

Going further for the greater good



**ANNUAL
FINANCIAL
REPORT**

2020







His Highness
Sheikh Hamad Bin Khalifa Al-Thani
Father Emir of the State of Qatar



His Highness
Sheikh Tamim Bin Hamad Al-Thani
Emir of the State of Qatar

GLOBAL PRESENCE WITH A STRONG BANKING EXPERIENCE FROM QATAR TO TO THE GLOBE



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INDEPENDENT AUDITOR'S REPORT TO THE SHAREHOLDERS OF DOHA BANK Q.P.S.C.

Report on the audit of the Consolidated Financial Statements



Opinion

We have audited the consolidated financial statements of Doha Bank (Q.P.S.C.) (the 'Bank') and its subsidiaries (together the 'Group'), which comprise the consolidated statement of financial position as at 31 December 2020, the consolidated statements of income, comprehensive income, changes in equity and cash flows for the year then ended, and notes, comprising significant accounting policies and other explanatory information.

In our opinion, the accompanying consolidated financial statements present fairly, in all material respects, the consolidated financial position of the Group as at 31 December 2020, and its consolidated financial performance and its consolidated cash flows for the year then ended in accordance with International Financial Reporting Standards ('IFRS') and the applicable provisions of Qatar Central Bank regulations ('QCB regulations').

Doha Bank Announces the Fifteenth Edition of Al Dana Green Run





Basis for opinion

We conducted our audit in accordance with International Standards on Auditing ('ISA'). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Consolidated Financial Statements section in this audit report. We are independent of the Group in accordance with the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards) ('IESBA Code') together with the ethical requirements that are relevant to our audit of the Bank's consolidated financial statements in the State of Qatar, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.



Key Audit Matters

Key audit matters are those matters that, in our professional judgment, were of most significance in our audit of the consolidated financial statements of the current period. These matters were addressed in the context of our audit of the consolidated financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.

Description of key audit matter	How the matter was addressed in our audit
Impairment of financial assets subject to credit risk - refer to notes 3(g), 4(b), 5(a), 5(b), 8, 9, 10, 11, 14 and 19 in the consolidated financial statements	
<p>We determined this to be a key audit matter because:</p> <p>Impairment of financial assets subject to credit risk involves:</p> <ul style="list-style-type: none"> • Complex accounting requirements, including assumptions, estimates and judgements underlying the determination of impairment; • Expected Credit Loss ("ECL") modelling risk over methodology and design decisions; • Susceptibility to management bias when making judgements to determine expected credit loss outcomes; and • Complex disclosure requirements. <p>The COVID-19 pandemic has significantly impacted management's determination of ECL. The assumptions regarding the economic outlook are more uncertain which increases the level of judgement required by the Group in calculating the ECL, and the associated audit risk.</p> <p>The Group's financial assets, both on and off-balance sheet, subject to credit risk were QAR 121,199 million, as at 31 December 2020 (2019: QAR 130,507 million), hence a material portion of the consolidated statement of financial position. Furthermore, the net impairment recognized by the Group on these financial assets amounted to QAR 1,365 million, in the year ended 31 December 2020 (2019: QAR 1,079 million), hence a material portion of the consolidated statement of income.</p>	<p>Our audit procedures in this area included the following, among others:</p> <ul style="list-style-type: none"> • Evaluating the appropriateness of the accounting policies adopted based on the requirements of IFRS 9 and applicable QCB regulations, our business understanding and industry practice. • Confirming our understanding of management's processes, systems and controls implemented, including controls over ECL model development. • Identifying and testing the relevant controls. • Involving information risk management (IRM) specialists to test IT systems and relevant controls. • Evaluating the reasonableness of management's key judgements and estimates made in ECL calculations, including selection of methods, models, assumptions and data sources in light of the impact of the COVID-19 pandemic. • Involving Financial Risk Management (FRM) specialists <ul style="list-style-type: none"> • To challenge significant assumptions / judgements relating to credit risk grading, significant increase in credit risk, definition of default, probability of default, macro-economic variables, and recovery rates, including the impact of the COVID-19 pandemic; and • For evaluating the appropriateness and testing the mathematical accuracy of ECL models applied. • Involving valuation specialists to evaluate the inputs, assumptions and techniques used by the valuers engaged by the Group for the valuation of real estate collateral, relating to the determination of ECL including the impact of the COVID-19 pandemic. • Assessing the completeness, accuracy and relevance of the input data used for ECL calculations. • Evaluating the reasonableness of and testing the post-model adjustments particularly in light of the volatility caused due to impact of the COVID-19 pandemic. • Performing detailed credit risk assessments of a sample of performing and non-performing loans and advances. • Assessing the adequacy of the Group's disclosures in relation to impairment of financial assets subject to credit risk by reference to the requirements of the relevant accounting standards and QCB regulations.



Other Information

The Board of Directors is responsible for the other information. The other information comprises the information included in the Bank's annual report (the "Annual Report") but does not include the Bank's consolidated financial statements and our auditor's report thereon. Prior to the date of this auditor's report, we obtained the report of the Board of Directors, which will form part of the Annual Report, and the remaining sections of the Annual Report are expected to be made available to us after that date.

Our opinion on the consolidated financial statements does not cover the other information and we do not and will not express any form of assurance conclusion thereon.

In connection with our audit of the consolidated financial statements, our responsibility is to read the other information identified above and when it becomes available, in doing so, consider whether the other information is materially inconsistent with the consolidated financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information that we have obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

When we read the remaining sections of the Annual Report, if we conclude that there is a material misstatement therein, we are required to communicate the matter with those charged with governance.



