



# Press Release

Brussels, 18 June 2019, 10.30 a.m.

## Soon KBC/CBC Mobile

- **will offer access to personal documents in the eBox , the electronic mailbox of the government (in the autumn)**
- **will allow customers to send an IPEX registered e-mail (early July)**

Soon, customers will be able to consult their personal administrative documents in the government's eBox directly from KBC Mobile, in the user-friendly way specific to KBC Mobile. Documents that can be consulted are amongst others National Office for Annual Holidays (RJV), National Employment Service (RVA), documents linked to Tax-on-Web, fines, invoices sent by the local authorities, etc.

Also new and a real first for Belgium is that from the beginning of July, customers of KBC, KBC Brussels and CBC can send a registered mail directly from KBC/CBC Mobile. To achieve this, KBC is working with IPEX.

*Karin Van Hoecke, Director digital transformation KBC division Belgium: "KBC Mobile has so far mainly offered extra services related to mobility (parking with 4411, Q-Park, tickets of De Lijn and NMBS, shared bikes) as well as access to service cheques (Sodexo), meal and eco-cheques (Monizze). We have noticed that our customers increasingly appreciate this beyond banking offer. After all, they no longer need to download a whole series of different apps, but can find everything in their user-friendly banking app. The comfort of KBC Mobile was also the decisive factor for the government to partner with us on the eBox. That is why we are very happy to be able to expand our offer now and to offer services in a simple, user-friendly way that reduce the administrative burden for our customers when they look up a government document or send a registered e-mail."*

## **Customers of KBC (Brussels) / CBC can consult government documents in the eBox electronic mailbox.**

KBC recently concluded an agreement with the government to integrate access to the eBox into KBC/CBC Mobile.

*Philippe De Backer, Minister of Digital Agenda, Telecommunications and Post, in charge of Administrative Simplification, Combating Social Fraud, Privacy and the North Sea, says: "The integration of the e-Box in KBC Mobile will enable hundreds of thousands of KBC's customers to receive documents from the public services in the application they already use daily. In concrete terms, this means that it is the administration that goes to the citizen and he or she does not have to learn to manage an additional application and will have all the advantages of the e-Box in an environment that he or she knows well".*

eBox is the government's electronic mailbox and provides citizens with easy and secure access to electronic government documents. The aim is simple: to centralise all documents in one place, regardless of whether the document originates from the federal, regional or local authorities.

<https://mye-box.be/nl/news/steeds-meer-overheidsdocumenten-beschikbaar-in-my-e-box>

In the autumn, KBC(Brussels) and CBC customers will have very easy access to this eBox via KBC/CBC Mobile.

## **KBC Mobile is the first to integrate the registered e-Mail of partner IPEX.**

### **What is it?**

In cooperation with IPEX, KBC offers an alternative to registered mail with the advantage that the customer does not have to travel. The customer can use the registered e-mail to cancel his/her rental contract, fitness subscription, energy supplier contract,...He can draw up and send the e-mail from KBC/CBC Mobile and follow up online who sent or received the e-mail at what time.

KBC's partner for this service, IPEX, guarantees the integrity of the consignment, i.e. the content of the document is transmitted unchanged. In addition, the registered e-mail is almost immediately offered to the recipient.

Sending a registered e-mail costs 4,85 euro.

*"IPEX developed the electronically registered mail so that the user can easily send a registered mail from home. In this way, the market for electronically registered mail is also opened up to the private market," says **Rodolphe van der Straten, Managing Director of IPEX.** "With its integration into KBC's highly innovative banking apps, the product can easily find its way to the user."*

### **How does it work?**

The sender creates the registered e-mail in KBC Mobile. To do this, he only needs the e-mail address of the recipient. He can also add attachments to the registered e-mail such as documents or photos.

The recipient will receive a first e-mail in which he can accept the registered e-mail. Only after this acceptance will he receive a second e-mail with a PDF document.

Each of the steps in this process is time-stamped. The sender can follow the status of his registered e-mail in KBC Mobile or the integrity of it on the IPEX site.



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## Registered e-mails



## Registered e-mails

Send a registered e-mail for 4,85 euros

- ✓ Easily add attachments and track your e-mails using Mobile.
- ✓ All you need is the e-mail address of the recipient
- ✓ Get a delivery receipt and track the status of your registered e-mails
- ✓ Integrity of e-mail content is guaranteed by our partner IPEX

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