



Qatar looks to position itself as a fintech hub in Middle East

Qatar is strategically positioning itself as a leading fintech hub in the Middle East and a pioneer in digital transformation and sustainability within the financial services sector, PwC Middle East said in a report. The country recognises the potential of fintech and has established initiatives to foster a strong and sustainable fintech ecosystem, PwC said in its latest 'Qatar banking sector report'.

Qatar's digital transformation is making considerable progress towards achieving its National Vision 2030 of building a digital economy. Strategic initiatives like the Doha cloud region by Google Cloud and the implementation of OpenAI's GPT technology in the Azure Qatar Cloud are expected to empower Qatari companies with long-term benefits. However, while embracing emerging technologies, banks must also consider risk mitigation and regulatory policies for successful implementation.

Qatari banks have embraced ESG (environmental, social, and governance) practices and are adopting sustainability measures. Leading banks have integrated ESG factors into their strategies and reporting, aligning with global frameworks and supporting green financing and social inclusion. Despite challenges, banks aim to build a sustainable future through technology and data governance.

The government's emphasis on environmental impact during the FIFA World Cup 2022 has led to strategic partnerships for sustainable finance initiatives. However, widespread ESG implementation is still evolving in the market and climate risk management will still be a challenge for most of the banks.

In the Mena (Middle East and North Africa) region, including Qatar, supervisory efforts focused on core banking activities, with initiatives aimed at customer and data protection, data infrastructure

establishment, and promoting ESG practices. Qatar's regulators took proactive steps to strengthen the financial system and launched initiatives for sustainable finance, green finance, and fintech development.

"We are expecting further execution guidelines to be issued in the digital banking and fintech areas," PwC noted. According to the report, Qatari banks have experienced single digit growth of total assets and liabilities over the financial year of 2022 (FY 2022 vs FY 2021). Growth of aggregated assets accelerated in FY 2022 by 3.6% to QR2.02tn compared to QR1.95tn for FY 2022, and by 3.3% CAGR over the three-year period (FY 2022 vs FY 2020) evidencing that the banking industry in Qatar has been expanding at a fast pace over the past three years.

These observations underscore the importance of effective capital allocation, risk management and responsiveness to market conditions in maintaining profitability and competitive advantage in the banking sector. Growth of aggregated liabilities accelerated in FY 2022 by 3.5% to QR1.79tn compared to QR1.73tn for FY 2021, and by 3.3% CAGR over the three year period (FY 2022 vs FY 2020). On another note, foreign liabilities accounted for 10.4% of the sector's funding FY 2022 (11.2% FY 2019) and net external debt decreased by almost 8% of Qatar's forecasted GDP FY 2022.

The report reveals that banks in Qatar have reported gradual growth in balance sheet and financing portfolio. Earnings metrics, including gross income, operating income, and profit before tax demonstrate growth and highlight high adaptability to the changing interest rate environment.

Banks in the country have been continuously developing their digital capabilities by prioritising customercentric approaches and digital

innovation, according to the report. Developing new digital products, embracing an open banking mindset and establishing strategic partnerships with fintech companies, guided by complementary regulations, are all factors helping to strengthen their positions.

Furthermore, the Qatari government's emphasis on environmental impact during the FIFA World Cup 2022 has led to strategic partnerships for sustainable finance initiatives. Therefore, leading Qatari banks are also integrating ESG factors into their strategies and reporting, aligning with global frameworks and supporting green financing and social inclusion. Ahmed al-Kiswani, Qatar Financial Services Sector leader, PwC Middle East commented, "Qatar is strategically positioning itself as a leading fintech hub in the Middle East and a pioneer in digital transformation and sustainability within the financial services sector. We remain confident that the financial sector in Qatar is well placed to adapt to a changing financial environment and continue to grow."

DIGITAL BANKING

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Digital banking trends to look forward to in 2024

The financial services industry has undergone a significant transformation in recent years, primarily driven by the digital revolution. Digital banking has become an integral part of our lives, offering convenience, security, and a seamless banking experience. As we look ahead to 2024, several key trends are shaping the landscape of digital banking, promising to redefine the way we manage our finances. In this article, we will explore these trends and their implications for both financial institutions and consumers.