15th Al Dana Green Run attracts over 8000 participants

Responsibilities of the Board of Directors for the Consolidated Financial Statements

The Board of Directors is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with IFRS and QCB regulations, and for such internal control as the Board of Directors determines is necessary to enable the preparation of the consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, the Board of Directors is responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board of Directors either intends to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

Auditor's responsibilities for the Audit of the Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISA will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these consolidated financial statements.

As part of an audit in accordance with ISA, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board of Directors.
- Conclude on the appropriateness of the Board of Directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the consolidated financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the consolidated financial statements, including the disclosures, and whether the consolidated financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

We communicate with the Board of Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the Board of Directors with a statement that we have complied with relevant ethical requirements regarding independence, and communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, actions taken to eliminate threats or safeguards applied.

From the matters communicated with the Board of Directors, we determine those matters that were of most significance in the audit of the consolidated financial statements of the current year and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Report on other legal and regulatory requirements

We have obtained all the information and explanations we considered necessary for the purposes of our audit. The Bank has maintained proper accounting records and its consolidated financial statements are in agreement therewith. We have read the report of the Board of Directors to be included in the Annual Report and the financial information contained therein is in agreement with the books and records of the Bank. We are not aware of any violations of the applicable provisions of the Qatar Central Bank Law No. 13 of 2012 and of the Qatar Commercial Companies Law No. 11 of 2015 or the terms of the Bank's Articles of Association and the amendments thereto, having occurred during the year which might have had a material effect on the Bank's consolidated financial position or performance as at and for the year ended 31 December 2020.

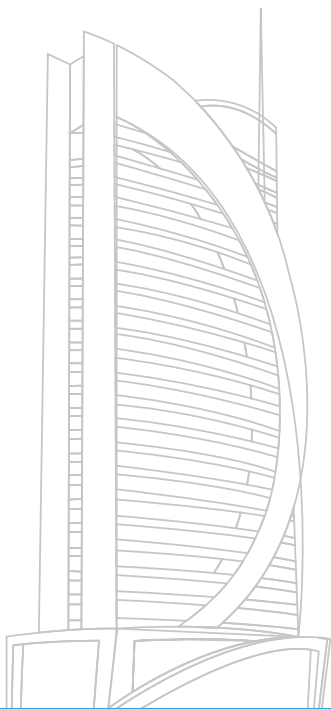
24 February 2021
Doha
State of Qatar

Gopal Balasubramaniam
Qatar Auditor's Registry Number 251
KPMG
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Auditor's License No. 120153

**ANNUAL
FINANCIAL
REPORT**

2020

Financial Statement





DOHA BANK Q.P.S.C. CONSOLIDATED STATEMENT OF **FINANCIAL POSITION**

As at 31 December 2020



	2020	2019
	QAR'000	QAR'000
ASSETS		
Cash and balances with central banks	6,895,185	5,803,844
Due from banks	3,673,577	7,756,944
Loans and advances to customers	65,450,036	65,784,258
Investment securities	24,667,333	26,560,585
Investment in an associate	10,176	10,478
Property, furniture and equipment	685,756	723,597
Other assets	2,158,209	1,568,719
TOTAL ASSETS	103,540,272	108,208,425
LIABILITIES		
Due to banks	23,036,764	24,036,948
Customer deposits	55,053,996	58,463,833
Debt securities	328,208	473,059
Other borrowings	8,217,193	6,859,049
Other liabilities	3,109,541	5,057,622
TOTAL LIABILITIES	89,745,702	94,890,511
EQUITY		
Share capital	3,100,467	3,100,467
Legal reserve	5,094,574	5,092,948
Risk reserve	849,600	849,600
Fair value reserve	152,992	155,043
Foreign currency translation reserve	(62,587)	(58,846)
Retained earnings	659,524	178,702
TOTAL EQUITY ATTRIBUTABLE TO EQUITY HOLDERS OF THE BANK	9,794,570	9,317,914
Instruments eligible as additional capital	4,000,000	4,000,000
TOTAL EQUITY	13,794,570	13,317,914
TOTAL LIABILITIES AND EQUITY	103,540,272	108,208,425

The consolidated financial statements were approved by the Board of Directors on 8 February 2021 and were signed on its behalf by:



**Fahad Bin Mohammad
Bin Jabor Al Thani**
Chairman



**Abdul Rahman Bin Mohammad
Bin Jabor Al Thani**
Managing Director



Dr. Raghavan Seetharaman
Group Chief Executive Officer

DOHA BANK Q.P.S.C. **CONSOLIDATED INCOME STATEMENT**

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For the year ended 31 December 2020



	2020	2019
	QAR'000	QAR'000
Interest income	3,743,770	4,167,069
Interest expense	(1,423,979)	(2,186,847)
Net interest income	2,319,791	1,980,222
Fee and commission income	416,434	520,703
Fee and commission expense	(112,094)	(126,607)
Net fee and commission income	304,340	394,096
Gross written premium	40,827	37,855
Premium ceded	(16,144)	(16,638)
Net claims paid	(21,446)	(98,463)
Net income / (loss) from insurance activities	3,237	(77,246)
Net foreign exchange gain	105,843	111,524
Net income / (loss) from investment securities	183,677	305,724
Other operating income	20,221	24,665
	309,741	441,913
Operating income	2,937,109	2,738,985
Staff costs	(441,234)	(493,291)
Depreciation	(117,290)	(121,840)
Net impairment (loss)/ reversal on investment securities	(34,680)	260
Net impairment loss on loans and advances to customers	(1,368,742)	(1,117,733)
Net impairment reversal on other financial assets	38,299	38,113
Other expenses	(309,119)	(319,893)
	(2,232,766)	(2,014,384)
Profit before share of results of associate and tax	704,343	724,601
Share of results of the associate	(50)	187
Profit before tax	704,293	724,788
Income tax (expense)/ reversal	(1,269)	29,144
Profit	703,024	753,932
Earnings per share:		
Basic and diluted earnings per share (QAR)	0.16	0.17

DOHA BANK Q.P.S.C.

CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME

For the year ended 31 December 2020

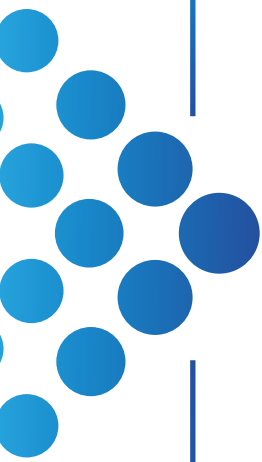
	2020	2019
	QAR'000	QAR'000
Profit	703,024	753,932
Other comprehensive income:		
Items that are or may be subsequently reclassified to income statement:		
Foreign currency translation differences for foreign operations	(3,741)	(2,666)
Movement in fair value reserve (debt instruments – IFRS 9):		
Net change in fair value	631,133	714,850
Net amount transferred to consolidated statement of income	(635,935)	(341,475)
	(8,543)	370,709
Items that will not be reclassified subsequently to statement of income		
Net change in fair value of equity investments designated at FVOCI (IFRS 9)	2,751	8,939
Total other comprehensive (loss) income	(5,792)	379,648
Total comprehensive income	697,232	1,133,580

DOHA BANK Q.P.S.C.

CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

For the year ended 31 December 2020

Total equity attributable to equity holders of the Bank									
	Share capital QAR'000	Legal reserve QAR'000	Risk reserve QAR'000	Fair value reserve QAR'000	Foreign exchange translation reserve QAR'000	Retained earnings QAR'000	Total QAR'000	Instrument eligible as additional Tier 1 capital QAR'000	Total equity QAR'000
Balance at 1 January 2020 (Audited)	3,100,467	5,092,948	849,600	155,043	(58,846)	178,702	9,317,914	4,000,000	13,317,914
Total comprehensive income:									
Profit						703,024	703,024		703,024
Other comprehensive income				(2,051)	(3,741)		(5,792)		(5,792)
Total comprehensive income				(2,051)	(3,741)	703,024	697,232		697,232
Transfer to legal reserve		1,626				(1,626)			
Transfer to risk reserve									
Distribution for Tier 1 capital notes						(203,000)	(203,000)		(203,000)
Contribution to social and sports fund						(17,576)	(17,576)		(17,576)
Transactions with shareholders:									
Dividends paid									
Balance at 31 December 2020	3,100,467	5,094,574	849,600	152,992	(62,587)	659,524	9,794,570	4,000,000	13,794,570



DOHA BANK Q.P.S.C. **CONSOLIDATED STATEMENT OF CHANGES IN EQUITY**

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For the year ended 31 December 2020



Total equity attributable to equity holders of the Bank									
	Share capital QAR'000	Legal reserve QAR'000	Risk reserve QAR'000	Fair value reserve QAR'000	Foreign exchange translation reserve QAR'000	Retained earnings QAR'000	Total QAR'000	Instrument eligible as additional Tier 1 capital QAR'000	Total equity QAR'000
Balance at 1 January 2019 (Audited)	3,100,467	5,092,948	137,200	(227,271)	(56,180)	686,065	8,733,229	4,000,000	12,733,229
Total comprehensive income:									
Profit						753,932	753,932		753,932
Other comprehensive income				382,314	(2,666)		379,648		379,648
Total comprehensive income				382,314	(2,666)	753,932	1,133,580		1,133,580
Transfer to legal reserve									
Transfer to risk reserve			712,400			(712,400)			
Distribution for Tier 1 capital notes						(220,000)	(220,000)		(220,000)
Contribution to social and sports fund						(18,848)	(18,848)		(18,848)
Transactions with shareholders									
Dividends paid						(310,047)	(310,047)		(310,047)
Balance at 31 December 2019	3,100,467	5,092,948	849,600	155,043	(58,846)	178,702	9,317,914	4,000,000	13,317,914

DOHA BANK Q.P.S.C. **CONSOLIDATED STATEMENT OF CASH FLOWS**

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For the year ended 31 December 2020

