

Business

Ooredoo Kuwait wins three awards at 2021 Middle East & North Africa Stevie Awards

KUWAIT: Ooredoo Telecom, the first to introduce innovative digital services in Kuwait, has proudly announced that it has won 3 categories at the 2021 Middle East & North Africa Stevie Awards. The Stevie Awards are widely considered to be the world's premier business awards, conferring recognition for achievement in programs such as The International Business Awards for 19 years.

Ooredoo Kuwait has won in the following categories: "Innovation in Business Information Apps", "Innovation in Customer Service Management, Planning & Practice", and "Achievement in Growth".

The Gold Stevie Award for "Innovation in Business Information Apps" category was awarded in recognition of the company's My Ooredoo application. My Ooredoo allows customers to fully control their account through their smart devices at any time. Customers can pay their bills or recharge multiple lines at once, check their pack usage and balance, activate their Nojoom account and keep track of their points, activate several digital services and buy e-vouchers and more.

The Silver Stevie Award for "Achievement in Growth" category was in specific recognition of Ooredoo Kuwait's milestones in business, technology and digital services in the telecommunications sector. Ooredoo has won numerous awards for

providing an exceptional customer experience in the past, and today, Ooredoo is definitely thrilled to add this award to its portfolio. For years, Ooredoo Kuwait has maintained its success and even achieved growth by exploring new innovative techniques to conduct business efficiently, allowing it to reach new markets, expand its product and service portfolio, and expand the competencies of its human resources.

Among the most important of these achievements are the launching of eSIM on its network as the first telecom operator to offer this service in Kuwait and one of the first in the region, launching the 5G in mid-2018 providing a superior 5G experience and improving its network capabilities, followed by the first international 5G video call in the MENA region between Ooredoo Kuwait and Ooredoo Qatar. These important steps comes in tandem with the company's digital transformation strategy and affirming its leadership in digitalization in Kuwait, in addition to providing its cus-



Mijbil Al-Ayoub

tomers a full-fledged and unique digital experience.

Ooredoo Kuwait also received a bronze Stevie Award(r) for "Innovation in Customer Service Management, Planning & Practice - Telecommunications Industries" category. The company's most important achievements represented in completing 1,000 days of launching its state of the art data center with zero downtime since its launch in 2017. The data center provides a suite of managed hosting services tailor-made to fit corporate and business needs. These services are ideal for corporates and businesses looking to better manage their data, platforms and applications.

Commenting on this, Mijbil Al-Ayoub, Senior Director, Corporate Communications, Ooredoo Kuwait, said: "Ooredoo's vision has always been enriching people's digital lives, while becoming the leading integrated communications provider in Kuwait is our mission. Thus, we are honored to have all these efforts come full circle and win many awards ourselves. Of course, it is not about the awards, yet, it truly feels great to be recognized and stand out among the crowd."

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More than 400 nominations from organizations across the Middle East and North Africa were considered this year in categories such as Award for Excellence in Innovation in Products & Services, Award for Innovative Management, and Award for Innovation in Corporate Websites, among many others.

NBK named Best Bank in Kuwait for 2021

KUWAIT: National Bank of Kuwait (NBK) received the award of "Best Bank in Kuwait" for 2021, in the 28th annual survey of the reputable international magazine Global Finance, based on the input from a large panel of experts, analysts, corporate financial executives, bankers and banking consultants around the world.



In selection of the Best Banks in the Middle East, Global Finance relied on a set of objective criteria including: growth in assets, profitability, geographic reach, strategic relationships, new business development and innovation in products. Naming NBK for this prestigious award is a recognition of its continuous efforts to provide an exceptional banking experience to its customers, despite the unprecedented economic circumstances wrought by the COVID-19 pandemic.

The award of Best Bank in Kuwait for 2021, which is for the 10th year in a row, is an addition to NBK's rich record of awards and recognitions, and manifestation of preserving its leading position and dominant share in the local market and across all business sectors. Global Finance said that this year's awards highlight the leaders in restoring growth and mapping a way forward in the economic recovery from the pandemic.

Global Finance, founded in 1987 and headquartered in New York, is one of the most reputable magazines specialized in finance and economics. It has a circulation of 50,000 readers in 189 countries around the world, including senior corporate and financial officers responsible for making investment and strategic decisions at multinational companies and financial institutions.

The magazine conducts various surveys annually about innovation and profitability for banks and financial institutions all over the world, based on which it selects top performers on the regional and international levels.

Meanwhile, NBK continues to collectively enjoy one of the highest credit ratings among all banks of the Middle East from the top three international credit rating agencies: Moody's, Fitch Ratings and Standard & Poor's. The Bank's ratings are supported by its strong capitalization, prudent lending policies, disciplined approach to risk management, as well as its highly experienced and very stable management team. In addition, the bank continues to be in Global Finance's list of the World's 50 Safest Banks.

