

Press Release

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Qatar National Bank (QNB) awarded Best Retail Bank in Qatar for 2016

- **QNB continues to lead the retail banking industry, cornering 27% of the market of retail deposits in the country, and reporting a 17% increase in its retail customer base**
- **The bank partnered with Ooredoo to introduce the Ooredoo Payroll Service for lower-income workers**
- **Continued investment in technology led to the introduction of new products and services for customers**

Hong Kong, March 16th 2016— **Qatar National Bank** was awarded **Best Retail Bank in Qatar for 2016** at The Asian Banker's International Excellence in Retail Financial Services 2016 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 March 16th 2016 at the W Hotel, Hong Kong.

QNB continues to lead the retail banking industry, cornering 27% of the market of retail deposits in the country, and reporting a 17% increase in its retail customer base

Qatar National Bank's retail deposits expanded by 4% in 2015 as QNB continued to maintain the largest share in the market for retail deposits. It also reported an increase in the number of retail customers, thanks to the bank's high levels of engagement with customers such as through social media. The bank is able to respond swiftly to customer concerns and provide a wide variety of products for all segments of the customer base, such as the Ooredoo payroll service for low-income workers, and priority banking for QNB First customers.

The bank partnered with Ooredoo to introduce the Ooredoo Payroll Service for lower-income workers

QNB partnered with Ooredoo, the telecommunications company, to introduce a payroll service for businesses and employees in Qatar. This venture consists of processing by QNB with Ooredoo Mobile Money to offer a quick and transparent payment service in line with the country's labour laws. Under the service, corporates send payroll files and funds to QNB, which the bank processes as individual employee salaries, and transfers the funds to workers' Ooredoo Mobile Money accounts. The aim of the venture is to promote inclusion of low-income workers in the banking industry.

Continued investment in technology led to the introduction of new products and services for customers

The year 2015 saw a revamping of the mobile banking application used by 60% of the bank's customers. In addition to viewing statements and balances online, customers are able to apply

for loans or credit cards through the app, book branch appointments, pay utility bills, and deposit cheques through the remote cheque deposit facility (where customers can upload images of cheques to the app to make a deposit without having to visit a branch). The app also gives customers the ability to create and modify Fund Transfer and Western Union beneficiaries. Card payments can be made through the app and points earned can be converted to Ooredoo Nojoom or Qatar Airways QMiles privilege points. The bank also invested in self-service kiosks in branches to reduce waiting time and enhance efficiency.

About 200 senior bankers from award-winning banks in 29 countries across the Asia Pacific, the Middle East, Central Asia, and Africa attended the Excellence in Retail Financial Services Convention, which recognises banks' 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 evaluation process across three months based on a balanced and transparent scorecard determines the winners of The Asian Banker International Excellence in Retail Financial Services Awards, and the positions of various retail banks in the region.

About The Asian Banker

The Asian Banker is the region's most authoritative provider of strategic business intelligence to the financial services community. The company is headquartered in Singapore, with offices in Manila, 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.

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