

# Frequently Asked Questions

(Accounts / Deposits / Lockers / Noor Rewards for Advance Segment)

## Generic

### **1. How will the bank alert me once my Noor Bank Account (Current Account / Dual Account / Savings Accounts / E-Saver Account / Skymiles Account / Investment Deposit Account / Wakala Deposit Account) is changed to Dubai Islamic Bank Account?**

As a customer, you will receive a notification from the bank upon migration of your Account (Current Account / Dual Account / Savings Accounts / E-Saver Account / Skymiles Account / Investment Deposit Account / Wakala Deposit Account) along with the DIB Customer Identification Number (CIF) and respective Account Number.

### **2. Will my services get affected once my Noor Bank Account (Current Account / Dual Account / Savings Accounts / E-Saver Account / Skymiles Account / Investment Deposit Account / Wakala Deposit Account) is changed to Dubai Islamic Bank Account?**

Your account balance (Current Account / Dual Account / Savings Accounts / E-Saver Account / Skymiles Account / Investment Deposit Account / Wakala Deposit Account) along with your entire transaction history will be moved to Dubai Islamic Bank seamlessly on the day of the migration.

### **3. Are there any charges associated with my Dubai Islamic Bank Account / Deposit / Safety Deposit Lockers?**

For our detailed schedule of charges, please click here: <https://www.dib.ae/soc>

### **4. What will happen to my Noor Bank cheque book (that is in my position) or to the cheques that I have issued to clients?**

Your Noor Bank cheque book will remain active and valid for use even after migration of your account from Noor Bank to Dubai Islamic Bank. Further, any Noor Bank cheques issued by you will be honored by DIB upon presentment. Furthermore, you can also apply for a new cheque book from DIB online banking, mobile app or any DIB branch post migration.

### **5. Can I manage my account online?**

You can manage your account via DIB's state of the art digital banking channels i.e. DIB Online Banking <https://online.dib.ae> and DIB Mobile App [www.dib.ae/app](http://www.dib.ae/app).

### **6. What are the bank's terms and conditions?**

For details on the bank's term and conditions, please click here:

[https://www.dib.ae/docs/default-source/terms-conditions/terms-conditions-banking-services-agreement-english.pdf?sfvrsn=95cf1f50\\_6](https://www.dib.ae/docs/default-source/terms-conditions/terms-conditions-banking-services-agreement-english.pdf?sfvrsn=95cf1f50_6)

### **7. Whom can I get in touch with if I have a question or require further support?**

In case of any questions, kindly get in touch with us via either of the following options:

- Send us a message on <https://www.dib.ae/about-us/contact-us>

- Contact your Relationship Manager
- Contact Dubai Islamic Bank at 04-6092222
- Visit your nearest Dubai Islamic Bank Branch. Find the locations here:  
<https://www.dib.ae/global/branch-atm-locator>,

**8. How will I receive my new DIB Debit Card linked to my Current Account / Savings Account / Dual Account / Sky Miles Account?**

DIB will courier your new Debit Card to your address registered with the bank.

**9. I have submitted Direct Debit Authority (DDA) / Standing Order Instructions (SOI) under my Noor Bank Account. Will I have to make any changes to the existing DDA/ SOI as a result of transfer of my account from Noor Bank to Dubai Islamic Bank?**

Your existing Direct Debit Authority Instructions (DDA) / Standing Order Instructions (SOI) under your Noor Bank Account will be migrated to Dubai Islamic Bank “As-Is”. Hence you will not be required to make any changes to your existing DDA / SOI before or after migration of your account from Noor Bank to Dubai Islamic Bank.

**10. I get my salary and other regular credits to my Noor Bank account from my employer and others. Will the change in my account number (as a result of migration from Noor Bank to Dubai Islamic Bank) have any impact on such incoming credits? Do I need to notify my new Dubai Islamic Bank account number to my employer and others?**

Your salary and other inward credits from your employer and others to your Noor Bank account number will be automatically routed to your new Dubai Islamic Bank account. However, as a good-practice, you are advised to update your new Dubai Islamic Bank account number with your employer and others and ask them to process any and all further credits to your new Dubai Islamic Bank account number.

