

Innovation

2021

Integrated Annual Report



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# Digital Banking

**Returning to strategic projects after the exceptional first year of the pandemic**

Last year, Digital Banking once again focused its activity on Bankinter's strategic projects, after the extraordinary efforts made in 2020 to guarantee that operations ran smoothly in the exceptional circumstances resulting from the health crisis. In the first year of the pandemic, the priority was to provide employees with the option to work from home and to provide customers with the option to interact with us remotely. However, in 2021, we were able to focus on the objectives set for Digital Banking once again.

In short, these objectives are reinforcing the quality and capabilities of digital channels, rapidly evolving business capabilities, improving scalability and operational efficiency, and incorporating innovation and modernisation in order to increase the bank's technological competitiveness.

## Digital channels

In 2021 Bankinter achieved, thanks to the continuous improvement of functionalities and technical performance, an improvement in the customer's perceived quality in the main mobile Apps of the bank, with an increase of more than 10 points in the NPS in the Corporate, Individual and Broker Apps.

In this area, the bulk of the efforts were aimed at updating the company website, adding new digital and transactional capabilities, and redesigning and deploying a new mobile app for Individuals, with improved usability and speed thanks to native technology and the availability of functionalities depending on the customer's circumstances.

## Commercial operations and new business capabilities

Digital Banking has also provided new tools in the field of business intelligence, which automatically adapt the bank's actions based on the customer's reactions to the sales proposals received, which means proposals can be customised and tailored to customers' requirements.

One of the most significant developments in 2021 was the launch of 'Bankinter Capital Advisor' stands out, a fully digital personalised advisory service, which allows customers to build their own portfolio of funds. The process is quick and easy and the bank provides ongoing advice. The portfolios are designed by Bankinter's Analysis Department, which has significant experience in selecting fund portfolios, with proven returns.

## Agile and efficient mortgage process

One of the challenges in the processes area is to optimise mortgage loan operations, which constitute an important part of the bank's activity and in which many areas are involved, from the branch network to the Risks and Insurance areas. With this objective, in 2021 a new process was rolled out throughout the network, incorporating improvements in all phases of simulation, study, approval and formalisation and enabling all the prior documents to be signed before the final notarisation process. The new process not only allows all the tasks associated with the process to be streamlined and made more efficient, but also provides information about all its phases for decision-making oriented towards the continuous improvement of service quality.

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# Bankinter Innovation Foundation

## Getting ahead

Bankinter Innovation Foundation works with the goal of innovation transforming society. It has created a global and multidisciplinary community of innovators that works in four key areas:

- Knowledge, through the Future Trends Forum think tank.
- Entrepreneurship, through the Startups programme.
- Education, with Akademia and its actions in universities.
- Companies, to whose support the Cre100do Foundation is dedicated.

In 2021, the Bankinter Innovation Foundation saw how it could take advantage of the momentum of the changes that the pandemic has brought with it, increasing, improving and creating new activities to bring innovation to more people.

Of the new developments for the year, the repositioning of the brand and the launch of the new website, the creation of new proposals such as the FIBK Voices and the birth of #FutureTalks within the Future Trends Forum stand out.

The Scaleup Spain Network programme was launched together with Wayra and Endeavor, resulting in 24 future scale-ups (innovative companies that, unlike a start-up, have a proven business and want to scale it up) receiving support on their growth path. As part of this new programme, the first report on the impact of scale-ups on the Spanish economy was published.

Two other universities joined Akademia for the 21/22 academic year: The University of Navarre and the University of Murcia.

The Cre100do Foundation added 12 new excellent companies to the support programme for the development of the Spanish middle market.

## Board of Trustees

One of the most characteristic features of the Bankinter Innovation Foundation is the composition of its board of trustees, which brings together 23 of the most innovative minds in the business world on an international scale, leading entrepreneurs and representatives from the public sector and academia.

### Bankinter Foundation board of trustees

Name	Surname	Nationality
Jose Maria	Fernández-Sousa	Spain
John	de Zulueta	Spain
Rafael	Mateu de Ros	Spain
Angel	Cabrera	Spain
Antonio	Damasio	Portugal
Dongmin	Cheng	China
Charles	Bolden	United States
Emilio	Méndez	Spain
Carlos	Mira	Spain
Maria Dolores	Dancausa	Spain
Gloria	Ortiz	Spain
Pedro	Guerrero	Spain
Philip	Lader	United States
Richard	Kivel	United States
Robert	Metzke	Germany
Eden	Shochat	Israel
Jens	Schulte-Bockum	Germany
Soumitra	Dutta	India
Tan Chi	Nam	Singapore
Stephen	Trachtenberg	United States
Wilfried	Vanhonacker	China
Sheila	Stamps	United States
Grace	Xin Ge	China

## Future Trends Forum

<https://www.fundacionbankinter.org/programas/ftf/>

What will the world of tomorrow look like? The Future Trends Forum (FTF), which is one of the Bankinter Innovation Foundation programmes that best portrays the ongoing search for innovation as a transformative tool, seeks to answer this question by anticipating the trends that will define the near future.