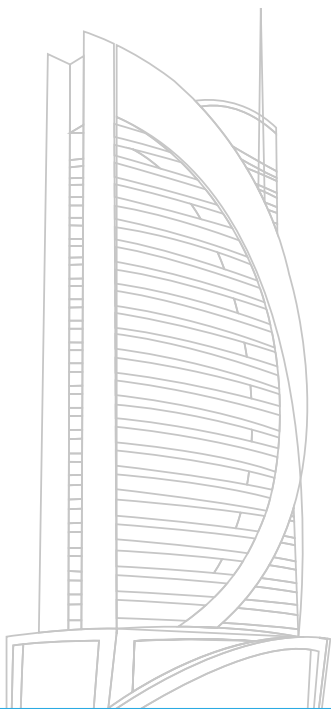


	2020	2019
	QAR'000	QAR'000
Cash flows from operating activities		
Profit before tax	704,293	724,788
Adjustments for:		
Net impairment loss on loans and advances to customers	1,368,742	1,117,733
Net impairment loss/ (reversal) on investment securities	34,680	(260)
Net impairment reversal on other financial assets	(38,299)	(38,113)
Depreciation	117,290	121,840
Amortisation of financing cost	24,995	14,630
Net Income from investment securities	(155,471)	(270,097)
Loss on sale of property, plant and equipment	171	40
Share of results of an associate	50	(187)
Profit before changes in operating assets and liabilities	2,056,451	1,670,374
Change in due from banks	2,795,095	(2,316,713)
Change in loans and advances to customers	(3,283,569)	(5,102,460)
Change in other assets	(589,490)	(464,681)
Change in due to banks	(1,000,184)	4,508,413
Change in customer deposits	(3,409,837)	2,678,495
Change in other liabilities	277,281	446,434
Social and sports fund contribution	(18,848)	(20,756)
Income tax paid	(1,560)	21,696
Net cash (used in)/ from operating activities	(3,174,661)	1,420,802
Cash flows from/ (used in) investing activities		
Acquisition of investment securities	(5,064,170)	(13,453,006)
Proceeds from sale of investment securities	7,076,464	8,272,339
Acquisition of property, furniture and equipment	(19,879)	(31,666)
Proceeds from the sale of property, furniture and equipment	17	135
Net cash from/ (used in) in investing activities	1,992,432	(5,212,198)
Cash flows from financing activities		
Proceeds from other borrowings	1,358,144	2,014,912
Repayment of issue of debt securities	(169,846)	(274,514)
Distribution on Tier 1 capital notes	(203,000)	(220,000)
Dividends paid	-	(310,047)
Net cash from financing activities	985,298	1,210,351
Net decrease in cash and cash equivalents	(196,931)	(2,581,045)
Cash and cash equivalents as at 1 January	7,198,677	9,779,722
Cash and cash equivalents at 31 December	7,001,746	7,198,677
Operational cash flows from interest and dividend:		
Interest received	3,753,833	4,166,727
Interest paid	1,642,954	2,142,581
Dividends received	28,206	35,627

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About Doha Bank





BOARD OF DIRECTORS

Doha Bank's Board of Directors is comprised of 9 prominent members of the local business community, all leaders in their industries.



**H.E. SHEIKH FAHAD BIN
MOHAMMAD BIN JABOR AL THANI**

CHAIRMAN

Representing Fahad Mohammad Jabor Holding Company



**MR. AHMED ABDUL RAHMAN
YOUSEF OBEIDAN**

VICE CHAIRMAN



**H.E. SHEIKH ABDUL RAHMAN BIN
MOHAMMAD BIN JABOR AL THANI**
—
MANAGING DIRECTOR



**H.E. SHEIKH ABDULLAH BIN
MOHAMMAD BIN JABOR AL THANI**
—
MEMBER OF BOARD OF DIRECTORS



**H.E. SHEIKH FALAH BIN JASSIM
BIN JABOR AL THANI**
—
MEMBER OF BOARD OF DIRECTORS
Representative of Jassim & Falah Trading
and Contracting Co.



**MR. AHMED ABDULLAH
AHMED AL KHAL**
—
MEMBER OF BOARD OF DIRECTORS



**MR. NASSER MOHAMMED ALI
AL MATHKOOR AL-KHALDI**
—
INDEPENDENT MEMBER



**MR. ABDULLA ALI ABDULRAHMAN
AL-ABDULLA**
—
INDEPENDENT MEMBER



**MR. NASSER KHALID NASSER
ABDULLAH AL MESNAD**
—
INDEPENDENT MEMBER

BOARD OF DIRECTORS' REPORT

For the financial year ending 31st Dec, 2020

Doha Bank continued its strategy that it started years ago, which contributed to maintaining its outstanding levels of performance despite the challenges faced by the world, starting from the global crises and then the Covid-19 pandemic. The strategy also enabled the bank to achieve commendable performance on the financial, organizational and service delivery fronts. During 2020, the bank managed to achieve most of the goals that were set in the bank's strategy and budget. During 2020, most of the objectives defined in the bank's strategic

plan and annual budget were successfully achieved. The bank enhanced and strengthened its financial position, achieved an impressive return on average shareholders' equity and average assets, and launched a wide range of innovative banking products and services particularly in the field of e-banking. The accomplishments also included recruitment of highly competent and experienced professionals at various key senior positions and optimization of domestic branches.

During the same year, the management concentrated on recruiting Qatari nationals who were enrolled in intensive training programs and were

given the opportunities to gain international business banking skills and in-depth experience by joining bank's various branches and representative offices spread across the Globe.

Domestically, Doha Bank's network inside Qatar includes a total of 24 branches, 3 pay offices, 3 e-branches, and 96 ATMs out of which 3 ATMs are in the UAE, 2 ATMs in Kuwait and 3 ATMs in India. Globally, the bank has six branches: Dubai and Abu Dhabi branches in the UAE, a branch in Kuwait and three branches in India in Mumbai, Kochi and Chennai. Furthermore, the bank has 14 representative offices located in Singapore, Turkey, Japan, China, UK,



Doha Bank achieves recertification to ISO20000 for IT Service Management

South Korea, Germany, Australia, Canada, Hong Kong, South Africa, Bangladesh, Sri Lanka and Nepal. The Bank also owns Sharq Insurance Company, which is fully owned by Doha Bank and has a strategic share of 44.02% of the capital of one of the Indian brokerage companies, which was later re-named as Doha Brokerage and Financial Services and positioned to practice brokerage and asset management businesses. With a view to strengthening the lending capacity and improving the competitive edge and prospects for achieving the strategic goals, Doha Bank during the past years enhanced its Tier 1 capital base and Capital Adequacy Ratio through the issuance of Tier 1 capital instruments amounting to QR 2 billion in each issuance (i.e. a total of QR 4 billion) qualifying as additional Tier 1 capital for Doha Bank in Qatar as per the terms and requirements of Qatar Central Bank.

In the Ordinary General Assembly Meeting held in 2016, the shareholders unanimously approved the issuance of Certificates of Deposit (CDs) within a program of up to USD 3 billion and Commercial Papers (CPs) within a program of up to USD 2 billion as per the salient features specified under each program. On 7/3/2018, the shareholders agreed to reduce the minimum amount per issuance from USD 50.0 million under the commercial paper (CP) program to USD 1.0 million. The shareholders also approved issuance of debt bonds within the bank's EMTN programme of USD 2 billion with the aim to diversify the funding sources and enhance the liquidity position of the bank.

