

A year filled with challenges.
A year end filled with success.

Rise every day



ANNUAL
REPORT
2022



His Highness Sheikh Mohammed Bin Zayed Al Nahyan

President of the United Arab Emirates and Ruler of Abu Dhabi



His Highness Sheikh Mohammed Bin Rashid Al Maktoum

Vice President & Prime Minister of the United Arab Emirates and Ruler of Dubai

CONTENTS

Board of Directors	1
Chairman's Message	3
Group CEO's Message	7
Financial Highlights	10
Worldwide Presence	19
Internal Shariah Supervision Committee Reports	22
Awards & Accolades	27

Board Of Directors



Chairman

H.E.Abdul Aziz Abdulla Al Ghurair

Vice Chairman

Ali Rashed Ahmad Lootah

Directors

Rashed Saif Saeed Al Jarwan Al Shamsi

Rashed Saif Ahmed Al Ghurair

John Gregory lossifidis

Iyad Mazher Saleh Malas

Saeed Saif Ahmed Majid Al Ghurair

Chairman's Message





2022 was a landmark year for Mashreq not just in terms of financials but in terms of the company's entire brand identity.

As we look back upon a year of significant strategic and operational change at Mashreq, I am proud to note that we recorded double-digit growth across every business unit. 2022 was marked by healthy operating income, strong net profit, improved efficiency, and a very comfortable capital adequacy ratio.

Our results are particularly impressive when we consider the unprecedented nature of last year's challenges. We saw a war in Europe for the first time in decades, accompanied by soaring global inflation, severely disrupted trade routes, a rapid surge in interest rates, and lingering

COVID-19 uncertainty. Yet, we delivered for our customers – through ingenuity, discipline, and a readiness to adapt.

Of course, these challenges remain – and are likely to do so for much of this year. But we are ready to face them with a new resolve and greater confidence while maintaining the customer-centric approach that is at the heart of everything we do. In 2023, we will continue to shape the future of finance through innovation, convenience, trust, and an unmatched customer experience.

Moreover, the year reaffirmed our role as a proven challenger bank that questions the status quo, innovates beyond banking, and serves as a trusted partner of its customers on their journey to new heights.

The historic launch of Rise Every Day was truly a pivotal moment. The new identity represents the very best of who we are and what we have set out to do. It stems from our firm belief in helping our clients to succeed, supporting our people in realizing their ambitions, and improving lives through hard work and innovation while delivering a best-in-class banking experience.

Our joining the UN Global Compact (UNGC), a voluntary leadership platform for the development, implementation, and disclosure of responsible business practices, was an important strategic and symbolic moment in our history. The move coincided with the implementation of a series of ESG practices and the development of a robust sustainability framework that is being deployed across the Mashreq Network.

In the Year of Sustainability, we will continue to create shared value for our stakeholders by strengthening our commitment to sustainable finance and taking steps to improve our operations across ESG metrics. Set to take place in the UAE this year, COP28 will represent a key opportunity for us to reaffirm our support for urgent and decisive climate action to protect people and the planet from the intensifying impacts of climate change.

I'd like to thank our staff for their diligence and dedication, our customers for their loyalty, and our shareholders for their support that have enabled us to stay true to our core values.

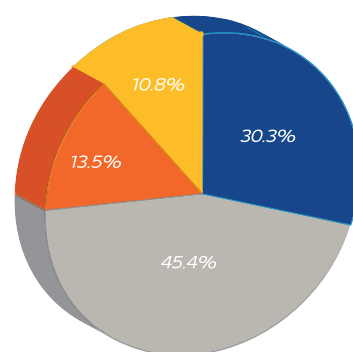
I also extend my sincere gratitude to the UAE Central Bank, regulators, and the UAE government for their continued trust as we work towards a brighter future in 2023 and beyond.

H.E. Abdul Aziz Abdulla Al Ghurair
Chairman

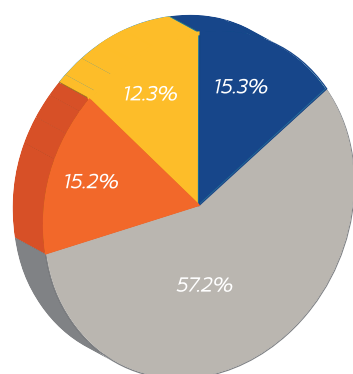
KEY INDICATORS	2018	2019	2020	2021	2022
ADVANCES TO CUSTOMER DEPOSITS	83.2%	83.7%	81.0%	80.3%	79.4%
EQUITY TO TOTAL ASSETS	14.6%	14.0%	12.7%	11.9%	12.3%
RETURN ON AVERAGE EQUITY	10.2%	9.9%	(6.2%)	5.2%	17.6%
RETURN ON AVERAGE ASSETS	1.6%	1.5%	(0.9%)	0.7%	2.1%
EFFICIENCY RATIOS	44.1%	43.8%	57.2%	45.2%	40.9%
CAPITAL ADEQUACY RATIO	16.5%	16.3%	16.0%	14.5%	16.0%

CLASSIFICATION OF ASSETS AND LIABILITIES - DECEMBER 31

ASSETS	2018	2019	2020	2021	2022
CASH AND BANK BALANCES	30.3%	29.8%	29.1%	26.2%	30.3%
ADVANCES	48.6%	47.8%	45.1%	46.0%	45.4%
INVESTMENTS	9.4%	9.6%	12.3%	15.1%	13.5%
OTHER ASSETS	11.7%	12.8%	13.5%	12.7%	10.8%



LIABILITIES & EQUITY	2018	2019	2020	2021	2022
BANK DEPOSITS	7.8%	7.7%	10.8%	12.6%	15.3%
CUSTOMER DEPOSITS	58.4%	57.1%	55.7%	57.3%	57.2%
MEDIUM TERM & OTHER LIABILITIES	19.2%	21.2%	20.8%	18.2%	15.2%
TOTAL EQUITY (Including NCI)	14.6%	14.0%	12.7%	11.9%	12.3%



GROUP CEO's Message _____



In 2022, Mashreq witnessed solid growth in all its business activities. This is a testament to the hard work of our team as we continue to consolidate our status in the market as a powerful digital disruptor and challenger bank.

Our operating income increased by 29.1% over the previous year to reach AED 7.5 billion. Operating profits soared by 39.2% year-on-year, our non-interest income to operating income ratio remained one of the industry's best at 39%. These positive results created a comfortable liquidity and capital position, defined by a 12.1% increase in customer deposits, which reached AED 113.8 billion by the end of the year. We also delivered healthy growth in our loan portfolio, which rose by 11% to stand at AED 90.3 billion.

During 2022, our Retail Banking Group (RBG) remained the backbone of our business, with revenues growing by 42%. The net profit of our flagship digital solutions, such as Neo and personal banking, increased by 43%, while NEOPAY grew in net profit

by 37%. A true standout was NeoBiz with a whopping 289% surge. Similarly, the Corporate and Investment Banking Group (CIBG) revenues grew strongly at 37%. The International Banking Group (IBG) remained focused on executing its strategic priorities and strengthening its presence across its existing international markets, with a 43% asset growth and a 25% revenue growth.

I am pleased to note positive customer experience and customer satisfaction metrics for 2022, with our overall Net Promoter Score (NPS) reaching 49. As we looked to improve our understanding of customer experience, we created several new tools to enhance our CX approach in the last year.

