

World's Best Digital Bank Awards 2021

Call for Entries Questionnaire Instructions

The history of Digital Banking has been one of transformation. No time in that history has been more transformative than the past year. With the global pandemic forcing people to conduct their personal and professional banking activities from their phones, tablets and computers, Digital Banking reached a watershed moment. It took on an importance and prevalence far beyond anything that had come before. Banks were forced to respond to this drastically altered landscape, and those that met the challenge most successfully will be honored as *Global Finance's* World's Best Digital Banks 2021.

Main category entries are \$650 each and sub-category entries are \$500 each.

The questionnaire documents for *Global Finance's* 2021 Digital Bank Awards have been shortened and simplified to make it easier for banks to complete their entries.

All entrants must complete the official entry form as well as the corresponding questionnaire(s). On the entry form, please indicate if you are entering in the Corporate/Institutional Category, Consumer Category or both. Please indicate all the Sub-Categories you are entering. In order to be considered for Sub-category awards banks **MUST** enter in the corresponding main category (Corporate/Institutional or Consumer).



Corporate/Institutional Sub-categories

- Best Online Investment Management Services
- Best Online Cash Management Services
- Best Trade Finance Services
- Best Online Treasury Services
- Best Online Portal
- Best Integrated Corporate Banking Site
- Best Information Security and Fraud Management
- Best Mobile Banking Adaptive Site
- Best Mobile Banking App
- Best in Social Media Marketing and Services
- Most Innovative Digital Bank
- Best Open Banking APIs
- Best SME Banking - **NEW FOR 2021**

Consumer Sub-categories

- Best Integrated Consumer Banking Site
- Best Online Product Offerings
- Best Bill Payment and Presentment
- Best Website Design
- Best Mobile Banking App
- Best Mobile Banking Adaptive Site
- Best Information Security and Fraud Management
- Best in Social Media Marketing and Services
- Best in Lending
- Most Innovative Digital Bank
- Best Open Banking APIs

Banks may enter in as many countries, categories and sub-categories as they wish.

On the questionnaire, fill in the cells with your answers as instructed. For open ended questions, please limit your answers to 150 words or less unless otherwise instructed. Please follow the questionnaire template closely. Participants should not delete any questions from the document.

PLEASE PROVIDE ANSWERS TO AS MANY QUESTIONS AS POSSIBLE, EVEN IF THEY DON'T DIRECTLY RELATE TO THE SUB-CATEGORIES YOU ARE ENTERING IN, IF ANY. THE JUDGES CONSIDER ALL RESPONSES WHEN CHOOSING THE OVERALL COUNTRY, REGIONAL AND GLOBAL AWARDS, SO ANSWERING AS MANY QUESTIONS AS POSSIBLE IS VITAL TOWARD ACHIEVING THE HIGHEST POSSIBLE SCORE.

Failure to follow these instructions could result in lower scores. Entrants may wish to provide limited additional information to support their submission, but with finite reviewing resources and time, *Global Finance* cannot guarantee all additional materials will be reviewed. The Infosys judging panel will review all submissions, and the editors of *Global Finance* will make all final award selections.

All documents should be emailed to Chris Giarraputo, chris@gfmag.com. Call 1-516-581-8617 with any questions.

Entry Submission Deadline: May 25, 2021