

N26 Appoints Georg Hauer as General Manager for Germany and announces 7 day customer service in Germany

Berlin, 16th May 2019 - N26, The Mobile Bank, announced today the appointment of Georg Hauer as General Manager for Germany, in addition to his function as General Manager for Austria and Switzerland. In his new role, Georg will leverage his long-standing experience in customer relationship management and the design of digital customer experiences to drive sustainable, targeted growth in the respective markets. Building on a deep understanding of customer expectations at N26, Georg will be responsible for the development of solutions and products for customer needs. This will ensure that the perspective of German customers will continue to be considered throughout N26's customer experience and relevant impulses from the home market will be carried into the company.

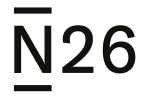
With Georg's appointment as General Manager Germany, the mobile bank further underscores its commitment to customer service and regional structures in its home markets. In the last months, the company has significantly increased its investments in customer service, tripling the team to 400 internal and 200 external employees.

As one of the first measures and a strong sign of his dedication to N26's German customers, Georg plans to extend the availability of N26's customer service in Germany to include Sundays in the summer. In addition, Georg will support the global development and roll-out of new security features at N26.

Georg has extensive expertise in digitization, process management and customer service. He joined N26 in March 2018 as General Manager for Austria driving the company's customer experience in this market. He also led N26's global CRM and Product Marketing. Prior to joining N26, he was responsible for building up a new product line at Uber, including a local customer service. He also worked for many years as a consultant at The Boston Consulting Group in Germany and Austria. There he was responsible for projects focused on digital business model innovation, process optimization, digitization of processes, and large transformation projects.

Valentin Stalf, CEO and co-founder of N26, says: "Our goal is to be the most customer friendly bank. We are continuously growing our customer base in Germany and around the world, and we must make sure that our company and our regional structures are growing accordingly."

Georg Hauer, General Manager for Germany, Austria and Switzerland, says: "N26 is bringing innovation and change to the banking sector. Our goal is to make banking one of the easiest



things in life – by putting our customers first. In my new role, I will be the company's ear to the customers as well as the voice of the DACH region within the company.”

About N26

N26 is building the first mobile bank the world loves to use. Valentin Stalf and Maximilian Tayenthal founded N26 in 2013 and launched the initial product in early 2015. Today N26 has more than 2.5 million customers in 24 markets across Europe who currently hold over €1 billion in accounts and generate over €2 billion in monthly transaction volume. The company employs more than 1000 employees across 3 office locations: Berlin, New York and Barcelona. With a full European banking license, state-of-the-art technology and no branch network, N26 has redesigned banking for the 21st century and is available on Android, iOS, and desktop. N26 has raised more than \$500 million from the world's most established investors, including Insight Venture Partners, GIC, Tencent, Allianz X, Peter Thiel's Valar Ventures, Li Ka-Shing's Horizons Ventures, Earlybird Venture Capital, Greyhound Capital, Battery Ventures, in addition to members of the Zalando management board, and Redalpine Ventures. N26 currently operates in: Austria, Belgium, Denmark, Estonia, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and the UK. N26 plans to enter the US market in 2019 where it will operate via its wholly-owned subsidiary, N26 Inc., based in New York.

Website: n26.com | Twitter: [@n26](https://twitter.com/n26) | Facebook: facebook.com/n26 | YouTube: youtube.com/n26bank

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