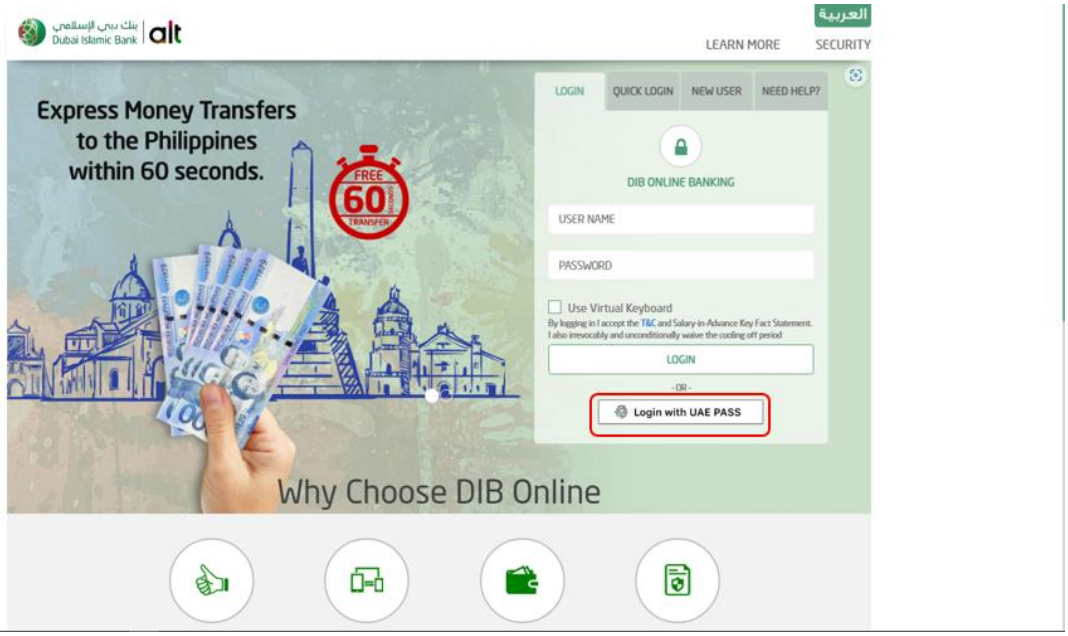
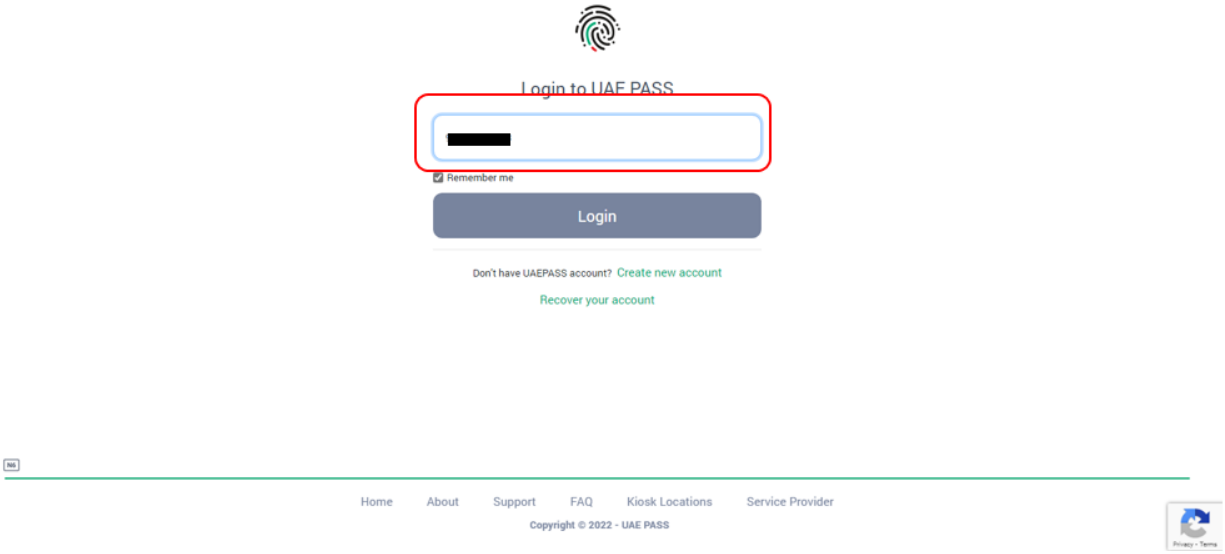
UAEPASS Login to update contact details

