

FAQs for Rakbank Business mobile App

General Introduction and Registration on the Rakbank Business mobile App

1. Why has Rakbank introduced a new mobile app?

Currently Digital banking app is used both by Personal and business customers for digital banking login. Also business customers who want a workflow based transaction authorization are moved from business login to corporate login.

Additionally our business customers with corporate login and corporate banking customers don't have a mobile app currently.

Hence a need was felt to introduce an exclusive mobile app for our valued business banking and Corporate banking login customers.

2. I am currently using Retail Digital banking mobile app for Business Login. Can I continue using the same?

Although we recommend you to use the Rakbank Business mobile App as it's a dedicated mobile app for your Business Banking and Corporate login; you shall however be able to use the Digital banking mobile app till 31st October 2018 beyond which you shall be restricted to use the same. As a part of bank's product branding strategy, we want to retain the Digital banking only for our Personal banking customers.

Simply download the new app from the Playstore/App store and start using by entering your; existing Digital banking User ID and Password/. You are required to re-register for RAKToken service from the mobile app to secure your transactions and login.

Once you login to our new Business banking app using your existing login credentials, your access to the existing Retail Digital banking app shall be revoked.

3. How to register on RAKBANK Business Banking Application/ mobile app

For a **Business login**, you may register to our Digital banking application either by visiting your nearest branch or through a self-service option

- Go to the [Google Play Store](#) and [Apple App Store](#) on your mobile device
- Search for Rakbank Business Banking app
- Select the type of login as Business
- Select the Register link on the screen.
- Enter your account number or Debit card number
- Enter other details like Passport Number and Date of Birth when asked and verify your Registered Mobile Number.
- Enter the OTP sent to your Mobile Number to confirm your Registered Mobile Number
- Enter the Debit Card PIN
- Set up a preferred login password

For a **Corporate login**, you may use the same credentials as you use for Corporate Digital banking desktop browser application to login to our new mobile app.

As it's a single mobile app that can be used to access both SME and Corporate Banking logins, you may preset your preferred login type - Business or Corporate using 'Remember Me' option before you login to our new app. You have the ability to switch to Business or Corporate login page

Thus next time you try login to the app, system renders you the login page based on your login type.

4. Do I need to just key in my UserID and Password to access Digital banking through Browser and app as I was doing it previously.

Yes. There are no changes in the login process to the new app. You can start using the app by entering your existing Digital banking User ID and Password. Additionally, you are also recommended to re-register for our mobile based Two Factor authentication solution - 'RAKToken' to secure your transactions.

Once registered, customer needs to key in the Raktoken code every time they login (using the Raktoken PIN created during registration) along with the UserID and Password.

Additionally if you have applied for a workflow based transaction authorization, RAKToken will also be needed to login to the mobile app/ business banking browser application alongwith the login credentials.

Tokens (AAA Hard Token and 2FA – RAKToken)

5. What is RAKTOKEN?

RAKToken is a mobile app based two factor authentication solution used to secure your transactions done on the Rakbank Mobile banking beyond a certain limit.

*As a Business Banking customer, If you have applied for a workflow based transaction authorization for Business login, **RAKToken** will be needed only to login to the Rakbank Business Banking app and not for transaction authorization.*

*As a **corporate login customer**, you can now use RAKToken, to login to the new mobile app and beneficiary addition for FT within RAKBANK instead of using AAA hard token.*

*Simply download our **RAKBANK Business** Banking mobile app from the [Google Play Store](#) and [Apple App Store](#) and select the **Sign up for RAKToken** option available on the login page of the Mobile App and follow the simple screen instructions to complete the registration process*

6. How to register for RAKTOKEN?

For a Business banking customer with Business login

You can register for RAKToken using your Debit card or Account number. Please note that Debit card should be linked to an operative account.

Please proceed with the below steps for RAKToken registration -

If you have *not applied* for a workflow based transaction authorization

- *Enter Account Number/ Debit card number*
- *Enter your Passport and DOB*
- *Verify your Mobile number by entering the OTP received on your registered Mobile number*
- *Enter the Debit card Debit Card PIN*
- *Set up RAKToken PIN and complete the registration*

If you have *applied* for a workflow based transaction authorization

- *Enter Account Number/ Debit card number*
- *Enter your Passport and DOB*
- *Verify your Mobile number by entering the OTP received on your registered Mobile number*
- *Enter Digital Banking UserID and Password*
- *Set up RAKToken PIN and complete the registration*

Please note, if you were using our existing Digital Banking App and registered for RAKToken, you shall need to re-register for the service when you download and login to our new Business Banking App so that your transaction authorization process will be seamless going forward.



