



Supervision and Control of Financial Institutions
Division

Date: 12-3-2020

To: All Financial Institutions operating in Qatar

Subject: Emergency procedures to combat the spread of Covid-19

Within QCB's concern to urge all the licensed financial institutions to comply with the precautionary measures and preparations to limit the spread of COVID-19 virus, and to adhere to the instructions and guidelines of the Ministry of Public Health published on media and social media, all financial institutions operating in Qatar shall comply with the following:

- 1- Review and activate business continuity plans in anticipation of interruption to the usual business activities in every financial institution according to the instructions and guidelines issued by QCB and in accordance with any directives issued by the official authorities in the State.
- 2- Evaluate business continuity plans according to the emerging scenarios from the stages of the pandemic and the potential business risks.
- 3- Evaluate the ability to implement the scenarios established during appropriate stages to ensure that business continuity in accordance with each of scenarios in a manner that would ensures that there would not be any significant interruption to business occurs at any time.
- 4-Evaluate the availability of adequate alternative work sites to implement business continuity plans in accordance with the assumed scenarios.



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5- Set the necessary plans on the possibility of working remotely using the appropriate electronic means in cases where the main or subsidiary sites of the institution are not able to work and raising employees' awareness in this regard.

6- Urge customers through text messages (SMS) to take advantage of electronic payment means via smart phone applications, netbanking or any other relevant means to complete their banking transactions without the need to visit the institution or its branches except in cases of extreme necessity, while raising customers' awareness and urging them to use bank cards instead of cash.

7- Evaluate the adequacy of the IT infrastructure proactively and testing its ability to counter potential electronic attacks and its ability to enhance dependence on financial and banking services remotely.

8- In terms of the Ministry of Public Health guidelines, provide sterilization/sanitizing and health protection requirements to all employees and customers including dealing through ATMs and POS machines.

All financial institutions must strictly comply with these instructions and any other instructions issued in writing or through media by Qatar Central Bank, the Ministry of Public Health, or any other official concerned authorities in Qatar.

Hisham Al Mannai

Executive Director

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