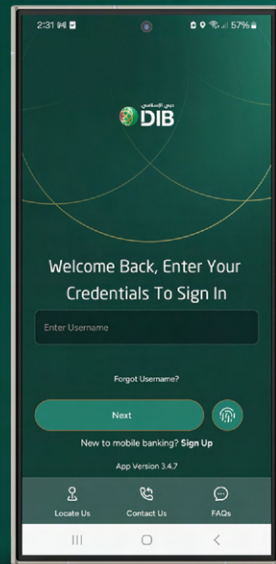


Mobile Banking / Internet Banking User Guide



Mobile Banking

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Internet Banking

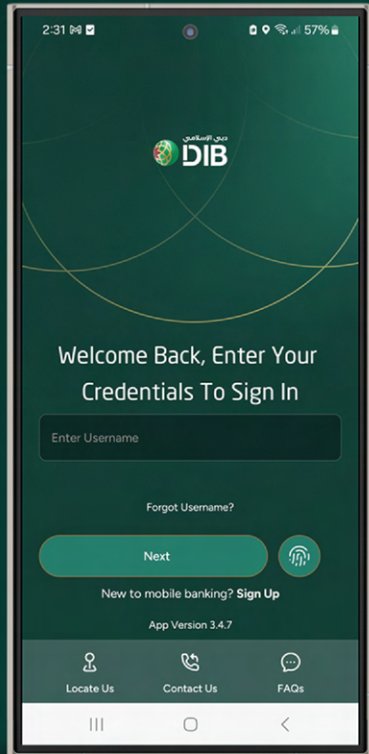
Page No.