For a Business banking customer with corporate login/Corporate banking customer

Please proceed with the below steps for RAKToken registration -

- Enter Corporate ID
- Enter Corporate Digital Banking User ID and Password
- Set up a RAKToken PIN and complete the registration

Please note that while you login, you shall have an option to continue by entering the AAA hard token or choose to proceed with RAKToken registration. Once you complete the RAKToken registration, your access to the AAA hard token shall be revoked and you shall be asked to enter the RAKToken alongwith your credentials (Corp ID, User ID and Password) for subsequent login and transactions (beneficiary addition for FT within RAKBANK)

Please note that you may continue use your existing AAA Hard token device for login for certain period as the bank deems necessary beyond which we shall do away with the same and replace it with RAKToken mandatorily. Hence we strongly suggest that you register for RAKToken today using the Mobile app as soon as you download it.

7. I am a Business banking customer having both SME and Corporate login. What do I need to do if my Raktoken is locked due to multiple incorrect retries?

Since your Retail Profile linked to both to Business and Corporate login, you will not be able to use Raktoken for both the applications. Hence, kindly visit your nearest branch for further assistance and submit a form for Raktoken unlock.

Kindly note since Raktoken registration is common to both your SME and Corporate login, it will be unlocked for both once request is processed by our operations.

8. I am a Business Banking customer having a corporate login and my AAA Hard token is locked due to multiple incorrect retries. I am unable to login to the Digital banking browser. Will I be able to login to the Business Banking mobile app and access my corporate login?

No. To comply with the information security and risk policies of Rakbank, your login will be disabled in the new app to prevent any misuse. You shall need to visit your nearest branch and request for unlocking your token and your login access to the Digital banking. The branch user shall present you with a physical form which you need to fill in, sign up and hand it over back to the branch staff.

9. I am a Business Banking customer having a Business login and my Raktoken access is locked due to multiple incorrect retries. I am able to login however unable to perform a transaction in Digital banking browser Retail Mobile app. Will I be able to login to the Business Banking mobile app and access my SME login?

No. To comply with the information security and risk policies of Rakbank, your transaction access will be disabled in the new app to prevent any misuse. You shall need to contact our 24 by 7 Phone banking staff after authenticating using your Card and PIN. Once authenticated, please follow the process for token unlock as advised by our Phone banking staff.

For enabling the transaction access kindly visit out nearest branch to submit a physical form for Enable DB access.

Summary for RAKToken assistance by Phone Banking/Branches:

Type of customer	Services	Point of contact
Retail customer	RAKToken Unblock	Phone Banking or Branch
	RAKToken De-register	
Business Banking customer having a business login only	RAKToken Unblock	Phone Banking or Branch
	RakToken De-register	
Corporate banking customer (corporate login)	RAKToken Unblock	Branch only
	RakToken De-register	
	RAKToken Unblock	Branch only

Business Banking customer having both business login and corporate login	RAKToken De-register	
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Impact of locked tokens – RAKToken/ AAA hard token

