

Al Muzaini Exchange Signs Cooperation Protocol with Kuwait Airways to Enhance Customer Services



Al Muzaini Exchange has signed a joint cooperation protocol with Kuwait Airways, aimed at strengthening cooperation between the two organizations and developing new areas of collaboration to create added value for their customers. The partnership will leverage the services, capabilities, and expertise of both parties to benefit travelers and customers more broadly.

The signing of the protocol reflects Al Muzaini Exchange's commitment to developing strategic partnerships with leading national institutions and exploring new areas of cooperation that enhance the overall customer experience. The collaboration aims to provide a wider range of services and benefits to customers of both organizations, enhance access to their respective offerings, and explore and implement joint initiatives that address customer needs and evolving expectations.

The protocol establishes a general framework for cooperation between Al Muzaini Exchange and Kuwait Airways, enabling both parties to develop a range of joint initiatives and services while making use of their respective channels, expertise, and capabilities. This is expected to strengthen customer engagement and provide additional opportunities and options to benefit from the services offered by both organizations.

Commenting on the agreement, Mr. Hugh Fernandes, General Manager of Al Muzaini Exchange, said:

"We are delighted to partner with Kuwait Airways, bringing together two proudly Kuwaiti institutions with a long-standing commitment to serving the people of Kuwait. Kuwait Airways connects Kuwait to the world, while Al Muzaini facilitates the financial connections of individuals and businesses across borders. Through this partnership, we look forward to combining our respective strengths to deliver greater convenience, value, and enhanced experiences to our customers. We are proud to embark on this journey with Kuwait's national carrier and look forward to building a strong and mutually beneficial relationship for the years ahead."

The cooperation reflects Al Muzaini Exchange's continued focus on building partnerships that complement its services and create additional value for its customers. By combining the capabilities and expertise of both organizations, the partnership provides a platform for developing initiatives, campaigns, and services designed to address the evolving needs of customers.

For his part, Acting Chief Executive Officer of Kuwait Airways, Captain Abdulwahab Ibrahim Al Shatti, said:

"We are pleased to sign this cooperation protocol with Al Muzaini Exchange as part of Kuwait Airways' continued efforts to strengthen its partnerships with leading private-sector organizations. Such collaborations contribute to the development of our services and create additional benefits for the customers of both organizations."

Al Shatti added:

"This cooperation provides an opportunity for both parties to benefit from their respective services, expertise, and capabilities, while working together on initiatives that address the needs of travelers and customers in general. Our aim is to further enhance the quality of services provided and deliver greater value to our customers."

Al Shatti also noted that Kuwait Airways places significant importance on building strategic partnerships with various organizations, reflecting its belief in the value of cooperation and integration among national institutions and the importance of leveraging specialized expertise to continuously develop services and meet customer expectations.

He explained that the protocol opens new avenues for cooperation between the two organizations, whether through services and benefits offered to customers or through joint initiatives, campaigns, and activities. He reaffirmed Kuwait Airways' commitment to identifying meaningful partnership opportunities that add tangible value to its services and strengthen its relationship with customers.

He further emphasized that Kuwait Airways, as the national carrier of the State of Kuwait, remains committed to continuously developing its services and expanding its network of partnerships. These efforts form part of the airline's broader objective to enhance the overall customer experience and offer integrated services and diverse benefits that meet the needs of different customer segments.