

 Early Warning System

EIB-20240669

TECHEU VD SYNERISE (IEU FT)



Quick Facts

Countries	Poland
Financial Institutions	European Investment Bank (EIB)
Status	Approved
Bank Risk Rating	U
Voting Date	2025-10-09
Borrower	Synerise SA
Sectors	Communications, Industry and Trade
Investment Type(s)	Loan
Investment Amount (USD)	\$ 28.91 million
Project Cost (USD)	\$ 62.45 million



Project Description

According to the Bank's website, the project supports the global expansion and development of advanced technologies by Synerise, an innovative Polish deep-tech company specialising in behavioural AI and big data solutions.

The Synerise platform allows hyper-personalisation and insight-driven decision making based through data science. It covers a broad range of use cases and enables organisations to track, understand and address customers' preferences, needs and behaviours, avoid fraud and offer personalised customer experiences to maximise value.

The project aims to accelerate research, development and innovation (RDI) investments and enhance in-house sales and marketing capabilities over the period 2025-2028.



Early Warning System Project Analysis

According to the Environmental and Social Data Sheet, based on the environmental, climate and social information and based on the review of the likely significant environmental, climate and social risks and impacts and the mitigation measures and management systems in place, the Project is deemed to have low residual environmental, climate and social risks and impacts.

The project does not carry any significant labour risks and risk to health and safety is minimal with the overall social risk being low.



Investment Description

- European Investment Bank (EIB)



Private Actors Description

Synerise is a Polish deep tech company specialised in behavioural AI and big data solutions, notably for marketing automation. The Synerise platform allows organisations to track, understand and address customers' preferences, needs and behaviours, avoid fraud and offer personalised customer journeys to maximise value.



Private Actor 1	Private Actor 1 Role	Private Actor 1 Sector	Relation	Private Actor 2	Private Actor 2 Role	Private Actor 2 Sector
-	-	-	-	Synerise S.A.	Client	-



Contact Information

No contacts available at the time of disclosure.

ACCESS TO INFORMATION

You can submit an information request for project information at: <https://www.eib.org/en/infocentre/registers/request-form/request-form-default.htm>

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, 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

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>



Bank Documents

- [14/10/2025 - Environmental and Social Data Sheet \(ESDS\) - TECHEU VD SYNERISE \(IEU FT\)](#)



Other Related Projects

- EIB-20220300 FUTURE TECH (INVESTEU VD) PL