1	Retail banking customer using Rakbank Digital Banking	If RAKToken is locked, all transactions access gets locked including those that need OTP and STP transaction requiring no authorization unless Phone banking/Branch unlocks it
2	Business Banking customer using 'Rakbank Business' mobile app and Raktoken gets locked	Same as above, as long as the SME profile doesn't have a linked Corporate profile.
3	Business Banking customer using Rakbank Digital Banking for Business and Personal login	If a Business banking customer uses the digital banking app both for SME and personal logins, then, when RAKToken is locked: <ul style="list-style-type: none"> • All transactions access gets locked for the SME login unless unblocked by Phone banking • For Personal login, only transaction that need a RAKToken gets locked whereas other transactions with/without OTP continues to work as usual.
4	Business Banking customer using Rakbank Digital Banking for Business login and now register and try transact onto the new Rakbank Business App	When RakToken gets locked in the Digital banking app, transaction access will be blocked in the new mobile app – ' Rakbank Business ' by the bank Such customers can visit the branch and submit a request for <ul style="list-style-type: none"> • RAKToken unlock • Enable transaction access
5	Business Banking customer with workflow based transaction authorization using Rakbank Business mobile App	When RakToken gets locked in the new app, the login access also get locked. Same can be Enabled using Enable UserID option available on the mobile app/ browser Login screen
6	Corporate banking customer whose AAA hard token is locked and now wants to login to the new app - Rakbank Business	When AAA hard token gets locked in the Corporate Digital banking, login access will be blocked in the new mobile app – ' Rakbank Business ' by the bank Customers need to contact the branch and submit a request for <ul style="list-style-type: none"> • AAA token unlock • Enable Login access
7	Business Banking customer using the Rakbank Business mobile App both for business and corporate login	When RakToken gets locked in the new app for either of the logins, system locks RakToken for both the logins. Customers need to contact the branch and submit a request for RakToken unlock.

Features of the Rakbank Business mobile App

10. Will the transactions I perform on Digital banking (with Business Login) need to be authorized by another Signatory?

Normally all the transactions done by a signatory using Business Login are self-authorized and doesn't need any additional authorization. However, for additional security of your transactions, a workflow based transaction authorization can be applied by signatories (sign jointly only) whereby transactions done by the Maker signatory need to be authorized by Checker Signatory based on the amount and the type of transaction. This is done by setting up a role based workflow in the system in the digital banking admin system. For example one of the rules could be - Fund transfers of AED 100,000 need to be authorized by Role A and Role B. This transaction will be authorized and submitted to the bank for processing only when both the authorizers of the assigned roles approve the transaction using Digital banking login.

Opting for additional maker checker security is completely optional and on the sole discretion of the SME.

- SME customers with signing mandate 'singly' will be assigned 'Business Login without workflow'
- SME customers with signing mandate 'jointly' and upto 10 users shall be assigned 'Business Login with workflow'
- SME customers with signing mandate 'jointly' for more than 10 users must be assigned 'Corporate Login'

For enrolling for Maker checker workflow, kindly visit your nearest branch and fill up the [Digital banking registration form](#).

Once registered with workflow, such customers shall need to enter raktoken alongwith userID and Password every time they login to mobile app/ business banking browser application.

11. I am an existing Business banking customer using Digital Banking- Business login and meet the criteria to be upgraded to Business Elite. Can I enrol myself to a Business elite customer using Digital banking – Business login?

Yes. The customer can either enrol using clicking the banner available on the Home page for Business Elite whereby system takes them to then enrolment page to complete the fulfilment. Alternatively the customer can enrol using the option available under Services> Service requests. Once you are upgraded, you will be able to view the Business elite related look and feel on the Digital banking and enjoy the benefits thereof.

12. I am an existing Business Elite customer and wish to de-register and downgrade to a non-Business Elite. Can I do the same using Digital banking – Business login?

No. De-enrolment option is currently not available on Digital banking – Business Banking login

13. I am a Business Banking customer using Digital Banking- Corporate login and meet the criteria to be upgraded to Business Elite. Can I enrol myself to a Business elite customer using Digital banking – Corporate login?

No. You are required to visit your nearest branch to fill up the – 'rakelite enrolment form'. Once you are upgraded, you will be able to view the Business elite related look and feel on the Digital banking and enjoy the benefits thereof.



14. What is Quick Balance Inquiry and how to access it?

Our Business Banking customers can now inquire account balances on their mobile app using a biometric mode supported on the device. No need to login, just use Touch ID/ Finger print/ Face ID option on select iPhone and Android devices to view balances instantly

If you were using our existing Digital Banking App and registered for any of the biometric modes to inquire the account balances, you may need to register for it again when you download and login to our new Business Banking App.

If you are not registered for Quick balance inquiry via biometric mode, please register for the same using our new RAKBANK Business Banking App. Once you login to our app, tap onto the burger menu, go to the App settings and complete the registration using simple on screen instructions.

15. Can I change my User ID and password?

Yes, if you have a Business login, User ID and password can be changed using the mobile app post login to the mobile app. If you are corporate login customer or a business customer having a corporate login, then you may need to contact your nearest branch.

