

Business

NBK keen to spread banking awareness, promote financial culture

KUWAIT: National Bank of Kuwait (NBK) is keen on promoting financial culture among different segments of society, and raising the awareness of banks' customers on the best ways to protect their rights, and to keep their banking accounts and information secure. In this context, the bank continues to extend all sorts of support to "Let's Be Aware" campaign launched by the Central Bank of Kuwait in cooperation with banks in Kuwait earlier this year.

As part of supporting this campaign, NBK has been publishing awareness material on its social media platforms as well as a dedicated webpage on the bank's website including all guidance and related topics.

On this occasion, Abdul-Mohsen Al-Rushaid, Assistant General Manager of Communications Department at National Bank of Kuwait said: "We are keen to extend all sorts of support for the initiatives of the Central Bank of Kuwait, which always have a tangible positive impact on the economy and society. To this end, we utilize our huge capabilities and all our digital channels that are the most popular among all the digital channels of all Kuwaiti banks."

"At NBK, we are committed to informing customers of their rights and protecting the security of

their information and accounts. We believe that the campaign launched by the Central Bank of Kuwait which lasts until the end of the year is a major step in to promote these efforts," he added.

Al-Rushaid emphasized that NBK's efforts are focused on achieving the campaign's goals of raising customers' awareness of their rights and means of protecting their information, as well as achieving financial inclusion and introducing safe and appropriate savings and investment channels for all segments, in addition to the bank's commitment to provide designated fully equipped branches to service special needs customers.

The campaign comes at a time witnessing rapid transformation towards reliance on digital banking services and products in view of the impact of the pandemic, thus requiring more caution and knowledge on the part of customers, he noted.



Abdul-Mohsen Al-Rushaid



The Central Bank of Kuwait launched "Let's Be Aware" banking awareness campaign, in cooperation with Kuwaiti banks, as part of the efforts to spread financial culture and raise awareness among banks' customers of their rights and responsibilities.



the best ways to benefit from banking services and to promote saving and investment culture, as well as other related topics, by publishing a variety of awareness material and information related to financial culture.

AUB supports students' graduation projects from COEP



KUWAIT: As part of its CSR program aimed at empowering youth, recently Ahli United Bank (AUB) provided financial support and sponsorship for a number of students' graduation projects from College of Engineering and Petroleum (COEP), Kuwait University projects that are aimed at combating environmental pollution and protecting the environment.

This year Ahli United Bank has sponsored a vital project designed to achieve sustainable development in line with Kuwait Vision 2035. This project aims to reduce agricultural pollution in Kuwait through the use of water treatment, to preserve a healthy environment free of pollutants and to improve water quality to provide clean water.

The project concept is to establish a factory to receive agricultural pollutants such as banana and orange peels, which account for the largest percentage of agricultural waste in Kuwait, and go through several specific processes to produce natural materials to treat contaminated water instead of using chemicals.

On this occasion, Sahar Dashti, General Manager of Customers' Protection and Head of the Corporate Social Responsibility (CSR) Team at Ahli United Bank said, "Ahli United Bank is always keen to participate in supporting events that contribute to empowering youth and developing community members of all segments." Dashti pointed out that AUB annually selects a number of the distinguished graduation projects of COEP students and provides them with all means of support and sponsorship.

Dashti added, "We have every reason to take pride in our participation in supporting innovative ideas and modern sophisticated vision of Kuwaiti youth whom we consider the cornerstone for the development of our society and building a better future for Kuwait through their ideas that can enrich add positive value to the community."

Dashti stressed that AUB's contribution in supporting these projects upholds its continued role in supporting everything related to the field of education and innovation, where the Bank seeks to provide a positive role model for other banking institutions to participate in the development of our beloved country. Dashti concluded her statement wishing all students every success in their graduation projects as well as success in their future careers."

Gulf Bank reaping benefits of ongoing investment in technology

KUWAIT: While local banks and financing companies were starting the process of managing their loan deferment requests, Gulf Bank implemented a quick and strategic response program that activated a variety of channels designed to receive loan deferment requests.