KFH wins World's Best Islamic financial Institution 2021 award

KUWAIT: Kuwait Finance House (KFH) has won World's Best Islamic Financial Institution 2021 Award from Global Finance in its 14th annual awards for the World's Best Islamic Financial Institutions for this year. KFH has also been named as World's Best Islamic Project Finance Provider, while KFH-Turkey as World's Best Islamic Financial Institution 2021 in Turkey, KT Bank AG-Germany as World's Best Islamic Financial Institution in Europe, and KFH Takaful as World's Best Islamic Takaful by Global Finance.

All selections were made by the highly professional team of Global Finance, after extensive consultations with bankers, corporate finance executives and analysts throughout the world. The stringent criteria of giving the awards included new business development and product innovation, meeting all customer's requirements, geographic reach and strategic relationships. Also, among the criteria considered were reputation, customer satisfaction and the adherence to ethical standards.

Acting Group Chief Executive Officer (GCEO) at KFH, Abdulwahab Al-Roshood, said the World's Best Islamic Financial Institution Award is a culmination of KFH's efforts in providing the highest standards of Islamic financial services, especially after the significant success achieved by KFH which contributed to the development of the banking industry. This is in line with the methodological and Shariah support that KFH is keen to provide to spread the Islamic finance industry.

Al-Roshood added in a press release that the awards KFH received were well-deserved in view of the bank's contribution to the growth of the Islamic finance industry in the markets it operated in, its success in meeting the customers' needs of

Sharia-compliant products and establishing sustainable future growth with high efficiency for the Islamic finance industry and keeping up with the latest financial and banking technology.

He pointed out that the excellence of KFH Group is reflected in its keeping pace with the development of digital banking services, adoption of technology, commitment to the highest levels of professionalism, best standards of risk management, and prudent practices.

Al-Roshood emphasized the wide experience of KFH in Islamic finance industry, Sukuk issuance for many banks, corporates and governments and arranging major financing deals for mega infrastructure development projects including vital sectors as well as contributing to driving economic growth and developing many financial products and alternative funding options, which are currently used in international markets. Al-Roshood emphasized that the awards indicate the readiness and capability the Group subsidiaries enjoy, and their consistent performance based on specific rules, clear systems and sound foundations. This reflects the efforts that began years ago to unify work systems, enhance transparency and the coordination and cooperation among the Group subsidiaries.

He mentioned that KFH succeeded in strengthening its roles and expanding its activities locally and globally, represented by Kuwaiti market and Group's markets. Being the first Islamic bank in Kuwait, KFH achieved many successes in several areas, including building solid economic basics depending on developing human resources, and offering products and services that meet the market's requirements. This made KFH deservedly a global model for Islamic banking industry.



Abdulwahab Al-Roshood



Burgan Bank unlocks new experiences through rewards program

KUWAIT: Aimed at elevating customer experiences and delivering enhanced services, Burgan Bank is pleased to announce an all-encompassing loyalty program named "Burgan Rewards" as the latest offering in their portfolio of innovative products. The new loyalty program rewards all Burgan Bank customers for their overall transactions and cards spends, providing them a variety of exclusive redemption options and benefits.

The new "Burgan Rewards" platform enables Burgan Bank customers to earn reward points across their cards spends and offer the flexibility to redeem these points across the widest suite of options including travel, hotel reservations, shopping, gift vouchers, and cashback. Customers can also redeem points to pay for retail purchases using the "Pay with Points" feature. Alternatively, customers could use the points to buy airmiles for specific airlines and redeem their "Burgan Rewards" points for air tickets across 750+ airlines and when making reservations at over 700,000 hotels worldwide. Customers can also redeem their "Burgan Rewards" points from miles exchange partners such as Air Arabia and Etihad Airways and get airline tickets and hotel bookings for friends and family.

Chief Retail Banking Officer at Burgan Bank, Naser Al-

Qaisi said: "Burgan Bank continues to consolidate its leading position in the local and regional markets through new and leading-edge features alongside a safe and distinctive experience. In line with our dynamic customer experience strategy, "Burgan Rewards" reflects our commitment to provide tailored banking experiences to our clients. Our customers deserve to be rewarded every step of the way, and we are able to accomplish this through this program as they will have increased opportunities to earn reward points with every transaction, they make with us in addition to a wide variety of redemption options that are best-in-class and integrated with Burgan Bank's Mobile App and online banking."

All Burgan Bank customers are automatically enrolled for the new Burgan Rewards program wherein they are only required to login to their Burgan online or Burgan mobile App to access the Rewards portal to view and redeem Burgan Rewards.

To learn more about Burgan Bank's latest offers or any of its products and services, customers can visit any of the bank's branches or Burgan Bank's Instagram page on @BurganBankKuwait, contact the call center or via WhatsApp at 1804080.



Naser Al-Qaisi

KFH offers online foreign currency trading with 'competitive' prices

KUWAIT: Kuwait Finance House (KFH) has launched, as the first bank in Kuwait, Live FX service, which provides live dynamic foreign exchange prices with favorable margins 24 hours a day, every weekday. The Live FX service is an innovative solution based on technology in the electronic foreign exchange markets, where customers are able to purchase and sell TRY and G7 currencies at favorable margins, day and night, through KFHonline on the website or the mobile app.