On the ESG front, we were the only bank from the region to sponsor COP27 in Egypt, and the fact that we facilitated more than USD 15.5 billion of sustainable finance as of end-2022 testifies to our commitment to this cause. Declaring 2023 as the year of sustainability by the President of UAE His Highness Sheikh Mohamed bin Zayed Al Nahyan will accelerate UAE's journey towards a greener economy and will act as a perfect segue to COP 28 taking place this year in UAE, which we are looking forward to support.

Embedding sustainability in our core business also forms part of our ESG journey, with good governance and risk controls at the heart of our approach to maintaining a robust and resilient portfolio. New risk controls were deployed in 2022 to combat financial crime, which included technologies to combat money-laundering, sanctions and cybersecurity challenges.

Our success in 2022 was widely recognized across the banking sector. We earned multiple accolades, which amplifies the message that Mashreq is leading the path for the future of finance.

But none of that matters without people that are ready, willing, and able to step up to make it happen. Our global talent pool is our greatest asset, and we are committed to investing in the growth and development of our employees to equip them with the knowledge and tools to provide exceptional service to our customers. We also seek to help them build challenging and rewarding careers.

That commitment extends to every interaction between the Bank and its people – and I am delighted with the Bank's employee engagement score of 81 in 2022, which sits above the global industry standard.

In 2023, we will continue our strategic drive to develop experiences, rather than just products and services, in a way that positively impacts our clients' everyday lives.

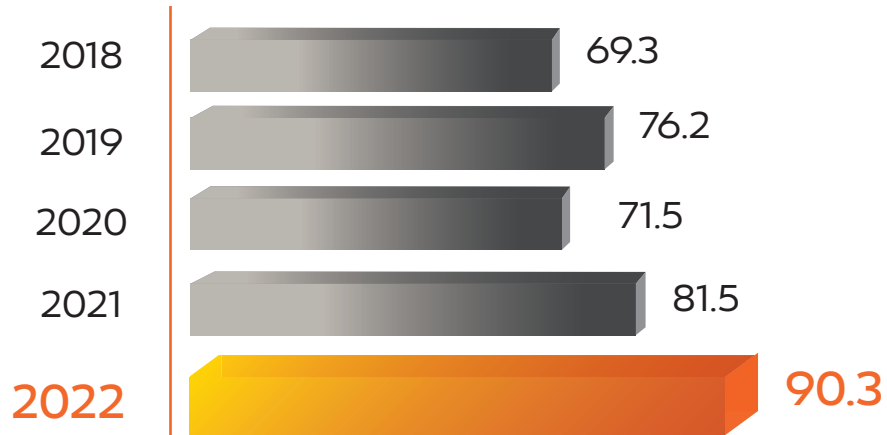
We can all be immensely proud of our achievements in 2022, and I thank everyone who has contributed to making this an exceptional year for Mashreq.

Ahmed Abdelaal
Group CEO

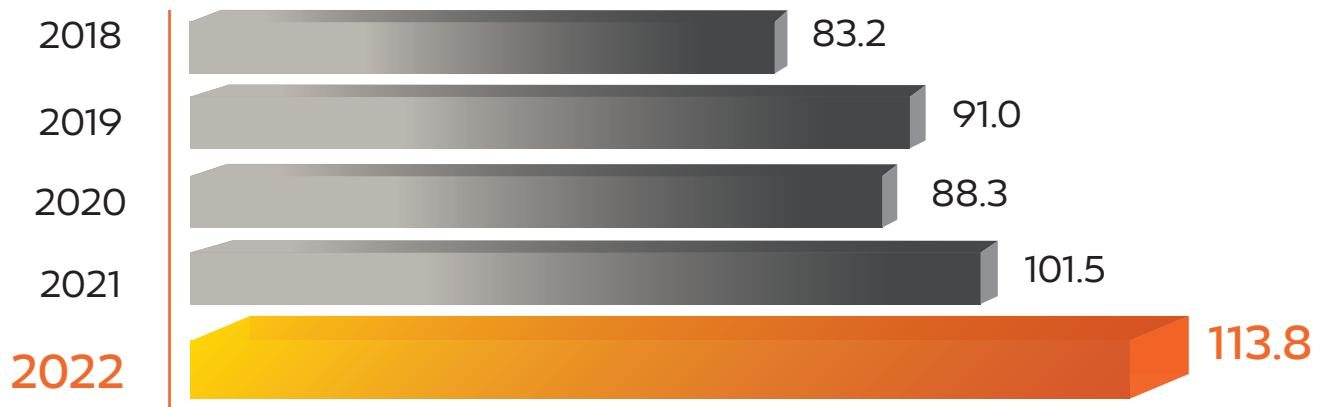
Financial Highlights



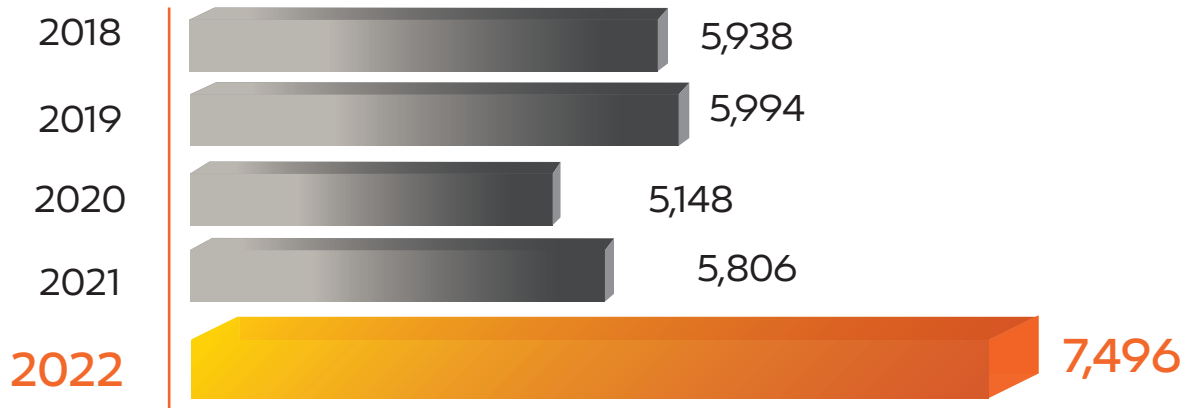
LOANS AND ADVANCES (AED billion)



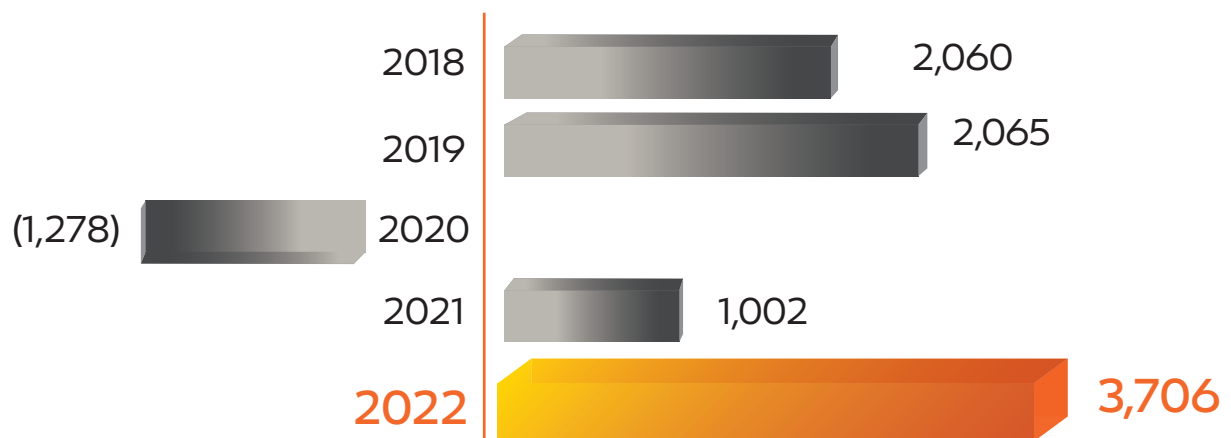
CUSTOMER DEPOSITS (AED billion)



