

FAQS FOR WEALTH MANAGEMENT CUSTOMERS

ACCOUNTS AND DEPOSITS

1. How will the bank alert me once my Noor Bank 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. How will I access my old Noor account?

All Noor Bank account/card holders will be migrated into DIB accounts. Accordingly, you will receive a new Debit or Credit card, as applicable. You will be able to access the DIB Online Banking and DIB Mobile App with this new Debit/ Credit card once it is activated and ready to use. By end of October, 2020 we will update you about your DIB Card usage start date. To activate your debit or credit card SMS 'ACT' followed by last 6 digits of your DIB Card number to 4224. Please activate your card before you can register to DIB Online Banking and Mobile App.

3. How do I access my Noor Bank Foreign Currency (FCY) account after migration since FCY cash withdrawal is not available at DIB branches?

You can manage your FCY account via DIB's digital banking channels i.e. DIB Online Banking and DIB Mobile App after you have activated your DIB Card.

4. What will happen to my Noor Bank cheque book (that is in my possession) or to the cheques that I have issued to beneficiaries?

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. Any cheques issued to beneficiaries will also be honored by DIB without any modifications.

5. Which branch can I access my ex-Noor account from?

You may visit any of your nearest DIB Branch to access your account. The existing Branch used by Noor Wealth customers at Sheikh Zayed Road will continue under DIB umbrella. For further details on list of Branches please refer to www.dib.ae.

6. I have an existing DIB account, will my ex-Noor account be linked to that account?

Your Noor Bank account will be linked to your existing DIB CIF if your personal data is consistent in Noor and DIB. You will receive a notification from us informing you of the same. In case of any clarification, please visit the nearest Branch or call **600 500 607** (until 31st October 2020) or **+97146092222** (1st November 2020 onwards) or contact your Relationship Manager.

7. I have an existing DIB account, but my Noor Bank account did not get linked to that account?

Please contact your Relationship Manager who will guide on the way forward.

8. Can my DIB debit card be linked to my ex-Noor account as well?

Yes. You will need to visit our branch and raise a request for the same post-migration.

9. Will I be able to view the history of my Noor Bank account statement of any past transactions?

Noor Bank transactions, debits and credits, for the past 1 year will be available on DIB Online Banking/Mobile App via the account statement option.

10. How can I get my Noor bank account statement of more than 1 year?

You will need to visit our branch and raise a request with your Relationship Manager

11. Will our existing profit rate change?

No. The profit rate of the deals that are already in place will not be changed whether those relate to Deposits / Wakalas or financing facilities

12. Will the Bank's charges change?

Yes, fee & charges will be applicable as per Schedule of Charges for Dubai Islamic Bank customers. For our detailed schedule of charges, please visit www.dib.ae

13. What will happen to my Noor Wealth status?

Your Noor Wealth status will expire once the integration is complete. If you are an individual customer, your new segment in DIB will be Aayan Exclusive Banking. Please contact your Relationship Manager for further details.

14. Will I continue to enjoy the fee waiver & discounts I was getting with Noor Wealth?

You will enjoy all the benefits and privileges of Aayan Exclusive Banking. Fee & charges will be applicable as per Schedule of Charges for DIB. Please visit www.dib.ae for further details

15. Is there a membership fee for Aayan Exclusive Banking?

A membership fee for Aayan Exclusive Banking is charged on a monthly basis only to Aayan customers who do not maintain the minimum criteria. This will be effective on an immediate basis post the migration. For our detailed Schedule of Charges, please click [here](#).

16. How do I upgrade to Wajaha Private Banking?

If you meet the total relationship balance qualification criteria of minimum AED 3,500,000 (AED Three Million Five Hundred Thousand), you are eligible for Wajaha Private Banking. Please speak to your relationship manager who will guide you on how to upgrade.

17. What will be my Segment if I have an account in both Noor Bank and DIB?

Your existing segment within DIB will continue to apply. You can upgrade or downgrade your segment by raising a request through your Relationship Manager or visiting the nearest DIB Branch.

