Presenting Credendo's current strategy: Credendo 2027

Credendo's Group CEO Dirk Terweduwe announced our current strategic plan – Credendo 2027 – at the beginning of 2025.

The plan builds on the success of the previous three-year strategy known as Rise – which concluded in 2024. It has the overriding ambition to ensure that Credendo maintains its **high level of excellence as Belgium's export credit agency** and proactively supports more trade.

At the heart of the strategy lies Credendo's commitment to stay a **relevant and modern** partner in an ever-changing world – and we will strive to further improve our product offerings and continue our modernisation efforts.

We aim to stay relevant through the use of the latest technology including API's and AI-based tools – which will provide **smoother, more automated processes** for our valued customers. All our business lines look to grow their market share, build new partnerships and maintain a high level of customer service.

Sustainability continues to be a priority for us. We annually calculate Credendo's operational carbon footprint and offset Scope 1 and Scope 2 emissions. We look to maintain our yearly 'good' Environmental, Social and Governance (ESG) scores across all business lines' customer portfolios.

We aim to achieve all this while at the same time ensuring we maintain **financial discipline** in how we grow.

We also want to be a **great place to work**. Our current strategy focuses on talent acquisition and retention as well as investing in learning opportunities.

Our key goals under Credendo 2027 are:

RISE 2021-2024 – A success story

Under the previous Rise strategy, Credendo aimed to 'grow and improve in a sustainable way' – and we made great strides forward in our sustainability strategy. We launched the Credendo Green Package for our ECA business in 2022, which incentivises green and social projects by offering improved financial terms. Our entire **investment portfolio is now ESG compliant**.

We also improved our customers' experience by offering a range of new products, reinforcing our sales teams and rolling out digitised marketing campaigns.

Rise also achieved **solid financial results** for Credendo. Our single-risk business' profitability hit a record high in 2024, and we saw consolidated growth in our ECA business and profitable business in our surety business.

We received a first S&P Global rating for both Credendo – Short-Term Non-EU Risks and Credendo – Short-Term EU Risks (now known as Credendo – Trade Credit Insurance) in 2022 – meaning that all of our multi-risk activities now benefit from an A or A- **rating**. The S&P Global outlook for Credendo – Guarantees & Speciality Risks improved in 2024, becoming 'positive' from 'stable', and all Credendo's excellent ratings were affirmed in the beginning of the reporting year. In July 2026, Credendo – Guarantees & Speciality Risks' rating was upgraded to 'A' with a stable outlook.

Our current strategy remains guided by the same long-term vision, core values and mission that lie at the heart of everything we do at Credendo.

VISION

We are the first-choice business partner to protect against the risks of trade and investments in the real economy and to facilitate the financing of such transactions.

MISSION

Our mission is to support trade relations. We provide customised solutions of insurance, reinsurance, guarantees, bonding and financing related to domestic and international trade transactions or investments abroad. We protect companies, banks and insurance undertakings against credit and political risks, and facilitate the financing of such transactions. We act in a responsible and forward-looking way.

We turn uncertainties into opportunities.

OUR VALUES

As an insurance provider we know about risk in different forms. Due diligence comes as standard, but we go further. Here's our approach.

Customer intimacy

Customer satisfaction is at the core of our values. We listen, we propose bespoke solutions, we are approachable, we explain our decisions and we deliver first-class service. Our people come up with smart solutions in response to specific business needs or complex risk environments.

You get bespoke solutions.

Respect

We show respect for our customers, our staff, our shareholders and all other stakeholders as well as for society and the environment. We act forcefully against any discrimination. We treat everyone fairly and honestly. We always try to do the right thing and apply high standards of ethical behaviour.

You can trust us.

Reliability

We aim for best-in-class expertise of our businesses and risks. We strive for operational efficiency that underpins customer intimacy. We have a long-term view on our activities – we look through the cycle and aim for sustainable financial results.

You can count on us.