Made up of 747 experts, the FTF brings together some of the brightest minds on the planet twice a year to analyse, debate and propose solutions to the main challenges facing our society. The participants last year included: Jeff Selingo, author in higher education, and Cristina Dolan, Founder of InsideChains.

### Future of work

The experts from the Future Trends Forum analysed the workplace, proposing recommendations on training, reskilling and upskilling of professionals, and organisation of companies. This is all with the aim of promoting a future of work that reaches new levels of competitiveness and resilience.

The analysis and recommendations of the experts are available in the report *'The future of work', a challenge of today*.

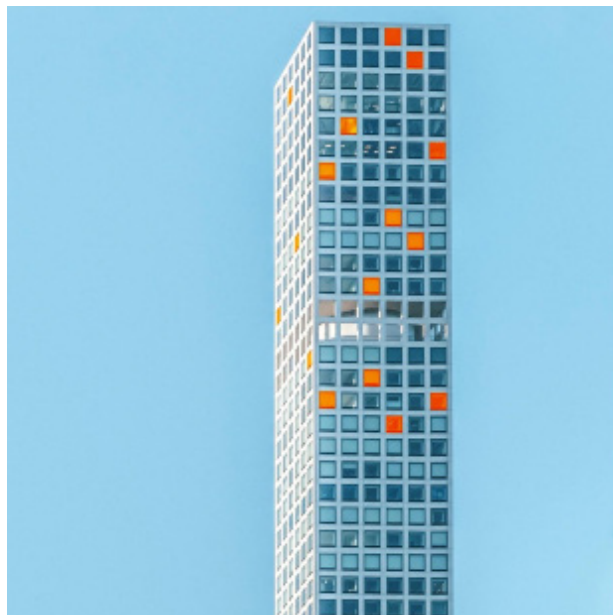
### Events

In 2021, meetings with the FTF experts started to be held in person again, and the standards of perceived quality among the participating experts was maintained (4.3/5). Outreach activities continued to be rolled out in a virtual format due to the pandemic and the ability to reach wider audiences.

At the beginning of the year, a series of webinars were held to promote the trend of *Confidence in the digital age*, which analyses why we lose confidence and how we can recover it. In the second half of 2021, the theme of the webinars was the future of work.

#FutureTalks were also launched, an initiative that aims to familiarise Spanish society with the most disruptive trends of today, which will shape the future. In 2021, prominent international experts such as Darío Gil, senior vice president of IBM and director of IBM Research; Ángel Cabrera, president of Georgia Tech, and Antonio Damasio, one of the most renowned neuroscientists in the world, took part.

A total of nine online events on various trends were held, which were attended by more than 4,000 people worldwide.



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## Startups

<https://www.fundacionbankinter.org/programas/startups/>

Technological entrepreneurship is one of the main levers of innovation. The original and unique vision of the startup ecosystem provides the potential required to generate new business models that will allow us to transform our society.

Through the Startups programme, the Bankinter Innovation Foundation provides entrepreneurs with decision-making tools such as the Startups Observatory, the Scaleup Spain Network programme or the Venture Capital programme, which invests in innovative startups.

### Venture Capital

This programme relies on the joint effort of Bankinter Innovation Foundation and Bankinter Venture Capital to invest in the most innovative startups in our country with the bank's funds.

Venture Capital looks for startups with exceptional value propositions, an international scope and scalable models based on validated technology, located in Spain, Portugal and Ireland.

The programme has been running since 2013 and has already invested in more than 40 startups. But our commitment goes far beyond financing: we accompany you every step of the way, providing the added value of our extensive experience as investors and deep knowledge of the startup ecosystem.

In 2021, it joined the Jotelulu portfolio, a solution to transform IT and communications service providers for SMEs into Cloud providers.

<https://www.fundacionbankinter.org/en/programs/startups/venture-capital/>

### Startups Observatory

This initiative offers transparency and visibility of the state of investment in Spain in real time, through an interactive tool. The data that the Observatory has is updated weekly and contains information about all investments in startups published in Spain.

In addition, it provides a quarterly report with the key movements in the startup ecosystem in Spain, including details of the sectors that attract the most capital, the startups that have attracted the largest investments and the most active national and international investors.

