

Press Release

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Doha Bank wins Best Retail Bank in Qatar for 2014

- **Doha Bank focused on providing a wide range of tailored products to generate higher customer satisfaction.**
- **The bank expanded its domestic and international branches in 2013 while growing strategic partnerships.**
- **Doha Bank acts as the region's largest distributor of gold, gold coins and gold products, all of which are available for sale at selected branches.**

Sydney, April 3rd 2014—Doha Bank won the Best Retail Bank in Qatar for 2014. The bank received the award at The Asian Banker's International Excellence in Retail Financial Services 2014 Awards ceremony, held in conjunction with the region's most prestigious retail banking event, the Excellence in Retail Financial Services Convention. The ceremony was held at the Shangri-La Hotel, Sydney, Australia on April 3rd 2014.

Doha Bank focused on providing a wide range of tailored products to generate higher customer satisfaction. Products and offers geared towards each of its customer segments provide the bank with an opportunity to understand its clients' needs to be able to match them with comprehensive product packages at customised prices. The bank's new products include Welcome Package, Education Pack, Travel Pre-paid Card, Al Riyada VISA Infinite Credit Card and Dream Loyalty. These products, accompanied by quicker TAT, are driving satisfaction and higher customer lifetime value for the bank.

The bank expanded its domestic and international branches while growing strategic partnerships. In 2013, Doha Bank opened two branches, two electronic branches and its first Payroll Card Centre e-Branch to cater to employees of corporate customers domestically. Internationally, the bank opened four representative offices in Australia, Hong Kong, Sharjah and Canada and formed a Strategic Partnership with China Union Pay. The bank's correspondent network now includes Commercial Bank of Ceylon along with agreements with 28 other correspondent banks across 14 countries.

The bank has positioned itself as the gold bank for the region. It acts as the largest distributor of gold, gold coins and other gold products, all of which are available for sale at selected branches. With the Gold Investment Loan and Loan Against Pre-Owned Gold Packages, customers can deposit gold as a guarantee or get a loan up to 60% the value of their gold, a first-of-its-kind product in Qatar that aims to facilitate investment in the gold market.

About 200 senior bankers from award-winning banks in 29 countries across the Asia Pacific, the Middle East, Central Asia and Africa attended the glittering event that recognises their efforts in bringing superior products and services to their customers. The awards programme, administered by The Asian Banker and refereed by prominent global bankers, consultants and academics, is the most prestigious of its kind.

A stringent three-month evaluation process based on a balanced and transparent scorecard used to determine the winners and the positions of various retail banks in the region is attached.

About The Asian Banker

The Asian Banker is the region's most authoritative provider of strategic business intelligence to the financial services community. The Singapore-based company has offices in Singapore, Malaysia, Hong Kong, Beijing and Dubai as well as representatives in London, New York and San Francisco. It has a business model that revolves around three core business lines: publications, research services and forums. The company's website is www.theasianbanker.com

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