On 06/03/2017, the Extraordinary General Meeting approved Board's recommendation to increase the bank's capital from QR 2,583,722,520 to QR 3,100,467,020 by way of offering 51,674,450 new ordinary shares for subscription to Doha Bank's shareholders and the holders of subscription rights at a price of QR (25) per share. On 12/07/2017, new shares were allotted to the shareholders who subscribed to the new shares and were listed at Qatar Exchange. On 16/06/2019, the nominal value of Doha Bank's share was split to QR 1 per share instead of QR 10, thus the total number of capital shares are now 3,100,467,020 shares.

Doha Bank continued to successfully implement the new accounting standard (IFRS 9) as directed by QCB wherein a conservative approach has been taken on identification of impairments from the current approach of 'incurred losses' to forward looking 'expected losses'.

In recognition of the bank's performance, Fitch Ratings has affirmed Doha Bank's Long-Term Issuer Default Rating (IDR) as 'A' with a Stable Outlook which recognize Doha Bank's sustainable business model in the current business environment.

The financial statements for the year 2020 showed that the total assets reached to QR 103.5 billion. Net loans and advances reached QR 65.5 billion. The investment portfolio amounted to QR 24.7 billion. Customer deposits amounted to QR 55.1 billion and the total shareholder's equity reached QR 13.8 billion. Income statement showed that net interest income stood at QR 2.3 billion with



an increase of 17.1%, and that operating income reached QR 3 billion. It also shows that the Bank has achieved a net profit of QR 703 Mn at the end of 2020 compared to QR 754 Mn in 2019 after taking significant

loss provisions related to loans. The earning per share was QR 0.16 and the return on average shareholders' equity was 5.3% and the return on average assets was 0.66%. Based on these results, the Board

of Directors passed a resolution in its meeting held on 8th of February 2021 recommending the General Assembly of the Shareholders to approve the distribution of cash dividends for QR (0.075) per share.



Future Plan of the Bank

In terms of the bank's future plan for the years 2021-2025, the plan focuses on strategic guiding principles of Customer Experience, Empowerment & Accountability, Talent Management, Cost Reduction, Revenue Enhancement, Risk & Capital Management, and Digitization & Automation. Doha Bank's strategy entails the implementation of transformation initiatives, new customer value propositions, new business model for its international operations, effective risk management strategy, recruiting Qatari nationals, upgrading the level of performance by recruiting highly qualified and experienced personnel, focusing on specialized training programs at all functional levels, and ESG practices. Besides bank's core priorities, the plan focuses on 'building for future' including changes in its business and operating models, new revenue streams, improving brand health, rendering state-of-the-art digital banking products and services, and to be at forefront of technological innovations. The strategy also stresses on achieving continuous growth in the main income items, improving asset quality, diversifying income sources particularly the non-interest income and effectively monitoring and managing costs in line with the banking industry to optimize the cost of funding as well.



Products and Services

As you know, the economic situation that the world is witnessing due to the coronavirus pandemic and the measures taken by most countries of the world to confront the rapid spread of the presents an alarming health crisis that the world is grappling with, which has negatively affected humanity and the global economy.

Doha Bank has instantly taken all possible immediate proactive measures to respond to the coronavirus situation and keep customers safe, while maintaining the expected customer service levels. This has created a pressing opportunity for the bank to speed up all initiatives on the digital transformation journey which earned the bank a position as one the most influential brands by an independent research conducted by Stat IPSOS. This came as a result of the bank's upbeat concentration on delivering digital services through all alternative channels while encouraging customers to replace their physical visits to a Doha Bank branches. This was highly enticed through major digital activation campaign reinforced with customer incentives to speed up the penetration for digitals services and increased usage with a whopping 63% increase in active users and 27% increase in financial transactions on digital channels in 2019-2020. On the digital vanguard, Doha Bank has rolled out in 2020 the face and voice biometric features on the mobile app, brought the expediency of downloading IBAN certificates, transaction receipts, activating credit cards and generating card PINs, updating personal information through mobile and online banking and additionally downloading e-statements through online banking.

Correspondingly, in efforts to enhance the overall customer experience Doha Bank has launched a new complaints management solution; for resolving all inquiries at all customer touchpoints effectively with enhanced TATs. With a strong customer focus, we uninterruptedly drove on directing customer surveys to enhance the overall performance of our digital channels reflected in our latest overall satisfaction rating for Doha Bank mobile apps at 4.7/5 on both the Apple store and google play.

Also, this year Doha Bank continued to focus its efforts on expanding its payment gateway business through customer acquisitions with a 97% increase in number of transactions and 405% for transaction volumes year on year.

2020 marked another major milestone for the bank with the launch of Doha Bank Easy Pay Wallet with which customers can enjoy quick, safe, and seamless payments by adding their Doha Bank Credit or Debit Cards to their Doha Easy Pay App. Customers can download Doha Easy Pay App from the Apple Store or the Google Play Store which enables them to perform payments for their retail purchases by simply scanning the QR Code. In addition, Doha Easy Pay also enables the users to make fund transfers to beneficiaries instantly by linking their Doha Bank Debit Card to Doha Easy Pay wallet. Correspondingly, with an overarching objective on enhancing the transaction-based processing and delivering a digital first banking experience we put extensive efforts on customer education and support and branch transaction offloading echoed in an 88% of cash deposit volumes including corporate clients, conducted on Doha Bank cash deposit machines in 2020.