<https://www.fundacionbankinter.org/en/programs/startups/observatorio/>



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### Scaleup Spain Network

One of the main challenges of the startup ecosystem in Spain is getting startups to develop into scaleups, larger companies capable of transforming a country's production models and creating employment and a long-term impact on society.

This is why the Bankinter Innovation Foundation joined forces with Wayra and Endeavor in this learning programme designed to support and connect scaleups, building a partnership network between founders, which allows them to create links, share experiences and learn together.

This programme involves a hybrid learning model with key concepts and case studies from some of the most successful scaleup founders and experts such as Juan de Antonio, founder and CEO of Cabify; Lupina Iturriaga, founder of Fintonic, and Pepita Marín, CEO of We are Knitters.

After a successful first edition that saw the creation of 11 companies in 2020, the programme was launched again in 2021 with 13 new scaleups: Ritmo, Climate Trade, Frenetic, Trucksters, Cobee, OpenWebinars, Payflow, IDOVEN, Mlean, Zinklar, Quibim, Mysphera and Coinscrap.

In 2021, the first report on the *impact of scaleups on the Spanish economy* was launched, which demonstrates the key role this type of company plays in creating wealth and employment in our country, as well as in building a robust and globally competitive business structure.

 <https://www.fundacionbankinter.org/programas/scaleup-spain-network/>

### Coffee with Entrepreneurs

The programme also organises 'Coffee with entrepreneurs' to foster entrepreneurship, where leading figures in the Spanish entrepreneurial ecosystem share their experience and the challenges they have faced.

Since 2020, these meetings have been held online in webinar format. This meant 633 people were able to attend in 2021.

Six such meetings were held, with the attendance of Javier Polo, former CEO of Playgiga; Vicent Rosso, CEO and founder of Consentio; Carles Pons, CEO and founder of Kokoro Kids; Javier Perea, CEO of Smart Protection; Jorge Dobón, chairman and founder of Demium, and David Amorín, CEO and founder of Jotelulu.

## Akademia

<https://www.fundacionbankinter.org/programas/akademia/>

Akademia was set up in 2007 to promote innovative talent at Spain's leading universities.

For one semester and in online format, students from different professional backgrounds and universities have the opportunity to find out how to solve problems in an innovative way, while working in multidisciplinary groups, which helps them create their own network of contacts.

As well as having the opportunity to work with students they might otherwise have met, the teachers are professionals and entrepreneurs who discuss topics that drive critical and innovative thinking, such as the latest trends that are changing the world.



**Akademia was set up in 2007 to promote innovative talent at Spain's leading universities.**

During the 2020-2021 academic year, Akademia was rolled out virtually at 11 universities (Santiago de Compostela, Comillas Pontifical University, University of Barcelona, Polytechnic University of Valencia, University of Salamanca, University Carlos III of Madrid, Loyola University Andalusia, Institute for Market Studies, Pompeu Fabra University, University of Murcia and University of Navarra), with the introduction of being able to choose between three options with different schedules and combining students from all universities.

A total of 143 students attended and the course recommendation rate was 98%.

One of the main features valued by Akademia students is the personal contact with the programme's experts, which include more than 60 professionals, FTF members, managers of Cre100do companies, entrepreneurs, investors and professors, all involved in innovation.

The 'Digitalisation of companies through artificial intelligence' programme concluded in 2021 with 18 Cre100do companies. Three sessions on innovation and digitalisation were organised for managers in collaboration with the Castile-León Family Business Association.

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<https://www.fundacionbankinter.org/en/programs/cre100do/>

We know that medium-sized companies are a key segment for the Spanish economy and we want to help them continue to grow beyond our borders. That is why the CRE100DO programme was designed in 2013, launched together with ICEX and the Círculo de Empresarios and which subsequently became the CRE100DO Foundation.

This Foundation promotes business excellence by grouping outstanding companies in the Spanish middle market to stimulate their growth and cooperation, boosting the Spanish economy and generating a positive impact on society.

In its journey to enhance the excellence of companies, Cre100do promotes the values and capabilities that make this possible by incorporating the best management practices, stimulating the adoption of new technologies, promoting collaboration between companies and promoting social and environmental responsibility.

The national programme provided by the CRE100DO Foundation supports 125 companies in their transition into becoming large companies that then pave the way and set an example for the rest of the middle market. AUSA, Cafento, Campus Training, Dentaïd, Erum Group, Gullón, Kids&Us, Logifruit, Perfumes y Diseño, Prim, Velilla Group and Vitrinor joined the programme in 2021.

A total of 45 activities were carried out with the participating companies.



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