Artificial Intelligence (AI) and Machine Learning

AI and machine learning technologies are rapidly reshaping digital banking. They enable banks to offer highly personalized and predictive services to customers. AI-powered chatbots, for instance, can provide instant customer support, answer queries, and assist in transaction processes. Machine learning algorithms help in risk assessment and fraud detection, enhancing security and trust for customers.

Furthermore, AI-driven robo-advisors are becoming more popular, providing investment advice based on individual financial goals and risk tolerance. In 2024, expect to see more sophisticated AI applications in digital banking, further improving customer experience and optimizing operational efficiency for financial institutions.

Mobile-First Banking

The shift towards mobile-first banking continues

to gain momentum. Smartphones have become the primary channel for many customers to interact with their banks. In 2024, we can anticipate enhanced mobile banking apps with more advanced features, such as fingerprint or facial recognition for authentication, remote check deposits, and the integration of voice-activated assistants for easier navigation.

Moreover, financial institutions are expected to invest heavily in improving the user experience of their mobile apps, ensuring that they are not only secure but also intuitive and user-friendly.

Open Banking

Open banking, driven by regulatory changes and the demand for more innovative financial services, is another trend to watch in 2024. Open banking allows third-party financial service providers to access customer financial data with consent. This paves the way for new banking models and fosters competition, ultimately benefiting consumers.

As the open banking ecosystem expands, customers can expect a wider range of financial services from various providers, including budgeting apps, investment platforms, and more. Banks that embrace open banking will need to focus on enhancing security and privacy measures while providing a seamless experience for customers looking to access their services through third-party applications.

Cryptocurrency Integration

The rise of cryptocurrencies, such as Bitcoin and Ethereum, has made a significant impact

on the financial sector. While cryptocurrencies remain a relatively volatile and speculative asset class, digital banks are increasingly exploring ways to integrate them into their platforms. This can include offering custody services, enabling cryptocurrency trading, and even providing interest-bearing accounts for certain digital assets.

In 2024, expect to see more digital banks offering cryptocurrency-related services, which will likely be subject to stricter regulatory oversight to ensure customer protection.

Enhanced Security Measures

With the increasing prevalence of cyber threats, digital banks will continue to strengthen their security measures. This includes implementing multi-factor authentication (MFA), biometric authentication methods (e.g., fingerprint and facial recognition), and advanced fraud detection systems.

Additionally, the adoption of blockchain technology for secure and transparent record-keeping is on the rise. Banks are exploring the use of blockchain to enhance security, streamline internal processes, and reduce the risk of data breaches.

Personal Financial Management

Banks are recognizing the importance of providing holistic financial solutions to their customers. In 2024, we can expect to see digital banks offering comprehensive personal financial management tools. These tools will help customers with budgeting, goal setting, and tracking their financial progress.

This trend aligns with the broader goal of fostering financial literacy and empowerment, enabling customers to make more informed decisions about their money.

Green Banking

Environmental sustainability is becoming a major concern for individuals and organizations alike. Digital banks are responding to this by offering green banking options. This includes investing in renewable energy projects, providing carbon offset options, and offering eco-friendly banking products.

Customers are increasingly choosing financial institutions that align with their values, including those committed to environmental sustainability. Expect more digital banks to embrace green banking in 2024.

The landscape of digital banking is rapidly evolving, and 2024 promises to be an exciting year for both consumers and financial institutions. The integration of AI and machine learning, the prevalence of mobile-first banking, open banking initiatives, cryptocurrency integration, enhanced security measures, personal financial management tools, and green banking are all trends that will shape the future of digital banking.

As customers, it's essential to stay informed about these trends to make the most of the evolving digital banking ecosystem. Financial institutions, on the other hand, must adapt to these trends to stay competitive, meet customer expectations, and continue providing cutting-edge services in the digital age.

