



Supervision and Control of Financial Institutions
Division

Date: 17-5-2020

Circular no.: 16/2020

To: All Banks operating in Qatar

Subject: Reopening Branches of Banks in Commercial Malls

In light of the efforts and precautionary measures taken by the government to limit the spread of the Corona virus (Covid-19) and out of Qatar Central Bank's efforts to provide banking services to all customers , it has been decided to reopen the branches of banks, provided that the following are complied with:

- Hiring security officers from specialized security companies in all branches to organize dealing with customers (minimum 2 security officers in each branch).
- Installing devices for customer service serial waiting numbers (devices that operate without touching), and ensuring that the number of customers waiting outside the branch does not exceed ten customers at one time.
- Establish a maximum number of customers who are served through the branch at one time suitable to the size of the branch and to maintain social distancing between cashiers and customers of not less than one and a half meter.
- Not allowing customers to enter the branches without wearing medical masks.
- Increasing cleaning and sterilization inside the branches throughout the day.
- Sterilizing the cash safes for the securities, and the cashier's counters, which are in direct contact with customers.
- Provide hand sanitizers for employees and customers. Sanitizers should be fixed at several places inside the branches.



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- Employees should wear gloves and medical masks throughout the period of dealing with public.
- Measuring customer's temperature before entering branches.
- Measuring staff temperature before starting work and during working hours periodically.
- Applying Financial Literacy principal through encouraging customers to use electronic services.
- The official working hours for public shall be according to QCB's related circulars.

If any branch of bank violates the above instructions or the precautionary measures, the following actions shall be taken:

- The violating branch shall be closed.
- The financial penalties stipulated in article No. 216 of the Law on Qatar Central Bank and the regulation of financial institutions "Law No. 13 of year 2012" shall be imposed.

Abdullah Bin Saud Al-Thani

The Governor