Part Eight

Other Instructions
Banks' Correspondences with QCB

First: Banks' Correspondences with QCB

1- Official Language for Correspondence

1/1 Banks should use Arabic language, the approved and official language of the State of Qatar, in all their correspondence with QCB. In case it is necessary to use a foreign language, Arabic must be the official language and the foreign language shall be a translation of the original Arabic text.

1/2 With reference to the Cabinet General Secretariat Memorandum no. (MO/268-19/2008) on 9/6/2008, copy attached, all ministries, government bodies, authorities and public institutions should use Arabic language as official / formal language in all letters or statements issued inside the State of Qatar. If it is necessary to use a foreign language, Arabic should be the official language and the foreign language shall be a translation of the original Arabic text.

To emphasize instructions stated in item 1/1, kindly commit to use Arabic language in all correspondence with QCB.

1/3 Arabic Language Usage

With reference to His Excellency Minister of Interior Affairs, letter no. (5/2211/08/2011) dated 3/5/2011 attached with the memo of the general secretariat of the Arab League on the resolution of the council of Arab ministers of Environment to use the Arabic Language in UN meetings and the international conferences, and enhancing said resolution; QCB requires all banks to use Arabic in any correspondence with the international organizations, and stresses that banks have to comply with instructions mentioned in item (1) stating that Arabic is the main language used in correspondence with QCB and any attachment as well.

2- Regulating the Banks' Correspondence with QCB

- Banks must maintain two records. The first for "incoming mail record" where all incoming mails from inside and outside Qatar is recorded, along with their date, sender address, subject and a serial reference number for each incoming mail are indicated. The second record is for "outgoing mail ", which contains all outgoing mails to various entities inside and outside Qatar. The record must include the

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date, the recipient, the subject, and serial reference number for each outgoing letter, and copies of outgoing letters.

- Outgoing letters from the bank must contain the letter's reference number, date, and subject and the signature of the general manager or the acting general manager during his formal vacations.

- The letters to QCB must be addressed to "the attention of the director of the concerned department". The code for each department in QCB as given below, which precedes its reference number, and must be observed while addressing letters namely:

1- Office of the Governor
2- Office of the Deputy Governor
3- Executive Office
4- Supervision and Control Department
5- Public Debt, Banking affairs and Issuance Department
6- Investment Department
7- Researches and Monetary Policies Department
8- Administrative & Financial Affairs Department
9- Banking, Payment and Settlement Systems Department
10- Legal Affairs Department
11- Financial Stability and Statistics Department
12- Banking Customer Services Protection Department
13- Qatar Credit Bureau
14- Risk Management Department
15- General Controller
16- Insurance Supervision and Control Department

- Letters addressed to QCB may be submitted by mail or by hand to the concerned department. If the banks do not follow these instructions, these mails may be received late or lost.
With Reference to QCB instructions to banks in page no. (370) item 2/1;
All banks which provide QCB with statements and data through their correspondence officers must submit any statement or data only to the concerned secretary for secrecy and privacy purposes.
These instructions are effective from 6/5/2009.

3- Response to Correspondences
QCB recently observed that some operating banks delay in responding to its letters and memos related to courts' judgments or orders issued by courts, public prosecution, or the General Authority for Minors Affairs. Consequently QCB also in turn delay to respond to these authorities, or considering the fact that such issues related to individuals or entities' funds and rights;
Banks are kindly requested to reply to these types of letters at the earliest.