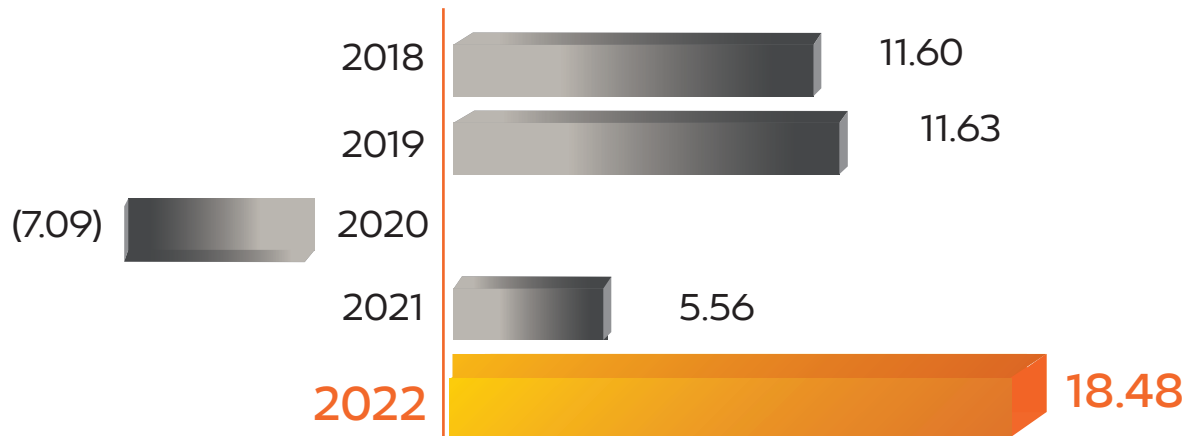
OPERATING INCOME (AED million)



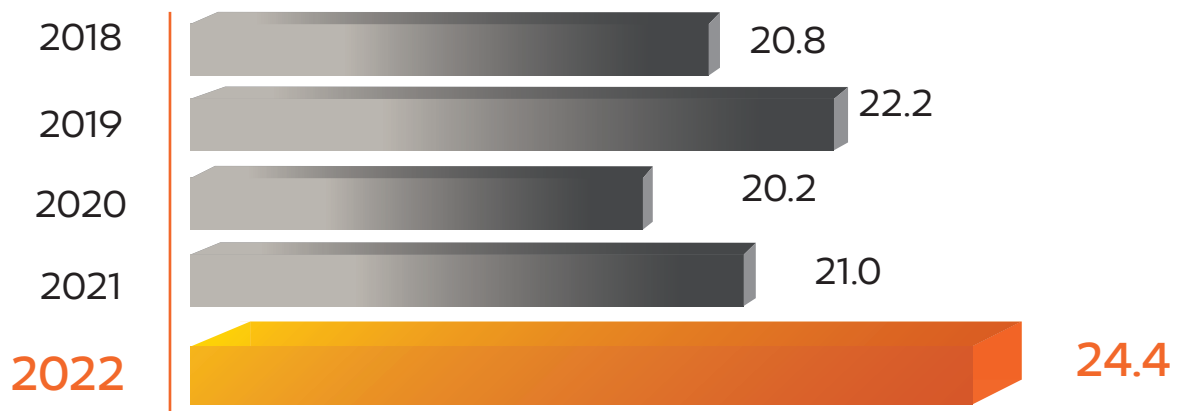
NET PROFIT / LOSS (AED million)



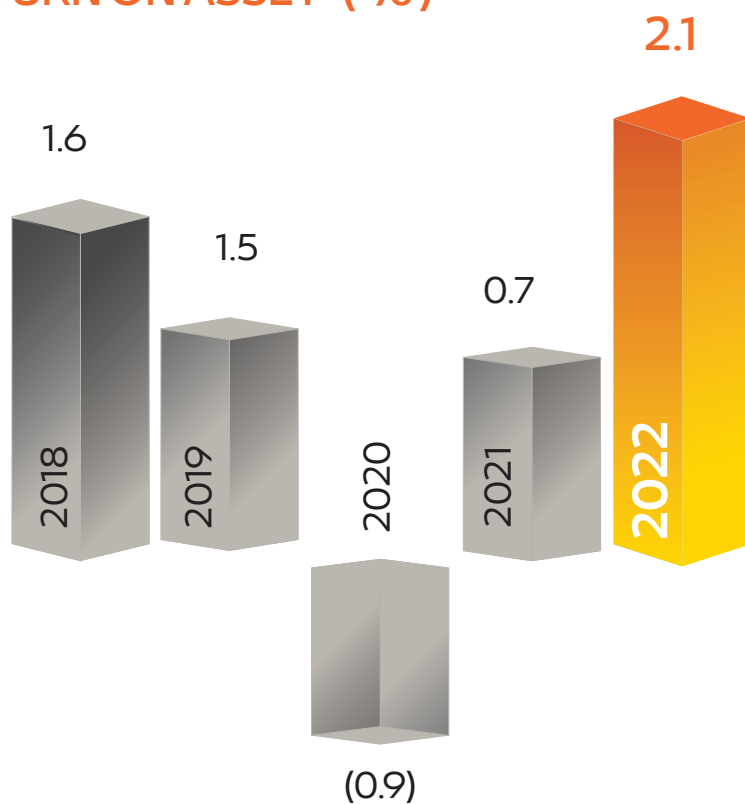
EARNINGS/(LOSS) PER SHARE (AED)



