DIGITAL BANKING 2.0

FAQS

1. **What is Digital Banking 2.0 Mobile App?**
   We are launching a new enhanced version of RAKBANK Personal Digital Banking Mobile app to give you the best digital experience. In designing the revamped journey, we have considered all your feedback to come up with an intuitive user interface and have brought the most used user interactions upfront.

2. **How can I access the new Digital Banking 2.0 Mobile app**
   Download our new RAKBANK Digital Banking Mobile App from the Appstore/Playstore. If you are an existing RAKBANK Digital Banking user, it will be an update to the existing app. You can simply proceed to login using your existing RAKBANK Digital Banking User ID and Password. If you are not registered yet, please register using simple on screen instructions.

3. **Will it impact my login to Digital Banking Web browser application accessed on Laptops/Desktops**
   No changes have been made to your Digital Banking web browser application and therefore there will be no impact to your login.

4. **I use Digital Banking both for my Personal Banking and Business Banking. Will my RAKBANK Business Mobile app also undergo a change?**
   No changes have been made to RAKBANK Business Mobile app in this update

5. **Do I need to re-register for RAKToken?**
   Your existing RAKToken PIN will be seamlessly migrated to the new App. You don't need to register again and can continue using the same PIN

6. **Will it impact my beneficiaries, payees etc.?**
   There is no impact on existing beneficiaries and payees. You will find all your beneficiaries and payees intact when you update to the new version and can continue adding new beneficiaries and payees in the same way as earlier

7. **Is there any change in Daily Digital Banking limits?**
   Daily Digital Banking limits remain the same as earlier

General Queries on Digital Banking

1. **Can I print statements up to date?**
   Yes.

2. **What are the cut-off times for Online Banking transfers on Digital Banking?**
   The cut-off time for external transfers is 5 PM (for AED transactions) & 4 PM (for non AED transactions) 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.

3. **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.

4. **What types of self-service requests can I do from Digital Banking?**
   Some of the service requests that can be initiated through RAKBANK Digital Banking are -
   Accounts & General Requests:
   1. Cheque Book Requests
   2. Duplicate statement request
   3. Balance Confirmation request
   4. Fund Transfer Limit Changes
   5. RAKvalue Enrolment - Accounts & Cards

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6. Updation of personal details
7. Updation of Emirates ID details
8. Open an Account Online - RakBooster Account
9. Open an Account Online - Jood (Islamic)
10. e-Statements enrolment
11. RAKConnect Registration for Business Customers
12. Alert Preference Request

Deposits (Conventional & Islamic):
1. Opening of a new term deposit (FD Plus, recurring 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
2. Report Lost/Stolen
3. Card replacement request
4. Apply for a Prepaid Card using Accounts
5. Apply for a Debit Card
6. Early Card Renewal Request

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

Loans/Finances:
1. Instalment Postponement request
2. Application for Mortgage loan/ RAKislamic Home Finance

Pay your bills:
1. Multiple Bill Payments
2. Quick Pay

Redemption of Investment:
1. Investments Subscriptions
2. Gold Account Opening
3. Redeem Gold at a RAKBANK Branch (Suspended temporarily)

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 through RAKMoneyTransfer)
6. RAKMoneyTransfer: Cash PayOut
7. Request for Demand Draft/ Manager's cheque

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Make payments through the Direct Debit system (UAEDDS)
Pay Cards:
- Own Cards
- RAKBANK Cards
- Non RAKBANK Cards

Send emails/enquiries through Digital Banking

5. 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.

6. 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.

7. 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.

8. 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.

9. 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.

10. 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.

11. 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.

12. Why do I have to re-accept Digital Banking Terms and Conditions?

Whenever any new services/features are launched on RAKBANK Digital Banking which were not present in the previous versions and that causes the T&C to be updated, you shall need to re-accept the same upon your next login to the application. This is to ensure that any legal provision related to those changes are understood well by our customers.

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

Yes.

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

Yes, you can update your address and Emirates ID real time through Digital Banking.

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

Yes

16. 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 Discover and Apply. You will be directed to a page where you can select a product to find out more information and apply for the same.

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