ClientConnect is a secure portal which provides EIB clients with easy and fast access to their EIB account.

ClientConnect facilitates the exchange of information by providing clients with access to real-time information via a secure electronic communication channel.

Clients will have access to a repository which includes their current key financial data and relevant loan notifications.

**What can you do with ClientConnect?**

ClientConnect provides access to a wide range of key financial information related to loans:

- **Contracts**: an overview of all the contracts per client number and contract number
- **Disbursements**: the full list of disbursements and details of the disbursement schedule
- **Repayments**: information on the repayment schedule
- **Fees and indemnities**: information on fees and indemnities

Clients will also have the possibility to download selected notifications and to submit questions related to their account.
Who can use ClientConnect?
All EIB clients with loan products will be granted access via ClientConnect upon request.

How can you obtain access to ClientConnect?
To be granted access to this service, please contact the EIB via this dedicated link

→ [https://clientconnect.eib.org/subscribe](https://clientconnect.eib.org/subscribe)

You will be asked to provide your client ID (this can be found on the payment advice).

What will you need to access ClientConnect?

- A secure user account set up by the EIB
- A computer with an internet browser
- An internet connection

Where can you get more information?

Please contact:
clientconnect-helpdesk@eib.org
clientconnect-backofficesupport@eib.org
https://clientconnect.eib.org