With a view to maintain the highest level of performance within the Retail Banking Group and in efforts to

deliver personalized services mainly to Doha Bank affluent segment, Doha Bank has been delivering a suite of the best banking products and services and exceptional bancassurance products with the leading insurance provider MetLife which made the bank the winner of the "Highest Number of Issued Policies" Award by MetLife in the entire Gulf region for 2020. This is certainly owed to the confidence and regard customers have for Doha Bank as their preferred bank and trusted leading financial institution in Qatar. Equally, as a gesture of gratitude for their loyalty, Doha Bank continues to reward its loyal customers with Al Riyada relationship rewards up to 50k Doha Miles as loyalty points when they sign up for Al Riyada products. This year Doha Bank has been keen on delivering more exciting campaigns for customers with valuable perks and rewards. Marking the 17th anniversary of Al Dana Saving Program and its achievements and success stories, Doha Bank has launched the Al Dana 2020 Scheme which run until 31st January 2021 and offered a wide array of valuable cash prizes featuring a mega draw of QAR 2.5 Million for one winner as well as 2 special draws' of QAR 1 Million each for two winners. Besides, Doha Bank Al Dana customers were entitled to other unique rewards including, QAR 100,000 for 12 winners each, QAR 10,000 for 76 winners each, and QAR 5,000 for 366 winners each.

This year Doha Bank has awarded the lucky winner of the salary transfer campaign launched earlier in 2019, the Lexus LX570. The salary transfer campaign was bundled with a host of benefits which feature an amazing collection of privileges across all product categories includes competitive range of personal finance options at preferential rates with loan repayment holidays and credit cards benefits catering to the customer's



lifestyle needs.

This year also Doha Bank has extended the personal loan campaign cashback up to QAR 5,000 to enhance the customer acquisitions and buyouts and offered digital loan campaigns through digital channels for existing customer top ups with 20k Doha Miles rewards.

In 2020, Doha Bank was one of the Receiving Banks for the QLM IPO whereby customers were able to get financing at branches or simply subscribing for IPO through Doha Bank Online and Mobile Banking Applications. In efforts to maintain the leadership position for card usage and issuance in the market, Doha Bank has launched the new VISA metal card with a wide range of luxurious privileges. The Al Riyadh Visa Infinite and Private Banking Visa Infinite contactless metal cards brought about a wealth of exclusive travel, lifestyle, shopping, and insurance benefits to Doha Bank's high-value banking customers. Also, the bank launched the new LuLu Platinum Mastercard Credit Card which is offered free of charge for the first year and offers a world of benefits and privileges which entail up to 5% savings on Shopping in the form of LuLu points, supplementary card issued free for life and exclusive lifestyle

and travel benefits globally.

With globally e-commerce sales on the rise, we have rolled out two major successful e-commerce campaigns both on credit and debit cards. Doha Bank has offered customers a 5% cashback upon using their MasterCard Debit cards for online purchases and up to 10,000 Doha Miles per month on VISA credit on their online spends. The step came in synch with the Qatari government directives to curb the spread of the Coronavirus disease (COVID-19), advising people to perform financial transactions using cashless and contactless payment methods.

Also the bank continued to offer value to customers through multiple partnership with Talabat, Mr. Valet, Entertainer, MBQ and miles exchange with Blue Salon Mazoon rewards.

This is addition to multiple promotion on contactless campaigns, LuLu 10% promotions, card acquisition campaigns with iPhone giveaways and many others such as school fee payments and 0% installment schemes.

To enhance the fee and commission-based business the bank continued to roll out multiple campaigns for

remittances to India, Bangladesh, Nepal and Pakistan with a 24% year on year growth in overall International Money Transfers and place continued efforts to extend our correspondent banking relationships.

Building on its service excellence, Doha Bank strived to provide our Wholesale Banking customers with channels, products, services and solutions to cater to their banking requirements with utmost ease and convenience—all in the most secured manner. As part of this endeavor Doha Bank launched this year its Local, International and Bulk Funds Transfer digital service for its Wholesale Banking customers. The Local and International Funds Transfer service offers Doha Bank's Wholesale Banking customers the chance to process transactions to any beneficiary in local or international Banks through its online banking portal, while benefiting from a 25% discount on transfer charges. The online bulk Local Funds Transfer service provides Wholesale Banking customers with the convenience of processing payments to multiple beneficiaries at the same time through Doha Bank Corporate Online Banking Portal and without having to seek the branch's assistance. This in addition to the release of

Doha Bank acknowledges 13 schools at annual ECO-Schools awards ceremony



the cheque book request through Tadbeer platform which offers Cash Management Services to Doha Bank Wholesale Banking customers and contributes to their company's operational efficiency, promotes reduction in operating cost through and facilitates better accounting and reconciliation with focus on liquidity optimization, with Doha Bank Tadbeer platform our Wholesale Banking customers can also execute their Utility Bill payments and Payroll payments for their employees with no hassle.

Also, in light of the market impact due to the COVID-19 outbreak, Doha Bank has rolled the National Response Guarantee Program to facilitate financing of emergency salary and rental fee requirements of affected SME businesses.

Later during the year, Doha Bank observed that SMEs cash flows may be impacted and decided to extend support to borrowers under SME segment by postponement upon request up to 90 days of their installments under term loan and payments under LTR/ STPF facilities falling due up to 30th June 20 as per QCB instructions, another postponement was implemented for impacted borrowers upon request up to 90 days up to 15th Dec during 2020. Doha Bank extended the support to the impacted borrowers under SME segment during 2021 as well, by providing further postponement upon request up to 15th June 21. Bank will not charge penal interest and fee for the same. Also the bank has conducted a series of webinars discussing Synergistic Opportunities for bilateral relationships and trade Prevailing between Qatar and many countries which include Singapore, Hong Kong, Japan, Korea, Turkey, India, Bangladesh and more with emphasis also on cyber security ad digital acceleration.