18. Who will be my Relationship Manager if I have an account in both DIB and Noor Bank?

Your Relationship Manager will continue to be your DIB RM. If you wish to change your Relationship Manager, call us on **600 500 607** (till 31st October 2020) or **+97146092222** (1st November 2020 onwards) or visit your nearest Dubai Islamic Bank Branch

19. Who will be my Relationship Manager if I am not an existing DIB customer?

Your Relationship Manager will continue to be your current Noor Bank RM.

20. Who can I speak to for my Noor Wealth account queries?

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

- Contact your Relationship Manager
- Call us on **600 500 607** (till 31st October 2020) or **+97146092222** (1st November 2020 onwards)
- Visit your nearest Dubai Islamic Bank Branch

21. I had assigned Power of attorney to someone to operate my Noor Bank account. Will the same apply on my account once it has been migrated to DIB.

Yes, the same will continue to apply.

22. Will I continue to enjoy Email/Fax indemnity facilities on my DIB account?

Only select transactions will be allowed through indemnity. Please contact your Relationship Manager to know more details.

23. Will my Noor Bank Card continue to function along with my new DIB Card?

Your Noor Bank Card will continue working until further notification from us. By end of October 2020, we will update you about your DIB Card usage start date.

24. If I already have a Dubai Islamic Banking Card will I still get a new DIB card?

Yes, a new DIB card will still be issued to replace your Noor Bank card

ONLINE BANKING

25. How will I be able to access my Noor Bank Online Banking and Mobile App?

All Noor Bank account/card holders will be migrated into DIB accounts. Accordingly, you will receive a new Debit or Credit card, as applicable. You will be able to access the DIB Online Banking and DIB Mobile App with this new Debit/ Credit card once it is activated and ready to use. By end of October, 2020 we will update you about your DIB Card usage start date. To activate your debit or credit card SMS 'ACT' followed by last 6 digits of your DIB Card number to 4224. Please activate your card before you can register to DIB Online Banking and Mobile App.

26. Will my user credentials remain the same to access Online Banking/ Mobile App?

No, your user credentials will not remain the same. Please ensure to activate your Debit/ Credit card first in order to register for DIB Online Banking or Mobile App.

For quick access, you can use the '**Quick Login**' option in DIB Online Banking <https://online.dib.ae> or **MPIN** function in the DIB Mobile App

User Registration:

Online Banking:

Click on **New User** on the main login page of the Online Banking <https://online.dib.ae> ,
Select Individual > Card Holder > Enter your active card number and PIN and follow the simple steps to complete your registration.

Mobile App:

Download the DIB Mobile app via your respective App Store / Google Play

Click on **Register** on the main login page of the Mobile App,

Enter your active card number and PIN and follow the simple steps to complete your registration.

27. What will happen to my saved Beneficiaries, saved Billers, scheduled Standing Instructions that were registered with Noor Bank Online Banking or Mobile App?

Your saved Beneficiaries, saved Billers* set up through Noor Bank Online Banking and Mobile App will be migrated and available for you within DIB Online Banking/ Mobile App. Your saved recurring Bill payments and recurring Standing Instructions will be transferred to DIB Online Banking/Mobile App and will be executed as per your set up.

The following will not be migrated and we request you to arrange for alternative payment options to avoid disruption in below scenarios:

- Recurring Bill payments / Standing Instructions that go beyond 5 years.
- Recurring Bill payments / Standing Instructions initiated for Yearly frequency or initiated through Foreign Currency accounts
- One Time scheduled Payments/Transfer requests/ Standing Instructions, that are scheduled for beyond 31st October 2020
- Beneficiaries that you might have set up as Domestic Transfers for “DIB Beneficiaries” will need to be added again as bank transfer beneficiaries under Other DIB Accounts” category

* The following billers will not be available immediately but will be added at a later stage. Any scheduled payments after 31st October 2020 towards these billers will not be executed.

1. Dubai Police
2. Empower
3. ADEWA (Abu Dhabi Electricity and Water Authority)
4. AADC (Al Ain Distribution Company)
5. DMCC (Dubai Multi Commodities Centre)
6. International Mobile Top-up

28. Will my transaction limits remain the same?

Limits will be according to DIB’s defined transaction limits.

29. How will I receive a One-Time Password (OTP) for Online Banking and Mobile App transactions when my account/card is transferred to DIB?