**11. Will I be able to receive my salary in my new Dubai Islamic Bank account in any currency other than AED?**

Your salary dominated in AED currency will be processed to your Dubai Islamic Bank account. Non AED dominated salaries will not be processed, please notify your employer to send salary credit instructions to Dubai Islamic Bank in AED currency only

**12. When my relationship is moved from Noor Bank to Dubai Islamic Bank, will there be any pause / disruption in banking services (including salary transfers / credits) at Noor Bank?**

As we move your relationship from Noor Bank to Dubai Islamic Bank, you may face a brief pause in some of the banking services (including salary transfers / credits) at Noor Bank with effect from 25 October, 2020. You will soon be able to enjoy an enhanced banking experience from Dubai Islamic Bank starting from 1st November, 2020

## Product Specific

### Current Account

#### 1. Is there going to be any change to my Current Account with Noor Bank?

If you are holding a **Current Account** in Noor Bank, your account will change to an **Al Islami Current Account** in Dubai Islamic Bank.

#### 2. What are the features and benefits associated with my new Dubai Islamic Bank Al Islami Current Account?

There are several exciting features and benefits associated with your Al Islami Current Account, for details please click here: <https://www.dib.ae/personal/Accounts/current-Accounts/al-islami-current-Account>

### Savings Account

#### 1. Is there going to be any change to my Savings Account with Noor Bank?

If you are holding a **Savings Account** in Noor Bank, your account will change to an **Al Islami Savings Account** in Dubai Islamic Bank.

#### 2. What are the features and benefits associated with my new Dubai Islamic Bank Al Islami Savings Account?

There are several exciting features and benefits associated with your Al Islami Savings Account, for details please click here: <https://www.dib.ae/personal/accounts/saving-accounts/al-islami-savings-account>

A snapshot of a few key enhancements that have been done to your account is shared below for your reference:

Features	Description
Min Average Balance Required to Qualify for Profit	AED 1,000
Deposit Profit Rate Criteria	Flat Rate
Expected Profit Rate	As declared by DIB
Profit Rate Declaration & Payment Frequency	Quarterly
Profit Calculation Method	Average Monthly Balance
No. of days in the year considered in the Profit Calculation Methodology	Actual

### Dual Account

#### 1. Is there going to be any change to my Dual Account with Noor Bank?

If you are holding a **Dual Account** in Noor Bank, you will be migrated to an **Al Islami 2-in-1 Account** in Dubai Islamic Bank.

#### 2. What are the features and benefits associated with my new Dubai Islamic Bank Dual Account?

There are several exciting features and benefits associated with your Al Islami 2-in-1 Account, for details please click here: <https://www.dib.ae/personal/accounts/2-in-1-accounts/al-islami-2-in-1-account>

A snapshot of a few key enhancements that have been done to your account is shared below for your reference:

Features	Description
Min Average Balance Required to Qualify for Profit	AED 10,000
Deposit Profit Rate Criteria	Flat Rate
Expected Profit Rate	As declared by DIB
Profit Rate Declaration & Payment Frequency	Quarterly
Profit Calculation Method	Average Monthly Balance
No. of days in the year considered in the Profit Calculation Methodology	Actual

### E-Saver Account

#### 1. Is there going to be any change to my E-saver Account with Noor Bank?

If you are holding an **E-saver Account** in Noor Bank, you will be migrated to an **Al Islami E-Savings Account** in Dubai Islamic Bank.

#### 2. What are the features and benefits associated with my new Dubai Islamic Bank E-saver Account?

There are several exciting features and benefits associated with your Al Islami E-Savings Account, for details please click here: <https://www.dib.ae/personal/accounts/saving-accounts/al-islami-e-savings-account>

A snapshot of a few key enhancements that have been done to your account is shared below for your reference:

Features	Description
Min Average Balance Required to Qualify for Profit	AED 1,000
Deposit Profit Rate Criteria	Flat Rate
Expected Profit Rate	As declared by DIB
Profit Rate Declaration & Payment Frequency	Quarterly
Profit Calculation Method	Average Monthly Balance
No. of days in the year considered in the Profit Calculation Methodology	Actual

### SkyMiles Account

#### 1. Is there going to be any change to my Skymile Account with Noor Bank?

If you are holding a **Skymiles Account** in Noor Bank, you will be migrated to an **Al Islami Savings Account** in Dubai Islamic Bank.