As investor confidence returns and with the growing popularity of investor webinars, Doha Bank, as part of its webinar series, showcased also the 'QETF', Qatar's first conventional exchange traded fund (ETF) and one of the GCC's largest ETFs. The bank has invited the Qatar Stock Exchange, Avenicum Capital Management Qatar (ACMQ) and Credit Suisse Asset Management Index Solutions to present to the investment community on passive investments, ETFs and the QETF. Building on its efforts in the field of Corporate Social Responsibility (CSR), Doha Bank, has also contributed this year 1000 tablets in support of the E-learning initiative launched by Qatar Charity as part of its "Our Good for Our People" campaign. This step aims to help students in need to resume their education online, in light of the Qatari government's decision to suspend public and private schools and universities due to the pandemic earlier this year. In addition, Doha Bank has contributed QAR 2 million in donations to the Qatar Charity's project designated to providing quarantined migrant workers in the Industrial Area with food and medical supplies. The step comes in light of the Supreme Committee for Crisis Management's decision to conduct necessary medical examinations for the coronavirus for workers. Also, the bank contributed QAR 300,000 in donations to the "Lebanon in Our Hearts" fundraising campaign organized by the Regulatory Authority for Charitable Activities (RACA) in cooperation with Qatar Charity (QC) and the Qatar Red Crescent Society (QRCS) in support of the Lebanese people, following the huge explosion that struck the port of Beirut.





Awards

Due to the strong financial position enjoyed by Doha Bank at the local, regional and global levels and its pioneering role in delivering innovative banking products and services which elevated the banking experience in Qatar to new horizons, the Bank was conferred with appreciation and recognition from a number of specialized institutions in the banking and financial sectors. In addition to the accolades awarded to the Bank in previous years, it was conferred with the “Golden Peacock Global Award for Excellence in Corporate Governance” by the Institute of Directors (IOD) India for the third consecutive year for Excellence in Corporate Governance, the “Best Digital Bank” award by Global Economics Awards, the “Best Trade Finance Provider” award by Global Finance Magazine.

Doha Bank has also won “The Best Employer Brand Awards” by World HRD Congress, the “Best Trade Finance Bank” by New Age Banking Summit Awards.

Fahad Bin Mohammad Bin Jabor Al-Thani

Chairman



Acknowledgement

The Board of Directors of Doha Bank would like to extend their sincere thanks and gratitude to H.H. the Emir, Sheikh Tamim Bin Hamad Al-Thani, H.E. the Prime Minister, Sheikh Khalid Bin Khalifa Al-Thani, the Minister of Finance, H.E. Mr. Ali Sherif Al-Emadi, the Minister of Commerce and Industry, H.E. Ali Bin Ahmed Al Kuwari, H.E. the Governor of Qatar Central Bank, Sheikh Abdullah Bin Saud Al-Thani and to all the officials of Qatar Central Bank, the Ministry of Commerce & Industry, Qatar Financial Markets Authority and Qatar Exchange for their continued cooperation and support.

The Board of Directors would also like to sincerely thank all the shareholders and customers in addition to the Bank’s executive management and staff for their cooperation and efforts.





Doha Bank Receives Best Partner Bank award from Qatar Development Bank for supporting SMEs under AL Dhameen Program

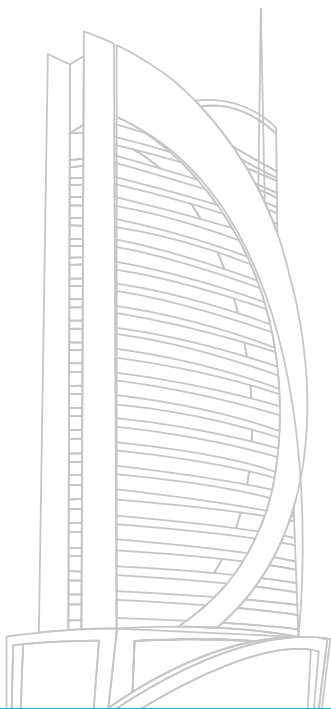
Doha Bank Unveils Visa Premium Metal Cards with Exclusive Privileges for Elite Customers



**ANNUAL
FINANCIAL
REPORT**

2020

Awards





DOHA BANK AWARDS



Doha Bank has been recognized by various professional institutions for its consistent and strong financial performance as well as its innovative banking products and services. Doha Bank's international expansion strategy has also been identified as one of the key factors of its success and recognized by the Awarding institutions. The awards stand testament to the commitment of Doha Bank to ensure continuous improvement in its product and service quality as well as offer the best possible customer service.



Best Trade Finance Bank - 2020
New Age Banking Summit Awards



Best Trade Finance Provider - 2020
Global Finance



Best Employer Brand Award - 2020
World HRD Congress



Best Digital Bank - 2020
Global Economics Awards



The Golden Peacock Global Award for
Sustainability - 2020
Institute of Directors



Outstanding Crisis Leadership – Community
Award - 2020
Global Finance

Doha Bank marks
Earth Hour 2020

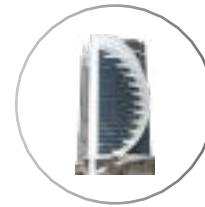




Best Trade Finance Bank
New Age Banking Summit Awards
2020



Best Trade Finance Provider
Global Finance
2020



Outstanding Crisis Leadership – Community Award
Global Finance
2020



Best Employer Brand Award
World HRD Congress
2020



Best Digital Bank
Global Economics Awards
2020



The Golden Peacock Global Award for Sustainability
Institute of Directors
2020



Best Talent Acquisition Team
LinkedIn
2019



Qatar Domestic Cash Management Bank of the Year
Asian Banking & Finance
2019



The Golden Peacock Global Award for Corporate Governance
Institute of Directors
2019



