



# Press Release

Brussels, 9 July 2019, 11 a.m.

## **Sending a registered e-mail directly from KBC/CBC Mobile is a fact**

**A real first for Belgium is that as of today customers of KBC, KBC Brussels and CBC can send a registered mail directly from KBC/CBC Mobile. KBC cooperates with IPEX for this purpose.**

**Karin Van Hoecke, general manager digital transformation KBC Belgium:** *"KBC Mobile has so far mainly offered extra services related to mobility (parking at 4411 and Q-Park, tickets of De Lijn and Belgian railways NMBS/SNCB, shared bikes) as well as access to service cheques (Sodexo), meal and eco-cheques (Monizze). We have noticed that our customers increasingly appreciate this extra-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. That is why we are very happy to be able to expand our offer now and to be able to offer services that reduce the administrative burden for our customers in a simple, user-friendly way.*

*We have noticed that the customer greatly appreciates ease of use and comfort, since we have now about 1 million contracts of banking and insurance products signed online".*

### **What is the IPEX Registered E-Mail?**

In cooperation with IPEX, KBC offers an alternative to registered courier 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.

The KBC 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.



## 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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For more information: [press release of 18/6](#).

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