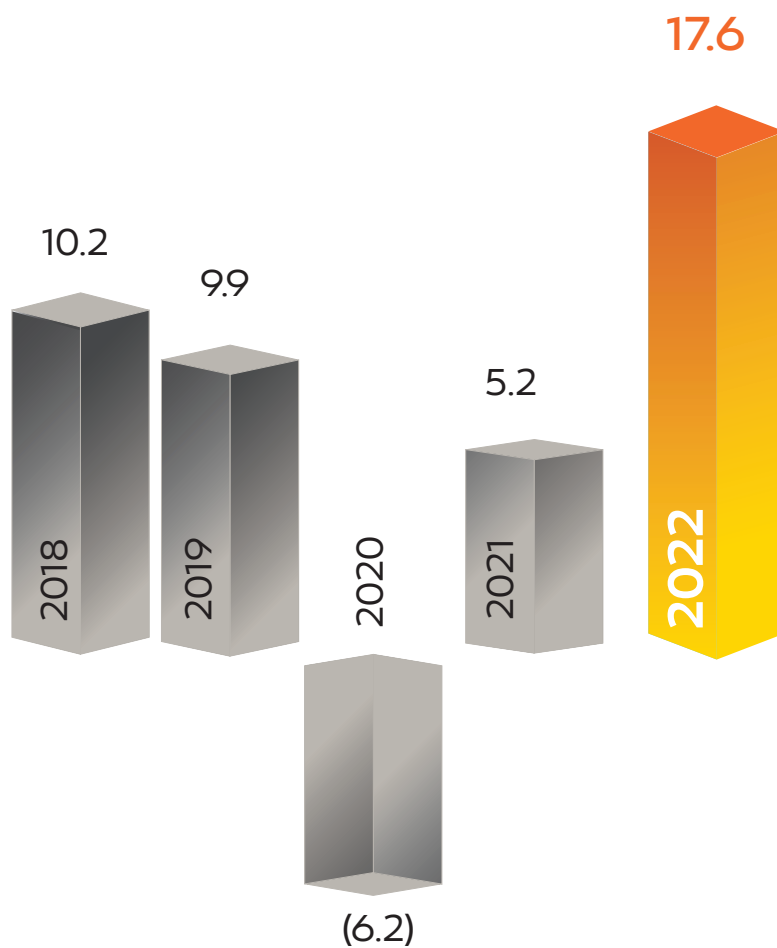
TOTAL EQUITY (AED) billion



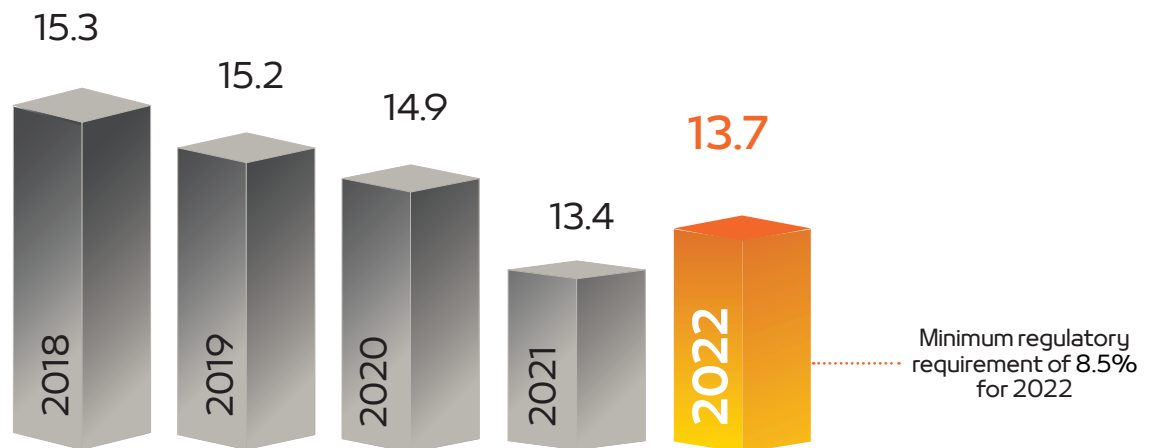
RETURN ON ASSET (%)



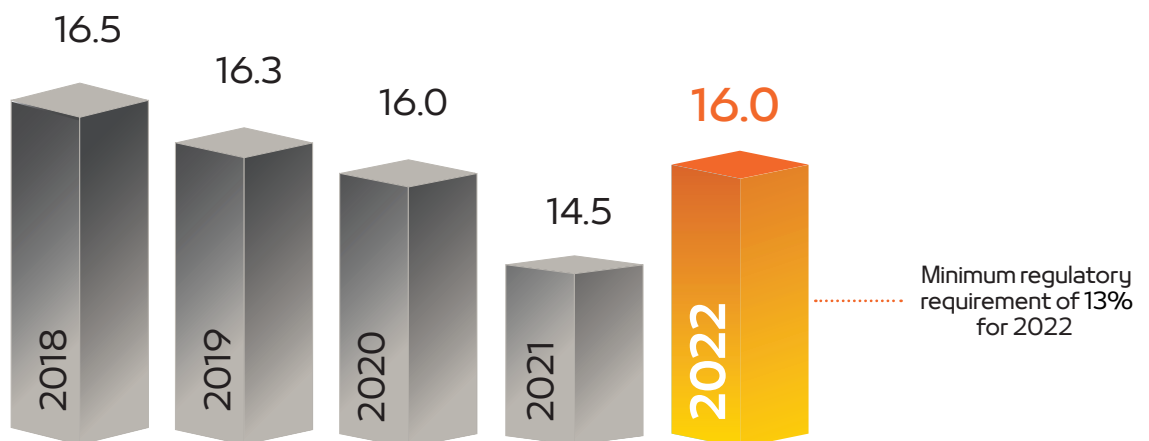
RETURN ON EQUITY (%)



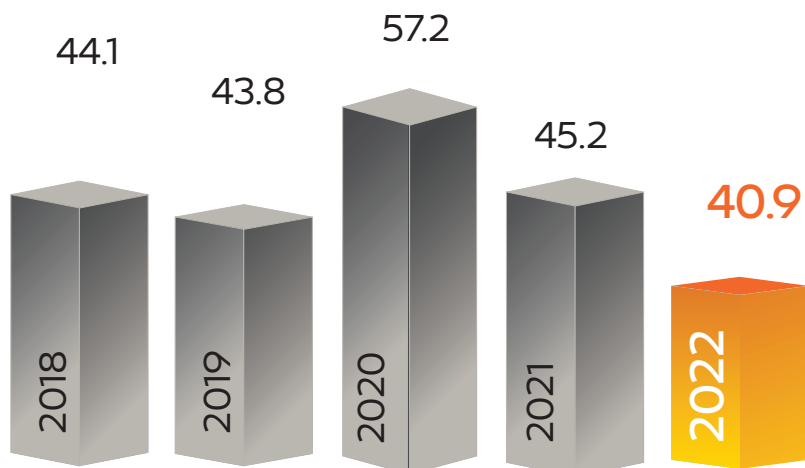
TIER 1 RATIO (%)



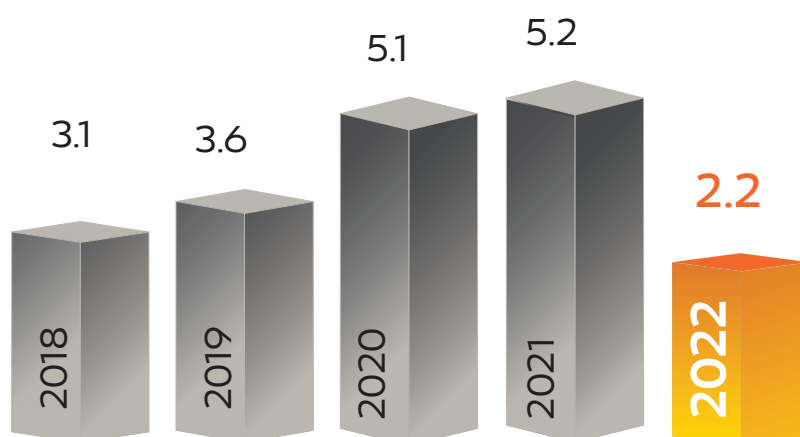
CAPITAL ADEQUACY RATIO (%)



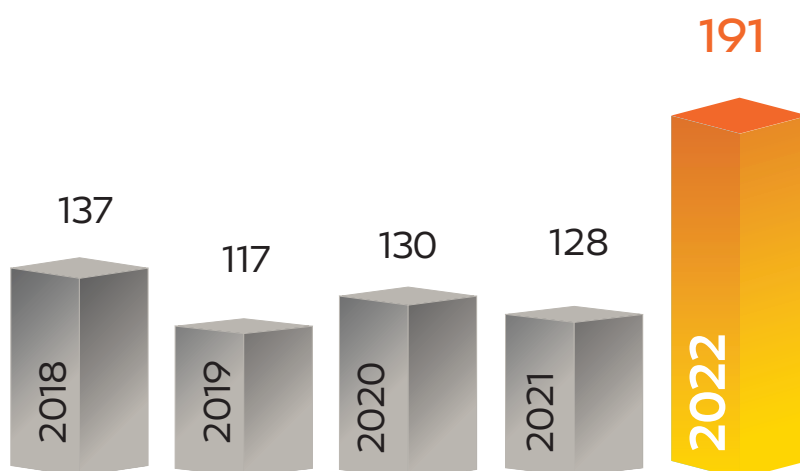
COST EFFICIENCY (%)



