

Digital Banking FAQ's

1. Can I go back to the old Online or Mobile Banking application?

RAKBANK Online Banking and Mobile Banking were launched in 2008 and 2011 respectively. Over the years they have served you well but it was time to give them an upgrade and bring them closer to the digital reality of today. That is why we have phased out the old Online Banking and Mobile Banking and introduced RAKBANK Digital Banking. The new version will unify all your beneficiaries, payees and history into a unified platform that you can access on any device using the same user name and password.

We are very excited with the new and improved RAKBANK Digital Banking and are confident that you will love it too.

Sadly, we regret that it is not possible to go back to the old version.

2. What if I like my current Online Banking? Do I have to change?

Yes, all customers subscribed to Mobile and/ or Online Banking will be upgraded to the new RAKBANK Digital Banking.

3. Can I view and print my statements on my tablet using RAKBANK Digital Banking?

Yes you can sign on to RAKBANK Digital Banking from any device and view your credit card, account or loan statements. Further to make it easier for customers to review and track their transactions, credit transactions will be marked in green while debit transactions will be marked in red. There is an option to save and print statements for your Accounts and Credit Cards.

4. Can I print statements up to date?

Yes you can print your Account or Credit Card statements up to date on Digital Banking.

5. What are the cut-off times for Online Banking transfers on Digital Banking?

The cut-off time for external transfers is 2 pm on working days to be effected within the same working day. On holidays, there will be no processing for external transfers. Internal transfers between RAKBANK Accounts are processed immediately including on holidays.

Note: Cross currency transactions within RAKBANK Accounts are permitted only between 6:00 AM - 6:00 PM UAE time on a working day.

6. Where can I find RAKBANK's Digital Banking terms and conditions?

Our Terms of Service can be located on the Digital Banking page.

In addition to this every time there is an upgrade you will be prompted to agree to the terms and conditions prior to log in.

Further, RAKBANK Digital Banking terms and conditions are available in English and Arabic languages.

7. What types of self-service requests can I do from Digital Banking?

Our customers can raise various service requests through RAKBANK Digital Banking:

Accounts & General Requests:

1. Advance against salary
2. Cheque Book Requests
3. Duplicate statement request
4. Balance Confirmation request
5. Fund Transfer Limit Changes
6. Evantage Balance Order
7. Evantage Mail a Cheque Request
8. RAKvalue Enrolment - Accounts & Cards
9. Updation of personal details
10. Updation of Emirates ID details
11. Open an Account Online - F@st S@ver Account
12. Open an Account Online - Savings Account
13. Open an Account Online - Current Account
14. Open an Account Online - Evantage Account
15. Open an Account Online - Jood (Islamic)
16. e-Statements enrolment
17. RAKDirect Registration for Business Customers
18. RAKConnect Registration for Business Customers
19. Alert Preference Request

Deposits (Conventional & Islamic):

1. Opening of a new term deposit
2. Renewal of a term deposit
3. Amendment of maturity instructions
4. Closure of a term deposit

Debit Cards:

1. Card activation and PIN Reissue (NEW)
2. Temporary Block Card (NEW)
3. Unblock Card (NEW)
4. Report Lost/Stolen (NEW)
5. Card replacement request
6. Apply for a Prepaid Card using Accounts
7. Apply for a Debit Card
8. Early Card Renewal Request (NEW)

Credit Cards:

1. Credit Card Balance Transfer Request
2. Temporary Block Card (NEW)
3. Unblock Card(NEW)
4. Smart Cash Request (NEW)
5. Credit Card Cheque request
6. Credit Limit Change Request
7. Card Replacement (NEW)
8. Card activation and Reissue of PIN (NEW)
9. Report Lost or stolen card
10. Amend standing instruction request
11. Early Card Renewal Request
12. Cashback redemption request
13. Setup standing instructions
14. Change Billing Date (NEW)
15. Convert transactions to EMI (NEW)
16. Set up a RED Card PIN (NEW)
17. Duplicate Statement Request (NEW)

Loans/Finances:

1. Instalment Postponement request (for Retail Individual only)
2. Application for Mortgage loan/ RAKIslamic Home Finance

Pay your bills:

1. Multiple Bill Payments(NEW)
2. Quick Pay (NEW)

Redemption of Investments (NEW):

1. Investments Subscriptions
2. Gold Account Opening
3. Redeem Gold at a RAKBANK Branch

Transfer Funds:

1. Own accounts
2. Other RAKBANK customer
3. Other Banks within the UAE
4. Other Banks Outside UAE (Other Countries)
5. Other Banks Outside UAE (Instant Remittances to India through RAKMoneyTransfer)
6. RAKMoneyTransfer: Cash PayOut to Cebuana
7. Request for Demand Draft/ Manager's cheque

Make payments through the Direct Debit system (UAEDDS)**Pay Cards:**

- Own Cards
- RAKBANK Cards
- Non RAKBANK Cards

Send emails/enquiries through Digital Banking

8. Can I change my User ID and password?

Yes, there is an option to change your user ID and password. Click on the settings icon on the top right side of your screen to access the settings page. Once there please click on the change user id or change password tab and follow the on screen instructions to make the change.

9. Can I update my User ID?

Yes, there is an option to update your user ID through Digital Banking post login. Click on the settings icon on the top right side of your screen to access the settings page. Click on Update UserID menu. System displays the existing UserID by default. Enter the desired UserID on the next page and the onetime password sent to the registered mobile number of the customer to proceed and complete the update.

