

FAQS FOR ATM CUSTOMERS

1. Will Noor Bank ATM & CDM services be affected due to the integration of Noor Bank with Dubai Islamic Bank?

Dear Customer, as Noor Bank integrates with DIB, Noor Bank ATMs will be converted to DIB ATMs (with DIB branding). The last day for Noor Bank branded ATMs is 26 October, 2020

2. Can I use DIB ATMs for cash withdrawals without any charges?

Yes, you can use DIB ATMs to withdraw cash. The charges for making cash withdrawals and balance inquiry from DIB ATMs, used between 14 October and 1 November, 2020 will be reversed in Nov 2020.

3. Will I be charged for using DIB ATMs?

The charges for making cash withdrawals and balance inquiry from DIB ATMs, used between 14 October and 1 November, 2020 will be reversed in Nov 2020.

4. Will my daily cash withdrawal limit that I had with Noor Bank remain the same for DIB?

Yes, but the transaction limit, per transaction, is AED 5,000 (as per UAE Switch)

5. Will I be able to make my payments (ex. Credit Card payment) via Noor Bank Branches, which I used to make through Noor Bank CDMs?

Yes, you can make Credit Card payments via NB Branches.