

Ithmaar Bank empowers customers with new self-service machines

Self-service banking machines installed at Ithmaar Bank's Seef Mall and Arad branches

● Ithmaar Bank to expected to introduce similar facilities at other branches in the near future

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Ithmaar Bank, a Bahrain-based Islamic retail bank, has installed self-service banking machines at its Seef Mall and Arad branches, offering customers a whole new digital banking experience.

The new technology automates a range of transactions, such as printing account and cards' statements, printing certificates, updating of customer information, reissuing Debit Card PINs and instantly printing Debit Cards and eCards. The two branches also have advanced Cash Deposit Machines (CDMs) where customers can deposit up to 200 notes at once. With customers no longer needing to wait in line for these simple transactions, efficiency at these digital-led branches is also set to improve.

"Convenience, speed, and security are among the most



Ithmaar Bank's Self Service Banking Machine

important elements customers look for when conducting bank transactions," said Ithmaar Bank General Manager- Retail Banking Group, Mohammed Janahi. "In line with our long-term digital strategy, we are introducing integrated, digital-led branches with cutting-edge technology to further enhance our customers' banking experience. The new self-service machines, which empower customers to take control of their banking needs, feature a range of authentication methods to ensure all transac-

tions are safe and secure," he said.

With the new self-service machines receiving positive feedback from customers, Ithmaar Bank is expected to introduce similar facilities at other branches in the near future.

"Bank customers are becoming increasingly sophisticated and demanding smart and instant solutions to meet their constantly evolving needs. This solution offers an extensive range of services in a kiosk which has been designed and



Mohamed Janahi, Ithmaar Bank GM, Retail Banking Group



Abdulla Hussain, Realtime Solution Managing Director

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ITHMAAR BANK GENERAL MANAGER- RETAIL BANKING GROUP, MOHAMMED JANAH

developed in Bahrain to meet the aspirations of our customers," said Real Time Solutions Managing Director, Abdulla Hussain. "We are proud to be working alongside forward-thinking institutions such as Ithmaar Bank to help their customers stay at the cutting edge of the digital

transformation," he said.

The machines/kiosks cater to individuals, SMEs and corporate customers alike. The instant Debit Card and eCard issuance feature allows individuals to print new cards and replace lost, stolen or damaged Debit Cards instantly. Customers can also create new PINs for their Debit Cards instantly.

Additionally, the customer information update feature allows them to update the expiration date of their Smart Cards and update residential and electronic mail addresses, and mobile numbers using their Smart Cards, as well as passport and residency visa details for expatriate customers.

Printing of banking certifi-

cates is also available, enabling customers to instantly print their IBANs, account balances, request finance-balance certificates and request non-liability certificates. Furthermore, account and cards statement printing are also easily accessible with the option to receive the statement via email.

Corporate customers and SMEs are now able to use the self-service banking machines to print account statements, IBAN certificates and account balance certificates.

Retail customers authentication methods include Smart Card manual ID entry and Debit Card authentications. For corporate and SME customers, Debit Card and eBanking credential authentications are required.

Additionally, with the new CDMs, corporate customers and SMEs are able to deposit 200 notes at once, using Ithmaar Bank's Deposit Cards or standard Debit Cards. Deposit Cards can be issued by request through the Branches or Relationship Managers.

Ithmaar Bank's branch network consists of 13 branches and 38 ATMs at strategic locations throughout the Kingdom of Bahrain.

BBK launches its new and improved digital banking platforms

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BBK, Bahrain's pioneer in retail and commercial banking recently announced the launch of its new and improved digital banking channels namely "BBK Mobile Banking" and "BBK Online Banking". These new channels are designed to provide customers with a new, one of its kind banking experience. It is noteworthy that BBK has long been a frontrunner in digitizing its services, proudly taking the lead in offering its customers a prime banking experience.

The new banking channels offer customers with a unified banking experience by combining new and existing services and replacing the existing internet channel and mobile application. Through this new and secure banking experience, retail customers can perform their banking transactions and manage their finances across the new mobile banking app and online banking channel. Furthermore, the new mobile application will include access to other applications offered by the bank.