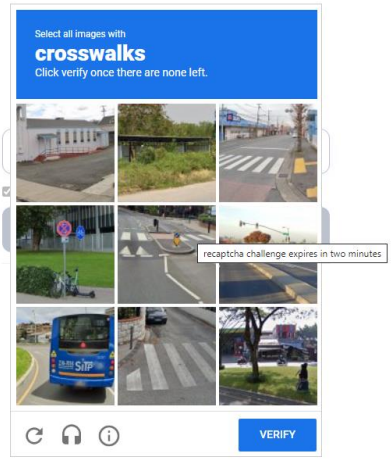
First time user registration with UAEPASS will be required for each channel however this is seamless flow for the user.

<u>First time accessing channel with UAEPASS.</u>

- ✓ DIB alt services (mobile & Internet) is now accessible through UAE Pass (the national digital identity solution for the UAE).
- ✓ This would allow registered users to use instant authentication feature of the UAE Pass to login to mobile & internet banking channels & avail all services offered.

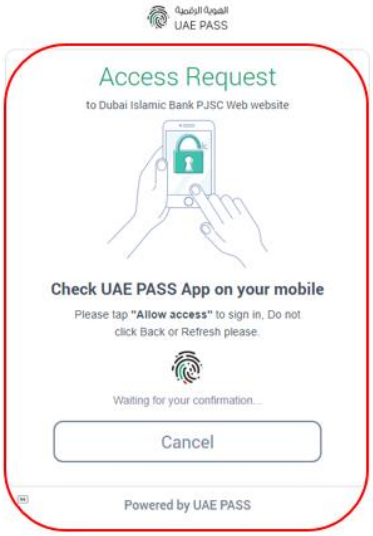




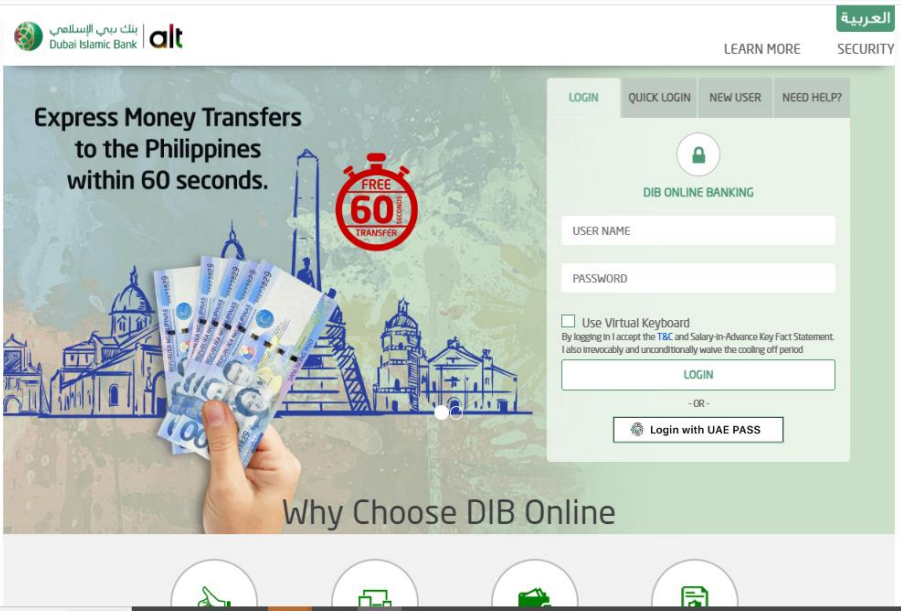


Copyright © 2022 - UAE PASS

✓ Authenticate the customer UAE Pass login with OTP or Bio metrics as preferred by the user.



