

Brussels, 9 June 2024

The merger between Crelan and AXA Bank is under way

The import of AXA Bank's data into Crelan's systems has met the quality criteria the bank has established. It has therefore been decided to give the green light for the banks' merger operations to continue. Tonight, the various payment channels will be reopened, one after another. On Monday 10 June, the two banks will only be one. Welcome to Crelan for all AXA Bank customers.

Data migration

Since Friday evening, the data of 840,000 customers and 330 branches have been migrated from the AXA Bank systems to those of Crelan. This operation, prepared and rehearsed for months, has mobilised a large contingent of internal staff and external reinforcements, who have all worked together to successfully migrate the data of the two banks. Crelan's management would like to thank them for all their hard work.

What is going to happen now?

During the night, the bank's various payment channels will be reopened successively: ATM, homebanking, mobile application... so that customers can use them from tomorrow, Monday 10/06, in the morning.

What happens now for customers?

For customers who were already Crelan customers nothing changes.

Customers coming from AXA bank will be able to use Crelan homebanking and the Crelan app from Monday morning after registering in these applications. We understand that this implies a lot of changes for them. So we will be supporting them step by step to ensure this transition goes smoothly. We ask them to follow the corresponding instructions they have received, and remind them that these are available at www.crelan.be (<https://www.crelan.be/fr/particuliers/transition-digitale>). All the specific cases are set out step by step.

On Monday 10 June, the Crelan Mobile app and myCrelan homebanking will be available in their light versions and only certain features will be available. This will give us sufficient room to manoeuvre to move such a large number of AXA Bank customers over to Crelan's digital environment.

Where can you find all the latest information about the merger?

A live feed available via the www.crelan.be homepage contains all the latest useful information. We warmly encourage all our customers to visit this page regularly.

Watch out for phishing

We also remind our customers to be on the lookout for phishing. Indeed, this merger period could give fraudsters ideas.

Crelan and AXA Bank will never ask customers to disclose their card details or application codes by telephone, email or any other means. They should also be alert to suspicious phone calls, emails,

messages and other forms of contact. If in doubt, we urge customers to contact us at phishing@crelan.be.

Useful links:

- Merger live feed: <https://www.crelan.be/fr/particuliers/article/infos-fusion>
- Digital transition: <https://www.crelan.be/fr/particuliers/transition-digitale>

About the Crelan Group

The financial group is formed by CrelanCo SA, Crelan SA, Europabank SA and AXA Bank Belgium SA. It ranks fifth among Belgian retail banks in terms of total assets. The Crelan Group is represented by three bank logos: Crelan, AXA Bank and Europabank. At 31/12/2023, the Crelan group had: 4,456 employees (both staff members and independent banking agents and their associates), 792 branches, 283,629 cooperative shareholders, nearly 1.8 million customers and a balance sheet total of just under 54 billion euros. In addition, the banking group manages €42.4 billion in customer deposits, €15.5 billion in off-balance sheet investments and supports Belgian households and businesses with €49.0 billion in loans.

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