

# Press Release

## **New Trade Republic Customer Service: 24/7 Phone Support with real humans.**

- The new customer service is available 24 hours, seven days a week, and free of charge within the Trade Republic app. Customers talk and chat with real service agents.
- More than 1,000 agents are ready to help. If a question cannot be answered immediately, customers can track the status of their request live in the app.
- The new customer service comes with over 30 new features including enhanced password options, detailed tax reports available for download, and new analysis tools for active investors.
- Trade Republic is also creating a Customer Council. Each year, ten customers will be invited to look behind the scenes on behalf of the community. In direct exchange with management, they can share feedback and suggest new features.

**Berlin, April 15, 2026 – Trade Republic, Europe’s leading savings platform, now offers all customers personal customer service. Customers can reach the bank via phone and live chat 24 hours a day, seven days a week directly in the app. Over the past six months, Trade Republic has invested a double-digit million amount in building this service. The investment went into new infrastructure, product development, and the training of more than 1,000 service agents, who support customers in eight languages across all inquiries.**

“Trade Republic has grown into one of the largest retail banks in Europe in recent years. Our goal is to become the long-term home for our customers’ entire wealth. We have rebuilt our customer service from the ground up. At its heart are trained agents who help customers personally,” says Christian Hecker, co-founder of Trade Republic. “In the next twelve months, we want to offer the best customer service of any bank in Europe. That is our ambition.”

By offering support via phone and chat, Trade Republic ensures that customers receive personal help around the clock. Customers can call directly from the app, request a callback, or chat live with service employees. If more complex issues cannot be solved immediately, a new tracking system allows customers to follow the status of their request live in the app at any time.

In addition to the new customer service, Trade Republic is releasing an app update with over 30 new features. These improvements specifically help existing users. They include more flexible options for passwords and PINs, as well as support for two-factor authentication (2FA) apps. Active investors will receive new analysis tools and more detailed breakdowns of their returns. Furthermore, customers can now export a new, detailed tax report as a spreadsheet. For this, the bank is cooperating with popular tracking tools like Finanzfluss or Getquin to allow direct data sharing.

Beyond that, Trade Republic is significantly expanding direct communication with its customers. The company is setting up an international Customer Council. Every year, ten customers will be invited to look behind the scenes on behalf of the community. They will meet regularly with the management to discuss product developments, customer wishes, and challenges.

Additionally, Trade Republic is expanding its engagement across digital channels. Plans include live Q&As, votes on new features, and a dedicated Reddit forum. This puts customer needs at the center of product development.

The new customer service starts today. It will be fully rolled out to all customers in Germany and other core European markets within the next few weeks. This marks another milestone for Trade Republic and reinforces its ambition to be the bank closest to its customers, not only through technology but also through personal interaction.

**For more information please visit:**

[Website](#) | [FAQ](#) | [Instagram](#) | [LinkedIn](#) | [TikTok](#)

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## About Trade Republic

Trade Republic is on a mission to empower everyone to create wealth with easy, safe and free access to the financial system. With millions of customers across 18 European countries and over 150 billion euro in assets under management, Trade Republic has become the home screen app for Europeans to manage their wealth. Trade Republic offers savings plans, fractional trading of shares, ETFs, as well as private markets, derivatives, bonds and crypto. On top of that, customers benefit from the Trade Republic card with 1 percent Saveback on card payments. Trade Republic is a full-service bank and is supervised by the Federal Financial Supervisory Authority (BaFin) and Deutsche Bundesbank.