

Important measures taken by Al Baraka Bank for the health & safety of its Staff and General Public during COVID-19

- Customers in particular and general public in large was communicated through email, Social Media, ATM screens and SMS to increase awareness about COVID-19 and its precautionary measures.
- A dedicated page has been developed on Al Baraka's website with detailed information such as complete list of branches/ATMs operating during the crises along with the revised branch timings on the Bank's website.
- For customer's ease, a clear notice has been affixed on temporary closed branches along with the details and contact numbers of nearby branches while facilitating them through other opened branches.
- Emphasis on the use of alternate banking channels to maintain social distancing and interactions, such as Al Baraka Debit Cards, Al Baraka Internet Banking and Al Baraka Mobile App for their different banking needs. Customers can easily pay bills, mobile top ups and can transfer fund within & outside Al Baraka Bank.
- Transactional charges on Internet & Mobile Banking have been waived to encourage customers use digital banking channels for their banking needs and avoid going to branches to minimize spread of the disease.
- Advising/Creating awareness to wash or sanitize their hands after using ATMs and POS machines.
- Suggesting customers to pay through Al Barak Debit cards instead of using cash and avoiding currency notes.
- Monitoring of ADC transactions is being done to quickly identify and resolve any disruptions in ADC services. Also ensuring availability of digital banking channels 24/7 to conduct banking transactions.
- 24/7 customer facilitation through phone banking.
- Monitoring of IT infrastructure by IT Security to ensure cyber-security so our customers may use digital banking channels with the peace of mind.