



Burgan Bank representatives at one of the dedicated branches to assist customers with Special Needs

## **Burgan Bank Dedicates Six Fully-Equipped Branches to Assist Customers with Special Needs**

*Ensuring best in-class service for all segments of society*

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**Kuwait – 29 August, 2017:** Burgan Bank, a dynamic and progressive financial institution with a firm customer-centric approach, is pleased to announce the activation of a comprehensive plan to accommodate the financial requirements of its special needs customers. Catering to all segments of society, Burgan Bank's latest offerings ensure a banking experience with improved accessibility and the latest world-class technological applications.

In full compliance with the new banking guidelines set by the Central Bank of Kuwait, Burgan Bank has dedicated six fully-equipped branches across all governorates to enable physically disabled, visually impaired and seniors' access to tailor-made products and services. Available at convenient locations in Adaliyah, Bayan, Khaitan, Qurain, Riqqa and Al-Qusur, customers can carry out their banking transactions proficiently, independently and with utmost ease. All the six

branches are management by a number of well-trained employees who have been taught to communicate via sign language with those who suffer from sensory disabilities – hearing and speech impairment.

Going well beyond the regulatory requirements, Burgan Bank has played a vital role in pioneering advantageous solutions to vulnerable groups to facilitate access to the full range of financial services and provide world-class services in an inclusive manner. Only recently, Burgan Bank launched the award-winning, ReadSpeaker technology, the first-ever text-to-speech technological solution integrated on its website along with mobile applications to better serve customers with vision-impairment and need for audio interactivity.

Assuring an environment that is conducive to the peace of mind of its special needs customers, Burgan Bank provides accessible safety deposit boxes and credit, debit and prepaid cards that are issued with a picture imprinted of the special need customer. Additionally, account statements can also be printed in Braille language and all ATMs are backed with audio guidance command technology as well as braille key pads to perform their transactions in full privacy. In

an effort to safeguard customer safety, Burgan Bank also employed extra security measures inside the ATM rooms.

Burgan Bank's latest announcement clearly demonstrates its pledge to delivering evolutionary business solutions while strictly adhering to regulatory requirements. Putting people at the heart of business is the philosophy Burgan Bank is guided by, as it works tirelessly to promote social inclusion and the interest of all communities in which it operates.

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#### **About Burgan Bank**

Established in 1977, Burgan Bank is the youngest commercial Bank and second largest by assets in Kuwait, with a significant focus on the corporate and financial institutions sectors, as well as having a growing retail, and private bank customer base. Burgan Bank has majority owned subsidiaries in the MENAT region supported by one of the largest regional branch networks.

The Bank has continuously improved its performance over the years through an expanded revenue structure, diversified funding sources, and a strong capital base. The adoption of state-of-the-art services and technology has positioned it as a trendsetter in the domestic market and within the MENA region. Burgan Bank's brand has been created on a foundation of real values – of

trust, commitment, excellence and progression, to remind us of the high standards to which we aspire. 'People come first' is the foundation on which its products and services are developed.

The bank was re-certified with the prestigious ISO 9001:2008, making it the first bank in the GCC, and the only bank in Kuwait to receive such accreditation for the third consecutive year. The Bank also has to its credit the distinction of being the only Bank in Kuwait to have won the JP Morgan Chase Quality Recognition Award for twelve consecutive years.

Burgan Bank, a subsidiary of KIPCO (Kuwait Projects Company), is a strongly positioned regional Bank in the MENA region.