

Digital Banking Inquiries & Services with Path

Service	Path
Request Account Duplicate Statement	Login > Service Requests > Accounts > Duplicate Statement
View Account IBAN Number	Login > Click On Account Tile > Details
View Account Ledger Balance	Login > Click On Account Tile > Details
View Account Net Available Balance	Login > Click On Account Tile > Details
View Account Overdraft Limit	Login > Click On Account Tile > Details
Activate Credit Card	Pre-Login > Activate Card
Add & Manage Beneficiaries	Login > Burger Menu > Beneficiaries & Payees
Request Advance Against Salary	Login > Service Requests > Accounts > Advance Against Salary
Amend Standing Instruction	Login > Service Requests > Credit Cards > Amend Standing Instruction
View Amount On Hold In Account	Login > Click On Account Tile > Details
Apply For Account	Login > Burger Menu > Discover and Apply > Accounts
Apply For Cheque Book	Login > Service Requests > Accounts > Cheque Book Request
Apply For Credit Card	Login > Burger Menu > Discover and Apply
Apply For Debit Card	Login > Service Requests > Debit Cards > Apply for Debit Card
Apply For Deposit	Login > Click On Deposit Tile
Apply For Gold Account	Login > Click On Gold Account Tile
Apply For Insurance	Login > Burger Menu > Discover and Apply
Apply For Loan	Login > Click On Loan Tile
Apply For Prepaid Card	Login > Burger Menu > Discover and Apply > Prepaid Cards
Request Balance Confirmation Letter	Login > Service Requests > Accounts > Balance Confirmation Letter
Request Credit Card Balance Transfer	Login > Service Requests > Credit Cards > Balance Transfer
Block Credit Card	Login > Service Requests > Credit Cards > Block Credit Card
Block Debit Card	Login > Service Requests > Debit Cards > Block Debit Card
Unblock Credit Card	Login > Service Requests > Credit Cards > Unblock Credit Card
Unblock Debit Card	Login > Service Requests > Debit Cards > Unblock Debit Card
View Branch Account Held In	Login > Click On Account Tile > Details
Buy Gold	Login > Click On Gold Account Tile
Cancel Pending Remittance	Login > History > Cancel Remittance
View Cash Back Details - Credit Card	Login > Click On Credit Card Tile > Details > Cash Back Details
Request Cash Back Redemption - Credit Card	Login > Service Requests > Credit Cards > Redeem Cash Back - Credit Card
Request Change Of Billing Date	Login > Service Requests > Credit Cards > Change of Billing Date
Change Password	Login > Burger Menu > Settings
Change Digital Banking Transaction Limit	Login > Service Requests > Accounts > Change Transaction Limit
Change User Id	Login > Burger Menu > Settings
View Cheques Lodged In Account	Login > Click On Account Tile > Details > Lodged Cheques
View Credit Card Outstanding	Login > Click On Credit Card Tile > Details > Card Information
Request Credit Card Cheque	Login > Service Requests - Credit Cards > Credit Card Cheque
View Credit Card Combined Available Credit Limit	Login > Click On Credit Card Tile > Details > Card Information
View Credit Card Combined Cash Limit	Login > Click On Credit Card Tile > Details > Card Information

View Credit Card Current Balance	Login > Overview Page
View Credit Card Last Amount Paid	Login > Click On Credit Card Tile > Details > Card Information
View Credit Card Last Payment Date	Login > Click On Credit Card Tile > Details > Card Information
View Credit Card Last Statement Balance	Login > Click On Credit Card Tile > Details > Card Information
View Credit Card Total Amount Due To Avoid Interest	Login > Click On Credit Card Tile
View Credit Card Limit	Login > Click On Credit Card Tile > Details > Card Information
View Credit Card Minimum Payment Due	Login > Click On Credit Card Tile
View Credit Card Payment Due Date	Login > Click On Credit Card Tile
Request Early Credit Card Renewal	Login > Service Requests - > Credit Cards > Early Credit Card Renewal
View Credit Card Statement Date	Login > Click On Credit Card Tile > Details > Card Information
Request CRS Form Upload	Login > Service Requests > General Requests > CRS Form Upload Request
Request Early Debit Card Renewal	Login > Service Requests > Debit Cards > Early Debit Card Renewal
Delink Flexi Fixed Deposit	Login > Service Requests > Deposits > Delink Flexi Fixed Deposit
Request Demand Draft/Manager's Cheque	Login > Service Requests > Accounts > Demand Draft/Manager's Cheque
Compose Email - Digital Banking Inbox	Login > Burger Menu > Inbox
Download Account Statements As PDF & CSV (Web Only)	Login > Click On Account Tile > Select Date Range > Download
Download Credit Card Statements As PDF & CSV (Web Only)	Login > Click On Credit Card Tile > Select Date Range > Download
Download Gold Account Statements As PDF & CSV (Web Only)	Login > Click On Gold Account Tile > Select Date Range > Download
Request Duplicate Credit Card Statement Request	Login > Service Requests > Credit Cards > Duplicate Card Statement Request
Request Easy Payment Plan	Login > Service Requests > Credit Cards > Easy Payment Plan
Set Up Biometric (App Only)	Pre-Login > Set Up Biometric
Enable User ID	Pre-Login > Enable User ID
Estatement RegistratiOn/ModificatiOn/UnsubscriptiOn	Login > Service Requests > General Requests > e-Statements
Forgot Password	Pre-Login > Forgot Password
Forgot User ID	Pre-Login > Forgot User ID
Funds Transfer - Own RAKBANK Account	Login > Send Money > My RAKBANK Account
Funds Transfer - Other Customer RAKBANK Account	Login > Send Money > Other RAKBANK Account
Funds Transfer - Other Bank Within UAE	Login > Send Money > Within UAE
Funds Transfer - Other Bank Outside UAE	Login > Send Money > Outside UAE
RAKMoneyTransfer From Account	Login > Click On Account Tile > RAKMoneyTransfer
RAKMoneyTransfer From Credit Card	Login > Click On Credit Card Tile > RAKMoneyTransfer
Generate e-Dirham Token	Login > Service Requests > General Requests > Generate eDirham Instant Token
Investment SubscriptiOn	Login > Service Requests > Investments > Investment Subscriptions
Klip Wallet RegistratiOn	Pre-Login > Go to Klip Wallet
Klip Wallet Send Money	Pre-Login > Go to Klip Wallet > Login > Send Money
Klip Wallet Top Up And Withdrawal	Pre-Login > Go to Klip Wallet > Login > Top & Withdrawal
Forgot Klip Wallet PIN	Pre-Login > Go to Klip Wallet > Forgot PIN
Live Chat *Also Available Pre-Login	Login > Live Chat
Request Mobile Cash	Login > Send Money > Mobile Cash
Pay Bills	Login > Pay Bills
Pay Non-RAKBANK Credit Card	Login > Pay Cards > Pay Non-RAKBANK Card
Pay Other RAKBANK Credit Card	Login > Pay Cards > Pay Other RAKBANK Card
Pay Own RAKBANK Credit Card	Login > Pay Cards > Pay Own Card
Top Up RAKBANK Prepald Card	Login > Pay Cards > Pay Prepaid Card
Postpone Loan Installment	Login > Service Requests > Loans