A seamless, innovative and sustainable banking experience with QNB

In the past decade, the banking industry has witnessed an accelerated shift towards digitization. The emergence of digital banking has revolutionized the way we bank, enabling customers to conveniently access all their banking services and conduct transactions at any time and from anywhere. Qatar National Bank (QNB) has been at the forefront of this evolution, by not only pioneering digital banking, but also through its unwavering commitment to provide customer convenience, and leading the way in innovation, offering tomorrow's digital banking, today.

Considering digital as a core part of its strategy, QNB continues to lead digital banking excellence towards a sustainable future.



Adel Ali Al Malki, Senior Executive Vice President, QNB Group Retail Banking, said:

"Receiving these awards, further acknowledges our leadership in digital innovation and our diverse digital banking services for our customers. These awards are a testimony to the seamless customer experience we provide. We remain committed to providing the best digital banking solutions that keep pace with the ongoing developments and innovations in the digital banking sector both locally and internationally".

Omni-channel customer experience with QNB Mobile and Internet Banking

In today's fast-paced world, customers demand instant and secure access to their financial services. These services have become increasingly popular among consumers due to their convenience, availability, speed and security. Such advancements have become a vital part of the financial landscape, providing consumers with a safe and seamless way to manage their finances.

The new QNB Mobile and Internet Banking are more than just banking applications. They are the center point for innovations that combine a range of services that cater to the varying needs of customers. Both platforms have recently upgraded to the next level by providing a seamless and superior omni-channel user interface ranging from Mobile, Internet, Self-Service Machines, to SMS and WhatsApp channels. Moreover, the new QNB Internet Banking also works on any browser including mobiles, tablets, and laptops using adaptive mobile optimized interface.

QNB Mobile and Internet Banking allow access to all QNB international accounts from one point, anytime and anywhere, allowing customers to make instant fund transfers between their QNB accounts locally and internationally including Europe, Middle East, Africa and Asia. The Global Account Access enables a seamless transaction experience, making global banking with QNB a hassle-free experience.


Setting up standing orders and automatic recurring bill payments are also made simple through QNB Internet Banking. With just a few clicks, transfers and bills can be set up to be paid automatically, ensuring that customers are never late with payment obligations. QNB Mobile Banking also allows sharing customer account details easily through a secure QR Code or messages without the need to type IBAN-s and SWIFT codes, making payments simpler than ever.

Blockchain technology allows quick and secure international fund transfers to countries such as the Philippines or Turkey. This is especially crucial for individuals and businesses looking to make swift, efficient, and secure money transfers and serves as an addition to regular fund transfers or to the fully integrated instant Western Union payments.

The QNB Mobile and Internet Banking offer customers the ability to manage card payments,

Award winning services: "The Best Digital Bank in the Middle East" and beyond

QNB's long-term dedication to digital excellence has garnered prestigious international awards in 2023, including multiple esteemed accolades such as:



**MIDDLE EAST & AFRICA
RETAIL BANKING
INNOVATION
AWARDS 2023**


WINNER

QATAR
NATIONAL
BANK

BEST DIGITAL BANK IN THE MIDDLE EAST


The Digital Banker

- Best Digital Bank in the Middle East
- Best Digital Bank in Qatar
- Best Digital Wallet



**MENA
BANKING
EXCELLENCE
AWARDS
2023**
A MEED PRODUCT

Best Mobile Banking App
Qatar National Bank



**EUROMONEY
AWARDS FOR EXCELLENCE
QATAR
BEST BANK FOR DIGITAL
SOLUTIONS
2023**

MENA Banking Excellence

- Best Mobile Banking App
- Best Payment Innovation
- Excellence in Product Marketing

Euromoney

- Best Bank in Qatar
- Best Bank for Digital Solutions in Qatar

These honours underscore QNB's financial expertise and commitment to delivering seamless customer experience and continuous innovations being a standard in the region and beyond.

collect, and redeem Life Rewards loyalty points. QNB Mobile Banking allows to provision their cards for a wide range of secure contactless payments with NFC (such as Apple Pay and Google), or pay through a QR Code with QR Pay.