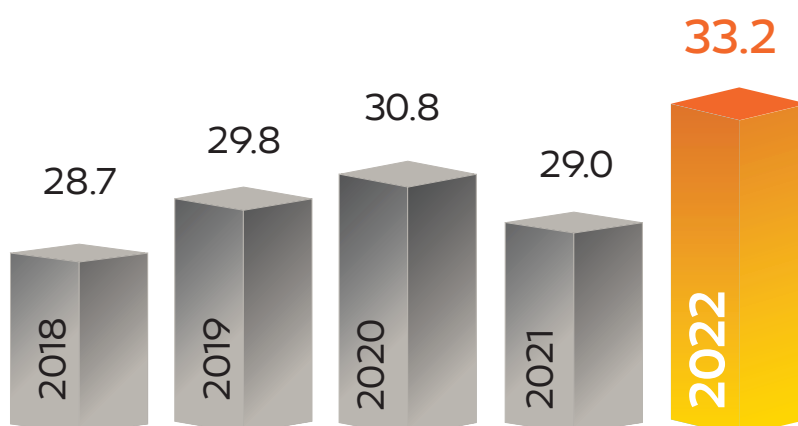
NPL TO GROSS LOANS (%)



NPL COVERAGE (%)



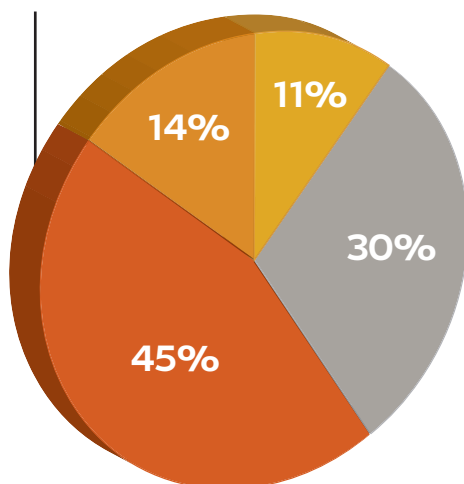
LIQUID ASSETS TO TOTAL ASSETS (%)



2022 ASSET MIX (AED 199 billion)

COMPOSITION

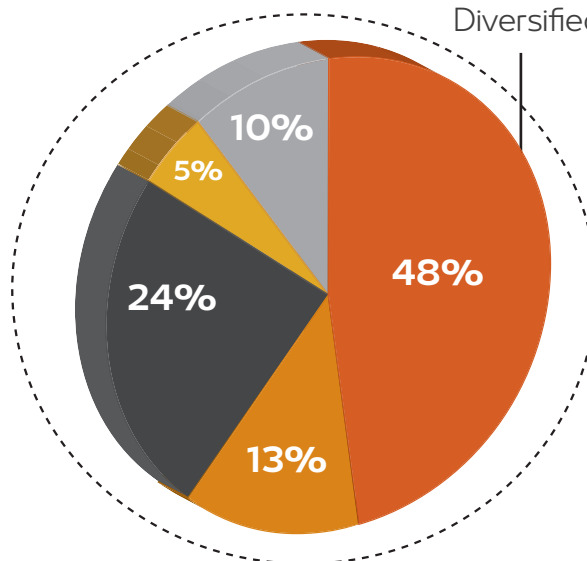
Advances (45%)



- CASH AND BANK BALANCES
- ADVANCES
- INVESTMENTS
- OTHER ASSETS

SEGMENT

Diversified Portfolio

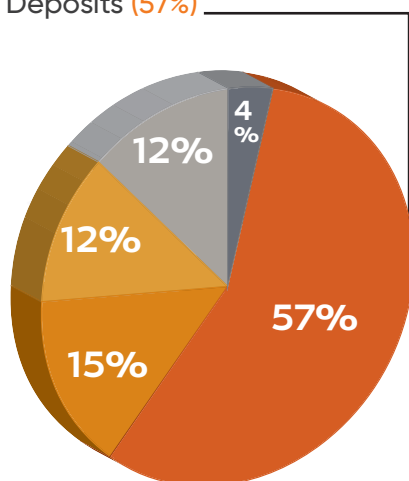


- WHOLESALE
- RETAIL
- TREASURY & CAPITAL MARKETS
- INSURANCE
- OTHERS

2022 LIABILITIES AND EQUITY MIX

LIABILITIES & EQUITY (AED 199 billion)

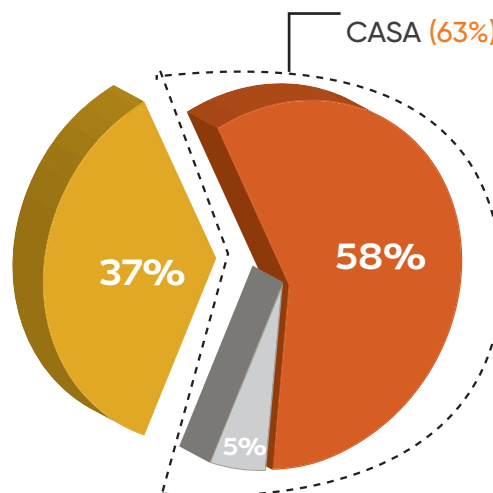
Deposits (57%)



- CUSTOMER DEPOSITS
- BANK DEPOSITS
- OTHER LIABILITIES
- SHAREHOLDERS' EQUITY
- MEDIUM TERM LOANS

DEPOSITS (AED 114 billion)

CASA (63%)

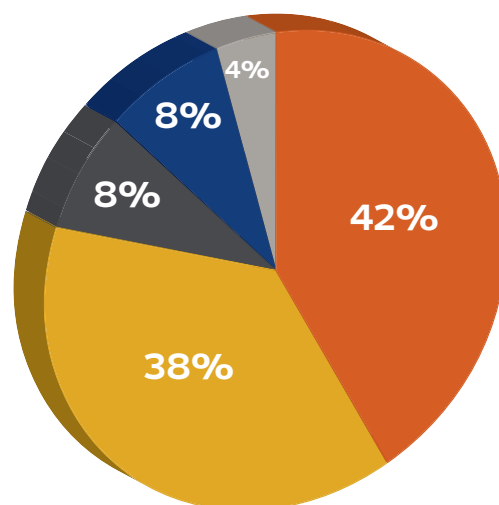


- CURRENT ACCOUNTS
- SAVING ACCOUNTS
- TERM DEPOSITS

2022 OPERATING INCOME (AED 7,496 million)

SEGMENTS

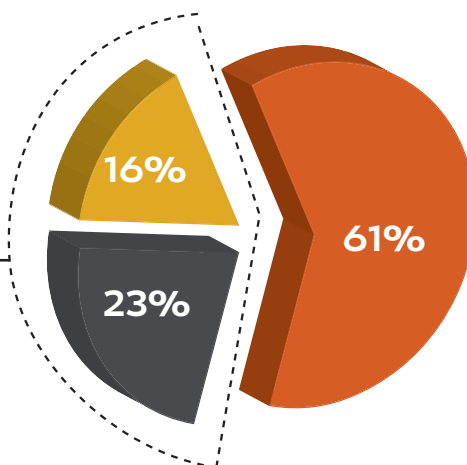
- WHOLESALE
- RETAIL
- TREASURY & CAPITAL MARKETS
- INSURANCE
- OTHERS



COMPOSITION

Non-Interest Income (39%)

