

# Smart Banking

FREQUENTLY ASKED QUESTIONS  
INVEST BANK PSC

### 1. Why are you setting up new version of Online Banking, i.e. Smart Banking?

It is common practice for banks to set up and upgrade technological platforms to uphold and exceed the requirements and expectations of their customers. Launching the new Smart Banking was to make our services become easier and more consistent to our customers. In addition, you will be no longer required to visit the branch on occasions where Smart Banking can cover the requirements.

### 2. I/we am/are already a registered user in the old Online Banking, how can I/we shift to the new Invest Bank Smart Banking system?

The old version of Online Banking is stopped, and replaced by the new Smart Banking, which came as a new upgrade to bring you closer to advanced technological reality of today. You have to visit [www.investbank.ae](http://www.investbank.ae) to apply for new registration and follow the instructions to complete the process. You may also visit your branch, and apply by signing the registration form.

### 3. What if I/we like my/our current Online Banking? Do I/we have to change?

Yes, all customers using the current Online Banking are required to upgrade to the new Invest Bank Smart Banking.

### 4. What features are available in Smart Banking?

Some of the features include:

- View all of your accounts' details.
- Make internal and external payments including transferring within Invest Bank accounts, paying bills, outward transfers, etc.
- View your account history and e-statement online.
- Request for several non-financial services (including cheque book request, profile update request, etc.).
- View and download several Customer Service, Loans, Credit Cards, and Trade Finance related documents.

### 5. Is it allowed to use my international (non-UAE) number for Smart Banking registration?

No. Before registering for Invest Bank Smart Banking, please make sure that your mobile number registered in Invest Bank is a local one. Any SMS notifications will be sent to customers who have numbers that are registered in UAE only.

### 6. Is Invest Bank Smart Banking safe and secure?

Invest Bank considers the confidentiality, security and protection of your personal and financial information as our highest priority. We value your trust and we understand that handling your financial information with care is one of our most important responsibilities. We have always taken consistent efforts to continuously improve and transform our technology, processes and business ecosystem to enhance our overall security posture. All online sessions between you and the bank are encrypted, which safeguards your information against disclosure to third parties.

### 7. What are the fees for Invest Bank Smart Banking?

Signing up and using the Smart Banking services will be subject to Bank tariff.

## 8. How do I/we register for Invest Bank Smart Banking?

To register, our retail and corporate customers can visit [www.investbank.ae](http://www.investbank.ae) and click on Smart Banking link, select Register and follow simple onscreen instructions. You may also visit your branch, and apply by signing the registration form.

## 9. Why do I/we have to re-accept Terms and Conditions for Smart Banking when I/we register and/or Log In for Smart Banking although we accepted them in the older Online Banking? How are they different?

Invest Bank Smart Banking includes new features and services that were not in the present versions of older Online Banking.

## 10. Where can I/we find Invest Bank Smart Banking's terms and conditions?

Our Smart Banking Terms and Conditions can be located on our website [www.investbank.ae](http://www.investbank.ae). You will be required to agree to, and accept our terms and conditions prior to your log in to Smart Banking.

Every time there is an upgrade in the system or amendments in the terms and conditions, you will be informed to agree to, and accept our terms and conditions prior logging in.

## 11. My Smart Banking application has been approved, how can the Smart Banking system be accessed?

Visit [www.investbank.ae](http://www.investbank.ae) and click on Smart Banking. Just type your Smart Banking Client ID and your Password.

## 12. Is there a Smart Banking related application to be used on mobile?

We are currently developing Mobile Smart Banking application which will be designed to work smoothly on iOS and Android platforms.

For using Smart banking on PC/Laptop/Tablet, you need to download and install Invest Bank Token application on your mobile device. The Invest Bank token application is freely available in Play Store/App Store.

## 13. How to update the registered mobile number and/or email address?

You can initiate to update your mobile number, email address via Smart Banking Portal by submitting a request form in "Apply for Profile Update", then you can visit the nearest branch to update your records.

## 14. Is there a daily limit on transactions that can be processed?

Yes. Smart Banking financial transactions are subject to maximum values allowed to customers.

## 15. Is there a cut off time for foreign currency and local currency (AED) funds transfer transactions?

Yes. Transfers in local currency (AED) are only available on working days from 08:00 am to 04:00 pm local time, and transfers in foreign currency (SWIFT) are only available on working days from 08:00 am to 02:30 pm local time. Any transfers processed outside those windows will have their value date forwarded to a future working day date.