With Mobile Cash, customers can send cash to anyone in Qatar. The receiver can securely withdraw the amount from any QNB ATM anytime of the day without the need of a physical card. All that is required is the QNB Mobile Banking app and the receiver's mobile number. The service is extremely useful and popular for those customers who want to send money to anyone and immediately be able to withdraw from the largest ATM network, or to customers who want to split bills, or have forgotten their bank card at home. In addition, customers can securely access any of QNB ATMs by scanning the QR code displayed on the ATM screen with QNB Mobile Banking using QNB ATM QR service.

QNB Mobile and Internet Banking provide customers with the ability to apply for an eLoan, top-up their existing loan, make a cash advance with Cash@Speed, activate or temporary block their cards, and request an attested account statement, IBAN certificate, or SWIFT transfer copy. Among the innovative mobile services, QNB First customers can also deposit their cheque securely without the

need to visit a branch. Other outstanding services include, locating the closest self-service machines, branches and loyalty partners using the map or Augmented Reality view, as well as chatting with a bank representative supported with AI chatbot. Customers can also see the waiting time and book an appointment for any of the branches.

QNB Mobile and Internet Banking are driving innovation to meet the evolving needs of customers. With its wide range of services and all-in-one banking customer experience, the platforms provide seamless banking transactions for customers to manage their finances on the go. Thanks to its unique features, convenience and efficiency, constant stream of innovative tools, the QNB Mobile Banking app has become a pioneer in the digital banking space.

Advanced self-service machine experience

QNB's state-of-the-art Multi-functional Self-Service Machines (ITM-s) enable customers to interact with bank tellers securely via video calls, replicating the services available at branches. This includes card printing, cheque deposits, cheque book printing, cash deposits and withdrawals,

and payments, enhancing customer convenience and banking accessibility to the highest industry standard.

QNB's advanced self-service ATM machines allow customers to manage their banking needs round the clock without the need to visit their branch. With a robust network of over 450 ATMs and an interactive ATM locator, QNB ensures easy access and convenience for customers. The ATMs facilitate a range of services, including foreign currency withdrawals (USD, EUR, GBP etc.), contactless and physical card less cash deposits and withdrawals, cheque deposits (which includes the acceptance of other bank cheques), bill payments, and prepaid top-ups for mobile/landline services. In addition, Cheque Book Machines are also available for chequebook printing ensuring an ultimate self-service experience.

Unique contactless payment experience with QNB Pay

QNB offers diverse contactless solutions such as Fitbit Pay, Garmin Pay, Apple Pay, Google Pay, and Samsung Wallet - which integrated within the QNB Mobile Banking App. These solutions ensure a seamless and secure payment experience for customers when using mobile and wearables.

Print your cards instantly using self-service card printing machines

You can conveniently print your debit, credit, and prepaid* cards using our self-service card printing machines at selected locations in Qatar without the need to visit a branch

*Non QNB customers also have the option to print their prepaid cards using these machines



Commercial Bank Retail revolution, a first of its kind.

Take a look around you. Innovation is everywhere.

From the way we shop to the way we talk, from the way we work to the way we live, technology has made its debut to every aspect of our lives. The chokehold that technology has on every business; everyone is in a race against time to adopt the latest technology. But what sets Commercial Bank apart from the rest is its ability to introduce new innovations instead of following ones. Our strategic vision is shaped around to pioneer an industry and empower our customers through cutting-edge banking solutions. The Bank strives to offer an exceptional experience that puts our customers' comfort, convenience, and needs at the center.

Over the years, we have introduced first-of-its-kind banking services that have revolutionized the banking industry:



First Bank in the region to introduce CBsafe ID; a service that enables customers to authenticate the caller and protects them from any fraudulent attempt.



First Bank in Qatar to lead the market with 60-second remittances and faster remittances to over 40 countries.



First Bank in Qatar to launch a dedicated Merchant Mobile App that accepts Mobile and QR code payments. Retail customers can make payments anywhere and anytime.



First in Qatar among banks to launch mobile Tap n Pay functionality that enables fast and secure payments on a local and international scale.