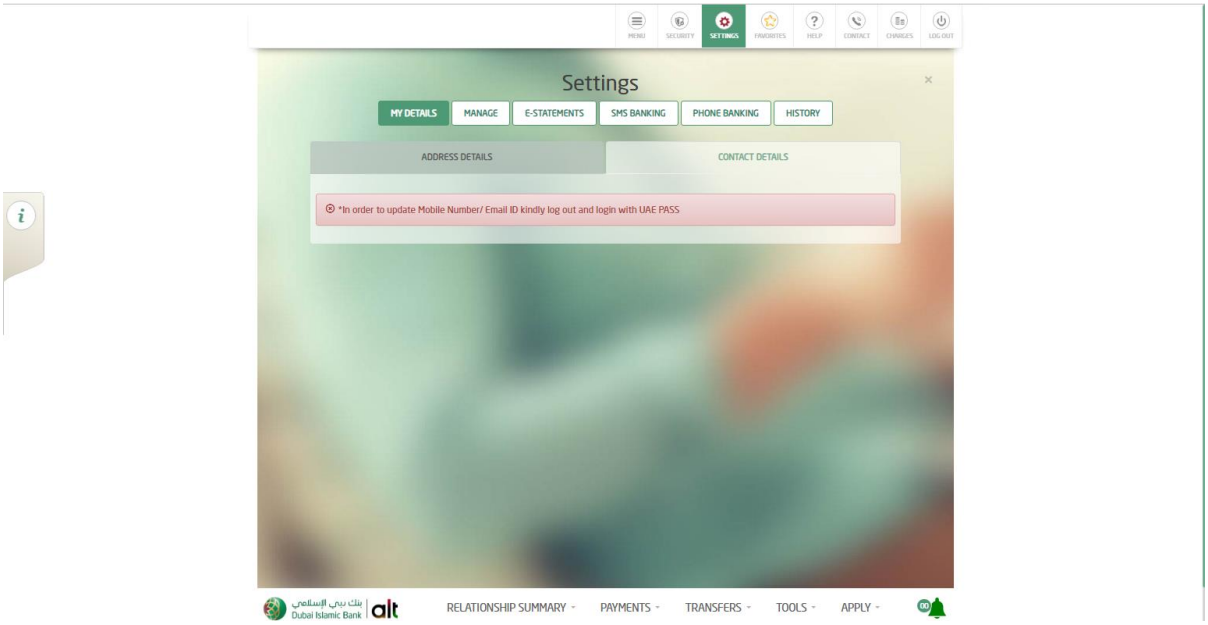
✓ First time UAE PASS account will be linked to your existing DIB profile and you will be guided to complete the process using your existing DIB login credentials.



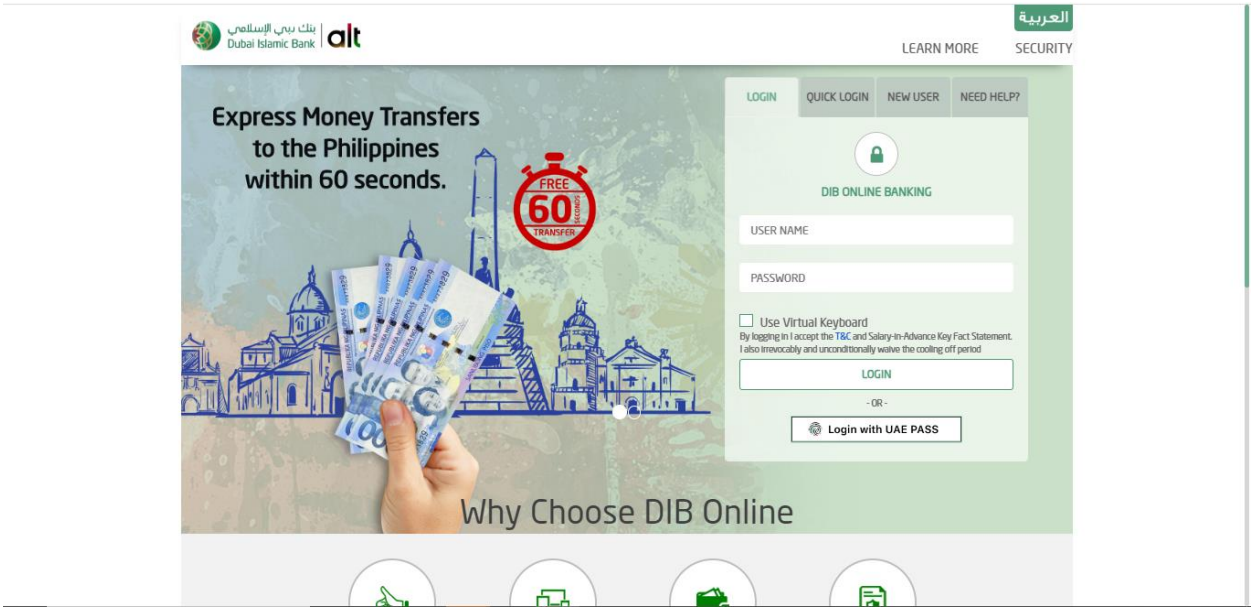
✓ SUBSEQUENT LOGINs WILL BE SEAMLESS AND WILL LAND USER STRAIGHT TO LANDING PAGE.

