

Commercial Bank of Dubai (CBD) reaffirms uninterrupted operations and seamless customer interactions across all channels

Dubai, UAE, 04 March 2026, Commercial Bank of Dubai (CBD) one of the UAE's leading financial institutions, today reaffirmed its **strong financial position, operational resilience, and commitment to supporting customers and businesses** across the UAE amid the current regional developments.

All banking services, systems, digital platforms, and customer engagement channels remain fully operational, with no disruption to branch, digital, or remote banking services. These uninterrupted operations are supported by robust business continuity frameworks, strong liquidity buffers, and prudent risk management practices.

CBD remains fully committed to ensuring seamless, secure, and reliable customer interactions under all operating conditions. Throughout the recent developments, CBD has successfully managed 2.7 million customer interactions across our digital and physical (branch) channels.

CBD's branch network, core banking systems, and all customer service channels continue to operate normally, with uninterrupted service availability across retail, corporate, commercial, and institutional banking activities. Business continuity and operational resilience frameworks remain fully active, ensuring ongoing service stability and proactive risk management.

The Bank's omnichannel service model, combining a nationwide branch network with fully functional digital and remote banking platforms, ensures uninterrupted customer access under all operating conditions. Clients continue to have full access to deposits, payments, lending, trade finance, treasury, and digital banking services without disruption.

CBD continues to closely monitor developments while maintaining its focus on prudent risk management, operational excellence, and disciplined balance sheet management.

Dr. Bernd van Linder, Chief Executive Officer of Commercial Bank of Dubai, said "Our priority is to deliver uninterrupted banking services and maintain consistently strong customer interactions across branches, digital channels and all relationship-managed platforms. We are operating normally across all branches and channels, supported by a strong liquidity position and a robust capital base. Our balance sheet strength, conservative risk management, and diversified franchise, position us well to navigate evolving conditions with confidence while continuing to support our clients and the UAE economy."

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About Commercial Bank of Dubai

Commercial Bank of Dubai (DFM: CBD) is a Public Shareholding Company established in 1969 by an Emiri Decree issued by the late Sheikh Rashid bin Saeed Al Maktoum. CBD provides a comprehensive range of retail and commercial banking products and services through an extensive network of branches and ATMs in the UAE.

For the full year 2025, the Bank reported total assets of AED 160.3 billion and a net profit of AED 3.8 billion before tax, reflecting its strong market standing and ongoing growth. The Bank delivers a full suite of personal, elite, private, business, corporate and institutional banking services through both conventional and Shari'ah-compliant formats. These are further supported by advanced digital platforms, including a next-generation mobile app and the award-winning iBusiness platform. Recognised for its innovation and digital leadership, CBD actively supports national development goals through financial technology, Emiratization, and strategic partnerships.

For more information, contact CBD's PR and Media team at cbd.ogilvypr@ogilvy.com