First in Qatar to introduce CB Household Worker PayCard that manages salaries and remittances for household workers from the comfort of their own home.



First in Qatar to introduce digitally signed statements on our CBQ Mobile App or Internet Banking that enables customers to submit the authenticated bank statement to embassies.



First in Qatar to introduce exchange rate alerts for the currency of their choice.



First in Qatar to launch augmented reality that allows customers to locate CB branches, ATMS and nearby merchants with offers for Commercial Bank Credit Cardholders.



First in Qatar introduces CB Direct Notifications; interactive live alerts that are sent to customers through their CBQ Mobile App for an added layer of security.



Using QR Codes to share IBAN details and create local beneficiaries without the need to type it manually.

Commercial Bank has been recognized for its innovative outlook on a local and global scale.

We have received numerous awards for our continuous pursuit of excellence:

2022

“The Most Outstanding Innovation in Fraud Detection award in the world” by Global Finance

2023

“Best Mobile Banking Application” award in Qatar by International Finance.

“The Top Innovation in Mobile Banking” award in the World from Global Finance

“Best Consumer Mobile Banking App” award in Qatar by Global Finance



With every new service, we opened the door to endless possibilities and created a culture where people choose to thrive through our innovative solutions. We developed our first innovative payment solution to make the shopping experience more bearable and less inconvenient.

Enter, pick up, and exit: Qatar's first Cashierless check out

What is Cashierless check out?

- An autonomous convenience concept
- Enables frictionless shopping without check-out clerks, queues, or cash payments
- Leverages AI powered technology
- Redefines shopping speed and convenience

Benefits

- Global payment innovation following Amazon and Carrefour
- First to Market Technology in Qatar
- Superior Customer Experience
- Eliminates Waiting Time
- Digital Initiative
- Enhanced Brand Image



Payment Link – First in-house banking payment acceptance solution, in 2021.



WHAT IS CB PAYLINK

- A fully equipped remote payment application
- Developed entirely in-house
- Supports both Android and IOS versions
- CB Customers can pay via MIB
- NON-CB Customers can pay via payment link

BENEFITS

- Accept payments remotely anywhere, anytime
- Mobile and Desktop versions available
- Supports QR Code and Qatar Mobile Wallet based payments for CB Customers
- Secure, Easy to Use and Convenient

Convert your Android phone into a POS – First Bank to launch in Qatar, in 2022.



WHAT IS CB VPOS

- A mobile payment solution to accept NFC based payments
- Accepts all major card brands and wallets
- Compatible with Android based NFC smartphones and tablets
- Suitable for Queue busting

BENEFITS

- Eliminates the need for traditional POS
- Accept payments on the Go
- Eliminates paper usage – Go Green
- Suitable for SME, Micro Merchants, Transit merchants

Customer Testimonials

CBQ app is flexible and very helpful.
Elijah Masicat
Guibelondo

I'm satisfied because very easy and secure app.
Abdul Karim Ghafar

I'm satisfied with easy logging and international and local fund transfers.
Mazeen Mohammad Marzook

It is easy and can do all necessary things with finger tips.
Mohammad Irshad

As usual CBW touches the top of the technology and gives customer an easy access.
Selvakumar Mani

Yeah, very satisfied have enough info will get through the app, which is very fruitful.
Mohammad Ansar Anwar Shaikh

QIB Mobile App: Redefining Digital Banking with Customers in Mind

In the dynamic landscape of digital banking, Qatar Islamic Bank (QIB) stands out with its innovative mobile app. Designed with a user-centric approach offering an intuitive user experience and a modern interface, the app redefines digital banking in Qatar and sets new standards in innovation, sustainability, and seamless digital experiences. QIB's commitment to digital transformation is evident in the robust, innovative, and first-of-its-kind features of its mobile app, making it the preferred choice for its customers.