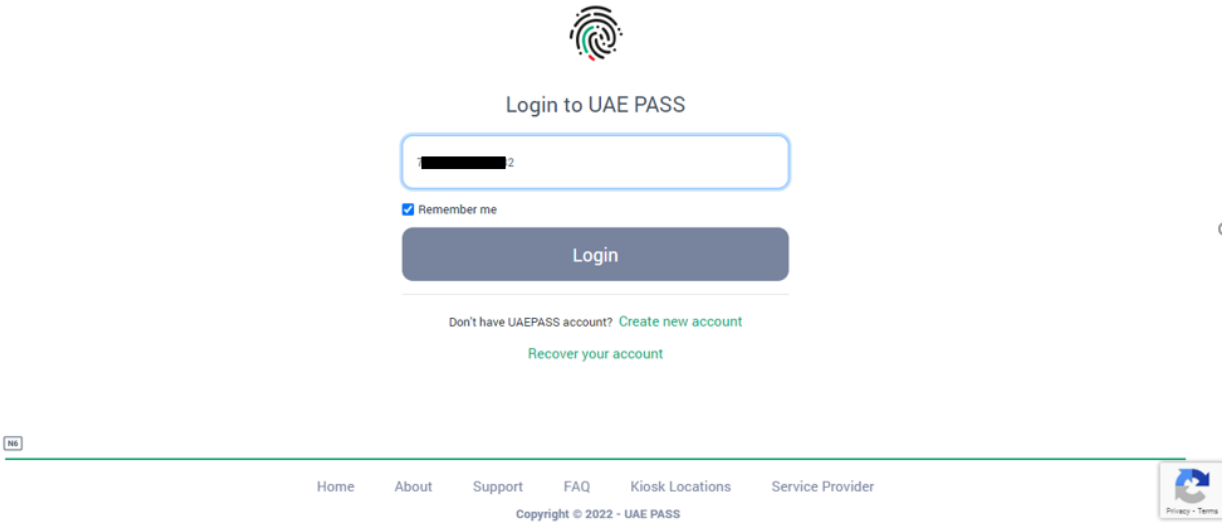
Change Mobile Number / Change Email ID:

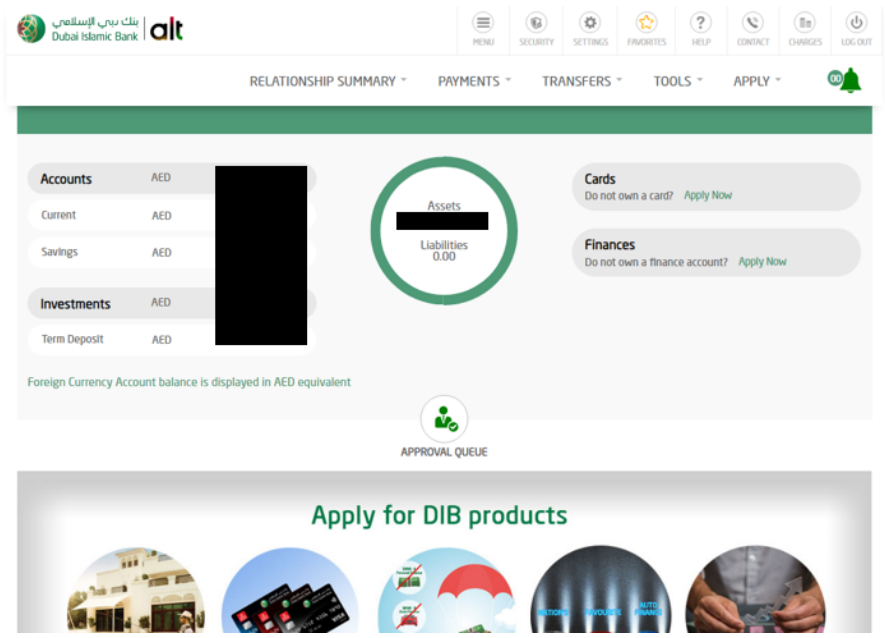
✓ Change of mobile number and or email address is only available to those users who login using UAE PASS. If logged into channel using the conventional login methodology users will be guided via on screen message to logout and login with UAE PASS.