16. Can I update my User ID?

Yes, if you have a Business login, User ID can be updated post login to the mobile app

17. What if I forget my User ID?

To recover your User ID for Business login, click Forgot User ID on the login page of the mobile app. 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.

18. What if I forget my Password?

To recover your password for Business login, click Forgot Password on the login page of the mobile app. 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 the mobile banking app



FAQs on Digital Banking - Business login

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

RAKBANK Online Banking was launched in 2008. Over the years it has served you well but it was time to give it an upgrade and bring it closer to the digital reality of today. That is why we have phased out the old Online Banking and introduced RAKBANK Digital Banking. We also felt a need to introduce a dedicated mobile app for our valued business banking segment allowing our customers to access Business and Corporate banking login. 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 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 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.

4. Can I print statements up to date?

Yes you can print your Account 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.

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. 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.

8. What are the fees for availing RAKBANK Digital Banking?

The charges are as determined by the Bank from time to time and is available on the transactions/service pages in the footnotes section.

9. What are the key features available on Business banking app and browser?

Below are the key features and services:

Services	Business login	Corporate Login
Replacement of AAA Hard token with a mobile based RAKToken for convenient login and beneficiary addition for FT within UAE		Yes
Convenient mobile app based- RAKToken Two factor authentication for securing the transactions	Yes	
Make VAT Payments to FTA	Yes	Yes
Online registration of Ministry of labor ID	Yes	Yes
<i>*available through the browser application only</i>		
Make Payroll Payments (WPS) <i>*available through the browser application only</i>	Yes	Yes
Upgrade to Business Elite	Yes	
Upload financial transaction invoices <i>*available through the browser application only</i>	Yes	Yes
Role based workflow transaction authorization (maker checker transaction approval) for additional security. For Business login customers <i>*Kindly contact our nearest RAKBANK Branch to apply for workflow transaction authorization.</i>	Yes	Yes
Request for a No-Liability Certificate	Yes	Yes
Access account balances on Mobile app using biometric access on select devices	Yes	
Unified Login credentials with only one set of username and password across Desktop Browser and Mobile Banking Apps.	Yes	Yes
Debit card services	Yes	Yes
Learn and Apply for Products using a single click using "Discover and Apply"	Yes	Yes
Enhanced live chat feature available on Android mobile devices. Use it to chat with our agents for instant assistance	Yes	Yes
Enhanced ATM locator on the Mobile app.	Yes	Yes
Trade Finance Account Details Enquiry	Yes	Yes
View your outstanding bills and make instant bill payments using your bank account in one go. (E.g. Etisalat, DEWA, SEWA, FEWA, Du, Salik, EMAAR)	Yes	Yes
Make safe and seamless Fund Transfers and Remittances	Yes	Yes
Use MobileCash service for Business login from a browser application to enable Cash withdrawal from any RAKBANK ATM	Yes	
Upload Trade License	Yes	Yes

Other features available are:

Accounts & General Requests	<ul style="list-style-type: none"> • Cheque Book Requests • Duplicate statement request
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	<ul style="list-style-type: none"> • Balance Confirmation request • Bank reference letter (for Business banking only) • Fund Transfer Limit Changes • View and Update personal details for SME accounts • Update Emirates ID • Account Opening • e-Statements enrolment • RAKConnect Registration for Business Customers • Alert Preference Request
Make payments through the Direct Debit system (UAEDDS)	
Trade Finance Services	<ul style="list-style-type: none"> • View TFIN Product balances • Apply for Letter of Credit • Amendment to Letter of Credit • Apply for Letter of Guarantee • Amendment for Letter of Guarantee • Apply for Loan against Trust Receipt • Apply for Short Term Loan • Application for Shipping Guarantee • Application for Loan Against Invoices • Application for Cheque Discounting • Application for Export LC Discounting • Application for Presentation of Documents under Export LC • Presentation of Outward Collection Document • Pre / Part settlement of Loan against Invoices • Pre / Part settlement of LATR • Pre / Part settlement of STL • Settlement of documents under import LC • Settlement of Inward Collection Document
Others Services	<ul style="list-style-type: none"> • Change password • Compose email • Switch between Retail and Business Profile