You Can't Control Everything

But You Can Control Your Banking

QIB Mobile App
You're in Control

QIB المصرف

premier brokerage and investment firm, QIB enables seamless integration of Group Brokerage accounts with bank accounts. This collaboration facilitates instant stock trading on the Qatar Stock Exchange exemplifying QIB's commitment to delivering an unparalleled banking experience for its customers.

The QIB Mobile App elevates everyday banking, empowering customers with comprehensive control over their accounts, cards, and transactions for convenient and instant fulfillment of all their banking requirements at anytime from anywhere.

Lifestyle Banking

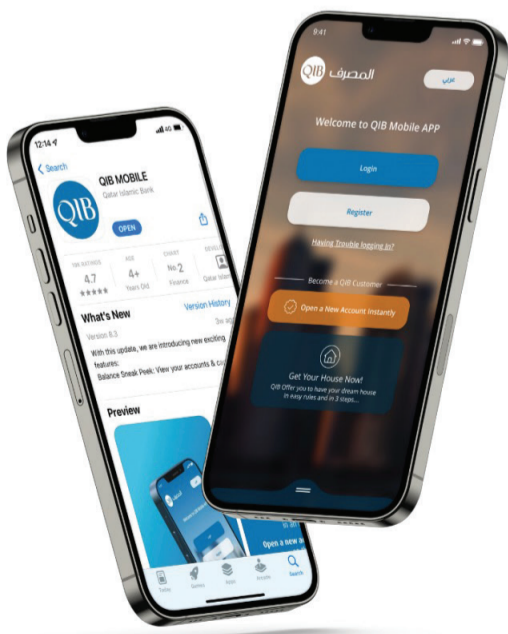
Going beyond core banking services, the QIB Mobile App presents a distinctive and user-friendly platform, enabling customers to enjoy a comprehensive experience. The Marketplace within the app offers a diverse shopping experience with over 10,000 competitively priced products and worldwide access to 950,000 hotels, over 900 flights and 1,500 airport lounges. Furthermore, the integration of the QIB-MyBook's standalone application provides access to over 2,000 "buy one, get one free" vouchers for restaurants, cafes, hotels, theme parks, and more. The Absher Rewards Program empowers customers to redeem points for QIB gift cards, avail discounts and receive advice on financial matters creating a lifestyle banking experience.

Effortless Requests and Full Control

With the QIB Mobile App, customers experience unparalleled convenience by achieving instant fulfillment of additional requests without the need to visit the bank's branches. Whether it is the need to change their mobile number swiftly or request payments from other QIB customers, the app streamlines these processes, providing a hassle-free and efficient way to manage account details and financial interactions. This seamless functionality aligns with the app's commitment to user-centric design, reinforcing its position as a pioneer in digital banking innovation. Moreover, the app extends its user-friendly capabilities to cover a spectrum of services, from everyday requests like changing contact information to applying for new products. The QIB Mobile App truly stands out as a holistic platform, seamlessly addressing diverse financial needs and solidifying its status as the preferred banking channel for QIB's customers without the need to visit the branch.

