Press release

24/07/2026

Crelan launches Wero

With many Belgians now choosing their banking app to make payments, Crelan is integrating Wero into its digital service.

The popularity of digital payments is growing fast among Belgian consumers. Today, to respond to this transition, Crelan will step ahead by integrating Wero technology into its mobile app. While customers could already use QR codes to complete certain payments, they will now have direct access to Wero features through Crelan Mobile. With these, they can make payments to individuals, generate personal QR codes for a payment request, and make online purchases. Thanks to this integration, they enjoy a smoother payment experience in line with a future European standard for digital payments.

Banking apps are gaining ground among consumers

According to *The Future of Payments 2026 – Consumer Perspectives* study, conducted by Profacts between 15 January and 4 February 2026 among 1,505 Belgian consumers, banking apps are today's preferred method of payment for transactions between friends and family.

The study also shows that security, ease of use, and protection of privacy remain the main criteria for choosing a payment method. Plus, payments by QR code are among the most popular features within banking apps.

These results mark a clear trend: consumers favour payment solutions that are simple, secure, and integrated within their usual banking environment.

Wero now directly integrated in the Crelan app

In order to offer its customers an efficient and user-friendly payment experience, Crelan is integrating Wero features directly within the Crelan Mobile app. Wero is a European payment solution developed as part of the European Payments Initiative (EPI), which facilitates the making of easy, fast, and secure payments directly between bank accounts.

From now on, customers can send and receive money using QR codes and payment links from the Crelan app, without needing to download or install an additional app. Thanks to this integration, the entire user experience remains in Crelan's familiar digital environment, with the same simplicity, security, and user convenience that customers are used to. Wero also aims to become a European benchmark in digital payments.

Wero's integration within Crelan will grow

Crelan will continue the progressive integration of Wero within its mobile app. Other Wero features will therefore be added step by step to enhance the bank's digital solutions.
This means that customers will be able to benefit from new payment opportunities directly through Crelan's digital channels.

Crelan will naturally communicate such developments and new integrations once they are available to customers.

> *"Consumers are looking for payment solutions that are simple, secure, and easy to use. The Profacts study confirms the key role that banking apps now play in this regard. By integrating the new Wero features directly in Crelan's mobile app, we are offering our customers a solution that perfectly suits their current payment habits and expectations. At the same time, we are continuing to develop a digital payment environment that evolves according to the needs of our customers." Christian Steeno, Director Commercial Policy & Market Strategy*

Vigilance against fraud attempts

Crelan would like to take this opportunity to remind customers that they will never receive a request asking them to install an additional app or to communicate personal details or banking information as part of these new features.
As with any innovation in technology, the bank asks its customers to be alert to potential phishing attempts. In case of any doubt, Crelan recommends using only the bank's official communication channels.

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About Crelan Group

The financial group ranks fifth among Belgian retail banks in terms of total assets. The Crelan group is represented by two bank brands: Crelan and Europabank. At 31 December 2025, the Crelan group had: 4179 employees (including staff members, independent bank agents, and their employees), 612 branches, 309,001 cooperative shareholders, 1.7 million customers, and €57 billion in total assets. In addition, the banking group manages €45.2 billion in customer deposits, €18.3 billion in off-balance sheet investments, and supports Belgian households and businesses with €51.3 billion in loans.

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