Some of the new services offered include an electronic remittance service "Express International Transfer" powered by Mastercard, the ability to transfer funds via beneficiary mobile number through Fawri+ and Fawri and debit card services such as stopping and activating debit cards in real-time in addition to existing services such as account



Dr. Adel Salem, General Manager of the Retail Banking Division at BBK

balance and statement, credit card bill payment, Batelco and Zain bill payment. Moreover, the new channels have a built-in authenticator to add an extra layer of security when logging in and managing their banking transactions and financial services.

To get started, customers will be first required to download the new mobile app from the App Store or Google Play and register with their customer ID and existing ePIN. Following a successful registration, they will be required to enter a one-time password (OTP) that will be sent via SMS to the mobile number registered with the Bank for them to authenticate the registration process, providing them with added security when banking online.

Dr. Adel Salem, General Manager of the Retail Banking Division at BBK commented: "We are proud to have taken the leap towards the future of electronic banking by offering our customers a seamless and improved user experience through two new and value-added channels. The new BBK Mobile Banking

The new BBK Mobile Banking and BBK Online Banking channels include existing and newly-added services that empower our customers to perform their banking transactions at their own convenience

DR. ADEL SALEM, GENERAL MANAGER OF THE RETAIL BANKING DIVISION AT BBK

and BBK Online Banking channels include existing and newly-added services that empower our customers to perform their banking transactions at their own convenience."

BBK has demonstrated leadership in providing cutting-edge technology and services by offering its customers a convenient banking experience. The Bank has previously launched the Ask BBK service, Electronic Remittance via Max-Wallet, Instant Card and Certificate Issuance services, and CPR update service via BBK ATMs. Moreover, the Bank recently introduced the BBKPLUS application which offers account opening and loan services in addition to the newly launched Apple Pay service for all BBK debit cardholders as well as Fitbit Pay and Garmin Connect services to cater to all its customers, providing them with a convenient self-service banking experience.

Export Bahrain backs Arihant and Wesal Jewellers to sign deals worth over USD 14 Million

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Export Bahrain has facilitated deals worth over USD 14 million that were signed during Expo 2020 Dubai in 2021. These distinguished deals included agreements with Arihant and Wesal Jewellers, which are subsidiaries of the Arihant Group, and regional and international buyers in the gold sector.

The agreements were finalized through the support of Export Bahrain in exporting jewellery and precious metals to new clients in Saudi Arabia, the UAE, Oman, Hong Kong, and Malaysia. The new deals were signed last December at Expo 2020 Dubai in the presence of leading jewellery merchants in the region. The deals facil-



Officials Export Bahrain and Arihant with the agreement

itated come to reflect Export Bahrain's solid commitment to enable businesses in Bahrain to close deals with new clients abroad by benefiting from its diverse range of solutions and wide global network.

As part of the support provided by Export Bahrain to its Bahrain-based clients Arihant and Wesal Jewellers during

the global event, a workshop was organized during the Expo bringing together local, regional, and international stakeholders and counterparts in the precious metals and gold sector, enabling them to shed more light on the gold sector as a whole, discuss business opportunities, and exchange expertise.

Benefit to upgrade electronic money transfer system

● Benefit invests BHD 1.6 million to develop upgraded system

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The kingdom's leading regional player in electronic financial transactions; BENEFIT upgrades its entire Electronic Funds Transfer System (EFTS) with an investment of BHD 1.6 million to meet the increasing usage and growth demand for the system's services within the Kingdom. The system has been upgraded across all levels, and was officially launched on



Reyadh Almejaraj, AGM Information Technology

Friday, November 19th. This reflects BENEFIT's commitment to continuously develop and provide advanced solutions in line with the company's future initiatives and new strategic direction.

The EFTS system was updated with the latest version, utilizing advanced and enhanced

technological features to meet the constantly changing payment developments within the financial sector. The upgrade allows for better performance aligned with industry standards and best practices, ensuring efficiency and enabling banks, individuals, corporations, and government bodies to prosper from this critical and significant initiative.

Reyadh Almejaraj, AGM Information Technology commented, "At BENEFIT, we always go a step further and ensure that our solutions and systems are up to date with the latest technologies and features in line with our promise to our users and partners."