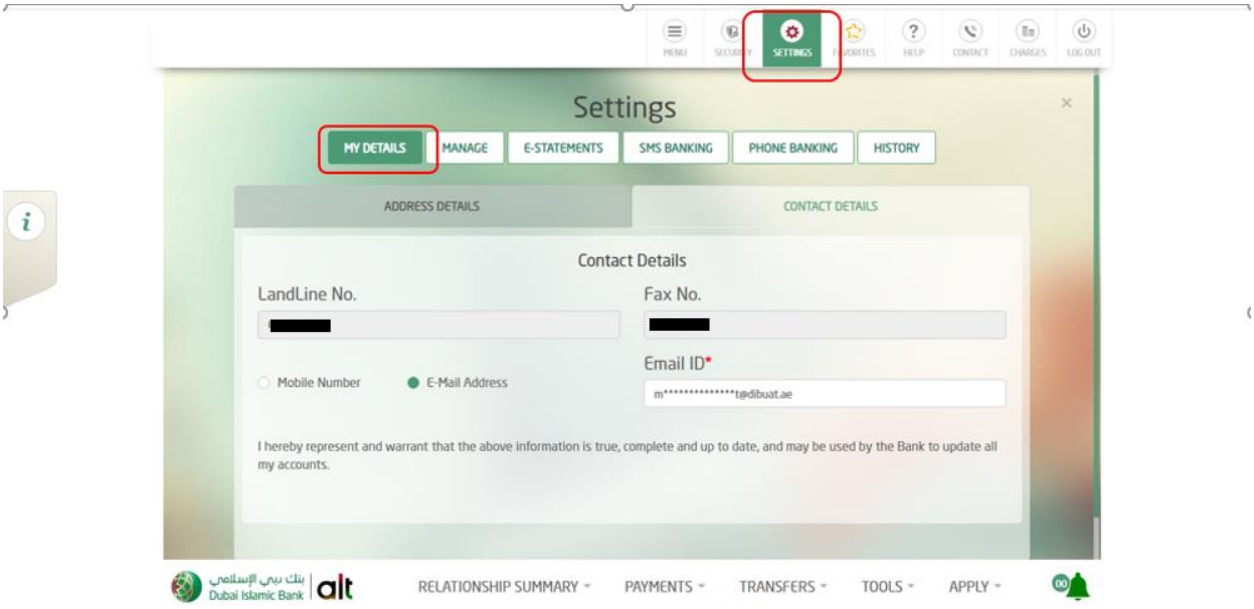


- ✓ Login with UAE PASS
- ✓ To Change/ Update Mobile / Email ID from landing page select Settings → My Details → Contact Details
- ✓ Select Email and or Mobile Number from the Contact Details page and proceed to change the same

