



Bank of Valletta

Office of the Company Secretary

House of the Four Winds,

Triq I-Imtiehen, Il-Belt Valletta VLT 1350 - Malta

T: (356) 2131 2020 F: (356) 2275 3711

E: customercare@bov.com bov.com

BOV497

COMPANY ANNOUNCEMENT

The following is a Company Announcement issued by Bank of Valletta p.l.c. pursuant to the Capital Markets Rules issued by the Malta Financial Services Authority:

Quote

Appointment of Chief Customer Experience Officer

The Bank refers to Company Announcements 418 and 434 whereby it announced the appointment of Mr Theodoros Papadopoulos as the Bank's Chief Digital Officer. The Bank hereby informs the market that the role of Mr Papadopoulos has recently changed, and he has now been appointed as Chief Customer Experience Officer (CCXO). Regulatory approval for Mr Papadopoulos has been obtained.

As CCXO, Mr Papadopoulos will be instrumental in driving customer-centric strategies and initiatives to elevate the overall customer experience for Bank of Valletta plc. The CCXO will lead Customer Experience, User Experience, Creative Hub, Digital Presence and Complaints Management, with a focus on improving customer experience satisfaction and loyalty.

Mr Papadopoulos' residential address is 73, Poseidonia Crt, Flat 11, Triq Spinola, Paceville, San Giljan, Malta.

Before joining Bank of Valletta plc, Mr Papadopoulos worked with Eurobank EFG in Athens, Greece since 2016, where he held the position of Director of User Experience. From 2011 and 2016, Mr Papadopoulos worked at Booking.com in the Netherlands. At Booking.com he initially served as a member of the Global Hotels Project Team and was later promoted to Manager of Strategic Partnerships in 2013, a role he held until joining Eurobank EFG.

Mr Papadopoulos holds an MSc in Digital Communication and Media/Multimedia, an MA in International Business (Public Policy) and a BA in Public Relations and Communication Policy.

There are no matters concerning Mr Papadopoulos that require disclosure under the Capital Markets Rules.

Unquote

Dr Ruth Spiteri Longhurst B.A., LL.D.
Company Secretary

28 November 2024