

**REOPENING OF
BANKING SERVICES
IN KUWAIT, THE
FOLLOWING
PROTOCOLS WILL
NOW APPLY FOR
OUR CUSTOMERS**

VF2. 2020/06/25

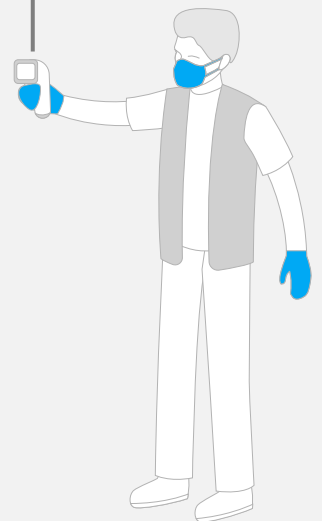
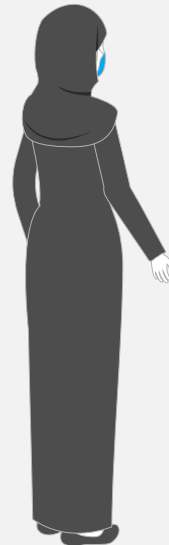
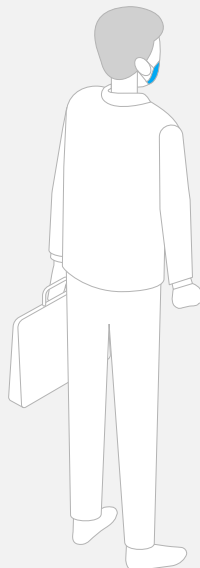
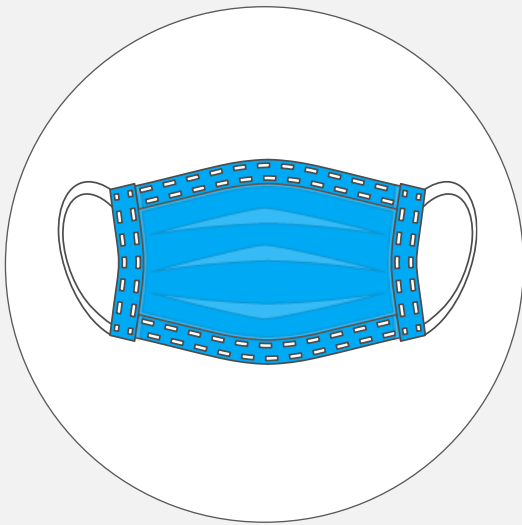