- NET INTEREST / PROFIT INCOME
- NET FEE & COMMISSION
- INVESTMENT & OTHERS



CREDIT RATINGS

FITCH



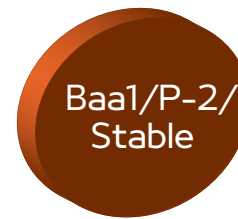
CI



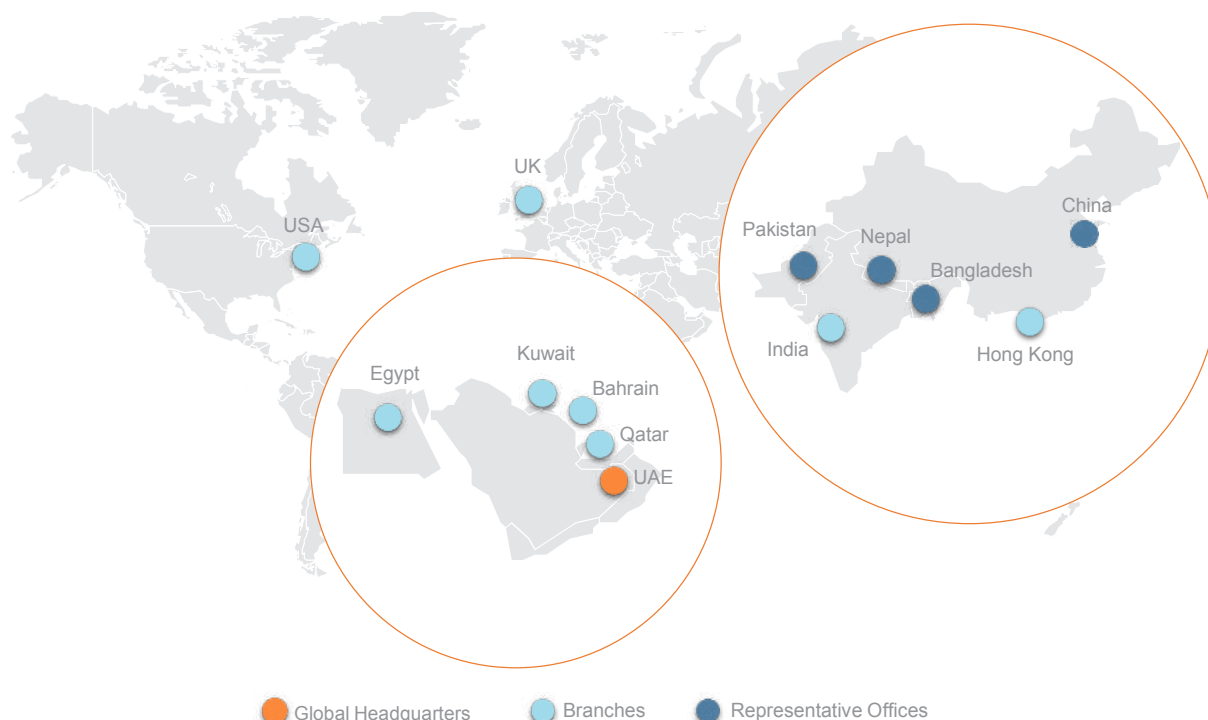
S&P



MOODY'S



Worldwide Presence —



Overseas Branches

AFRICA

Egypt

Alexandria

Tel: (203) 419 6901

Dokki

Tel: (202) 3332 7524

Down Town

Tel: (202) 2791 8555

Heliopolis

Tel: (202) 2456 1011

Kattameya

Tel: (202) 2598 9408

Maadi

Tel: (202) 2755 6153

Mohandseen

Tel: (202) 3308 3701

Nasr City

Tel: (202) 2400 8910

10th Ramadan Branch

Tel: (205) 5439 2901

Zamalek

Tel: (202) 2128 8822

Eishak Zayed

Tel: (202) 3854 6009

Thawra

Tel: (202) 2463 9151

Head Office (New Cairo)

Tel: (202) 2452 9303

Namaa (Nasr City Head Office)

Tel: (202) 2400 4990

Beverly

Tel: (202) 2672 8176

Rehab

Tel: (022) 672 8000

MIDDLE EAST

Bahrain - Retail

Manama

Tel: (973) 1750 4444

Bahrain - Wholesale

Manama

Tel: (973) 1750 4444

Qatar

Doha

Tel: (974) 4408 3171

Kuwait

Al Qibla

Tel: (965) 2495 4899

EUROPE

London

Tel: (44) 207 3824000

AMERICA

New York

Tel: (1) 212 824 2800

ASIA

Hong Kong

Tel: (852) 2521 2938

India

Mumbai

TEL: (91) 22 6632 7200

REPRESENTATIVES OFFICES

Bangladesh

Dhaka.

Tel: (88) 02 55068866
(88) 02 55068862
(88) 02 55068870

Pakistan

Karachi

Tel: (92) 21 3565 6830/2

Nepal

Kathmandu

Tel: (977) 1524 4010
(977) 1524 4011

China

Shangai

Tel: (86) 21 5842 0712/13
(86) 21 5842 1218

UAE Branches / Electronic Banking Services Unit

Sr.No	Branch / EBSU	Location	Tel
1	DIC	Dubai	04-42444444
2	MOE	Dubai	04-42444444
3	Dubai Mall	Dubai	04-42444444
4	Burjuman	Dubai	04-42444444
5	Muraqabat	Dubai	04-42444444
6	Al Riqa	Dubai	04-42444444
7	Mirdiff City Center	Dubai	04-42444444
8	Dubai Festival City	Dubai	04-42444444
9	Al Manal Center	Dubai	04-42444444
10	Al Quoz	Dubai	04-42444444
11	ADH Main	Abu Dhabi	04-42444444
12	Mussaffah	Abu Dhabi	04-42444444
13	Al Ain Main	Abu Dhabi	04-42444444
14	Shj. K.A.A	Sharjah	04-42444444
15	Shj- Industrial Area	Sharjah	04-42444444
16	Sahara Mall	Sharjah	04-42444444
17	Al Nakheel	Ras Al Khaimah	04-42444444
18	Ajman	Ajman	04-42444444
19	Fujairah	Fujairah	04-42444444

Subsidiaries

UAE-DUBAI

Oman Insurance Company P.S.C

Mindscape FZ LLC

Mashreq Securities LLC

Injaz Services FZ LLC

Mashreq Al Islami Finance Co. (PJSC)

Mashreq Capital (DIFC) Ltd.