10. Can I use my earlier User ID and Password for Mobile Banking and Online Banking for Digital Banking?

Initially if you are logging in through a browser you will have to log on to the new RAKBANK Digital Banking platform using your existing online user name and password. Similarly, if you are logging in through a mobile you will have to use your existing Mobile Banking user name and 4 digit password.

Once logged in you will be requested to follow simple on screen instructions that will allow you to select or set your new unified user name and password.

Once the credentials are set up, the unified credentials can be used to seamlessly access Digital Banking via browser and app

11. What if I forget my User ID?

To recover your User ID, click Forgot User ID on the sign in page. Next, enter your account number, Debit or Credit Card no, enter the Onetime password code sent to your registered mobile number and your Card PIN to proceed. Your user ID will be displayed on the screen. Please note that the User ID is case sensitive.

12. What if I forget my Password?

To recover your password, click Forgot Password on the sign in page. Next, enter your Account number, Debit or Credit Card number, enter the onetime password code sent to your registered mobile number and your Card PIN to proceed. After this you can set up your new password for Digital Banking.

13. Is RAKBANK Digital Banking safe and secure?

Absolutely. Each time you log in to RAKBANK Digital Banking, a secure connection is made between your device and the bank. This connection is protected using an industry standard security protocol that prevents compromise. Additional protection is provided using firewall technology which enables the Bank to monitor all data traffic to and from RAKBANK.

At your end we urge you to follow safe banking practices to ensure that your confidential information is kept safe.

14. What are the fees for RAKBANK Digital Banking?

RAKBANK Digital Banking is free to sign up and use. However for availing the services for transactions, the charges are as determined by the Bank from time to time and will be notified to you on the service/transaction pages.

15. As a new customer, how do I enrol for RAKBANK Digital Banking?

To enroll, our retail customers and business customers can visit www.rakbank.ae and click on the Digital banking link, select the relationship and follow simple onscreen instructions.

16. Why do I have to re-accept Terms and Conditions? How are they different?

RAKBANK Digital Banking includes new features and services that were not present in the previous versions of Online and Mobile banking. Thus we need you to accept the updated terms and conditions.

17. Why are you merging Online/ Mobile Banking?

It is common practise for digital platforms to behave in a consistent manner regardless of device and formats. In fact as per our customer's regular feedback, this was one of the main requirements to make their Digital Banking easy and consistent. Hence, we have changed to RAKBANK Digital Banking which will provide our customers with a seamless and hassle free banking experience. In addition, you will no longer be required to duplicate many of your banking activities, including Beneficiary management, etc... on separate applications. Everything you do across the browser and app applications gets reflected on your Digital banking platform.

18. Can I send messages or emails to my Relationship Manager through Digital Banking?

Yes, you can send messages to the Bank which will be routed to the concerned teams to review and respond to you appropriately.

19. Can I delete a beneficiary from my list of beneficiaries if I no longer need to send money to them?

Yes, you can delete or remove a beneficiary from your existing list of beneficiaries if you require to.

20. Once Digital Banking is live, what will happen to my existing lists of beneficiaries on Online Banking and Mobile Banking as these are different?

Your list of beneficiaries for Online Banking and Mobile Banking will be consolidated and made available on Digital Banking.

21. What is the touch ID for viewing quick balance and how do I set it up?

Touch ID is a service only on selected iOS devices where customers can check their balances by accessing Digital Banking using their fingerprint.

Users can set up Touch ID feature after logging into Digital Banking after which they can check their account balances without logging into the Digital Banking using their login credentials.

In order to transact, users will need to log in using their user name and password.

22. Can I access Digital Banking through any mobile device?

Yes Digital Banking can be accessed through any mobile device. You will need to download the Digital Banking app on your mobile and login using your existing password for Mobile Banking service. You no longer need to contact Phone Banking to register your device.

23. Do I need to register to access Digital Banking through the Mobile Banking app?

No, you do not need to do a registration to access Digital Banking through your mobile device. Further, you will no longer need to contact Phone Banking to register the Digital Banking service on your device since the service can now be accessed from any device using your user name and password.

24. Is there an option to edit and update address and emirates ID on Digital Banking?

Yes, customers can update their address and Emirates ID on a real time basis through Digital Banking.

25. Is there an option to download the transaction slip for bill payments and fund transfers?

Yes, you can download and print the transaction slips after you make bill payments and fund transfers.

26. What are the other value added services that you have initiated under Digital Banking?

Many value added services have been introduced under Digital Banking, out of which some are:

- You can now cancel a pending remittance if you do not wish to proceed with it. You can select multiple remittances for cancellation using a single action.
- Use MobileCash service from a browser application to enable Cash withdrawal from any RAKBANK ATM
- The bank charges applicable for a remittance before you initiate it can be viewed.
- Select multiple outstanding bills and make a payment in one click.
- Update the existing UserID after login.
- Check Account balances using fingerprint authentication (available only on iOS devices)
- Setting up a Credit Card PIN for RED CARD
- Online PIN Reissue
- Quick Pay – Making an Adhoc Bill Payment without pre registering a beneficiary

27. Can I apply for other RAKBANK products through Digital Banking and what are the steps for the same?

To learn more and apply for a new product, just click on the Discover and Apply tab on the top menu. You will be directed to a page where you can select a product to find out more information and apply for the same.