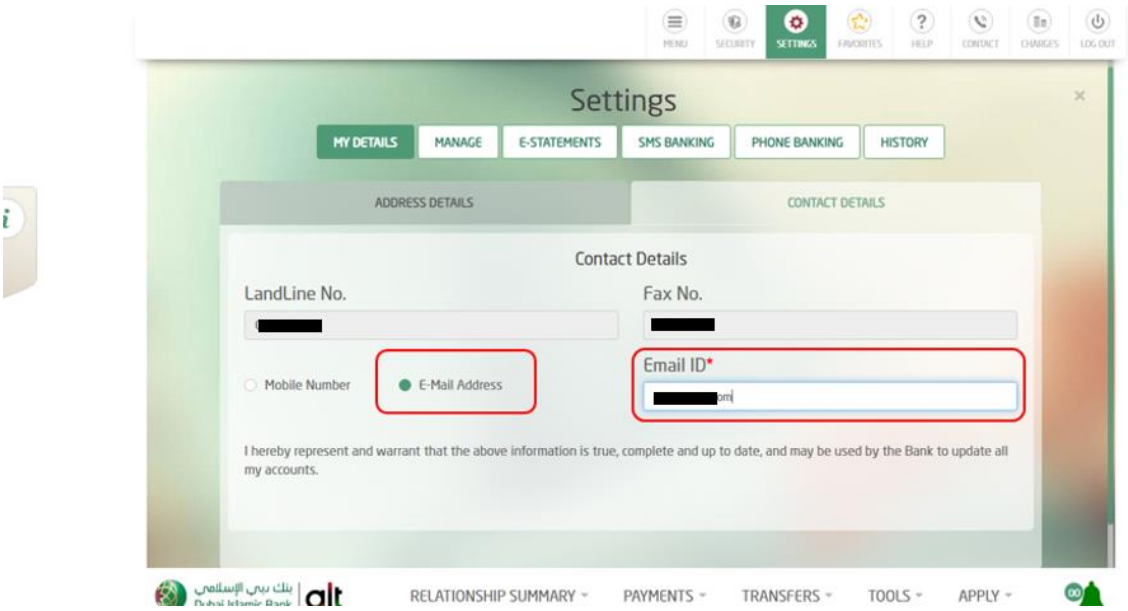




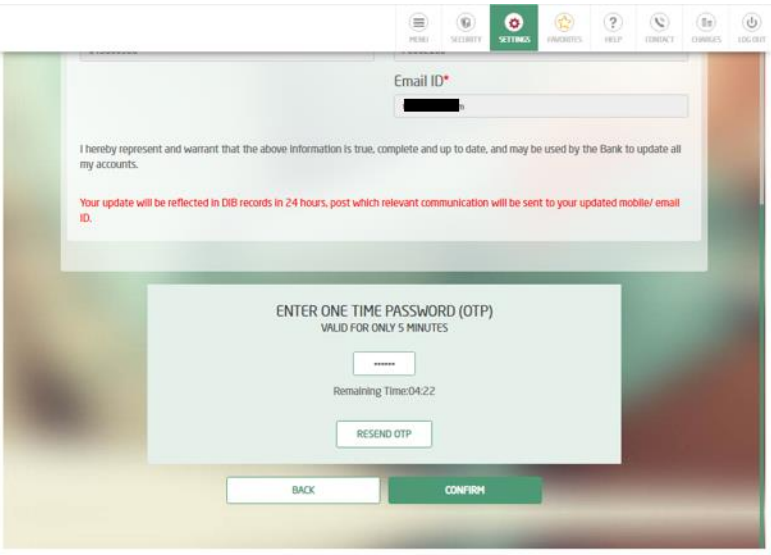

Dubai Islamic Bank
alt
MENU
SECURITY
SETTINGS
FAVORITES
HELP
CONTACT
CHARGES
LOG OUT
RELATIONSHIP SUMMARY
PAYMENTS
TRANSFERS
TOOLS
APPLY
Accounts AED
Current AED
Savings AED
Investments AED
Term Deposit AED
[redacted]
Assets
[redacted]
Liabilities
0.00
Cards
Do not own a card? Apply Now
Finances
Do not own a finance account? Apply Now
Foreign Currency Account balance is displayed in AED equivalent
APPROVAL QUEUE
Apply for DIB products


MENU
SECURITY
SETTINGS
FAVORITES
HELP
CONTACT
CHARGES
LOG OUT
Settings
MY DETAILS
MANAGE
E-STATEMENTS
SMS BANKING
PHONE BANKING
HISTORY
ADDRESS DETAILS
CONTACT DETAILS
Contact Details
LandLine No.
[redacted]
Fax No.
[redacted]
Email ID*
Mobile Number
E-Mail Address
m**********t@dibuat.ae
I hereby represent and warrant that the above information is true, complete and up to date, and may be used by the Bank to update all my accounts.
Dubai Islamic Bank
alt
RELATIONSHIP SUMMARY
PAYMENTS
TRANSFERS
TOOLS
APPLY

