil Protection, will continue working to set up client assistance services in these points as soon as possible.

Additionally, most of CaixaBank's ATMs are operational, including some located in severely affected areas such as Chiva, Picaña, Alaquàs, Buñol, Requena, Utiel, Castellar, Turís, and Guadassuar, among others. The bank offers cash withdrawals from its ATMs to cards from other financial institutions at no cost in the province of Valencia, aiming to reduce the need for travel and facilitate people using the nearest ATM to their location.

In addition to going to the network of branches and ATMs and to the mobile branches, people who need CaixaBank's assistance can also contact the bank's customer service channels (+34 900 40 40 90 and [other customer service lines](#)). These channels will provide information on the aid packages announced by the bank in recent days, aimed at [retail customers](#), small businesses, and [companies](#).

### Measures to help those affected by the DANA

CaixaBank has enhanced its customer service efforts as part of a broader aid package for those impacted by the DANA. The bank is offering a 0% financing line as an advance on aid to support immediate needs in the Valencian Community, Castilla-La Mancha, and Andalusia. Additionally, CaixaBank is providing automatic renewals on maturing revolving credit lines for affected self-employed individuals and SMEs to further alleviate their financial burdens.

Starting this week, the bank is implementing a payment moratorium on loans for customers affected by the DANA, aimed at reducing their financial burden and supporting their recovery efforts. The measure consists of the temporary suspension of the amortization of financial loan instalments for retail customers, self-employed people, SMEs and micro-enterprises located in areas declared as a disaster zone for a period that can extend up to 12 months (up to three months of total grace, with an option of up to nine months of capital grace, paying only interest).

Additionally, CaixaBank has opened a line of credit to advance the collection of insurance company compensations to families and businesses and [has enabled an extraordinary line of credit of more than €2.5 billion for companies](#) in the Valencian Community affected by the storm.

Through MicroBank, CaixaBank's social bank, financial support has been enabled to ensure the continuity of small businesses with a turnover of up to €2 million and less than ten employees, through an extraordinary line of credit to ensure the continuity of activity with a maximum amount of €50,000 to be paid in 72 months. Additionally, through AgroBank, a €300 million line has been launched to help the agri-food sector with damaged farms and crops.

Besides, SegurCaixa Adeslas has enabled an exclusive telephone line (+34 900 103 500) to expedite contact with the insurer and, in the case of insured persons who need it, will facilitate the management of consortiable claims, opening the file with the Insurance Compensation Consortium (CCS) to expedite processing and help manage the insured in these times of need.

These are just some of the aid measures launched by CaixaBank to support people, families, and businesses affected by the disaster.

### **Sending donations to aid institutions for the affected**

CaixaBank has activated all its operational channels for sending [donations](#) to social entities that provide help to those affected on the ground.

Any customer can make their contribution to help those affected by the DANA through the network of branches; the bank's site -[www.caixabank.es](http://www.caixabank.es)-; the digital banking service, web and mobile; the network of ATMs throughout Spain, and also through Bizum. Donors can choose to send a donation to the Spanish Red Cross (Bizum code: 04057) and Cáritas Diocesana de Valencia (Bizum code: 10502). The donation, which is completely commission-free, automatically generates the corresponding tax certificate.