

Luxembourg, 17 June 2021

New BIL Office branch in Kirchberg

The BIL Office – Philharmonie branch will open to the public on Monday 21 June. This new branch will be dedicated to advisory activities and open to clients by appointment only, from 8am to 7pm, Monday to Friday.

BIL is continuing to overhaul its branch network with the opening of a BIL outlet in the Infinity shopping centre in Kirchberg focused on advisory activities. The BIL Office – Philharmonie branch offers a warm environment for staff to welcome clients or prospects and help them bring their projects to life. For services such as opening an account, applying for a loan or investing for the future, the team is available for appointments from 8am to 7pm Monday to Friday.

Client-advisor relations at the branch's core

More connected and better informed, clients expect personalised advice to help them bring their projects to life, and fast, convenient banking services for everyday needs. The health crisis has hastened the move towards greater use of online banking services, a trend already visible for several years. This is why BIL has chosen to combine human interaction and digital efficiency, to better service its clients.

An essential part of the advisory activity, BIL branches have changed a lot in recent years. The bank introduced three new formats in 2020: BIL Office, BIL Shop and BIL House. Their common goal: position client-advisor relations at the branch's core.

Supporting clients in their digital journey is essential. To complement its branches, BIL has strengthened its teams at the BIL Direct Centre, its call centre, with advisors to answer clients' questions by phone and secure messenger.

For everyday banking services, BIL is constantly expanding its range of services on its BILnet online banking platform. New features are regularly added for clients wanting access to their bank account at all times. Examples include opening an account entirely online, Apple Pay, instant payments, e-signing, transaction notifications, QuickMoney for card-free withdrawals.

More human and more digital, BIL combines customised support and expertise with ease-of-use and proximity services.



**COMMUNIQUÉ DE PRESSE
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PRESS RELEASE**

About Banque Internationale à Luxembourg (BIL)

Founded in 1856, Banque Internationale à Luxembourg (BIL) is the oldest multi-business bank in the Grand Duchy. It has always played an active role in the main stages of the development of the Luxembourg economy. It currently operates in retail, private and corporate banking, as well as on capital markets. With more than 2,000 employees, the bank is represented in Luxembourg, Switzerland, Denmark and China.

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