## 16. What type of services and payments can I/we do from the Smart Banking?

There are several applications that our customers can request through the Smart Banking like:

### General Requests

- Apply for Manager's Cheque / Demand Draft
- Apply for Profile Update
- Cheque Book Request
- Dispute/Generic Inquiry
- Request for Certificate

### Deposits

- Apply for a new Fixed Deposit
- Apply to cancel Fixed Deposit

### Debit Cards

- Apply for Debit Card
- Apply to Replace Debit Card
- Debit Card Block Un Block

### Credit Cards

- Apply for new Credit Card
- Credit Card Replacement
- Supplementary Credit Card Issuance Request

### Payments/Fund Transfers

- Transfers within Invest Bank
- Transfers within your own account
- Invest Bank Credit Card payment. Local currency transfers within UAE
- Foreign currency transfers within and outside UAE
- Bill Payments (currently available for SEWA utility bill payment)
- Salary Uploads – for Corporates (WPS)
- Recurring Transfers within your own Invest Bank account and own Invest Bank Credit Cards.
- Fund transfer to Credit Card of another bank (Non-Invest Bank Cards)
- IPI (Immediate Payment Instruction) with local currency within UAE

### Send inquiries through Smart Banking

- Inquiries related to Payments and Applications
- General Inquiries

### 17. Can I/we change my Password?

Click on the top left of your Home screen to access "My Profile" to change your Password.

### 18. What if I/we forgot my/our Client ID?

To recover your Client ID, click Forgot Primary Client ID on the Home Log In page. Next, enter your Account Number (CIF), then your valid credentials as per your existing profile. Enter the One Time Password sent to your registered mobile number. Your Client ID will be displayed on the screen.

This service is applicable to the Retail Customers as well as Primary User's Client ID. Other Corporate Users will have to refer to their Primary Admin User to retrieve their Client ID.

### 19. What if I/we forgot my/our password?

To recover your password, enter your Client ID on the Home Login Page to proceed to the next page. Click on Forgot Password. Next, enter your valid credentials as per your existing profile. Enter the One Time Password sent to your registered mobile number. After this you can set up your new password for Smart Banking.

### 20. Can I/we send inquiries to our Relationship Manager through Smart Banking?

Yes, you can send your inquiries to the Bank which will be routed to the concerned team to review and respond to you appropriately.

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

Yes, you can.

### 22. Can I/we modify a beneficiary from my list of beneficiaries?

Yes, you can, and it will be treated as a new request subject to Bank approval.

### 23. Can I/we use my/our foreign currency account(s) to make payment(s) in AED?

Yes, you can.

### 24. I am a first time user, how do I login?

You have to enter the CIF number on the first page of login and click next and click on first time user login link.

### 25. I am not able to set my password, what to do?

Make sure you follow the Password Rules mentioned on the page, and make sure not to reuse the same password used earlier.

### 26. My profile picture is not shown while logging, what should I do?

If you see a different profile picture not selected by you or do not see a picture, please do not continue with login. Kindly contact the bank on +971-6-5779099 during bank working hours to report the issue.

### 27. What are recurring payments?

Recurring payments is a payment set up by the customer and authorize the bank repeatedly debit his account on a prearranged schedule (monthly, weekly, daily, etc.).

### 28. In which Smart Banking services the recurring payment is available?

As of now, Recurring Payments are available under Credit Card Payments and Own Account Transfers.

### 29. What happens when I/we set up recurring payments?

Recurring payments will be made via your chosen Account. The initial payment will be deducted from your specified account, the bank will then deduct the outstanding payments on the payment due dates as indicated by the chosen interval (daily, weekly, etc.). The payments will cease on the last due date listed in your regular payments.

If the payment is allowed to pass without bank intervention/approval, the system will automatically deduct funds from your account and execute the payment. If a payment requires bank approval, then the funds will be withdrawn from your account once the approval is made.

### 30. What happens if I/We need to change my/our recurring payments?

You cannot amend the recurring payments that you have already scheduled. However, you may cancel some or all of the scheduled payments, and make a new recurring payments setup, if required.

### 31. What happens if I/We need to cancel my/our recurring payments?

You may cancel some or all of the scheduled payments.

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### 32. What is IPI?

IPI stands for Immediate Payment Instruction, it is an easy and fast way of making domestic fund transfers in the UAE (only in AED currency), to be settled in real-time on the condition that the receiving bank is also enabling this service with Central Bank.