## 2. What are the features and benefits associated with my new Dubai Islamic Bank Savings Account?

There are several exciting features and benefits associated with your Al Islami Savings Account, for details please click here: <https://www.dib.ae/personal/accounts/saving-accounts/al-islami-savings-account>

A snapshot of a few key enhancements that have been done to your account is shared below for your reference:

Features	Description
Min Average Balance Required to Qualify for Profit	AED 1,000
Deposit Profit Rate Criteria	Flat Rate
Expected Profit Rate	As declared by DIB
Profit Rate Declaration & Payment Frequency	Quarterly
Profit Calculation Method	Average Monthly Balance
No. of days in the year considered in the Profit Calculation Methodology	Actual

### Mudaraba Investment Deposit

#### 1. Is there going to be any change to my Mudaraba Investment Deposit with Noor Bank?

If you are holding a **Mudaraba Investment Deposit** in Noor Bank, you will be migrated to an **Al Islami Investment Deposit Account** in Dubai Islamic Bank.

#### 2. What are the features and benefits associated with my new Dubai Islamic Bank Investment Deposit Account?

There are several exciting features and benefits associated with your Al Islami Investment Deposit Account, for details please click here: <https://www.dib.ae/personal/deposits/al-islami-investment-deposit-account>

A snapshot of a few key enhancements that have been done to your account is shared below for your reference:

Features	Description
Tenure	Your current tenure in Noor Bank will be mapped to the nearest available tenure in Dubai Islamic Bank (1, 3, 6, 9 or 12 months)
Profit Rate Declaration & Payment Frequency	Quarterly*
No. of days in the year considered in the Profit Calculation Methodology	Actual
Profit on Broken Deposit	Calculated based on the actual period the deposit(s) remained in the joint investment pool at the applicable Savings Account profit rate

\*Post migration of your deposit to Dubai Islamic Bank, your deposit profit payment frequency will change to quarterly. So previously in Noor Bank, if your deposit profit payment frequency was 'advance', 'monthly', 'quarterly', 'annually' or 'at maturity', the same will change to 'quarterly'.

## Wakala Deposit

### 1. Is there going to be any change to my Wakala Investment Deposit with Noor Bank?

If you are holding a **Wakala Investment Deposit** in Noor Bank, you will be migrated to a **Wakala Deposit** in Dubai Islamic Bank.

### 2. What are the features and benefits associated with my new Dubai Islamic Bank Wakala Deposit Account?

There are several exciting features and benefits associated with your Wakala Deposit, for details please click here: <https://www.dib.ae/personal/deposits?deposit=all-wakala-deposit>.

A snapshot of a few key enhancements that have been done to your account is shared below for your reference:

Features	Description
Tenure	Your current tenure in Noor Bank will be mapped to the nearest available tenure in Dubai Islamic Bank (1, 6, 9 or 12 months)
Profit Payment Frequency	Advance (paid on 15 <sup>th</sup> day), Monthly, At Maturity*
No. of days in the year considered in the Profit Calculation Methodology	Actual
Profit on Broken Deposit	25% of the applicable profit paid

\*Post migration of your deposit to Dubai Islamic Bank, your deposit profit payment frequency will change to either 'advance (paid on 15<sup>th</sup> day)', 'monthly' or 'at maturity'. So the old payment frequency in Noor Bank will be mapped to the closest payment frequency in Dubai Islamic Bank.

## Noor Rewards for 'Advantage' Segment

### 1. Will I continue to earn reward points for being an "Advantage" customer in Noor Bank?

In line with the integration of the two banks, the Noor Rewards proposition for the 'Advantage' Segment will be discontinued upon migration of relationship to DIB

### 2. What will happen to my balance / unredeemed Noor Reward points?

Your balance / unredeemed Noor Reward points will be migrated to Dubai Islamic Bank on the migration date as Wala'a rewards (equivalent AED value) and posted to your Wala'a account.

### 3. What are Wala'a reward points?

For details on Wala'a Rewards, please click here: <https://www.dib.ae/personal/other-services/walaa-rewards>

## **Safety Deposit Lockers**

### **1. Is there going to be any change to my Safety Deposit Locker(s) in Noor Bank?**

There will be no change to the Safety Deposit Locker(s) you are currently holding with Noor Bank and they will remain at the same location.

### **2. I am facing an issue when I access my Safety Deposit Locker, what shall I do?**

In case of any issues, kindly contact the branch during working hours for support.