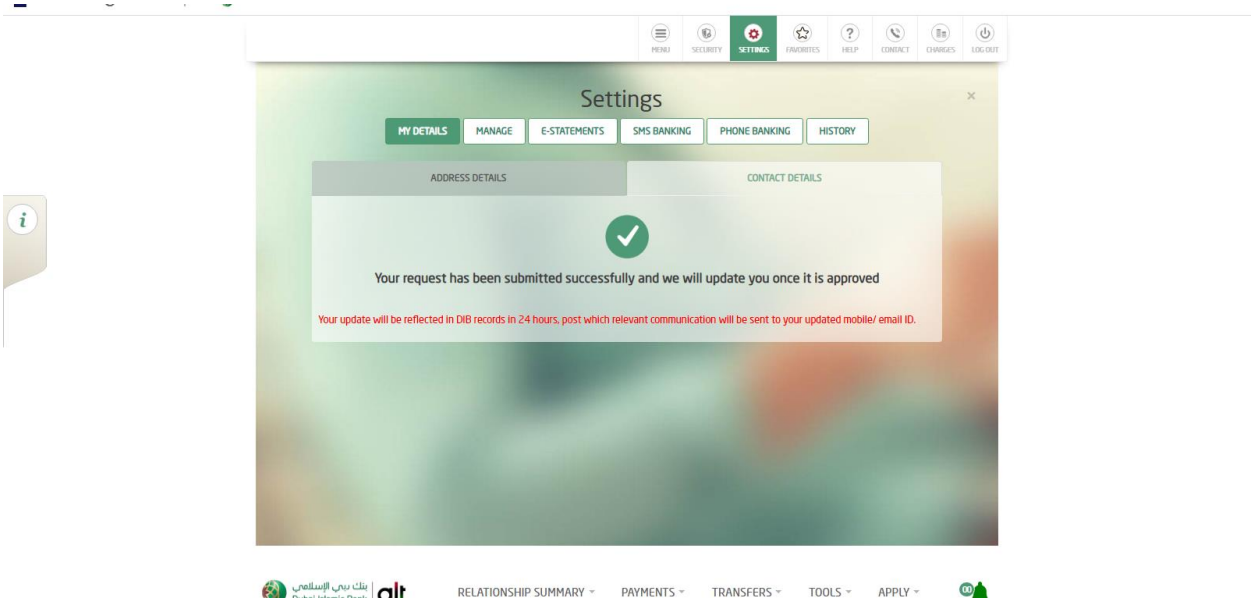
- ✓ Click on check box to select the required change (Email or Mobile)
- ✓ Based on the selection the respective text field will get enable to enter the details to proceed further



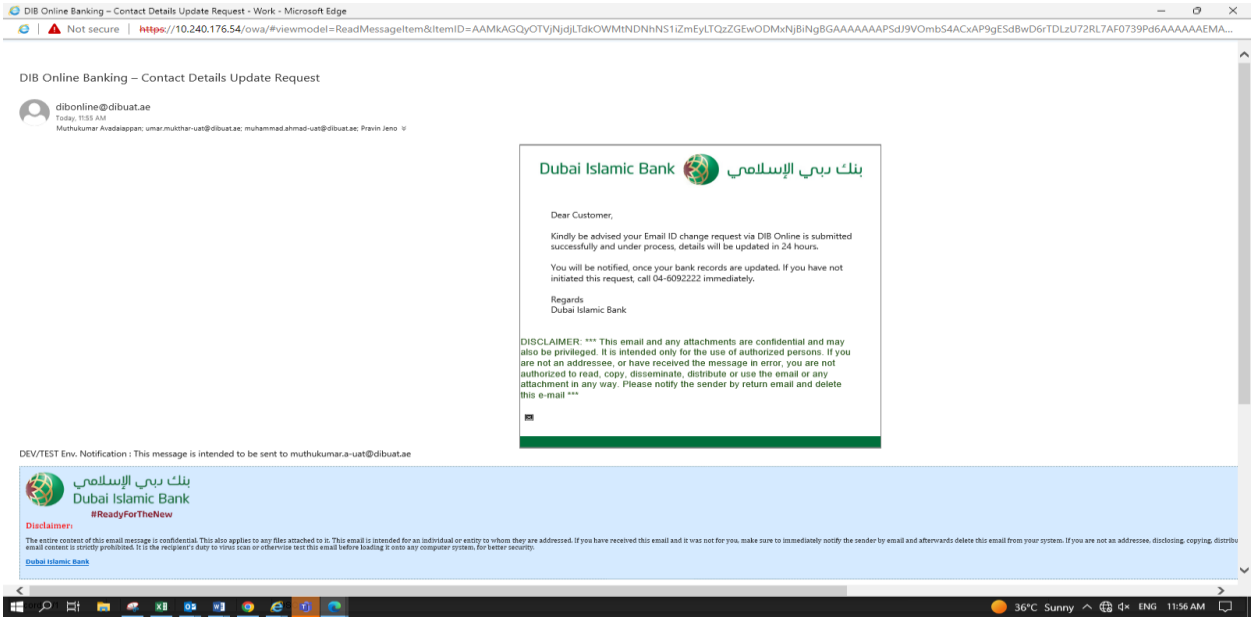
- ✓ Customer need to do 2FA for completing the transaction successfully