Corporate & Investment Bank of the Year – Qatar
Asian Banking & Finance
2019



The BIZZ – World Business Leader Award
World Confederation of Businesses
2019



Best Customer Services & Alternative Banking Channels
World Union of Arab Bankers
2019



**Best Trade Finance
Bank in Qatar**
Global Banking & Finance

2019



**3G Financial
Services Award**
Global Good Governance (3G)
Awards

2019



**Best TradeFinance
Bank in Qatar**
Global Banking & Finance

2018



**Best Wholesale Banking
Group in Qatar**
Global Banking & Finance

2018



**The Golden Peacock
Global Award for
Corporate Governance**
Institute of Directors

2018



**Best Bank in
Capital Position**
New Age Banking
Awards

2018



**Doha Bank "QETF"
The First Exchange-
traded fund (ETF)
in Qatar**
Qatar Stock Exchange+

2018



**Qatar Domestic
Trade Finance**
Asian Banking & Finance

2018



**Best Arab Customers
Services**
World Union of
Arab Bankers:
Awards & Commendations
of Excellence

2018












AWARDS

RETAIL BANKING

PRODUCTS & SERVICES








Accounts

-  Current Accounts
-  AI Dana Saving Accounts
-  AI Dana Family Saving Accounts
-  AI Dana Saving Plan Accounts
-  AI Dana Young Saver Accounts
-  Flexi Save Accounts
-  Fixed Deposit
-  Call Accounts
-  Smart Saver Accounts
-  Upfront Fixed Deposit
-  Green Accounts

















Special Packages

-  Non Resident Indian Pack
-  Non Resident Lebanese Pack
-  Overseas Filipino Worker Services
-  Non Resident Sri Lanka Services
-  NRE Accounts




DBank Channels & Services (Electronic Channels & Services)

-  DBank Online
-  DBank Mobile
-  DBank Watch Banking
-  DBank ATM Network
-  DBank eBranches
-  DBank Dial
-  DBank SMS
-  Call Centre
-  Utility Bill Payments and recharge e-Vouchers
-  Local and International Money Transfers
-  D-Cardless Services
-  WhatsApp Chat Service
-  E-Statements
-  Instant Card Activation




Doha Bank Cards & Payments

Credit Card Services

 Al Riyada Visa Infinite Credit Card

 Visa Platinum Credit Card

 Dream Credit Card

 Lulu Co-Branded Credit Card

 Doha Miles Loyalty Program

Debit Card Services

 Mastercard Debit Cards


 Mastercard WPS Cards

Payment Services

 Doha Sooq

 Merchant Acquiring Services

 Online Payment Gateway

 Easy Pay Digital Wallet



Hello Doha Services

44456000 - Available 24/7



Al Riyada Customer Service

44456655 - Available 24/7



Loans



Personal Loans



Car Loans



Housing Loans (New Construction, Under Construction, Freehold & Leasehold)



Green Mortgage Loan



Education Loans



Rental Income Loan



Airfare Surrogate Loan



Loan Against Deposit



Loan Against Cross Border Deposit



IPO Loan



Bancassurance Services & Products



Home Insurance



Travel Insurance



Medical Insurance



Personal accident Insurance



Motor Insurance



Child Educational Plan



Retirement/Pension Plan



Life Insurance



All General Insurance Products

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Fax:44416631 / 44456837
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Swift: DOHBQAQA

02 | Museum (204)

P.O Box: 32311
Tel: 40153152 / 53
Fax:40153150
Telex: 4534-DOHBNK
Swift: DOHBQAQA

03 | City Center (210)

P.O Box 31490
Tel: 40153350 / 3351
Fax: 44115018
Swift: DOHBQAQA

04 | Bin Omran (213)

P.O Box: 8646
Tel: 40153322 / 3323
Fax: 44874670
Swift Code: DOHBQAQA

05 | C-Ring Road (215)

P.O Box:3846
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Fax:40154387
Telex: 4534
Swift: DOHBQAQA

06 | Gharafah (216)

P.O Box: 31636
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Fax: 40153380
Swift Code: DOHBQAQA

07 | D-Ring Road (220)

P.O Box 31420
Tel: 40153500 / 3505 / 3727
Fax: 44257646
Swift Code: DOHBQAQA

08 | Old Airport (221)

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Fax:40153699
Swift: DOHBQAQA

09 | Corporate (222)

P.O Box 3818
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Fax:40155745
Swift: DOHBQAQA

10 | Al Mirqab (225)

P.O Box: 8120
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Swift Code: DOHBQAQA

11 | Salwa Road (226)

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Telex: 4744-DBSWA DH
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12 | Industrial Area (227)

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Tel: 40153600 / 3601
Fax:44606175
Swift Code: DOHBQAQA

13 | Abu Hamour (228)

P.O Box: 47277
Tel: 40153253 / 54
Fax:40153250
Swift Code: DOHBQAQA

14 | Abu Samra (229)

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Tel:44715634 / 44715623 / 4655
Fax: 44715618 / 31
Swift Code: DOHBQAQA

15 | Dukhan (230)

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16 | Al Khor (231)

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17 | Ras Laffan (233)

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19 | Wakra (237)

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21 | Al Rayyan (260)

P.O Box: 90424
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Fax: 44119471
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22 | Mall of Qatar (265)

P.O Box 24913
Tel: 40153701 / 05 / 3709 / 3711 / 3710
Fax: 44986625
Swift Code: DOHBQAQA

23 | Doha Festival City (266)

P.O Box 2731
Tel: 40153299/3300
Fax: 44311012
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24 | North Gate Mall (267)

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