"While the banking sector widens the foreign exchange rate margins which it applies in its internet and mobile application during non-working hours, KFH provided the high-end Live FX service to create a solution to the problem of high foreign exchange margins outside of working hours due to lack of live pricing and smart hedging systems," said KFH Treasury General Manager Ahmad Al-Sumait, indicating this unique solution is a reflection of the bank's experience, know-how and expertise on managing currency exposure and fintech solutions in the foreign exchange markets. Al-Sumait pointed out "Our innovative, dynamic and powerful Treasury and information technologies team with global infrastructure solution partners play an important role in realizing all these sophisticated fin-tech products and solutions. We are constantly working to provide better service to our customers, reiterating the bank's innovations will continue". He underlined the importance of this service as a qualitative leap in the method of moving forward in the digital transformation strategy of KFH, illustrating that the Live FX is a pioneering technological service that carries multiple advantages, flexibility and permanent possibilities for development, in a way that serves the interest of customers and enhances their banking experience.



Ahmad Al-Sumait

Gulf Bank announces Abdulaziz Abdullah Ali Bin Ghaith as first quarterly AlDana account draw winner of KD 100,000

KUWAIT: Gulf Bank conducted its first quarterly AlDana account draw of the year on Thursday, April 15, 2021 to announce the lucky winner of the KD 100,000 prize. This quarter, the grand prize went to Abdulaziz Abdullah Ali Bin Ghaith, as part of a draw that was held in the presence of representatives from both the Ministry of Commerce and from Ernst & Young.

Gulf Bank's General Manager of Consumer Banking, Mohammed Al-Qattan, commented: "We would like to take this opportunity to congratulate Mr Abdulaziz Abdullah Ali Bin Ghaith on receiving the AlDana account's first quarterly prize of the year, the KD 100,000 prize. Although this is our first quarterly draw of the year, customers have a chance to win with an AlDana account year-round, with draws on a monthly, quarterly and annual basis! I would like to remind and encourage all Gulf Bank customers to save using an AlDana account, which they can open and deposit into online through the Gulf Bank app, or by visiting one of our branches. We are wishing everyone the best of luck in all our upcoming draws!"

The AlDana account is one of the most rewarding savings accounts in Kuwait, with its periodic draws that award valuable prizes and its many advantages for account holders. Gulf Bank's AlDana account offers monthly opportu-

nities to win KD 1,000 to ten lucky winners, in addition to two quarterly draws with KD 100,000 prizes each, a semi-annual draw prize of KD 1,000,000 and a grand draw prize of KD 1,500,000.

Numerous Benefits

The AlDana account is the only account that rewards customers for their loyalty by providing loyalty chances. Loyalty chances are the total chances gained in the previous year, which are then transferred to the current year to reward customers for their loyalty to the Bank. Accordingly, all chances gained by existing AlDana customers in 2020 have been transferred to the 2021 draws, and this will be repeated in 2022 onwards. Terms and conditions apply. It is also worth noting that all account draws are attended by a representative from the Ministry of Commerce and Industry, with the quarterly and annual draws also reviewed by Ernst & Young.

Customers can deposit to win AlDana cash prizes throughout the year. To increase their chances of winning, account holders must either maintain the minimum deposit amount of KD 200, or increase their AlDana savings - the higher the balances in an account, the more chances accumulated over time. Gulf Bank's AlDana account holders

also have the opportunity to enter and win cash prizes all year long through monthly, quarterly and annual draws.

Opening an AlDana Account

To enter the upcoming draws, Gulf Bank customers can open an AlDana account today with only KD 200. To open an AlDana account, existing Gulf Bank customers can apply through Gulf Bank's online and mobile banking services, or book an appointment at their nearest branch by using the new "Visit Gulf Bank" app for a faster and more convenient branch visit. New customers can also open an AlDana account by visiting their nearest Gulf Bank branch or by scheduling an appointment through the app.

Deposit More for More Chances to Win!

With Gulf Bank, depositing into an AlDana account is easier and more secure than ever, as clients can deposit into their accounts through the following channels: Online/Mobile Banking App which includes the ePay service, ATMs and ITMs, the Customer Contact Center at 1805805 which is available 24/7, in addition to the free standing order service from other Gulf Bank accounts.

Gulf Bank's AlDana account is open to both Kuwaiti and non-Kuwaiti residents of Kuwait. A minimum of KD

200 is required to open an account and the same amount must be maintained for customers to be eligible for the upcoming AlDana draws. If the customer's account balance falls below KD 200 at any given time, a KD 2 fee will be charged to the account monthly until the minimum balance is met. Customers who open an account and/or deposit more will enter Gulf Bank's AlDana draws throughout the year, for cash prizes totaling up to more than KD 2 million.

To deposit into an AlDana account, customers can visit one of Gulf Bank's branches, or transfer directly through Gulf Bank's Online/Mobile Banking services. Customers can also direct their queries via WhatsApp on 1805805 for round-the-clock assistance from Gulf Bank representatives, or call the Customer Contact Center on the same number. In addition, customers can visit the dedicated AlDana account website to learn more about the account and its winners.



Mohammad Al-Qattan