

CUSTOMER SAFETY MEASURES

Dubai Islamic Bank takes pride in not only delivering state-of-the-art Sharia'h compliant products to its customers but it endeavours to protect its customers from any possible financial loss.

Keeping in line with the best practices and our resolve to safeguard our customers, Dubai Islamic Bank has implemented Call Back Confirmation (CBC) on cheques presented on branch counters/ Clearing . It works as a preventive control to identify any fraudulent activity in transactions. This may serve as a hindrance against scammers and will thwart their attempts, for CBC Bank may set different thresholds from time to time.

In order to exercise enhanced control and diligence on cheques presented on branch counters/Clearing, Bank may at its discretion, attempt Call Back Confirmation (CBC) to customers on their registered numbers with the bank. Upon satisfactory confirmation, the cheque will be cleared, for CBC Bank may set different thresholds from time to time.

We assure you that the above measure has been taken in your best interest and the bank will always strive to protect its most valuable asset.