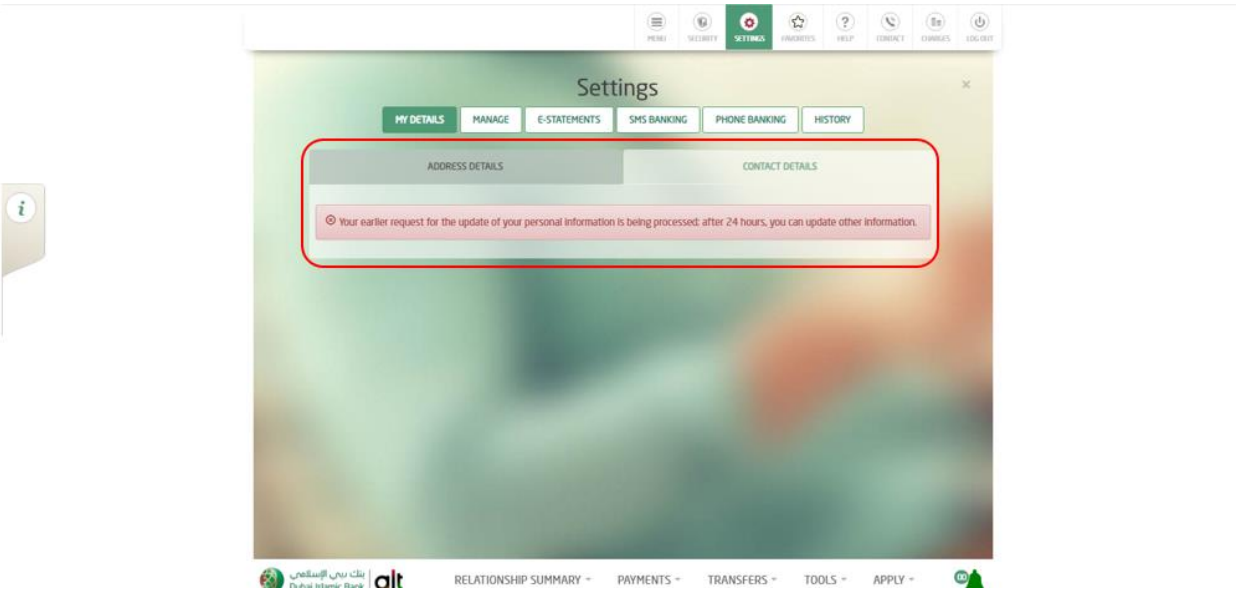


✓ Post submission customer will be notified with in-app message stating “Updated information will be reflected in DIB records in 24 hrs” from the time of initiation



✓ User will be notified via email and SMS once the request is submitted for information updated



9	971558594730	Dear Customer, your Email ID change request is submitted. Once updated, you will be notified. Call 04 6092222, if this is not initiated by you.	25/05/23 11:55:18		Pending

- ✓ User will be restricted from placing another request during the cooling off period (which is 24 hrs.) from the time of previous request