

Montrouge, 18 December 2018

Crédit Agricole Group is committed to making day-to-day life easier for the French public

Alongside 12 other major groups, Crédit Agricole is committed to making day-to-day life easier for the French public. This is in addition to the previously-announced price freezes for 2019 and the capping of fees at €25 for all vulnerable clients.

Five new measures to complement the existing system*:

1) Preventing financial difficulty

In the first half of next year, Crédit Agricole will be launching a new **overdraft alert system** for all clients. When an account falls into the red, the bank will warn the client by email or text message, allowing them to rectify the situation **within 24 hours without incurring any fees**.

2) Managing a budget

Following in the footsteps of Crédit Agricole and its EKO solution, in March 2019 LCL will start offering LCL Essentiel, a package of banking essentials for €2 per month: this will include an account, a card, an app, and access to the branch and all savings, insurance and loan products, with no overdrafts.

3) Assistance with controlling day-to-day expenses and income/pre-authorized payment domiciliations for clients not permitted to have a bank account or with excessive debt

Crédit Agricole is offering its clients who are otherwise not permitted to have a bank account or with excessive debt the **“Budget Protégé” Account, for €1 per month** and with fees capped at €20 per month and €200 per year.

4) Promoting inclusion of youth from underprivileged areas

750 interns in their final year of middle school (aged 14) from underprivileged areas will be welcomed into the Crédit Agricole Group in 2019.

5) Contributing to youth employment through work-study programmes

Crédit Agricole Group intends to **double its number of students on work-study programmes to some 6,000 by 2020**.




* Supporting all clients, even when things are not going so well, with a complete approach, from preventing financial difficulty to reintegrating the most vulnerable clients into the financial system, is one of Crédit Agricole's original core values. For several years, the Group has offered solutions to the most vulnerable clients:

- Since December 2017, Crédit Agricole has offered its EKO solution for €2 per month. This entry-level banking solution provides all the essentials, including an account, a card, an app, and access to the branch and all our savings, insurance and loan products, with no overdrafts. And no service fees.
- As the leading bank for youth but also for businesses and professionals, Crédit Agricole utilises its network to advocate for employment among youth: around one hundred "first internship, first job" meetings are organised at the Regional Banks to bring together youth and businesses from across the country.
- In addition to the 9,000 Crédit Agricole and LCL branches located across France, Crédit Agricole has 5,700 "Points Verts" in rural areas to facilitate access to essential services for all.
- Crédit Agricole clients can also access some 80 "Points Passerelle" which focus on reintegrating the most financially vulnerable clients. Over the last 20 years, thanks to 120 advisors and nearly 1,000 volunteers, directors and former employees, the Points Passerelle have already helped some 100,000 individuals. The Points Passerelle system is also available at LCL.
- Crédit Agricole organises many digital cafés in its branches and local banks in order to foster digital inclusion among its clients.

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