

 Early Warning System

EIB-20170846

NOVOBANCO EFFICIENT PRIVATE HOUSING PROGRAMME PT



### Quick Facts

Countries	Portugal
Financial Institutions	European Investment Bank (EIB)
Status	Approved
Bank Risk Rating	U
Borrower	NOVO BANCO SA
Sectors	Construction, Energy, Water and Sanitation
Investment Type(s)	Loan
Investment Amount (USD)	\$ 18.47 million



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### Project Description

The project consists of a dedicated EIB facility to support energy and water efficiency investments in private residential households in Portugal. The project will enable the financing of small/medium projects carried out by small sized enterprises and private individuals.



### Investment Description

- European Investment Bank (EIB)

### Financial Intermediary

Financial Intermediary: A commercial bank or financial institution that receives funds from a development bank. A financial intermediary then lends these funds to their clients (private actors) in the form of loans, bonds, guarantees and equity shares. Financial intermediaries include insurance, pension and equity funds. The direct financial relationship is between the development bank and the financial intermediary.

- [Novo Banco, S.A.](#) (Financial Intermediary)



### Private Actors Description

Novo Banco, S.A. provides various financial products and services to private, corporate, and institutional customers. It operates through Domestic Commercial Banking, International Commercial Banking, Asset Management, Life Insurance, and Markets segments. The company is involved in various activities, including deposit taking, granting of loans to corporate and private customers, investment fund management, brokerage and custodian services, investment banking services, and the commercialization of life and non-life insurance products.



### Contact Information

Contact information not provided at the time of disclosure.

### ACCOUNTABILITY MECHANISM OF EIB

The EIB Complaints Mechanism is designed to facilitate and handle complaints against the EIB by individuals, organizations or corporations affected by EIB activities. When exercising the right to lodge a complaint against the EIB, any member of the public has access to a two-tier procedure, one internal - the Complaints Mechanism Office - and one external - the European Ombudsman. A complaint can be lodged via a written communication addressed to the Secretary General of the EIB, via email to the dedicated email address [complaints@eib.org](mailto:complaints@eib.org), by completing the online complaint form available at the following address: <http://www.eib.org/complaints/form>, via fax or delivered directly to the EIB Complaints Mechanism Division, any EIB local representation office or any EIB staff. For further details, check:

[http://www.eib.org/attachments/strategies/complaints\\_mechanism\\_policy\\_en.pdf](http://www.eib.org/attachments/strategies/complaints_mechanism_policy_en.pdf)

When dissatisfied with a complaint to the EIB Complaints Mechanism, citizens can then turn towards the European Ombudsman. A memorandum of Understanding has been signed between the EIB and the European Ombudsman establishes that citizens (even outside of the EU if the Ombudsman finds their complaint justified) can turn towards the Ombudsman on issues related to 'maladministration' by the EIB. Note that before going to the Ombudsman, an attempt must be made to resolve the case by contacting the EIB. In addition, the complaint must be made within two years of the date when the facts on which your complaint is based became known to you. You can write to the Ombudsman in any of the languages of the European Union. Additional details, including filing requirements and complaint forms, are available at:

<http://www.ombudsman.europa.eu/atyourservice/interactiveguide.faces>