Press release
Paris, 23 November 2026

25 November: International Day for the Elimination of Violence against Women

La Banque Postale, together with its subsidiary CNP Assurances, is rolling out new emergency solutions for victims of family violence

One year after rolling out its 24-hour account opening service for victims of domestic violence in 3,000 post offices, La Banque Postale is taking a further step forward with its subsidiary CNP Assurances by extending the service to victims of family violence. True to its civic values, and leveraging its bancassurance model and post office network, it is implementing a comprehensive and unique service, combining emergency banking support, insurance and assistance solutions and telephony services, to help victims protect themselves, regain their independence, and rebuild their lives.

- **New insurance and assistance cover developed by CNP Assurances, including emergency accommodation, psychological support and coverage of legal costs up to €10,000, aimed at prevention, protection and support over the long term. This cover is available at no extra cost to customers with a La Banque Postale account.**

- **Local banking support at 3,000 post offices, now available remotely via a dedicated number, enabling victims of family violence to open an account within 24 hours, confidentially and free of charge for the first year.**

- **The mobilisation of La Poste Mobile, offering two months of service free of charge and a free phone number change, enabling quick access to a personal and secure means of communication.**

More than 360,000 people[1] were victims of family violence in 2024. In response to this societal challenge, La Banque Postale and its subsidiary CNP Assurances are combining their expertise to provide a tailored response to various situations of family violence, consistent with the needs expressed by their partners in the voluntary sector.

"Financial autonomy and access to rights and essential services are crucial to escaping violence for good and rebuilding one's life. That is why La Banque Postale is strengthening its commitment to victims of family violence and harnessing its expertise as a bancassurer to offer comprehensive support, both at post office branches and remotely. True to the La Poste Group's values of inclusion, we work alongside grassroots organisations to provide concrete, accessible solutions tailored to everyone's needs."
Sandrine Pierrot, Chief Executive Officer of Retail Banking at La Banque Postale

[1] Victims of domestic violence committed by a partner or ex-partner make up the majority, totalling 270,000 in 2024. The figure continued to rise in 2025, with nearly 285,000 people affected, for an increase of more than 5%. In 2024, there were 90,000 victims of family violence other than violence between partners. (Source – Ministry of the Interior)

An assistance and insurance service structured around three needs: prevention, protection and rebuilding

CNP Assurances offers an assistance and insurance service developed by its subsidiaries CNP Assurances IARD and Filassistance, in collaboration with associations specialising in victim support such as *125 et après*. The service addresses the three main needs identified in the field: prevention and referral, protection, and rebuilding one's life.

To inform, guide and support victims from the very first warning signs:

- Support from a dedicated team to implement the services confidentially
- A legal information service to support victims in their procedures and help them assert their rights.

On departure, when a victim takes steps to leave their home or seek shelter, the solution offers **services enabling the victim and their children to deal with the immediate situation:**

- Coverage of transport costs to seek shelter with a trusted person
- Or the sourcing and provision of suitable emergency accommodation for seven nights, together with transport to the accommodation;
- Support with administrative procedures, as well as referral to specialised services.

In the long term, after the victim's safety is ensured, to help them rebuild:

- Access to psychological support;
- Legal protection covering legal costs up to €10,000.

Designed to take into account the reality of victims' experiences, the solution does not automatically require the filing of a formal complaint. Assistance services may also be activated upon presentation of proof of support from a victim support association.

CNP Assurances provides all these services, which are available to all La Banque Postale account holders, representing more than six million customers.

"Family violence is a major societal issue affecting over 360,000 children and adults each year. This violence concerns us all. We know how difficult it can be for a victim, often isolated, to seek help and take the initial steps. As a responsible insurer committed to constantly pushing the boundaries of insurance, CNP Assurances, alongside La Banque Postale and partner associations, has a role to play in supporting victims when they need that support. Together, we offer comprehensive assistance and practical solutions to help them protect themselves, assert their rights, preserve their independence and rebuild their lives. This is a powerful conviction, fully aligned with the commitment of the Group and its employees: to protect people when they need it most."
Marie-Aude Thépaut, Chief Executive Officer of CNP Assurances

Simplified account opening, whether at a post office or remotely

The new offering reinforces the solution implemented by La Banque Postale since 2025 to enable victims of domestic violence to open a bank account within 24 hours and in complete confidentiality at 3,000 post offices across the country. **Free for one year, and now available to all victims of family violence**, this account is a key tool for regaining financial independence, enabling victims to find housing, purchase a vehicle and access social benefits, and notably the universal emergency aid introduced in France in 2023 by the Létard Act.