اتحاد مصارف الكويت

Kuwait Banking Association

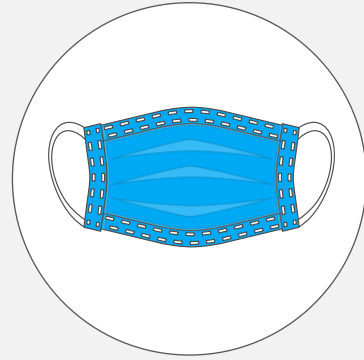
01

ENTERING BRANCHES

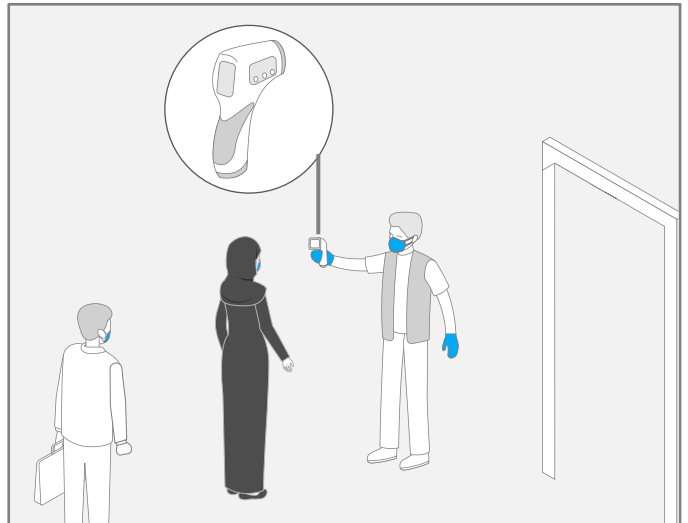


ENTERING BRANCHES

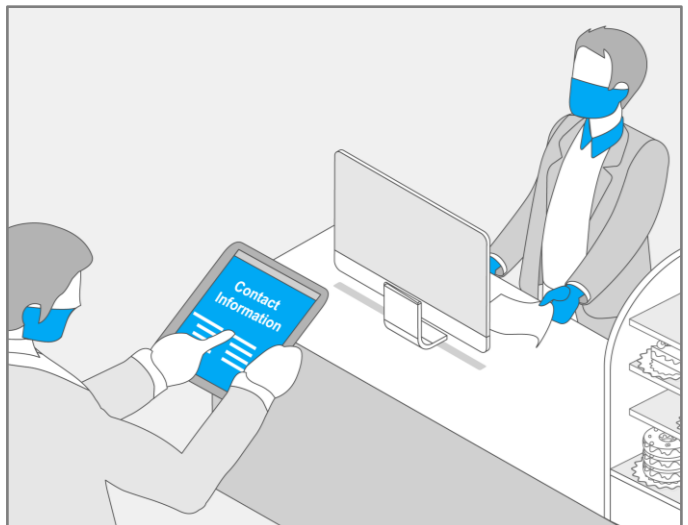
Wearing masks – Entry without mask will not be allowed



Temperature checks at entrances - In compliance with MoH guidance, no records will be kept

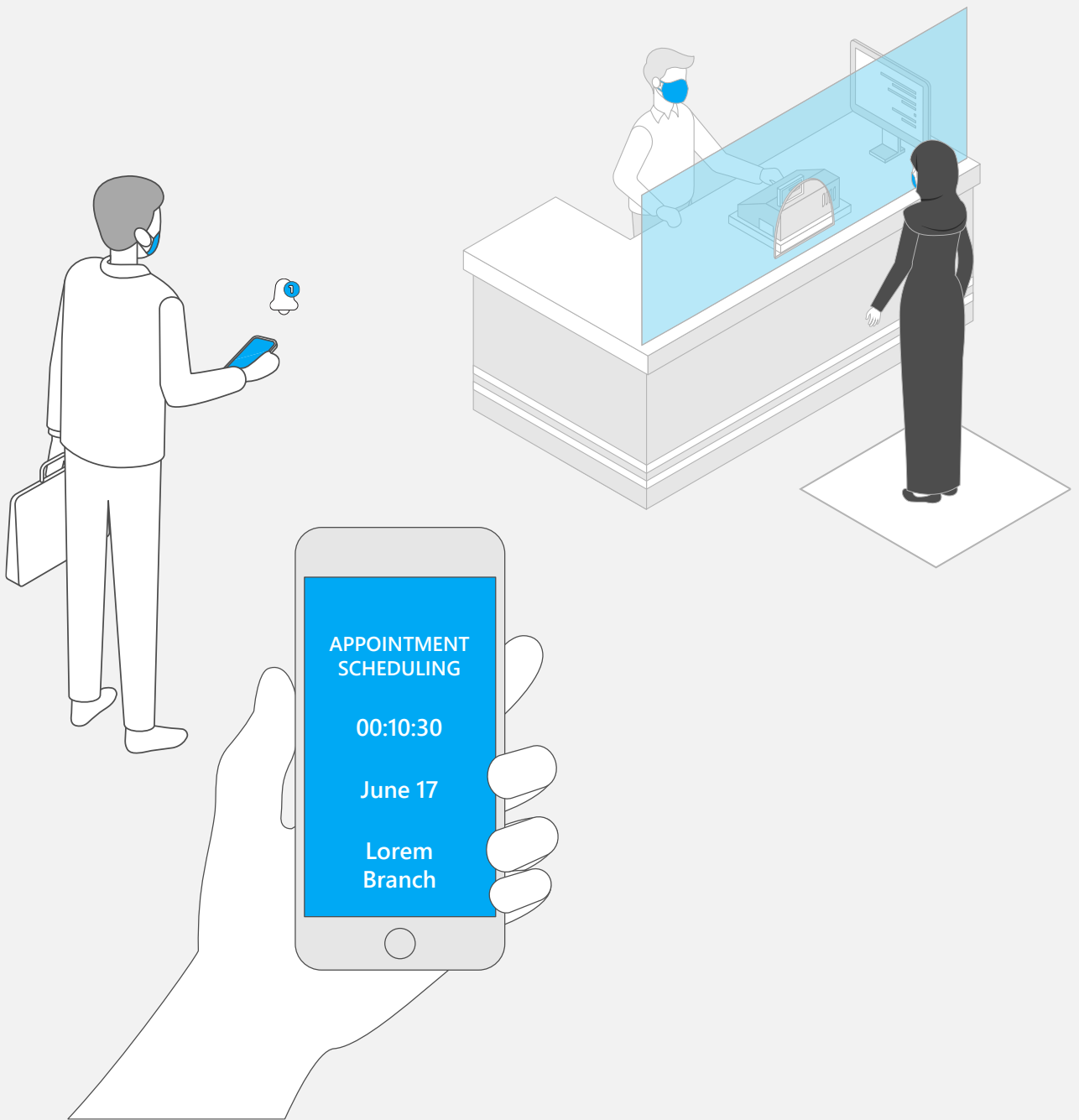


Register contact details – Contacts only used in case of an emergency and we will destroy the details after 14 days



