

## Global Finance Names the World's Best Consumer Digital Banks in the Middle East 2021

NEW YORK, August 19, 2021 – *Global Finance* has announced the Round One winners for the 2021 World's Best Consumer Digital Banks Awards in the Middle East. This is the 22nd year *Global Finance* has named the World's Best Digital Banks. Details on all Round One winners will be published in the September print and digital editions and online at [GFMag.com](http://GFMag.com). Once again this year, country winners were chosen in the Middle East across a broad range of subcategories including Best Bill Payment & Presentment, Best Mobile Banking App and Most Innovative Digital Bank.

Round One winners include Best Consumer Digital Banks, Best Corporate/Institutional Digital Banks and the Best Islamic Digital Banks at the country level. Winners were selected in Africa, Asia-Pacific, Central & Eastern Europe, Latin America, the Middle East, North America and Western Europe. Also announced today were Regional winners in Sub-Categories such as Best Information Security and Fraud Management, Best in Mobile Banking and Most Innovative Digital Bank.

Round Two winners, which include the overall Regional and Global winners, and Global Sub-Category winners, will be announced in October and published in December. These awards are usually revealed at *Global Finance's* annual Best Digital Bank Awards dinner. Due to the pandemic, it is unclear whether this event will be held. If a physical or virtual event is scheduled, all winning organizations will be notified well in advance.

Winners were chosen from entries evaluated by a world-class panel of judges at Infosys, a global leader in consulting, technology and outsourcing. The editors of *Global Finance* were responsible for the final selection of all winners.

Only banks that entered the competition were considered for awards, and awards were only given in those regions, countries and categories in which there were entries.

Winning banks were selected based on the following criteria: strength of strategy for attracting and servicing digital customers, success in getting clients to use digital offerings, growth of digital customers, breadth of product offerings, evidence of tangible benefits gained from digital initiatives, and web/mobile site design and functionality. Category winners, such as Best Mobile Banking App were selected based on the relative strength and success of those web products and services.

"With the global pandemic forcing people to conduct their personal and professional banking activities from their phones, tablets and computers, digital banking took on an importance and prevalence far beyond anything that had come before," said Joseph Giarraputo, publisher and editorial director of *Global Finance*. "Banks were forced to respond to this drastically altered landscape, and those that met the challenge most successfully are being honored as *Global Finance's* World's Best Digital Banks 2021."

The full list of *Global Finance's* 2021 World's Best Consumer Digital Banks Round One winners in the Middle East follows.



### About Global Finance

*Global Finance*, founded in 1987, has a circulation of 50,000 and readers in 191 countries. *Global Finance's* audience includes senior corporate and financial officers responsible for making investment and strategic decisions at multinational companies and financial institutions. Its website — [GFMag.com](http://GFMag.com) — offers analysis and articles that are the legacy of 34 years of experience in international financial markets. *Global Finance* is headquartered in New York, with offices around the world. *Global Finance* regularly selects the top performers among banks and other providers of financial services. These awards have become a trusted standard of excellence for the global financial community.

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<i>Country</i>	<i>Award</i>	<i>Bank</i>
<b>Bahrain</b>	Best Consumer Digital Bank	<b>Bank ABC</b>
	Best Integrated Consumer Banking Site	<b>Standard Chartered</b>
	Best Bill Payment & Presentment	<b>Standard Chartered</b>
	Best Website Design	<b>Standard Chartered</b>
	Best Mobile Banking App	<b>Bank ABC</b>
	Best Mobile Adaptive Banking Site	<b>Citi</b>
	Best Information Security and Fraud Management	<b>Citi</b>
	Best in Social Media Marketing & Services	<b>Ahli United Bank</b>
	Best in Lending	<b>Standard Chartered</b>
Most Innovative Digital Bank	<b>Ahli United Bank</b>	
<b>Egypt</b>	Best Consumer Digital Bank	<b>Arab Bank</b>
	Best Integrated Consumer Banking Site	<b>CIB</b>
	Best Online Product Offerings	<b>CIB</b>
	Best Bill Payment & Presentment	<b>CIB</b>
	Best Website Design	<b>CIB</b>
	Best Mobile Banking App	<b>Credit Agricole</b>
	Best Mobile Banking Adaptive Site	<b>CIB</b>
	Best Information Security and Fraud Management	<b>CIB</b>
	Most Innovative Digital Bank	<b>CIB</b>
Best Open Banking APIs	<b>CIB</b>	
<b>Israel</b>	Best Consumer Digital Bank	<b>Israel Discount Bank</b>
	Best Mobile Banking App	<b>Israel Discount Bank</b>

