

FAHR signs a strategic partnership with First Abu Dhabi Bank to enhance smart banking services for federal government employees

The agreement was signed in the presence of Her Excellency Ohoud bint Khalfan Al Roumi, Minister of State for Government Development and the Future and Chairwoman of the Federal Authority for Government Human Resources; Futoon Hamdan Al Mazrouei, Head of Consumer Banking, Business Banking, Wealth Management, and Elite Customer Group at First Abu Dhabi Bank; and His Excellency Faisal bin Butti Al Mheiri, Director General of the Federal Authority for Government Human Resources.

This partnership supports the UAE Government's efforts to accelerate smart transformation, enabling federal government employees – through the direct integration between First Abu Dhabi Bank's systems and the Authority's government platforms – to benefit from a wide range of banking services without the need to submit a salary certificate. The streamlined and secure process is designed to save time, simplify procedures, and enhance the overall banking experience.

Faisal Al Mheiri: Enhancing the Government Employee Experience and Simplifying Procedures

H.E Faisal bin Butti Al Mheiri affirmed that the new partnership with First Abu Dhabi Bank reflects the FAHR's commitment to strengthening integration between federal government systems and the banking sector, contributing to the enhancement of the government employee experience and the innovative and efficient simplification of procedures.

He stated that the partnership supports the FAHR's ongoing efforts to accelerate smart transformation, enable direct integration, and provide smart government solutions that align with the UAE's vision of eliminating bureaucracy. He noted that it enhances the efficiency of government services through collaboration with strategic partners in the public and private sectors.

Futoon Al Mazrouei: Advancing Digital Transformation and Developing the Financial Services Ecosystem for Government Employees

For her part, Futoon Hamdan Al Mazrouei said: "First Abu Dhabi Bank is committed to reinforcing its leading position in developing digital banking services, founded on advanced standards of security, efficiency, and innovation, in alignment with the UAE's vision and national priorities. In this context, our partnership with the Federal Authority for Government Human Resources represents a strategic step towards advancing digital transformation and developing the financial services ecosystem offered to federal government employees."

She added: "The Bank continues to invest in innovative digital solutions and to adopt artificial intelligence technologies to enhance customer experience and improve operational efficiency, contributing to the simplification of traditional procedures and the faster delivery of services with greater accuracy and reliability. Through enabling direct digital integration with government entities, we aim to facilitate seamless and secure access to banking services within an integrated system that strengthens public-private sector partnership and supports the country's strategy for building a sustainable and diversified digital economy."

Effective Partnerships

The FAHR focuses on implementing the UAE Government's directives to elevate the technological experience of federal government employees by building effective partnerships that shorten service delivery time and create a smart and secure system characterized by speed and efficiency. The partnership represents a strategic step towards realizing the UAE's vision of "eliminating bureaucracy," while reinforcing the commitment of the FAHR and First Abu Dhabi Bank to innovation and excellence in service delivery and to empowering the government sector.
