

## **Burgan Bank Wins the Visa “Best-in-Class Premium Active Cards Growth in Kuwait” 2024 Award**

*Confirming the Bank's customer service excellence and unwavering commitment to innovation*

---



*Mr. Manaf Al-Menaifi, Acting  
General Manager – Retail Banking  
at Burgan Bank*



*Mr. Meshari Abduljalil Shehab, General  
Manager – Private Banking and Wealth  
Management at Burgan Bank*



---

**Kuwait, 13 April 2025**

Following years of fruitful collaboration and strategic partnership, Burgan Bank announced winning the 2024 Visa award for “Best-in-Class Premium Active Cards Growth in Kuwait”, recognizing its continued efforts to promote innovation and deliver an exceptional banking

experience for distinguished customers. This prestigious award is a testament to the outstanding collaboration between Burgan's Retail Banking and Private Banking departments, where their combined expertise has been instrumental in elevating the Bank's offerings. It also reflects Burgan's unwavering commitment to delivering card-based payment solutions that push the boundaries of convenience and added-value, underscoring its ability to achieve notable growth in the premium cards sector and further cementing Burgan's position as one of the leading financial institutions in Kuwait.

"We are honored to receive this prestigious award from our valued partners at Visa and to be recognized for the first time as the best in Kuwait for growth in active premium cards, which emphasizes Burgan's committed forward-looking vision for developing a comprehensive suite of advanced and smart payment solutions that are in tune with our customers' modern lifestyles and evolving aspirations," commented Mr. Manaf Al-Menaifi, Acting General Manager – Retail Banking at Burgan Bank. "This achievement wouldn't have been possible without the synchronized and harmonious efforts exerted by the Retail Banking and Private Banking teams including consistently researching the market and gathering timely insights, keeping abreast of the latest in fintech trends, fortifying our banking experience with robust security measures, and of course continuing to lead with innovation."

Al-Menaifi added that the continuous expansion of Burgan's competitive portfolio of debit, credit, and prepaid cards and their prominence as a top-of-wallet market choice stems from the broad spectrum of payment solutions that the cards facilitate, whether through the physical use of the cards or their integration with mobile payment solutions, fast remittance and transfer applications, as well as online banking. In addition, the Bank continues to center the development of its card on segment-specific needs, guaranteeing that each card offers its target audience a holistically bespoke and premium experience

On his part, Mr. Meshari Abduljalil Shehab, General Manager – Private Banking and Wealth Management at Burgan Bank, said: "On top of the given convenience and banking excellence that Burgan Bank delivers to all of its customers, our Private Banking experience further incorporates uncompromising status and luxury into its DNA. In an effort to provide our esteemed customers with a card that reflects their fine taste and elevated choice, we are proud to develop a dedicated suite of banking cards for our Elite and Premium segments, featuring a wide range of benefits and promotions in partnership with leading and premium service providers."

It serves to note that, over the course of their partnership, Burgan Bank and Visa have collaborated on launching a wide range of innovative bank cards that meet customers' ever-changing needs and offer countless benefits, specifically designed to meet the different segments' varying aspirations. The loyalty programs offered to Burgan Visa cardholders include a spectrum of benefits ranging from exclusive discounts and offers to redeemable reward points for airline miles, allowing customers to enjoy a world of luxury and comfort, outstanding experiences, and world-class services.

## About Burgan Bank

Established in 1977, Burgan Bank is a Kuwait-based conventional bank with a significant focus on the corporate and financial institution sectors. From its earliest days, the Bank has significantly sought to diversify its offering to cater to its growing retail and private banking customer base.

Burgan Bank has majority-owned subsidiaries, collectively known as the “Burgan Bank Group”, in the MENAT region. This Group is supported by one of the largest branch networks across the region and includes: Gulf Bank Algeria – AGB (Algeria), Tunis International Bank – TIB (Tunisia), and Burgan Bank Turkey. Furthermore, Burgan Bank has a presence in the UAE through its corporate office, Burgan Financial Services Limited.

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. Moreover, Burgan Bank’s brand has been built on a foundation of real values – trust, commitment, excellence, and progression – which serve as a reminder of the high standards to which the Bank always aspires. In fact, the Bank’s core philosophy of ‘Driven by You’ is the foundation on which its products and services are continuously developed.

Burgan Bank has achieved the LEED v4.1 O+M: EB Gold Certification for its Head Office in Kuwait City. The Bank has also obtained the ISO/IEC 27001: 2022 Information Security Management Systems certificate (ISMS), ISO /IEC 27701:2019 Privacy Information Management Systems (PIMS), ISO/IEC 20000-1: 2018 Information Technology Service Management System (ITSMS) and was re-certified with the prestigious ISO 9001:2015 Quality Management System (QMS), making it one of the few banks in the GCC and Kuwait to receive such certification for five consecutive times. At the same time, the Bank has the distinction of being the only Bank in Kuwait to have won the JP Morgan Chase Quality Recognition Award for twenty consecutive years. Moreover, in a testament to its dedication to the development of its human capital, Burgan Bank is the first bank in Kuwait to be certified as a Great Place to Work®, earning the distinct honor in 2023.

Burgan Bank is a majority-owned subsidiary of KIPCO (Kuwait Projects Company), one of the largest holding companies in the MENA region.