QNB Group Debt Collection Policy

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Summary Profile

Policy Framework coverage	QNB Group
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1.0 Our Commitment

QNB is committed to integrating long-term environmental and social ("E&S") considerations into our business practices to promote sustainable value creation. We understand the significant role we play in society by adopting responsible business practices and promoting sustainability through our financing activities.

2.0 Purpose and Scope

QNB aspires to be the institution of choice for customers, employees, investors, and suppliers. The QNB Collections Policy Statement reflects our commitment to ethical, transparent, and customer-centric practices in all debt recovery and customer engagement activities. This policy is grounded in QNB's core values and customer service charter, aiming to foster trust, promote financial literacy, and deliver solutions that empower and respect our customers.

This policy statement governs all collections-related communications and activities across channels including digital, print, in-branch interactions, and customer service engagements. It ensures that all recovery efforts are conducted with dignity, professionalism, and environmental responsibility, and that customers are provided with clear, timely, and accessible information to make informed financial decisions.

The Bank's debt collection policy is founded on:

- Ethical considerations: Dignity, respect, and non-harassment of debtors.
- Environmental sustainability: Leveraging digital channels to reduce environmental impact.
- Transparency and fairness: Clear, proactive communication with debtors.
- Sustainable financial inclusion: Providing reasonable repayment options tailored to each debtor's circumstances to prevent over-indebtedness.

3.0 Coverage and Target Audience

This policy statement governs all collections-related communications and activities across channels including digital, print, in-branch interactions, and customer service engagements. It ensures that all recovery efforts are conducted with dignity, professionalism, and environmental responsibility, and that customers are provided with clear, timely, and accessible information to make informed financial decisions. The target audience is the customers of retail products/services of QNB Qatar and its subsidiaries.

4.0 Internal and International Standards

This Statement framework is aligned and implemented in conjunction with the established QNB Group policies and frameworks listed below:

- QNB Privacy & Security
- QNB Privacy Notice Supplementary Information
- QNB Group Customer Service Charter
- QNB Group Sustainability Statement
- QNB Sustainable Finance and Product Framework
- QNB Group Code of Ethics and Conduct

Our principles and sustainability approach has been developed in accordance with national and international laws and regulation. In addition, we support and recognise the following conventions, standards and initiatives as part of our responsible framework:

- Qatar National Vision 2030
- United Nations Global Compact
- United Nations Sustainable Development Goals (SDG)

2.0 Repayment Schedule and Customer Engagement

1. Fixed repayment schedules will consider the repayment capacity and cash flow patterns of the borrower.
2. The Bank will clearly explain calculation methods for interest, Equated Monthly Instalments (EMIs), and other repayment options, allowing customers to make informed choices.
3. Customers facing genuine financial difficulties will be encouraged to approach the bank for alternative arrangements and guidance.
4. All dues information will be provided with sufficient notice before repayment is required to enable planning.
5. The Bank will use the Security Repossession Policy only as a last resort, emphasizing transparency, fairness, and environmental considerations during recovery and repossession.

3.0 Environmental Sustainability in Collection

1. The Bank will prioritize digital collections and communications over physical notices to reduce paper usage and emissions.
2. Where repossession is necessary, environmentally responsible procedures will be followed in alignment with the Bank's ESG policies.
3. Sustainable transport and routing will be encouraged for any physical collection activities to minimize the carbon footprint.

4.0 Guidelines for Staff and Authorized Representatives

All staff and representatives involved in collections or repossessions will:

1. Respectfully explain the customer's situation, the importance of repayment, and consequences of non-payment.
2. Maintain professionalism, respect, and courtesy during interactions.
3. Contact borrowers only between 07:30 and 14:00, unless exceptional circumstances apply.
4. Honor reasonable requests to avoid specific times or locations for contact.
5. Document all recovery efforts, including communications and attempts made.
6. Avoid collection calls during bereavement or calamities.
7. Use simple, clear language in all communications.
8. Aim to resolve disputes amicably in a mutually acceptable manner.
9. Engage in repossession only when absolutely necessary and after exhausting all amicable options, considering environmental impacts.

5.0 Compliance with Legal and Regulatory Requirements

10. The policy fully complies with applicable laws and regulations to ensure fair and consistent treatment for all customers.
11. Legal action will only be pursued when required, with clear prior communication to the customer.

6.0 Implementation of Sustainability Measures in Collection

1. To align with the Bank's sustainability objectives:
2. Prefer digital statements, e-reminders, and online repayment solutions over paper notices.
3. Use energy-efficient and environmentally conscious methods in repossession and disposal of repossessed assets.
4. Ensure third-party collection agencies and repossession vendors align with ESG principles.

7.0 Monitoring and Reporting

1. Regular training will be provided to collection staff on ethical, legal, and sustainable practices.
2. Collection and repossession activities will be periodically reviewed to monitor:
3. Ethical compliance
4. Environmental impacts (paper reduction, fuel use)
5. Social impacts (customer satisfaction and complaints)
6. Governance (adherence to laws and internal controls).

8.0 Conclusion

The Bank’s debt collection policy promotes ethical, transparent, and sustainable practices while ensuringregulatory compliance and maintaining strong customer relationships. By prioritizing digital and environmentally conscious practices, the Bank aligns debt collection activities with its broader sustainability commitments.

9.0 Review and Updates

This Statement will be reviewed annually or when significant changes occur in regulations, customer expectations, or business strategy.

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