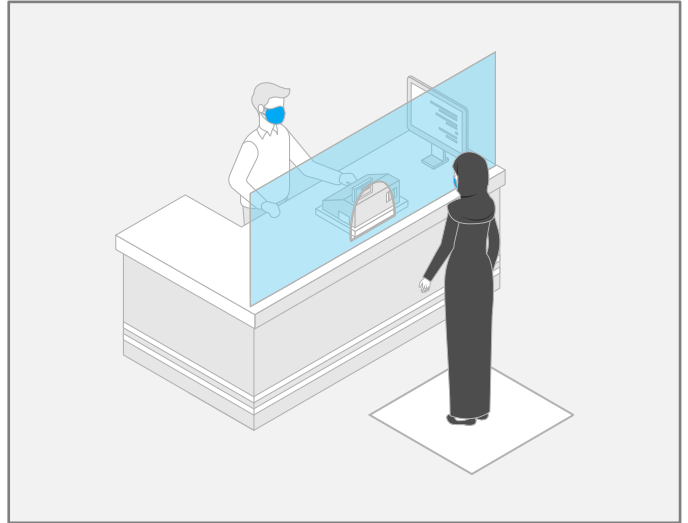
02

ADDITIONAL SAFETY PRECAUTIONS IN BRANCHES



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Physical distancing:
Maintain at least 2m between individuals as indicated by signs and markings

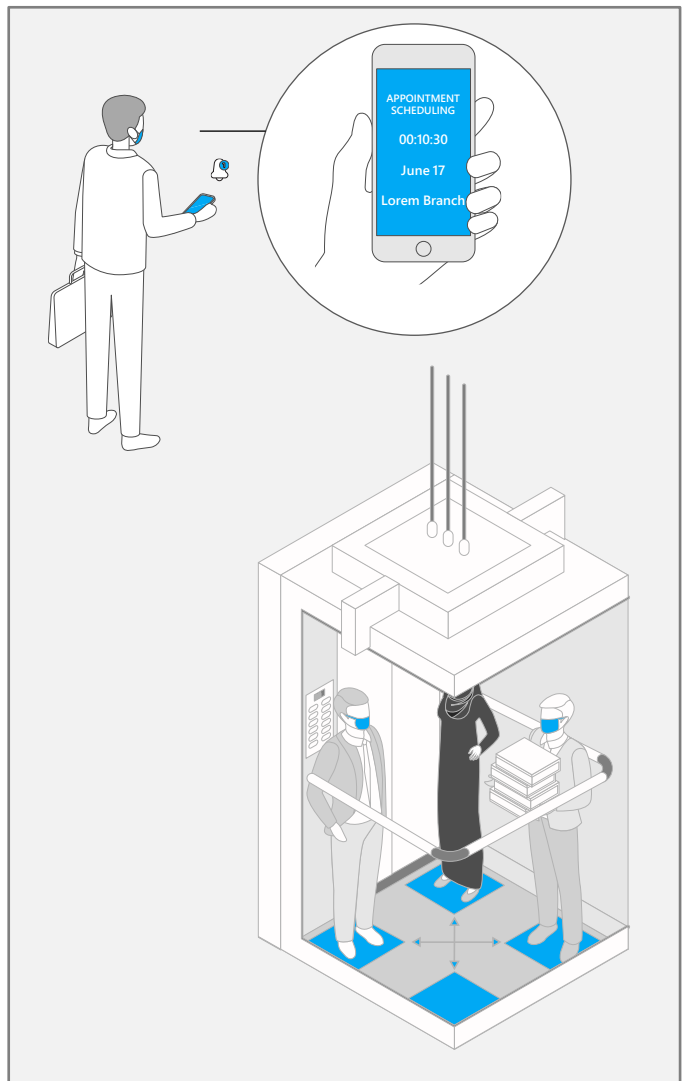


Limited max capacity in branches

Use digital queuing – it is recommended to reserve and check your place in the queue before entering the branch