RAKToken De-registration	Login > Service Requests > RAKToken De-Registration
RAKToken Registration	Pre-Login > RAKToken (App Only)
RAKvalue Enrolment And Upgrade	Login > Service Requests > General Requests > RAKvalue
Redeem Gold At RAKBANK Branch	Login > Service Requests > Accounts > Redeem Gold at RAKBANK Branch
Redeem Investment	Login > Service Requests > Investments > Redeem Investment
Register For Digital Banking	Pre-Login > Register
Renew Deposit	Login > Service Requests
Replace Credit Card	Login > Service Requests > Credit Cards > Replace Credit Card
Replace Debit Card	Login > Service Requests > Debit Cards > Replace Debit Card
Sell Gold	Login > Click On Gold Account Tile
Set Up Credit Card PIN	Login > Service Requests > Credit Cards > Set Up Card PIN
Set Up Debit Card PIN	Login > Service Requests > Debit Cards > Set Up Debit Card PIN
Setup Standing Instruction	Login > Service Requests > Credit Cards > Setup Standing Instruction
Request Smart Cash	Login > Service Requests > Credit Cards > Smart Cash
View Supplementary Credit Card Combined Available Credit limit	Login > Click On Supplementary Credit Card Tile > Details
View Supplementary Credit Card Combined Cash Limit	Login > Click On Supplementary Credit Card Tile > Details
View Supplementary Credit Card Combined Credit Limit	Login > Click On Supplementary Credit Card Tile > Details
View Uncleared Funds In Account	Login > Click On Account Tile > Details
Update Emirates ID Details	Login > Service Requests > General Requests > Update Emirates Id Details
Update Personal Details (Web)	Login > Service Requests > General Requests > Update Personal Details
Update Personal Details (App)	Login > Burger Menu > Personal Information > + Update Details
View Account Transactions	Login > Click On Account Tile
View Available Deals	Login > Burger Menu > Deals
View Cheque Copy	Login > Click On Account Tile > Select Cheque Drawn Transaction > Click On Cheque No. In Description
View Credit Card Transactions	Login > Click On Credit Card Tile
View Funds Transfer History	Login > Burger Menu > Transactions history > Send Money
View Gold Account Transactions	Login > Click On Gold Account Tile
View Gold Buy & Sell Rate	Login > Click On Gold Account Tile
View Scheduled Funds Transfers	Login > Burger Menu > Transactions history > Send Money > Scheduled
View Scheduled Pay Cards	Login > Burger Menu > Transactions history > Pay Cards > Scheduled
View Loan/Finance Amortization Schedule	Login > Click On Loan/Finance Tile > Amortization
View Loan/Finance Disbursed Amount	Login > Overview
View Loan/Finance Next Installment Amount	Login > Click On Loan/Finance Tile > Details
View Loan/Finance Next Installment Date	Login > Click On Loan/Finance Tile > Details
View Loan/Finance Outstanding	Login > Overview
View Loan/Finance Overdue Amount	Login > Click On Loan/Finance Tile > Details
View Loan/Finance Transactions	Login > Click On Loan/Finance Tile
View Service Request History And Status	Login > Service Requests > History
View Swift Copy For Non AED & Non RMT Transfers	Login > History > Swift Copy
Call Us	Login > Burger Menu > Contact Us
Social Media Links	Login > Burger Menu > Contact Us
Branch & ATM Locator	Pre-Login > Locate Us