Going forward, you will only receive your One-Time Password (OTP) by SMS and not by email anymore.

Your mobile number on record with Noor Bank will be migrated to DIB and used for OTP and other SMS related communication.

30. Will I be able to view the history of my Noor Bank account statement of any past transactions?

Noor Bank transactions, debits and credits, for the past 1 year will be available on DIB Online Banking/Mobile App via the account statement option.

31. What will happen to my Noor Bank earned Rewards points?

Unredeemed balance points will be migrated to Dubai Islamic Bank on migration date as Wala'a rewards (in equivalent AED value) and posted to customer's Wala'a account. You can view your Wala'a Rewards on DIB Online Banking/ Mobile App and you can use it for online bill payments, airlines, shopping, hotels and Club Apparel redemption. Please visit www.dib.ae/Walaa for more details.

CARDS

32. Would all my NB standing instructions/DDA linked to the NB cards; be automatically moved to DIB or do I need to apply again for the same?

- DDA will be moved automatically.
- Standing Instructions within NB internet banking will be moved to DIB automatically.
- Standing Instructions with merchants need to be set-up again. You will need to replace with your new DIB card.

33. What will happen to my Noor Bank card?

Your NB card will be replaced by DIB card and the DIB card will be sent to you, furthermore you will be notified about your DIB card delivery on your mobile number.

34. Will my Noor Bank Card continue to function along with my new DIB Card?

Your Noor Bank Card will continue working until further notification from us. By end of October 2020, we will update you about your DIB Card usage start date.

35. Will there be any additional fee to replace the card?

There will be no additional charges for replacing your Noor Bank card with DIB card.

36. When will I receive my DIB card?

The DIB card delivery process by the courier company will begin from mid-August 2020. However, due to the large number of cards that need to be produced and dispatched, your DIB cards will be delivered to you between 15th August 2020 and 15th October 2020.

You shall be contacted by the courier company for delivery of your DIB card.

37. What if I still don't receive my new DIB card by 15th October 2020?

You may contact the courier company with your tracking reference number received via SMS on your mobile number.

Please contact **600 500 607** (till 31st October 2020) or **+97146092222** (1st November 2020 onwards) to assist you; in case you don't receive your card by 15 October 2020.

38. When will I receive my DIB debit card?

You will first receive your DIB debit card through courier. Subsequently your DIB account details and IBAN will be notified to you through a separate communication.

39. What will happen to my Noor Bank cheque book (that is in my possession) or to the cheques that I have issued to beneficiaries?

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. You can also apply for a new cheque book from DIB through online banking, mobile app or any DIB branch post migration.

40. What is the limit on my credit card?

Your credit limit will remain the same, as it will be transferred from NB Credit Card to your new DIB Credit Card. Your balance on your new DIB card stays the same as NB card. Your Easy Payment Plan (EPP), Easy Cash or Balance Transfer (BT) availed on your Noor Bank Credit Card will be transferred to your new DIB card. You will continue to pay your regular monthly instalments until the tenors come to an end. Your retail and cash transactions will be carried over from NB to DIB.

41. How can I continue my transactions on my debit card?

Your retail and /or cash transactions will be carried over from NB to DIB

42. What will happen to my Noor Bank earned Rewards points?

Unredeemed balance points will be migrated to Dubai Islamic Bank on migration date as Wala'a rewards (in equivalent AED value) and posted to customer's Wala'a account.

You can view your Wala'a Rewards on DIB Online Banking/ Mobile App and can be used for online bill payments, airlines, shopping, hotels and club apparel redemption. Please visit www.dib.ae/Walaa for more details.

INVESTMENTS

MUTUAL FUNDS

43. What will happen to my Mutual Fund investments done with Noor Bank?

Your investments in Mutual Fund will continue to remain under your ownership with DIB. You can make new subscriptions or redeem your existing units through DIB. Please contact your Relationship Manager for further details.

44. Will I continue to receive Dividends on Mutual fund?

Yes. You will continue to enjoy all benefits of your investments, including receipt of Dividends as and when they are paid by the various Fund Managers.