Al Kafaat Employment Services One

Person Company LLC

Al Taqania Employment Services One

Person Company LLC

Shorouq Commodities Trading DMCC

IDFAA Payment Services LLC

Osool - A Finance Company (PJSC)*

*Under Liquidation

Tel

04-2337777

04-4246000

04-3632222

04-4244444

04-2223333

04-4244618

04-5168353

04-5168353

04-6083648

04-2937564

04-2223333

EGYPT

Mashreq for Business

Process Support (Sole Person Company)

PAKISTAN

Mashreq Global

Services (SMC Private) Limited

CAYMAN ISLANDS

Invictus Limited

Associate and Joint Venture

UAE

Emirates Digital Wallet LLC

Noon Digital Pay LLC

Internal Shariah Supervision Committee Reports

Annual Report of the Internal Shari'ah Supervision Committee of Mashreq Al Islami (Islamic Window of Mashreqbank PSC)

Issued on: 27th January 2023

To: Shareholders of Mashreqbank PSC ("the Institution")

After greetings,

Pursuant to requirements stipulated in the relevant laws, regulations and standards ("the Regulatory Requirements"), the Internal Shari'ah Supervision Committee of the Institution ("ISSC") presents to you the ISSC's Annual Report regarding Shari'ah compliant businesses and operations of the Institution for the financial year ending on 31 December 2022 ("Financial Year").

1. Responsibility of the ISSC

In accordance with the Regulatory Requirements and the ISSC's charter, the ISSC's responsibility is stipulated as to

- a. undertake Shari'ah supervision of all businesses, activities, products, services, contracts, documents and business charters of the Institution; and the Institution's policies, accounting standards, operations and activities in general, memorandum of association, charter, financial statements, allocation of expenditures and costs, and distribution of profits between holders of investment accounts and shareholders ("Institution's Activities") and issue Shari'ah resolutions in this regard, and
- b. determine Shari'ah parameters necessary for the Institution's Activities, and the Institution's compliance with Islamic Shari'ah within the framework of the rules, principles, and standards set by the Higher Shari'ah Authority ("HSA") to ascertain compliance of the Institution with Islamic Shari'ah.

The senior management is responsible for compliance of the Institution with Islamic Shari'ah in accordance with the HSA's resolutions, fatwas, and opinions, and the ISSC's resolutions within the framework of the rules, principles, and standards set by the HSA ("Compliance with Islamic Shari'ah") in all Institution's Activities, and the Board bears the ultimate responsibility in this regard.

2. Shari'ah Standards

In accordance with the HSA's resolution (No. 18/3/2018), and with effect from 01/09/2018, the ISSC has abided by the Shari'ah standards issued by the Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI) as minimum Shari'ah requirements, in all fatwas, approvals, endorsements and recommendations, relating to the Institution's Activities without exception.

3. Duties Fulfilled by the ISSC During the Financial Year

The ISSC conducted Shari'ah supervision of the Institution's activities by reviewing those activities, and monitoring them through the internal Shari'ah control division and the internal Shari'ah audit division, in accordance with the ISSC's authorities and responsibilities, and pursuant to the Regulatory Requirements in this regard. The ISSC's activities included the following:

- a. Convening 04 meetings during the year 2022.
- b. Issuing fatwas, resolutions and opinions on matters presented to the ISSC in relation to the Institution's Activities.
- c. Monitoring compliance of policies, procedures, business charters, accounting standards, product structures, contracts, documentation, and other documentation submitted by the Institution to the ISSC for approval. Ascertaining the level of compliance of allocation of expenditures and costs, and distribution of profits between investment accounts holders and shareholders with parameters set by the ISSC.
- d. Supervision through the internal Shari'ah controls division and the internal Shari'ah audit division, of the Institution's Activities including supervision of executed transactions and adopted procedures on the basis of random samples selected from executed transactions, and reviewing reports submitted in this regard. Providing guidance to relevant parties in the Institution – to rectify (where rectification was necessary) incidents cited in the reports prepared by the internal Shari'ah control division and the internal Shari'ah audit division – during the year, there were no such instances of non-compliance identified, and hence it was not required to set aside revenue from any transaction during the current year. The ISSC approved to collect an amount from delaying customers due to late payment and then to dispose it towards charitable purposes, and approved the entities eligible for receiving the charity amount.
- e. Approving corrective and preventive measures related to identified incidents to preclude their reoccurrence in the future.
- f. A statement of Zakat amount due per share of the Institution.
- g. Communicating with the Board and its subcommittees, and the senior management of the Institution (as needed) concerning the Institution's compliance with Islamic Shari'ah.

The ISSC sought to obtain all information and interpretations deemed necessary in order to reach a reasonable degree of certainty that the Institution is compliant with Islamic Shari'ah.

4. Independence of the ISSC

The ISSC acknowledges that it has carried out all of its duties independently and with the support and cooperation of the senior management and the Board of the Institution. The ISSC received the required assistance to access all documents and data, and to discuss all amendments and Shari'ah requirements.

5. The ISSC's Opinion on the Shari'ah Compliance Status of the Institution

Premised on information and explanations that were provided to us with the aim of ascertaining compliance with Islamic Shari'ah, the ISSC has concluded with a reasonable level of confidence, that the Institution's Activities are in compliance with Islamic Shari'ah, except for the incidents of non-compliance observed, as highlighted in the relevant reports. The ISSC also provided directions to take appropriate measure in this regard.

The ISSC formed its opinion, as outlined above, exclusively on the basis of information perused by the ISSC during the financial year.

Annual Report of the Internal Shari'ah Supervision Committee of Mashreq Al Islami Finance Company PJSC

Issued on: 27th January 2023

To: Shareholders of Mashreq Al Islami Finance Company PJSC ("the Institution")

After greetings,

Pursuant to requirements stipulated in the relevant laws, regulations and standards ("the Regulatory Requirements"), the Internal Shari'ah Supervision Committee of the Institution ("ISSC") presents to you the ISSC's Annual Report regarding Shari'ah compliant businesses and operations of the Institution for the financial year ending on 31 December 2022 ("Financial Year").

1. Responsibility of the ISSC

In accordance with the Regulatory Requirements and the ISSC's charter, the ISSC's responsibility is stipulated as to:

- a. undertake Shari'ah supervision of all businesses, activities, products, services, contracts, documents and business charters of the Institution; and the Institution's policies, accounting standards, operations and activities in general, memorandum of association, charter, financial statements, allocation of expenditures and costs, and distribution of profits between holders of investment accounts and shareholders ("Institution's Activities") and issue Shari'ah resolutions in this regard, and
- b. determine Shari'ah parameters necessary for the Institution's Activities, and the Institution's compliance with Islamic Shari'ah within the framework of the rules, principles, and standards set by the Higher Shari'ah Authority ("HSA") to ascertain compliance of the Institution with Islamic Shari'ah.

The senior management is responsible for compliance of the Institution with Islamic Shari'ah in accordance with the HSA's resolutions, fatwas, and opinions, and the ISSC's resolutions within the framework of the rules, principles, and standards set by the HSA ("Compliance with Islamic Shari'ah") in all Institution's Activities, and the Board bears the ultimate responsibility in this regard.

2. Shari'ah Standards

In accordance with the HSA's resolution (No. 18/3/2018), and with effect from 01/09/2018, the ISSC has abided by the Shari'ah standards issued by the Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI) as minimum Shari'ah requirements, in all fatwas, approvals, endorsements and recommendations, relating to the Institution's Activities without exception.