The Bank's strategic response plan offered customers a variety of options to contact the Bank, including Gulf Bank's online and mobile banking services, Customer Contact Center, branches, and SMS service, which notified clients of successful registration within half an hour. The latest loan deferment option was launched in accordance with Law No. 3 of 2021, which states that citizens may defer repayment of loans over a period of six months without interest on the deferral period.

Customers' reactions on social media have been overwhelmingly positive, especially regarding the swiftness of Gulf Bank's response and the seamless experience of postponing loan payments. On Gulf Bank's part, the Bank was keen to ensure that the process of registration would not exceed one minute, whether through the website, application, or via the Customer Contact Center.

It is worth noting that 87 percent of Gulf Bank's customers have applied to register for loan installment deferrals, with 99 percent of them completing the deferment registration process using Gulf Bank's website, application or the Customer Contact Center (47 percent of cus-

tomers used the Gulf Bank application or website, and 52 percent phoned the Customer Contact Center, with only 1 percent of customers visiting a branch to request a deferment).

Bader AlAli, Deputy General Manager of Consumer Banking at Gulf Bank, said: "During the past year, we have been focusing on developing Gulf Bank's various digital services, and today we are proud to reap the benefits of our ongoing investment in technology to provide a superior customer experience and unparalleled customer service. This is only the beginning, and we invite all our clients to anticipate even bigger and better developments across the many channels that Gulf Bank has provided for them."

It is worth noting that Gulf Bank also launched its updated Interactive Voice Response (IVR) system last year, offering clients a variety of new services and providing higher levels of security. The service has been designed so that clients can reach their required department or services faster than ever, while also allowing clients to activate their bank cards through the phone.

The new update also offers clients an extra layer of security, allowing customers to set a security number for the phone service, and reap the full benefits of safe and secure banking with the added convenience of carrying out their transactions at the time and place of their choosing.

Gulf Bank callers can now authenticate their mobile banking through the IVR system, as well as activate their Gulf Bank cards, including debit, credit and prepaid cards. The new IVR system also enables customers to carry out most transactions without having to speak to a customer service representative, saving customers both time and effort.

AVEVA and PlanetTogether announce strategic partnership

DUBAI: AVEVA, a global leader in industrial software, driving digital transformation and sustainability, has strategically partnered with PlanetTogether, the leading Advanced Planning & Scheduling (APS) platform provider, to bring scheduling optimization capabilities to manufacturers looking to deliver digital transformation and sustainable solutions across their industrial operations.

The partnership adds robust new capabilities to the AVEVA Manufacturing Execution System (MES) in terms of visual planning and scheduling, multi-plant production planning and production schedule optimization, further broadening AVEVA's portfolio of Industry 4.0 manufacturing solutions. The combined offering leverages the strengths of both companies, to optimize performance across the value chain for manufacturers seeking to deploy integrated production planning and execution systems in order to increase their agility and supply chain resilience and deliver

increased business returns in a volatile market.

As a manufacturing planning and scheduling system provider, PlanetTogether resolves production and operational constraints and its integration with AVEVA MES enables supply chain planners to conduct realistic, integrated sales and operations planning based on actual plant capacity and material availability, with full visibility to progress against plan for on-time delivery at the lowest cost.

"Our partnership with AVEVA enables us to broaden our reach to new players across the industrial ecosystem. We chose to work with them because they stood head and shoulders above the industry in terms of delivering transformative digital technology to enhance customer digital collaboration in order to drive higher operational efficiency, quality, and agility to maintain a competitive edge in today's dynamic markets," said Jim Cerra, Co-founder and CEO of PlanetTogether.

"In the last year alone, the landscape for manufacturers has changed irrevocably, driven by the increasing need for enterprise agility, sustainability and value chain optimization. Manufacturers are integrating their operations into their supply chain systems, as a result of the impact of pandemic," commented Harpreet Gulati, Senior Vice-President, Planning & Operations Business Unit at AVEVA.