To supplement its post office branches, La Banque Postale has provided **a remote support service via a dedicated number since June 2026, relayed by its partner associations,** notably the National Federation of Information Centres on Women's and Families' Rights (CIDFF) and Solidarité Femmes, the national federation that manages the national helpline 3919.
Victims who do not wish or are unable to go to a post office branch can thus begin the process of opening an account by telephone in a secure and confidential environment.

In the space of a year, La Banque Postale has assisted nearly 300 people in the expedited opening of a bank account.

Who is eligible for the solution?

The solution is aimed at victims of family violence, i.e. violence committed against a spouse or a child or children. The expedited opening of a bank account is available to adult victims. Access to insurance and assistance cover is linked to the Alliatys offer, held notably as part of a La Banque Postale account. Emergency services may therefore cover a spouse or adult child who is a victim of family violence, as well as children accompanying the victim into shelter, even if they are not themselves direct victims.

A personal and secure means of communication

La Poste Mobile is supporting the initiative by offering **two months of mobile phone service** and **free phone number changes** to victims who so require. This concrete measure enables them to keep or regain a personal, secure and independent means of communication, which often proves crucial for taking action, seeking help and rebuilding a life free from violence.

A new communication campaign to raise awareness among victims of family violence about this essential measure: the right to speak out



To raise awareness of the expansion of its offering and inform those who might need it, La Banque Postale, in partnership with the National Federation of Information Centres on Women's and Families' Rights (CIDFF), is launching a visually striking high-impact communication campaign from 19 to 29 November in women's magazines and the social media, developed in collaboration with Havas Paris. Driven by the tagline "**Le droit de l'ouvrir en grand**" (the right to speak out), the campaign details the practical solutions offered by the bank and its subsidiaries while highlighting the importance of financial independence and personal and financial support in helping victims to envision and build a fresh start.

About La Banque Postale
La Banque Postale, along with its subsidiaries, including CNP Assurances, forms a major international bancassurance group, ranking twelfth in the eurozone by the size of the balance sheet. With its diversified business model, it supports nearly 18 million individual, corporate, institutional and local public sector clients in France. A subsidiary of La Poste Group, La Banque Postale is a local bank, present throughout the country with over 17,000 contact points, including nearly 6,500 post offices. As the leading lender to local authorities and public hospitals since 2015, La Banque Postale plays a vital role in local economic development.
Driven by its transformation plan, it aims to become a European leader in bancassurance serving all its clients and assert its pioneering role in socially responsible finance. La Banque Postale brings clients a comprehensive, omnichannel range of bancassurance services, structured around its three brands: La Banque Postale, its retail bank; Louvre Banque Privée, its wealth management bank; and CNP Assurances, its property and personal insurance subsidiary. La Banque Postale is also accelerating its diversification strategy and developing its expertise, particularly in asset management, insurance, consumer credit, and corporate and local development banking.
Drawing on its civic identity, La Banque Postale is working towards a just transition by integrating environmental and social impact objectives into the heart of its governance. The climate strategy of La Banque Postale, a mission-led company since March 2022, is aligned with the Paris Agreement. It is in the top rankings of the non-financial rating agencies.

About CNP Assurances Group
The CNP Assurances Group is a property and personal insurer with more than 8,700 employees. It generated net income of €1,492m in 2025. A subsidiary of La Banque Postale, the Group is no. 2 in property loan insurance and life insurance in France. It is the third-largest insurer in Brazil. Its solutions are distributed in 17 countries by various partners and insure more than 33 million people in personal insurance and protection, and 10 million in retirement savings. CNP Assurances is a responsible insurer and investor (€422bn invested in all sectors) that works for an inclusive and sustainable society, protecting and facilitating all life paths.

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