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<i>Country</i>	<i>Award</i>	<i>Bank</i>
<b>Jordan</b>	Best Consumer Digital Bank	<b>Bank Al Etihad</b>
	Best Integrated Consumer Banking Site	<b>Arab Bank</b>
	Best Online Product Offerings	<b>Arab Bank</b>
	Best Bill Payment & Presentment	<b>Bank Al Etihad</b>
	Best Website Design	<b>Arab Bank</b>
	Best Mobile Banking App	<b>Arab Bank</b>
	Best Information Security and Fraud Management	<b>Bank Al Etihad</b>
	Best in Social Media Marketing & Services	<b>Arab Bank</b>
	Best in Lending	<b>Arab Bank</b>
	Most Innovative Digital Bank	<b>Bank Al Etihad</b>
<b>Kuwait</b>	Best Consumer Digital Bank	<b>National Bank of Kuwait</b>
	Best Online Product Offerings	<b>National Bank of Kuwait</b>
	Best Bill Payment & Presentment	<b>National Bank of Kuwait</b>
	Best Website Design	<b>Burgan Bank</b>
	Best Mobile Banking App	<b>National Bank of Kuwait</b>
	Best Mobile Banking Adaptive Site	<b>Burgan Bank</b>
	Best Information Security and Fraud Management	<b>Burgan Bank</b>
	Best in Social Media Marketing & Services	<b>National Bank of Kuwait</b>
	Best in Lending	<b>National Bank of Kuwait</b>
	Most Innovative Digital Bank	<b>National Bank of Kuwait</b>
Best Open Banking APIs	<b>Burgan Bank</b>	

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<b>WORLD'S BEST CONSUMER DIGITAL BANKS 2021 - MIDDLE EAST (CONTINUED)</b>		
<i>Country</i>	<i>Award</i>	<i>Bank</i>
<b>Oman</b>	Best Consumer Digital Bank	<b>Bank Muscat</b>
<b>Palestine</b>	Best Consumer Digital Bank	<b>Arab Bank</b>
<b>Qatar</b>	Best Consumer Digital Bank	<b>Qatar Islamic Bank</b>
	Best Online Product Offerings	<b>Qatar Islamic Bank</b>
	Best Mobile Banking App	<b>Commercial Bank of Qatar</b>
	Best Information Security and Fraud Management	<b>Commercial Bank of Qatar</b>
	Best in Social Media Marketing & Services	<b>Commercial Bank of Qatar</b>
	Best in Lending	<b>Qatar Islamic Bank</b>
	Most Innovative Digital Bank	<b>Dukhan Bank</b>
<b>Saudi Arabia</b>	Best Consumer Digital Bank	<b>SABB</b>
	Best Mobile Banking App	<b>ANB - Arab National Bank</b>
<b>UAE</b>	Best Consumer Digital Bank	<b>Mashreq Bank</b>
	Best Integrated Consumer Banking Site	<b>Standard Chartered</b>
	Best Online Product Offerings	<b>Mashreq Bank</b>
	Best Bill Payment & Presentment	<b>Standard Chartered</b>
	Best Website Design	<b>Mashreq Bank</b>
	Best Mobile Banking App	<b>Standard Chartered</b>
	Best Mobile Banking Adaptive Site	<b>First Abu Dhabi Bank (FAB)</b>
	Best Information Security and Fraud Management	<b>Citi</b>
	Best in Lending	<b>Mashreq Bank</b>
	Most Innovative Digital Bank	<b>Mashreq Bank</b>
	Best Open Banking APIs	<b>First Abu Dhabi Bank (FAB)</b>

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