45. Where will my Mutual fund dividends be credited?

Your dividends will be credited to your Noor Bank account which will be migrated to DIB. Please refer to the Accounts and Deposits Section of the FAQs for further details on your Account.

46. Once my Mutual Fund investments mature, where will the proceeds be credited?

The maturity proceeds of your investment will be credited to your Noor account which will be migrated to DIB. Please refer to the Accounts and Deposits Section of the FAQs for further details on your Account.

47. How will I know the valuation of my Mutual Fund investments with Noor Bank?

You will receive periodic statements for your investments from DIB. For any ad hoc queries pertaining to valuation, please free to contact your Relationship manager who will provide you the same.

48. What will happen to the leverage facilities availed by me for investment in Mutual funds at Noor Bank?

Your leverage facilities will be assigned to DIB and all the existing terms and conditions of the Facility will continue to apply. The pledge agreement, personal guarantee and any other associated documents will also be transferred to DIB without any modifications. We will keep you updated on any changes that may take place.

49. Will our existing profit rate change?

No. The profit rate of the deals that are already in place will not be changed.

SUKUK

50. What will happen to my Sukuk investments done with Noor Bank?

Your investments in Sukuk will continue to remain under your ownership. The custody of your Sukuk will transfer from Noor Bank to DIB. You can make new subscriptions or redeem your existing units through DIB. Please contact your Relationship Manager for further details.

51. Will I continue to receive profit (coupons) on Sukuk?

Yes. You will continue to enjoy all benefits of your investments, including receipt of profit (coupon) as and when they are paid by the various Fund Managers.

52. Where will my Sukuk profit (coupons) be credited?

Your profit (coupons) will be credited to your Noor account which will be migrated to DIB. Please refer to the [Accounts and Deposits Section](#) of the FAQs for further details on your Account.

53. Once my Sukuk mature, where will the proceeds be credited?

The maturity proceeds of your Sukuk investment will be credited to your Noor Bank account which will be migrated to DIB. Please refer to the [Accounts and Deposits Section](#) of the FAQs for further details on your Account.

54. How will I know the valuation of my Sukuk investments with Noor Bank?

You will receive periodic statements for your investments from DIB. For any ad hoc queries pertaining to valuation, please free to contact your Relationship manager who will provide you the same.

55. What will happen to the leverage finance facilities availed by me for investment in Sukuk at Noor Bank?

Your leverage finance facilities will be assigned to DIB and all the existing terms and conditions of the Facility will continue to apply. The pledge agreement, personal guarantee and any other associated documents will also be transferred to DIB without any modifications. We will keep you updated on any changes that may take place.

TAKAFUL

56. I bought a Takaful policy through Noor Bank, what will happen to my plan?

Your Takaful plan will continue to be in force and contribution deductions will continue from your DIB account. If the Takaful contribution is denominated in foreign currency, it will be converted to AED at the applicable exchange rate before deduction. To know more about the valuation of your plan, you may contact your Relationship Manager.

57. Once my Takaful investments mature, where will the proceeds be credited?

The maturity proceeds of your investment will be credited to your Noor Bank account which will be migrated to DIB. Please refer to the [Accounts and Deposits Section](#) of the FAQs for further details on your Account

58. What happens to my Takaful plan if I have availed leverage finance facility from Noor Bank?

Leverage finance against Takaful will not continue to be provided post integration. If you had availed leverage finance facility, you were informed to settle the facility by September 30, 2020. In the event of your inaction, the facility will be settled through liquidation of the plan and excess proceeds will be credited to your accounts.

59. We have taken Takaful policy from Noor Bank. What is the new process for any Takaful claim?

You can connect with your Relationship Manager or Call Center 600 500 607 (till 31st October 2020) or +97146092222 (1st November 2020 onwards) for any Takaful related issues.

PHYSICAL GOLD

60. I was holding physical gold through Noor Bank, what happened to my holding?

Physical Gold custody will not be facilitated by DIB post integration. If you were holding physical Gold through Noor, you were informed to take physical custody or liquidate the Gold by 30th September 2020. In the event you have not acted accordingly, your Gold holding will be liquidated and proceeds will be credited to your Noor Bank account.