3. Duties Fulfilled by the ISSC During the Financial Year

The ISSC conducted Shari'ah supervision of the Institution's activities by reviewing those activities, and monitoring them through the internal Shari'ah control division and the internal Shari'ah audit division, in accordance with the ISSC's authorities and responsibilities, and pursuant to the Regulatory Requirements in this regard. The ISSC's activities included the following:

- a. Convening 04 meetings during the year 2022.
- b. Issuing fatwas, resolutions and opinions on matters presented to the ISSC in relation to the Institution's Activities.
- c. Monitoring compliance of policies, procedures, business charters, accounting standards, product structures, contracts, documentation, and other documentation submitted by the Institution to the ISSC for approval.
- d. Ascertaining the level of compliance of allocation of expenditures and costs, and distribution of profits between investment accounts holders and shareholders with parameters set by the ISSC.
- e. Supervision through the internal Shari'ah controls division and the internal Shari'ah audit division, of the Institution's Activities including supervision of executed transactions and adopted procedures on the basis of random samples selected from executed transactions, and reviewing reports submitted in this regard.
- f. Providing guidance to relevant parties in the Institution – to rectify (where rectification was necessary) incidents cited in the reports prepared by the internal Shari'ah control division and the internal Shari'ah audit division – during the year, there were no such instances of non-compliance identified, and hence it was not required to set aside revenue from any transaction during the current year. The ISSC approved to collect an amount from delaying customers due to late payment and then to dispose it towards charitable purposes, and approved the entities eligible for receiving the charity amount.
- g. Approving corrective and preventive measures related to identified incidents to preclude their reoccurrence in the future.
- h. A statement of Zakat amount due per share of the Institution.
- i. Communicating with the Board and its subcommittees, and the senior management of the Institution (as needed) concerning the Institution's compliance with Islamic Shari'ah.

The ISSC sought to obtain all information and interpretations deemed necessary in order to reach a reasonable degree of certainty that the Institution is compliant with Islamic Shari'ah.

4. Independence of the ISSC

The ISSC acknowledges that it has carried out all of its duties independently and with the support and cooperation of the senior management and the Board of the Institution. The ISSC received the required assistance to access all documents and data, and to discuss all amendments and Shari'ah requirements.

5. The ISSC's Opinion on the Shari'ah Compliance Status of the Institution

Premised on information and explanations that were provided to us with the aim of ascertaining compliance with Islamic Shari'ah, the ISSC has concluded with a reasonable level of confidence, that the Institution's Activities are in compliance with Islamic Shari'ah, except for the incidents of non-compliance observed, as highlighted in the relevant reports. The ISSC also provided directions to take appropriate measure in this regard.

The ISSC formed its opinion, as outlined above, exclusively on the basis of information perused by the ISSC during the financial year.

Awards & Accolades

Mashreq 2022 Awards :

- **The Payment Card Industry's Data Security Standard (PCI-DSS) for 3rd year**
 - PCI-DSS compliance certification for 2022 – Mashreq UAE including Cloud and Digital Stack along with its Center of Excellence in India (MGN)
- **ISO 41001:2018 certification from ServeU**
- **MEA Finance Awards:**
 - Best Private Bank in the Middle East
 - Special achievement in Digital innovation – Retail Liabilities business
- **MEED – MENA Banking Awards 2022**
 - MENA Trailblazers – MENA Private Bank of the Year
- **Middle East & Africa Retail Banking Innovation Awards 2022**
 - Outstanding Digital Acceleration in response to COVID-19
 - The Best Pure Play digital initiative
 - The outstanding client onboarding & account opening
 - The outstanding personalized 1:1 marketing award
- **PWM's Wealth Tech Awards (FT Group)**
 - Best private bank for client acquisition
- **Middle East Wealthtech Awards 2022**
 - Top Bank in Wealth Management of Middle East 2022
- **Global Private Banking Innovation Awards – Best Family Office Offering (Highly Acclaimed)**
 - Best Private Bank – UAE
 - Best Private Bank for Funds
- **Global Private Banking Awards 2022 by PWM**
 - Best Private Bank in the United Arab Emirates
- **Private Banker International Global Wealth Awards 2022 (by FT)**
 - Outstanding private Bank – Middle East
- **MEA finance Wealth & Investments Summit**
 - Best Private Bank in the UAE
 - Best Digital Innovation and Services in Wealth Management
- **Leaders in Fintech Awards 2022 –presented by Entrepreneur Middle East**
 - SME Digital Market Place of the Year Award

- **MEA Retail Banking Innovation Awards 2022**
 - Outstanding Client On-boarding & Account Opening
 - Outstanding Personalized 1:1 Marketing Initiative
- **Finnovex Middle East Awards 2022**
 - Excellence in Mobile Banking
- **Global Finance:**
 - World's Best Islamic Digital Banks 2022 for the UAE
- **Global Finance: World's Best Consumer Digital Banks in the Middle East:**
 - Best Online Deposit, Card and Investment Product Offerings in the UAE
 - Best Mobile Banking App in the UAE
- **Global Finance: World's Best Corporate Digital Bank Awards in the Middle East (in UAE)**
 - Best Corporate/Institutional Digital Bank
 - Best Online Cash Management Services
 - Best Trade Finance Services
 - Best Integrated Corporate Banking Site
 - Most Innovative Digital Bank
- **Global Finance: Regional Sub-Category Winners (Middle East) - Corporate**
 - Best Trade Finance Services
 - Most Innovative Digital Bank
- **Private Banker International Global Wealth Awards**
 - Outstanding Private Bank-Middle East
- **Great Place to Work – MGN India**
- **Euromoney Cash Management Survey**
 - Market Leader – UAE, Qatar and Bahrain
 - FI – Market Leader – Global – AED Currency
 - FI – Best Service – Africa
- **International Finance Awards**
 - Best Corporate Bank – Bahrain 2022
- **Global Business Magazine**
 - Best Corporate Bank Qatar 2022
- **The Global Economics awards 2022**
 - Best Use of Technology In Banking – UAE 2022
 - Most Innovative Retail Bank – UAE 2022

- **Seamless 2022**
 - Best Digital Banking Experience of the Year' for ETP-Onboarding Journey
- **Decarbonization and Climate Action (DACA) awards**
 - Torch bearer of Sustainable & Climate Friendly Investment
 - Leader in Environmental, Social & Governance (ESG)
- **The Banker Magazines "Deals of the Year Awards 2022"**
 - Deal of the Year-APAC- FIG (Axis Bank's Inaugural USD600m 144A/Reg S Perpetual-NC5 AT1 Issuance)
 - Deal of The Year-Middle East - BONDS: SSA (US\$ 4 Billion Triple Tranche Bond for Government of UAE)
- **World Finance**
 - Best Retail Bank in the UAE
- **MEA Finance Banking Technology Awards 2022**
 - Best Innovation in User Experience award by MEA Finance
- **Global Business Outlook**
 - Most Innovative Islamic Banking Window – UAE 2022
- **Euromoney Awards for Excellence 2022**
 - Regional awards: Middle East's Best Digital Bank
 - Country awards: Best Bank for Digital Solutions in the UAE
- **Customer Experience Live Middle East Awards 2022**
 - Best Customer Care in the Middle East
 - Best Contact Center Middle East
- **Global Finance – World's Best Financial Innovation Labs**
- **Middle East and Africa Innovation Award 2022 from The Digital Banker**
 - Outstanding Achievement in AML / CFT in the Middle East' for CBIA – Correspondent Banking Interactive Analytics.
- **2022 Euromoney Trade Finance Survey**
 - Market Leader in the UAE
 - Market Leader in Middle East
 - Best Service – Africa, Pakistan and Qatar
- **International Business Magazine**
 - Best Digital Bank in the Middle East 2022
 - Banking CEO of the Year in the Middle East 2022 - Ahmed Abdelaal
- **LinkedIn's 2022 Top Companies list in the UAE - Mashreq**



www.mashreq.com