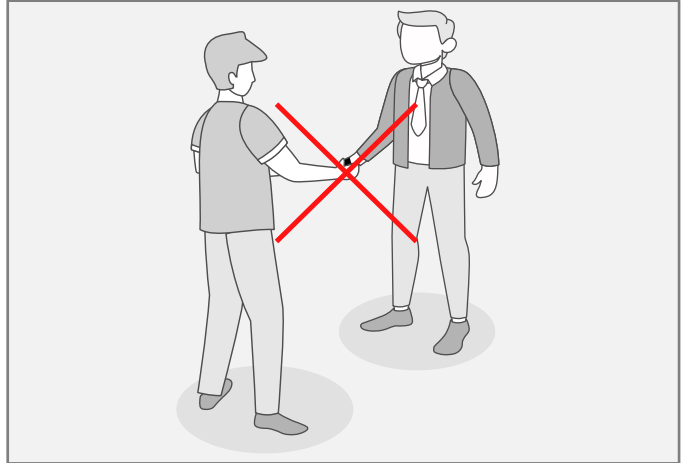
For additional safety we have increased spacing or installed physical barriers

Respect max. capacity constraints – observe the stated max capacity in elevators and all common spaces

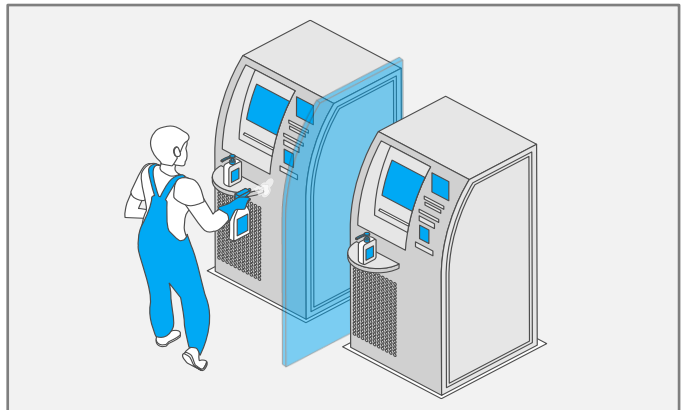


ADDITIONAL SAFETY PRECAUTIONS IN BRANCHES

No physical contact –
Please don't shake hands or make any other physical contact with others in the bank



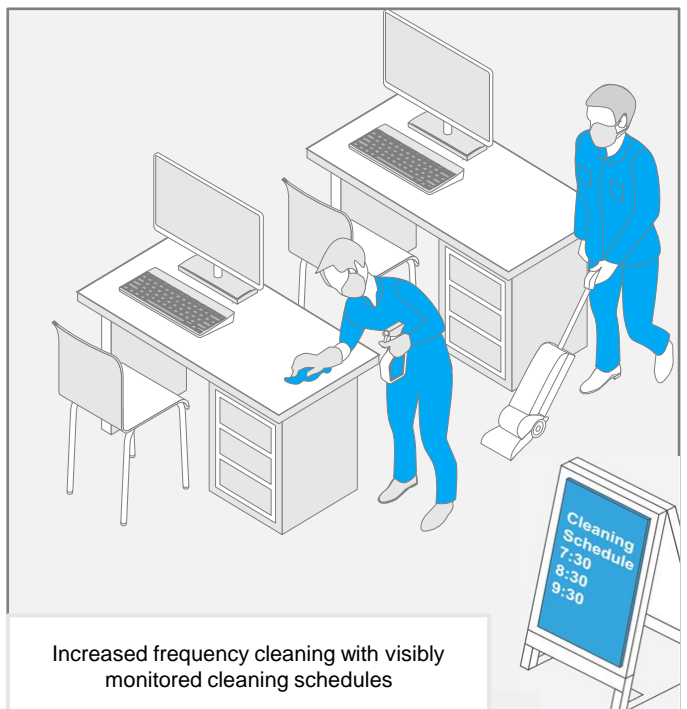
We provide disinfectants at ATMs –
Please sanitize your hands before and after use



Increased safety precautions:

We are conducting frequent cleaning of all rooms

We have implemented MOH-recommended measures in case of infection discovered on bank premises



03

REDUCING NEED FOR IN PERSON BRANCH SERVICES



REDUCING NEED FOR IN PERSON BRANCH SERVICES

Digital, mobile and telephone banking – use alternate channels (telephone, mobile and internet banking) for basic services,



Customer Feedback – provide feedback to help us improve safety measures