ISLAMIC COVERED DRAWINGS (ICD)

61. What happens to my ICD (Islamic Covered Drawings) facility against Deposits with Noor Bank?

ICD facility will not be offered by DIB post integration. If you have availed ICD against Deposits, you were informed to settle the ICD facility and close Short Term Investment (STI) Account. In exceptional situation (for Company Accounts), the product was converted into Points Mudaraba based structure based on the respective customer consent. Please contact your Relationship Manager to know more.

62. What happens to my ICD (Islamic Covered Drawings) facility against Investments with Noor Bank?

ICD facility will not be offered by DIB post integration. If you have currently availed ICD against Investments, your Short Term Investment (STI) Account will be closed and any balance in the STI will be utilized to partially settle your outstanding Murabaha obligation. All other terms and conditions of the facility will continue to apply. The pledge agreement, personal guarantee and any other documents associated with the facility will be transferred to DIB without any modifications. We will keep you updated on any changes that may take place subsequently.

BUSINESS BANKING

63. How will the bank alert me once my Noor Bank Account is changed to Dubai Islamic Bank Account?

As a customer you will receive a notification from the bank before your account is migrated with the DIB Customer Identification Number (CIF) and Account Number.

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

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

65. How will I receive my new Dubai Islamic Bank Debit Card and Cheque book?

Dubai Islamic Bank will courier your new Debit Card and Cheque Book to your address registered with the bank.

66. Will my services get affected once my Noor Bank account is migrated to Dubai Islamic Bank?

Your account balance along with your entire transaction history will be moved to Dubai Islamic Bank on the day of the migration. While you may experience a momentary disruption of service, we will keep you informed in advance and will do our best to provide you with a seamless transition experience.

67. What are the features and benefits associated with my new Dubai Islamic Bank Current Account?

There are several exciting features and benefits associated with your Al Islami Current Account, for details please visit our website.

68. How will the bank alert me once my Noor Bank Account is migrated to Dubai Islamic Bank Account?

As a customer you will receive a notification from the bank before your account is migrated with the DIB Customer Identification Number (CIF) and Account Number.

69. 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.

70. How will I receive my new Dubai Islamic Bank Debit Card?

Dubai Islamic Bank will courier your new Debit Card and Cheque Book to your address registered with the bank.

71. What happens to our Noor Bank account number/ IBAN and Account Title?

You will be communicated new Account Number and IBAN. However, your Noor Bank account title will continue to remain the same.

72. What happens to our issued cheques of Noor Bank?

Your Noor Bank cheques will continue to be honored.

73. Will change of account number impact payments coming in?

Payments routed to the old account number will be credited to your Dubai Islamic Bank account with no impact. Change of account number will not impact your operations with the Bank. We however advise you to share your new Dubai Islamic Bank Account Number / IBAN with your business partners to ensure updated information is available to your business partners.

74. Do I need to update Standing Instructions?

All Standing instructions will be moved to Dubai Islamic Bank and will be applicable through your new account with Dubai Islamic Bank.

75. What happens to our company's mandates stored with Noor Bank?

They will stay the same and move to Dubai Islamic Bank.

76. We already have a relationship with Dubai Islamic Bank, will my accounts with Noor Bank merge with Dubai Islamic Bank? Can I use the same online banking for the Noor Bank accounts?

Yes. However, Noor Bank online banking users can only view the accounts but will not be able to execute transactions unless explicitly requested by you. You can initiate your request through your Relationship Manager.

77. Will our existing profit rate change?

No. The profit rate of the deals that are already in place will not be changed with those are deposits / Wakalas or financing facilities

78. Will the Bank's charges change?

Yes, Business banking charges are applicable as per Schedule of Charges for Dubai Islamic Bank customers. Please note that the minimum average balance requirement for each month for Business Banking has been changed to AED 50,000 amongst other changes in charges. For our detailed schedule of charges, please click [here](#)

79. We have different addresses for Dubai Islamic Bank and Noor Bank. Which contact details will be used for Noor Bank based relationship?

Dubai Islamic Bank contact details will be used for Noor Bank based relationship.

80. Will Noor bank website continue to work?

No. please visit the [DIB website](#) for more information.