

# Souq.com leads Customer Delight in 25 MENA nations

## MENA Awards recognises regional e-commerce leader at Dubai gala

Souq.com, the region's leading e-commerce portal and online megastore, has won the MENA 'Customer Delight Award for 2013' at a gala ceremony in Dubai on November 7, 2013. The recognition follows extensive research by the MENA Awards Customer Delight Secretariat, which went through public information about Souq.com,

testimonials, endorsements from stakeholders, and factored in the recent Gulf Business Industry Award in the IT/Technology segment.

Ronaldo Mouchawar, Souq.com CEO and recent recipient of the Gulf Business IT/Technology CEO of the Year 2013, said: "We are thrilled with this recognition, and the fact that we were selected from across a region comprising 25 countries and by such an eminent panel just makes this award even more special. Of course, the very basis of this award – and our continued success – is our customer, and it is to each one of them that we dedicate this award. Souq.com looks forward to being a part of people's lives across the region for many more years to come."

The MENA Awards Secretariat evaluates performance and feedback on organisations from across 25 countries in the Middle East and North Africa region, and an eminent panel of judges conducts the evaluation without input from the candidates.

The award ceremony had a host of business luminaries from the region and beyond in attendance, along with the support and participation of entities such as the British Institute of Sales and Marketing Management and the American Liberty University, among others.

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### ABOUT SOUQ.COM

Souq.com is the leading ecommerce marketplace offering a convenient and safe online shopping experience to customers across the Middle East and North Africa. Every month, Souq.com attracts more than 30 million visits and 10 million unique visitors to browse its catalogue of more than 500,000 unique products in 20 different categories, including consumer electronics, household goods, watches, perfumes, toys, and baby products. Established in 2005, Souq.com today operates both as an award-winning retail site and an online marketplace that allows SMEs, merchants, brands and distributors to use the site as a primary channel to offer their products

online. With more than 2000 employees, Souq.com has offices and warehouses in UAE, Egypt, Kingdom of Saudi Arabia, Kuwait and technology centers in Jordan and India. For more information, visit [www.Souq.com](http://www.Souq.com)

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