

Global Finance Names the World's Best Consumer Digital Banks in the Middle East 2020

NEW YORK, August 12, 2020 – *Global Finance* has announced the Round One winners for the 2020 World's Best Consumer Digital Banks Awards in the Middle East. This is the 21st year *Global Finance* has named the World's Best Digital Banks. Details on all Round One winners will be published in the September issue. 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 the December issue. 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.

"This year, a global pandemic accelerated the transition to digital banking, but forward-thinking banks were already on that road," said Joseph D. Giarraputo, publisher and editorial director of *Global Finance*. "The Digital Bank Awards home in on the institutions that are leading the shift toward a new world of banking.

The full list of *Global Finance's* 2020 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 187 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 — offers analysis and articles that are the legacy of 33 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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WORLD'S BEST CONSUMER DIGITAL BANKS 2020 - MIDDLE EAST

<i>Country</i>	<i>Award</i>	<i>Bank</i>
Bahrain	Best Consumer Digital Bank	Citi
	Best Mobile Banking App	Citi
	Best Mobile Adaptive Banking Site	Citi
	Best Information Security and Fraud Management	Citi
Egypt	Best Consumer Digital Bank	CIB
	Best Integrated Consumer Banking Site	CIB
	Best Online Product Offerings	CIB
	Best Bill Payment & Presentment	Abu Dhabi Islamic Bank
	Best Website Design	CIB
	Best Mobile Banking App	CIB
	Best Mobile Banking Adaptive Site	Credit Agricole
	Best Information Security and Fraud Management	CIB
	Best in Social Media Marketing & Services	Abu Dhabi Islamic Bank
	Most Innovative Digital Bank	CIB
Best Open Banking APIs	CIB	
Israel	Best Consumer Digital Bank	Israel Discount Bank
	Best Mobile Banking App	Israel Discount Bank
Jordan	Best Consumer Digital Bank	Bank Al Etihad
	Best Bill Payment & Presentment	Arab Bank
	Best Website Design	Arab Bank
	Best Mobile Banking App	Arab Bank
	Best in Social Media Marketing & Services	Arab Bank
Most Innovative Digital Bank	Bank Al Etihad	
Kuwait	Best Consumer Digital Bank	National Bank of Kuwait

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WORLD'S BEST CONSUMER DIGITAL BANKS 2020 - MIDDLE EAST (CONTINUED)

<i>Country</i>	<i>Award</i>	<i>Bank</i>
Lebanon	Best Consumer Digital Bank	Blom Bank
	Best Mobile Banking App	Blom Bank
	Best Mobile Adaptive Banking Site	Blom Bank
	Most Innovative Digital Bank	Blom Bank
Oman	Best Consumer Digital Bank	Bank Muscat
Palestine	Best Consumer Digital Bank	Arab Bank
Qatar	Best Consumer Digital Bank	Commercial Bank of Qatar
	Best Online Product Offerings	Commercial Bank of Qatar
	Best Mobile Banking App	Qatar Islamic Bank
	Best in Social Media Marketing & Services	Qatar Islamic Bank
	Most Innovative Digital Bank	Commercial Bank of Qatar
Saudi Arabia	Best Consumer Digital Bank	SABB
	Best Mobile Banking App	SABB
	Best Information Security and Fraud Management	SAMBA
UAE	Best Consumer Digital Bank	Mashreq Bank
	Best Integrated Consumer Banking Site	Standard Chartered
	Best Online Product Offerings	Masheq Bank
	Best Bill Payment & Presentment	First Abu Dhabi Bank
	Best Mobile Banking App	Commercial Bank of Dubai
	Best Mobile Banking Adaptive Site	Standard Chartered
	Best Information Security and Fraud Management	Citi
	Best in Lending	Commercial Bank of Dubai
	Most Innovative Digital Bank	Mashreq Bank
Best Open Banking APIs	Citi	

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