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Signup

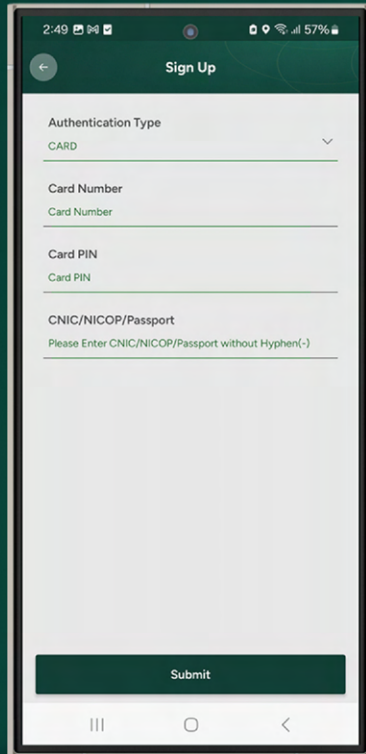
STEP-1

Open the DIB Pak App and Tap on Signup



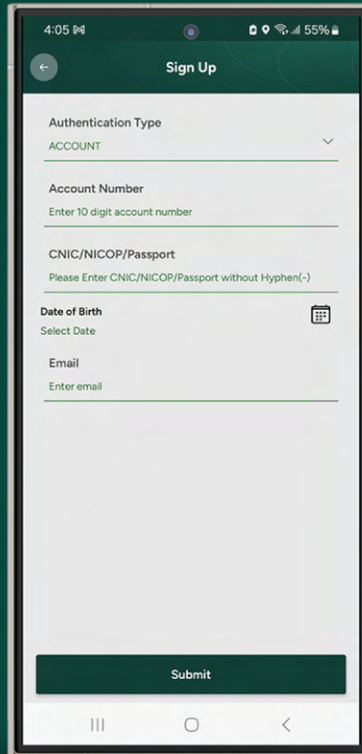
STEP-2

Select Authentication Type



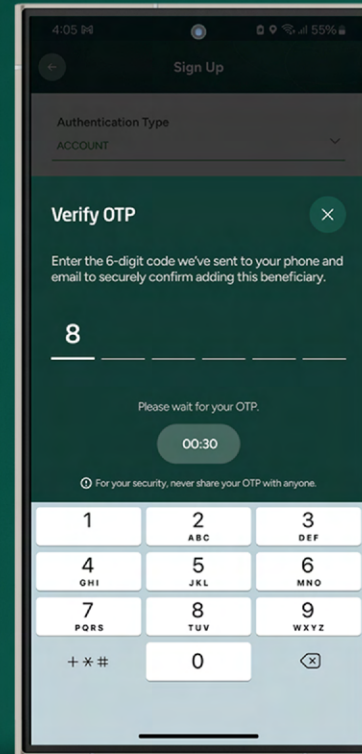
STEP-3

Enter Required Information



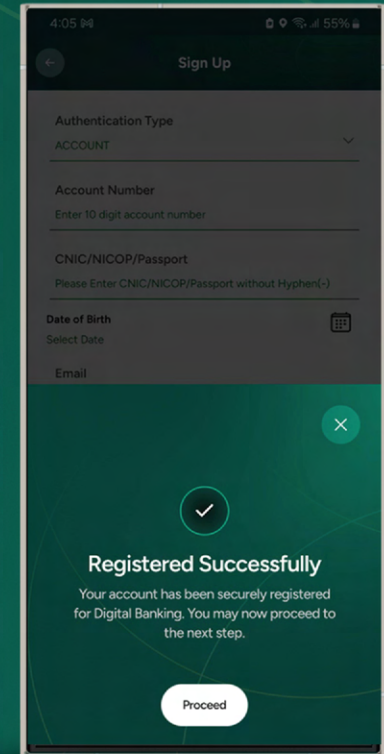
STEP-4

Press next to generate OTP after entering Required Information



STEP-5

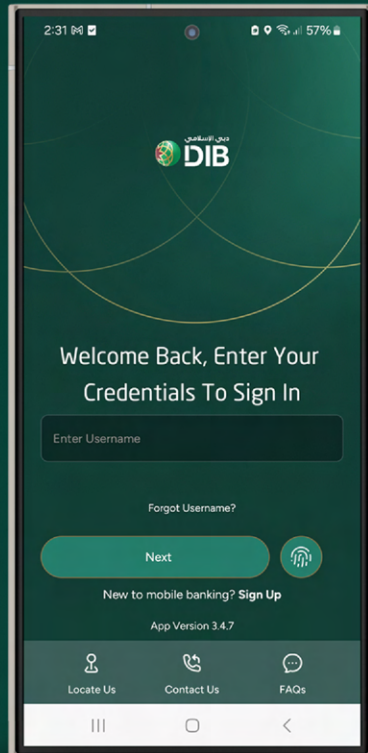
Enter desired Username and Password
Success!



Login

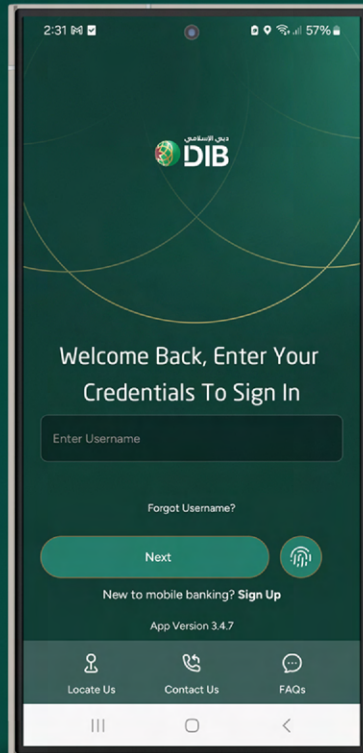
STEP-1

Enter
Username



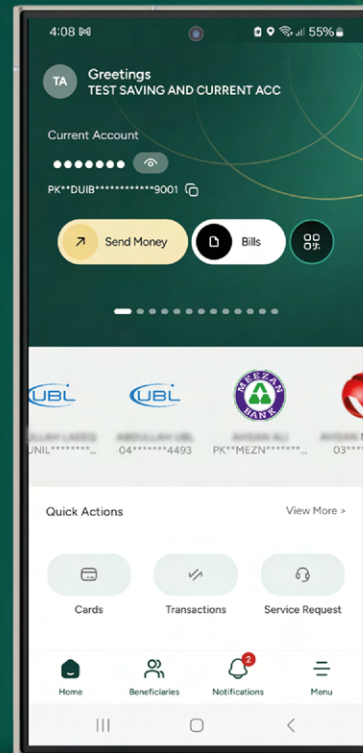
STEP-2

Enter
Password



STEP-3

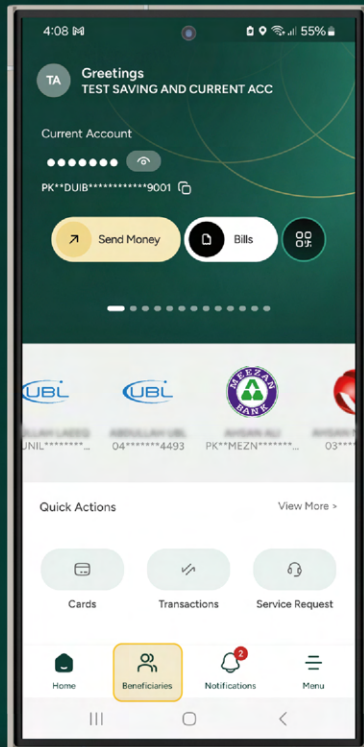
Login
Success!



