



BANKING TECH AWARDS

Novobanco is a finalist in the category "Best User/Customer Experience Initiative"

Novobanco has been nominated as a finalist for the fourth time in the BANKING TECH AWARDS, in the category of "Best User/Customer Experience Initiative", reflecting our ongoing commitment to improving customer experience and simplifying banking services.

Novobanco customers can now easily and independently update their data using the channel they prefer. This intuitive and efficient service is available on our digital channels, allowing customers to update declarative information directly in Personal Data and identification data via Digital Mobile Key or Citizen Card. Strong authentication is used throughout the process, as security is a priority.

By eliminating the need for face-to-face interactions and significantly reducing process times to just a few minutes, this initiative has improved operational efficiency and enabled greater proactivity and anticipation of regulatory compliance.

Updated customer data across digital channels plays a key role in the prevention of money laundering and the financing of terrorism, as well as in personalising services and understanding customer preferences.

The BANKING TECH AWARDS recognise excellence and innovation in the use of information technology in financial services around the world. We are delighted to be part of this group of innovators who continue to shape the future of banking technology.

The winners of the awards will be announced at a ceremony to be held at the Royal Lancaster in London on the 30th of November. Meet all the finalists:

<https://informaconnect.com/banking-tech-awards/the-shortlist/>





Novobanco continues its customer-centered transformation strategy, with the commitment to provide an excellent omnichannel experience and simplification of operations.

About novobanco

Novobanco is a universal service Portuguese bank that provides a full range of financial products to customers in the corporate and private segments. As a leading bank in the domestic market, it is committed to offering its customers innovative banking solutions and an exceptional customer experience. With a customer- and technology-centric vision, novobanco continues to drive transformation in the banking industry.

About the BANKING TECH AWARDS

The BANKING TECH AWARDS celebrate excellence and innovation in the use of information technology in financial services around the world. Now in its 24th year, these awards honor the pioneers who are propelling the industry forward with innovative solutions and an unwavering commitment to making banking safer and more convenient for everyone.

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