

RAKislamic - Frequently Asked Questions (FAQs)

1. When will the changes take place?

The new brand identity will be rolled out in a phased manner from 1st October 2016.

2. What changes will I experience or see?

You will only see a change in our brand identity across our communications. This will be in a phased manner for all our documentation, marketing collateral, and digital platforms across the bank.

3. Do I need to do anything?

No action is required to be done from your end. We are keen to regularly update our customers about the enhancements made to our brand, product offerings and services.

4. Will I see new signs on all the Branches / ATMs?

The roll-out of the new brand will take place in a phased manner, and you will definitely see our new signs in all our new branches, updated collateral, and across the branches eventually.

5. Will my account change?

There will be no change in your account or the terms & conditions associated with your relationship with the bank.

6. Will my existing credit or debit cards stop working after the date the changes happen?

Your cards will continue to operate as usual. We will be looking to issue new cards with the new branding as part of our roll out plan. Until then you can continue to use your existing cards as normal.

7. Will I get new Credit or Debit Cards and will they look different?

We will be looking to issue new cards with the new branding as part of our roll out plan. Until then you can continue to use your existing cards as normal.

8. Will my current cheques still be accepted after the date the changes happen?

Yes, they will continue to be valid and accepted by the bank.

9. Will I get a new cheque book and will it look different?

Please continue to use your existing cheque book, till the cheque books are issued with the new branding. All account details will remain unchanged.

10. Will the terms and conditions of any existing products or accounts I hold with RAKBANK Amal Islamic Banking change?

There will be no change to any aspect of your account or relationship with us. This will also not change any aspect related to Sharia compliance as well.

11. Will I have to change my branch?

You will not have to change your branch as the change is only related to the brand name and logo of our Islamic Banking Division. All other details and relationships remain unchanged.

12. If I have a dedicated Relationship Manager, will they change?

Your Relationship Manager will continue to remain as is, as the change is only related to the brand name and logo of our Islamic Banking Division.

13. Will I have to complete any new account forms or details?

You are not required to complete any new forms or make any changes to your existing accounts, as the relationship details remain unchanged.

14. Will the website change?

The branding and content on the website will be updated with the new RAKislamic logo and our product details that include the word "AMAL" will be removed.

15. I still receive some statements / advices / bank communication with the old branding?

Until the roll out phase is completed by the bank, you will notice that we will still hold some communication or documentation across statements, advices, brochures with the old logo. This does not change its validity or acceptance within the bank.

16. Will your service and price guide change with the rebranding?

The change under our Islamic Banking Division reflects mainly on our brand logo and name. However, any changes to the Service & Price guide are subject to the Bank's discretion and will be available on the Bank's website www.rakbank.ae and also at our branches.