"Our partnership also speaks to our joint commitment to sustainability. Together, PlanetTogether and AVEVA enable customers to add sustainability drivers,

Gulf Bank also launched a digital "Know Your Customer" (KYC) service, allowing customers to update their personal information quickly and easily as part of an already seamless online banking experience. Gulf Bank launched the digital KYC service as part of its ongoing efforts to increase security and improve its online banking experience for customers, and is one of the first banks in Kuwait to introduce a KYC service that allows customers to update their personal information via online and mobile banking.

In order to facilitate various banking services even more for clients, especially while traveling, Gulf Bank also offers an in-app notification service to update clients on their transactions, in conjunction with the SMS service. These notifications include single-use OTP messages that clients receive to confirm their identities when conducting online banking transactions. With Gulf Bank's latest update, clients can also receive these messages even while traveling and using a phone line that is different from the one registered with the bank.

To learn more about Gulf Bank's various activities and initiatives, customers can visit one of the Bank's branches, or visit the Gulf Bank website at www.e-gulfbank.com. Customers can also use the WhatsApp service on 1805805 for round-the-clock assistance from Gulf Bank representatives, or call the Customer Contact Center on the same number.



Bader Al-Ali



Harpreet Gulati



Jim Cerra

such as energy use or greenhouse gas (GHG) to the optimization rules of the production schedule, resulting in less waste, and more responsible use of resources for production," Gulati continued.

Advanced Planning and Scheduling, delivered by PlanetTogether, simultaneously plans and schedules production based on available materials, labor, and machine capacity. The software, which has been successfully deployed in the Food and Beverage (F&B) and Consumer Packaged Goods (CPG) manufacturing industries, provides a proven vertical fit for AVEVA MES. The integration of both production planning and manufacturing execution into a single digital system represents the next step for manufacturers for growth and increased profitability.

Burgan Bank announces winner of Al-Thuraya Salary Account draw

KUWAIT: Burgan Bank, announced yesterday Ghazi Sahman Almutairi as the lucky winner of the draw prize of Al-Thuraya Salary Account monthly draw. The draw rewards new and existing customers who transfer their salary to Burgan Bank by offering them a chance to win KD 10,000 every month. Each account holder has one chance to enter the draw. The Al-Thuraya account holders have the option to hold money in Kuwaiti Dinar and other major currencies and can access account-related services such as standing orders, loans and credit cards, and benefit from the discounts and offers throughout the year.

Customers wishing to open the Al-Thuraya account can do so by simply visiting the nearest Burgan Bank branch and obtain all the necessary details, or simply call the bank's call center on 1804080. For further information, customers can also visit the bank's website on www.burgan.com

Buffett says Abel will succeed him at Berkshire

NEW YORK: Berkshire Hathaway plans to name Greg Abel as chief executive when the conglomerate's longtime chief, Warren Buffett, eventually exits, CNBC reported yesterday. Buffett, 90, confirmed the plan to the business network after Berkshire's annual meeting over the weekend. "The directors are in agreement that if something were to happen to me tonight, it would be Greg who'd take over tomorrow morning," Buffett told CNBC.

Abel, 59, is vice chairman of Berkshire's non-insurance operations. Buffett currently ranks as the world's sixth richest person with wealth of \$103.7 billion, according to Forbes magazine. A

unique figure in American business, Buffett's plain-spoken approach to big business and his understated personal life has made him a broadly popular figure in the United States even as Berkshire has amassed massive assets in the insurance and utility businesses and large equity stakes in a vast array of US companies.

Buffett has led Berkshire for decades with Charlie Munger, 97, vice chairman of the board. Buffett also indicated that Vice Chairman Ajit Jain, 69, who runs the company's insurance operations, was the second in line to succeed if anything should happen to Abel. Abel joined the company in 1992 and Jain in 1986 and are well known. —AFP