

CaixaBank guarantees financial inclusion through its mobile branches available in nearly 1,400 towns after increasing the service by 77% in one year

- **More than 640,000 people live in the towns served by its mobile branches, who, thanks to CaixaBank's service, can carry out most common banking operations, regardless of whether they are customers of the bank**
- **The bank has 29 mobile branches that travel on average more than 75,000 kilometres a month and operate across 17 provinces within seven autonomous communities: Ávila, Burgos, León, Palencia and Segovia, in Castilla y León; Ciudad Real, Guadalajara and Toledo, in Castilla-La Mancha; Castellón and Valencia, in the Valencian Community; Granada, in Andalusia, La Rioja, the Community of Madrid and Catalonia's four provinces**

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CaixaBank now guarantees financial inclusion through its mobile branches in around 1,400 small towns after increasing the service by 77% in a year and is also the only bank with a banking branch model in 459 towns in Spain. It has more than 4,000 branches across the country and is present in more than 2,230 municipalities across all Spanish provinces.

In its commitment to financial inclusion, the bank offers bank coverage in a total of 1,387 towns at risk of financial exclusion at the start of 2025, compared to the 783 towns it reached at the beginning of 2024. With its mobile branches, it provides services in towns where more than 640,000 people live and 70% of its users are over 65 years old, which highlights the bank's commitment to senior citizens.

The mobile office service allows users, regardless of whether they are customers of the bank, to carry out the most common banking operations, including withdrawing cash, making deposits and paying bills and taxes in towns without a bank branch or with restrictions that limit access to financial services.

A total of 34 mobile branches

CaixaBank has a total of 34 mobile branches, 29 of which travel more than 75,000 kilometres on average a month and provide service across 17 provinces within seven autonomous communities: Ávila, Burgos, León, Palencia and Segovia, in Castile and León; Ciudad Real, Guadalajara and

Toledo, in Castile-La Mancha; Castellón and Valencia, in the Valencian Community; Granada, in Andalusia, the Community of Madrid, La Rioja and Catalonia's four provinces.

The bank has an additional five mobile branches on standby to attend business, cultural and sporting events, as well as exceptional situations such as the DANA that hit the Valencia, Castile-La Mancha and Andalusia regions at the end of October. CaixaBank moved mobile branches to towns in the province of Valencia where physical branches were closed.

Each mobile branch has different daily routes and, depending on the demand, visits the towns to which it provides service between one and four times a month.

Mobile branches in seven autonomous communities

Castilla y León, with eleven mobile branches, is the autonomous community in which the service has the greatest presence across all of Spain. In Catalonia, nine mobile branches operate, two mobile branches travel the towns of La Rioja, Valencia, the Community of Madrid and Castilla-La Mancha, while the province of Granada is served by one mobile branch.

CaixaBank's mobile branches in Castilla y León travel more than 32,000 kilometres and serve a total of 614 towns and cities where more than 126,000 people live. Ávila is the province with the highest number of towns serviced in all of Spain, a total of 220, and in León, the mobile branches provide service in 171 towns. In addition, in Segovia, mobile branches provide financial coverage to 104 towns; in Palencia they reach 73 towns, and in Burgos they offer their services to 46 towns.

In Catalonia, CaixaBank offers services through its mobile branches to a total of 458 towns in which 290,000 people reside. The mobile branches travel more than 18,000 kilometres a month to guarantee access to financial services to a total of 120 towns in Barcelona, 119 in Lleida, 118 in Girona and 101 in Tarragona.

In Rioja, the bank's two mobile branches cover 78 towns with more than 19,000 inhabitants, travelling 4,850 kilometres during the month.

In Castilla-La Mancha, the office mobiles travel 7,300 kilometres a month and offer services to 62 towns in which almost 50,000 people live. In Guadalajara, a mobile branch serves 32 towns; in Ciudad Real it covers 28 towns and in Toledo, two towns.

In the Valencian Community, CaixaBank's two mobile branches travel 6,200 kilometres a month and provide services to 70 towns, 39 in Valencia and 31 in Castellón, in which close to 73,000 people live.

Similarly, the two mobile branches that offer services in the Community of Madrid, through a journey of 6,000 kilometres a month, carry out banking operations in 69 towns with more than 60,000 inhabitants. The route in Granada provides services to 36 towns at risk of financial exclusion with almost 25,000 inhabitants in a journey that exceeds 2,500 kilometres a month.

Key to CaixaBank's strategy

Mobile branches are key in CaixaBank's strategy to avoid financial exclusion in rural areas, as well as to preserve direct relationships with customers living in these regions and to maintain CaixaBank's commitment to their economies.

This CaixaBank service contributes to the reduction of inequality, one of the Sustainable Development Goals of the United Nations, to which the company is strongly committed.

In this regard, CaixaBank is committed to not abandoning the municipalities in which it is the only banking entity. It is the bank's way of promoting financial inclusion as an accessible bank, maintaining its commitment to being close to customers.