

Corporate culture

For Cecabank, offering quality service, in both its relations with clients and in internal processes, is the way it understands and conducts its daily business.

Vision and Values

Vision

Our management philosophy is based on prudence, expert knowledge and being open to change.

Values

We build lasting relationships with our clients, thanks to the values which underpin our management style and our culture.



Emphasis on excellence

Cecabank places the emphasis on excellence in its daily work. One of Cecabank's priorities is maximizing the excellence of the service provided.

Thus, in January 2015, Cecabank obtained the ISO certification for Collections and Payments, in July it obtained the ISO 27001:2013 certification for SEPA Transfers and Debits and, in December, Aenor's audit

to obtain the ISO 9001:2008 certification for Pyramid (regulatory reporting) was successfully completed, with a positive result. The Customer Satisfaction evaluation system has been aligned with the Strategic Plan.