In line with their continued commitment to keeping abreast of digital developments

Al Salam Bank Launches the First-Of-Its-Kind Digital Self-Service Kiosk

- **The first self-service kiosk is empowered with BENEFIT's biometric and e-KYC authentication**
- **State-of-the-art, accessible kiosks will be available 24/7, exclusively providing clients with the latest digital banking services**
- **Introduced to facilitate a smooth and easy transition of Ithmaar Bank (Consumer Banking owned and operated by Al Salam Bank) clients to Al Salam Bank.**

Manama, Kingdom of Bahrain – 28 December 2022: Al Salam Bank launched its state-of-the-art self-service kiosk, serving clients 24/7, alongside exclusive digital services across the Bank's extensive network of branches. The launch marks a milestone for the Bank as the first to introduce a self-service banking kiosk fully equipped with The BENEFIT Company's biometric and e-KYC (Know Your Customer) authentication technology within the Kingdom.

This comes in line with Al Salam Bank's ongoing commitment to staying ahead of the latest trends in digital technology, ensuring the delivery of a refined, transformative client experience. Moreover, the new service will significantly facilitate a smooth, and easy transition as Ithmaar Bank's retail banking clients continue to migrate to Al Salam Bank.

Powered by advanced digital technology, the newly-launched kiosks will enable clients to execute a variety of financial services independently, namely client onboarding, account opening, issuing new debit and prepaid cards, issuing replacement cards, updating personal information instantly (e-KYC), or printing IBAN certificates, account statements, and outstanding note balances.

On the occasion, Mr. Anwar Murad, Deputy CEO of Banking at Al Salam Bank, commented, "We are proud of our digital-first mindset at Al Salam Bank, which drives our commitment to consistently introducing digitally-empowered services as part of our digital transformation strategy. We are committed to providing a refined, convenient, and seamless banking experience for our clients by making the new kiosks available around the clock, featuring an intuitive interface which is easy to navigate. Our aim is to continue introducing self-service kiosks throughout our extensive network of branches across the Kingdom in the near future."

On her end, Ms. Hessa Hussain, Assistant General Manager at The BENEFIT Company, said, "We are delighted to work closely with Al Salam Bank, a leading banking institution in the Kingdom of Bahrain. At BENEFIT, we are working on comprehensive initiatives that serve the banking sector and other sectors in order to achieve the plans and visions of the banking sector and the Kingdom of Bahrain". She added: "The benefit of our eKYC platform comes to enhance the security and eases of the innovative self-service kiosks that Al Salam Bank provides to its customers, which

reflects the results of joint cooperation and its role in providing innovative services that suit the user experience."

“We are delighted to be part of Al Salam Bank’s digital transformation journey. Our multi-functional self-service kiosks equipped with smart capabilities will allow the customers a seamless digital experience and help the bank provide convenient financial services across the Kingdom”, said Aji Bhaskar, CEO of Klystron Global.

Klystron’s digital branch transformation solutions help banks to commence a major transition from traditional eight-hour serviced centers to fully functional 24/7 self-serviced zones. As a technology partner, we are optimistic that the new initiative will solidify Al Salam Bank’s digital supremacy in the GCC.

By harnessing the power of data-backed insights and state-of-art technology, Al Salam Bank continues to provide a comprehensive range of innovative financial products and services, including the Bank's mobile app, virtual branch, alongside WhatsApp and the live chat services available on Al Salam Bank's website.