International Post Corporation

La Banque Postale : 2020 annual results and 2030 strategic plan

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In a difficult environment, the expanded group delivered resilient results and completed the process of creating one of Europeâ€™s leading bancassurers

La Banque Postale's 2020 results
2020 was a unique year for La Banque Postale, shaped by the integration of CNP Assurances and other transactions that redefined its structure, and also by the Covid-19 health and economic crisis.
La Banque Postale is launching its 2030 strategic planwith the objective of becoming France’s favourite bank.
The plan is organised around three priorities:

- Become one of the best banks in terms of customer satisfaction and join the top 3 in 2023 for remote services;
- Embrace the just transition movement and launch a community engagements platform;

Place employees at the centre of the strategicplanby improving the employer brand Net Promoter Score by 20 points over the period to 2025.

For more information: download the press release

Source: Le Groupe La Poste