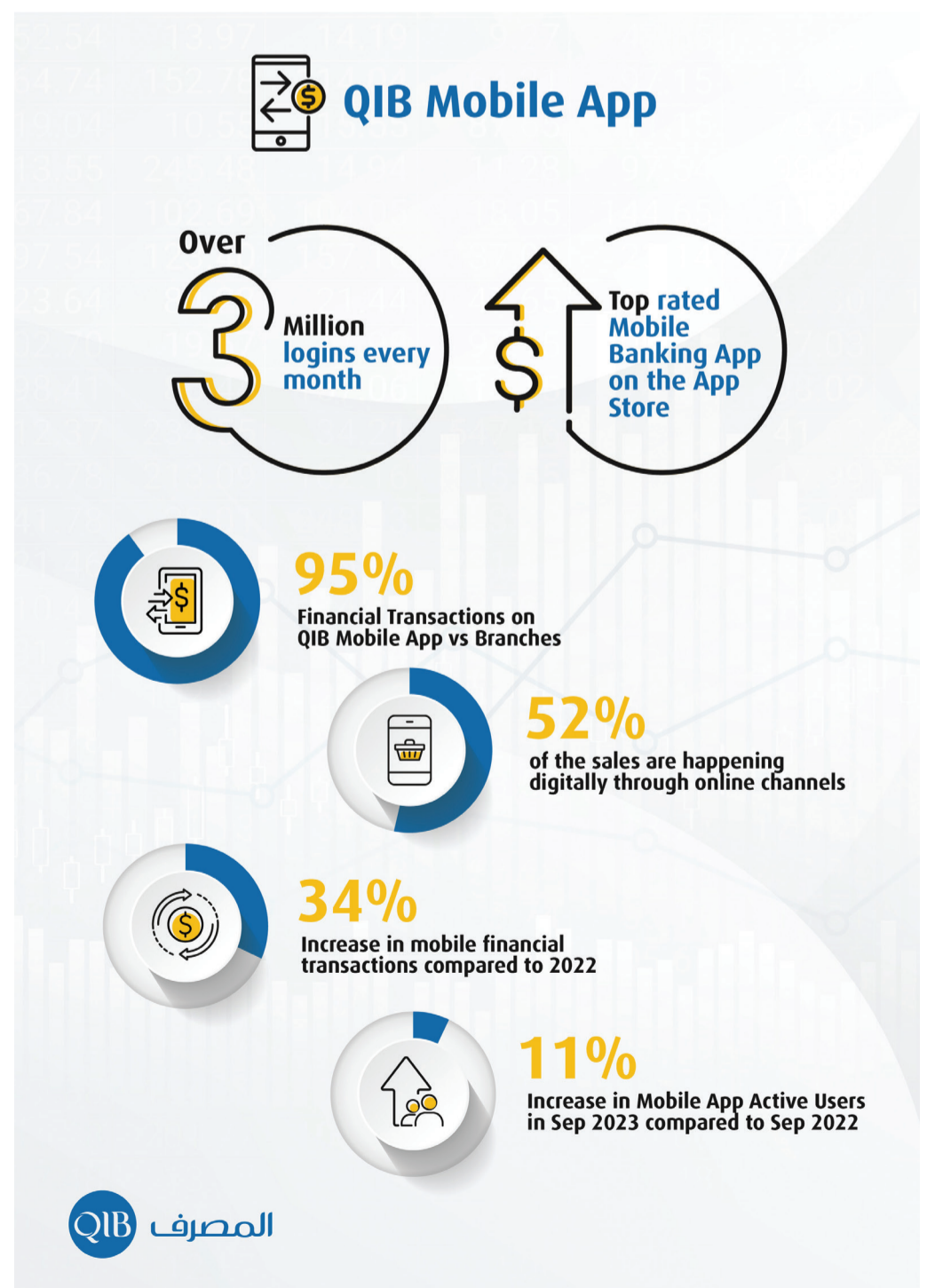
Everyday Banking Made Effortless

The QIB Mobile App elevates everyday banking, empowering customers with comprehensive control over their accounts, cards, and transactions for convenient and instant fulfillment of all their banking requirements at anytime from anywhere. Users can effortlessly open new accounts, access and manage subscribed products, instantly get personal financing and credit cards, engage with their relationship manager through video calls, and make instant payments and transfers. QIB's app transforms the banking experience into a user-friendly journey.



Strategic Partnerships for Comprehensive Services

QIB's commitment to strategic partnerships significantly enriches the app's capabilities. Through collaborative efforts with key entities, such as Damaan Islamic Insurance Company – BEEMA and Medgulf Takaful, QIB ensures the provision of Shari'a-compliant Takaful programs, offering customers a comprehensive range of Takaful products and services conveniently within the QIB Mobile App. In partnership with The Group Securities Company, Qatar's



Innovative services for every customer.

We keep providing you with a seamless banking experience designed for all your financial needs.



The more we innovate, the better we will assist our customers. With digital solutions that simplify the lives of individuals and businesses, we can meet everyone's expectations. At QIB, we deliver services people can bank on at all times.



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Tomorrow's digital banking today

A seamless and innovative banking experience with QNB