### 33. How quick is the IPI service?

You can initiate the transfer in less than 3 minutes, which will hit the beneficiary's account at the same time.

### 34. What is the limit on transferring using IPI?

The maximum amount per transaction is subject to Central Bank regulations and guidelines.

### 35. Is IPI service available for retail and corporate customers alike?

Yes.

### 36. Is IPI service available 24/7/365?

Yes, except for scheduled system maintenance downtimes, which will be communicated to you ahead of time, or the downtime is planned from the UAE Central Bank. In those cases, this service will not be available.

### 37. Which platforms can I/we use to execute IPIs?

As of now, you can benefit from this service via Smart Banking.

### 38. If I/we have a dispute about an IPI, can I/we request the bank to refund?

No. Once executed, the payment cannot be recalled.

### 39. What is the applicable charges for IPI service?

IPI related charges are subject to bank tariff.

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#### 40. What is Invest Bank Security Token? And why is it provided? Why should I/we register for Invest Bank Security Token App?

Invest Bank Security Token is a mobile application to securely login and perform transactions on your smart banking account. The token application replaces the traditional SMS OTP for secure and seamless online banking experience. All smartphone customers should register for the token within 30 days of enrolling to smart banking to enhance the security of your smart banking account.

#### 41. What are Security Token's benefits?

Invest Bank Security Token app is a secure app which supports PUSH notifications and can generate token OTP for login and transactions purposes. This replaces the traditional SMS/Email OTP method which is insecure.

#### 42. How can I get the Invest Bank Security Token? How do I install it?

Invest Bank Security Token app is freely available and can be downloaded from the Play Store or App Store either during the first time user login process through scanning of the QR code from mobile device, or by downloading directly by searching for "Invest Bank Security Token".

Note: Clear instructions are illustrated for downloading and usage of token application on the smart banking page.

#### 43. Can this App be used for Business and Retail customers?

Yes, it can be used by Business and Retail Customers, and if the customer has both Corporate and Retail Account, then both tokens can be activated on the same application.

#### 44. Is this "Token" service is available to all Invest Bank customers?

Yes, it is available and mandatory to all customers, provided the customer is using Android/iOS Smartphone.

#### 45. Will the SMS OTP stop after requesting for the token?

Yes. SMS OTP will be stopped after registering for a token, however the SMS OTP will be available for few services other than Login and Transactions.

#### 46. Can I transfer my Account Number/CIF No. to another smartphone/mobile device? Can I add my Account Number/CIF No. to another mobile device?

Yes, the token associated to a CIF/Account number can be transferred to other device by using "Change device option" which is available during login after clicking SKIP option on the Smart banking, or you can unbind the token from the CIF/Account and can be re-enrolled with new mobile device in the next login.

#### 47. How many Account Numbers/CIF Nos. can I use on one mobile device?

There are no restrictions. You can have multiple token for multiple CIF/Account on the same application installed on your device. However, a Single CIF/account is allowed to have only one token associated on a single device.



48. If I forgot my PIN for my Invest Bank Security Token App, how do I reset it?

You cannot reset your PIN in case you have forgotten it. You need to uninstall the application and re-install and then go through the Change Device option during the login flow.

49. If I have Invest Bank Security Token App on my smartphone and I lost it, how do I reactivate it?

In case you lost the phone, please call the bank on +971-6-5779099 during bank working hours and report the situation.

You can install the Invest Bank Security Token App on a new device and enroll the token online through the "change device option" in smart banking portal.

50. If my Account Number/CIF No. is blocked for any reason; will the Security Token App get de-activated?

No. The Security token will be still active and can be used once your account is un-locked by Invest Bank customer support.

51. Can I use the Invest Bank Security Token App and SMS OTP together?

No. Invest bank Token Application is an alternative for SMS OTP to enhance the security of your smart banking account.

52. I entered wrong PIN multiple times and the CIF has been deleted from my app. How to proceed?

Token will be deleted automatically from the mobile token application in case of 5 wrong PIN attempts. In such cases, you have to register for a new token online through change device option during smart banking login process.

53. I am suspecting a fraud transaction, and need to report, how do I get more information on that?

You are required to call the bank immediately on +971-6-5779099 or visit your nearest branch, during bank working hours.

54. I forgot both the "Password" and "Question & Answer", what should I do?

Please visit Invest Bank branch to resolve the issue.