

A graphic with a red-to-white gradient background. The words "UNLOCK" and "2030" are written in a large, white, sans-serif font. The text is slightly shadowed, giving it a 3D appearance as if it's floating or resting on a surface. The "UNLOCK" is on the top line and "2030" is on the bottom line.

UNLOCK 2030

Press release | Brussels, 22 May 2026

Belfius takes next step in its digital development with a strategic European expansion

New Technology & Operations hub in Lisbon boosts innovation, talent and customer focus

On 30 March, Belfius presented its strategic plan towards 2030: a clear course built on optimism – aiming to be a sustainable, efficient and forward-looking bank-insurer that believes Belgium, and Europe, hold more potential than they dare to imagine. With the creation of a Technology & Operations hub in Lisbon, Belfius is now making a targeted investment to further strengthen its digital and operational capabilities. Anchored firmly in Belgium, connected to Europe, and focused on sustainable value creation for customers, employees and Belgian society, the initiative combines technological expertise with a strong customer-centric approach.

Continuing to build digital solutions for customers

Customers expect simple, secure and reliable digital solutions. Innovation standards have never been higher, and the pace continues to accelerate. Belfius sees this as an opportunity to act proactively. The bank-insurer has therefore consciously chosen to structurally reinforce its technological and operational capabilities within a broader European framework.

The new hub in Portugal **complements Belfius' Belgian activities**. It is not a shift away from its Belgian roots, but rather a lever for greater scalability and innovation – benefiting all Belfius customers.

A joint venture between Belfius and Accenture

Established as a **joint venture between Belfius and Accenture**, a leading global provider of solutions and services, the hub combines Belfius's strategic vision with Accenture's expertise in customer experience and technology.



Accenture was selected for its strong industry knowledge, scalable delivery capabilities, solid risk management and clear financial framework. **Over the next 3 to 5 years, the hub will become a 100% Belfius subsidiary.**

Investing in talent on a European scale

Access to talent is a critical condition for Belfius's continued development. This hub **expands access to a broader talent pool** and enables the creation of complementary teams across Europe. At the same time, Belfius will internalise more capabilities, **reducing its reliance on external support**, as 250 roles currently filled externally will gradually transition to the hub. Ultimately, the hub is expected to grow into a site **employing around 500 people** – deliberately reinforcing the expertise already present in Belgium.

Bram Somers, Chief Technology & Operations Officer : *“Above all, this is an investment in people and expertise. We want to create an environment where talent can grow, collaborate internationally and make a real impact. This is a unique opportunity to help build forward-looking solutions for our customers.”*

This step goes hand in hand with a strong and lasting commitment to Belgium. Belfius will **continue to invest in its Belgian teams** through additional recruitment and targeted training programmes. The bank-insurer is **committed to retaining all employees** within the scope of this initiative. These commitments are all the more important in light of demographic trends: by 2030, approximately one in five Belfius Bank employees will reach retirement age.

Through training, internal mobility and new forms of collaboration, employees in Belgium will have ample **opportunities to grow within an increasingly digital environment** – further strengthening Belfius' position as an attractive employer for ambitious talent.

Strong roots in Belgium, looking towards Europe

With this step, Belfius reaffirms its ambition to be a bank-insurer ready for tomorrow: firmly rooted in Belgium, connected to Europe, and focused on sustainable value creation for customers, employees and Belgian society.

By investing today in technology, talent and collaboration, Belfius is building its potential for tomorrow – a future-oriented bank-insurer that offers stability and trust at the heart of Europe.

This project is subject to final approval by all relevant parties, including the regulator.

Want more information about this?

Press contact Belfius Bank & Insurance: Ulrike Pommée, + 32 (0)2 222 02 57 | ulrike.pommee@belfius.be – press@belfius.be | www.belfius.be