Add Beneficiary

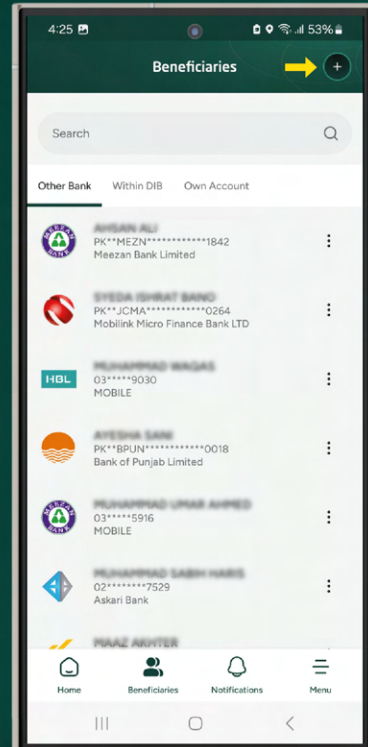
STEP-1

Open the DIB Pak App



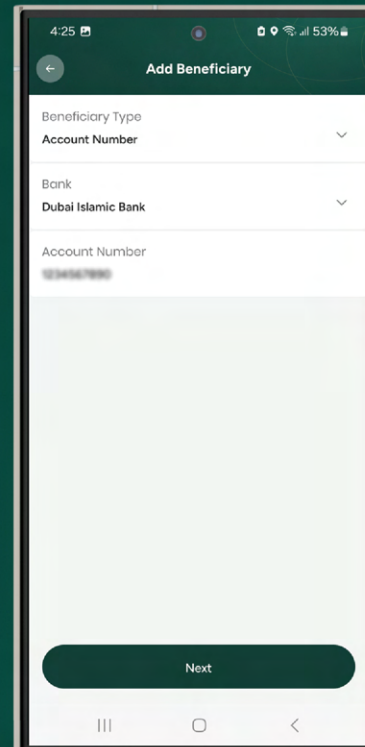
STEP-2

Navigate to Beneficiaries Tab from Bottom Navigation
Tap on + icon on top right selection



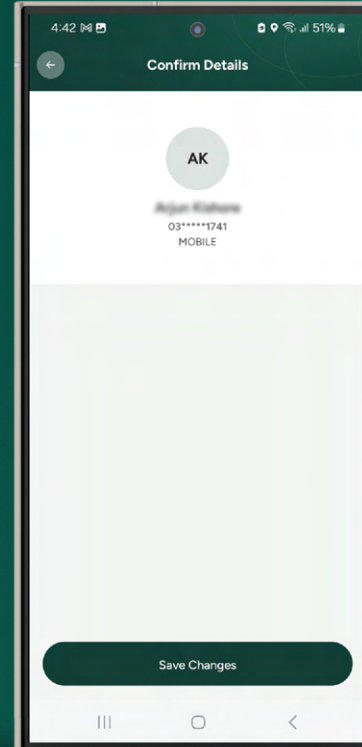
STEP-3

Select Beneficiary Type and enter details



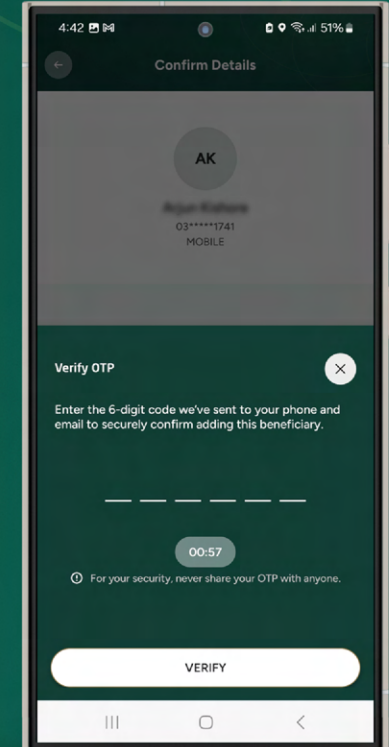
STEP-4

Confirm and press next to generate OTP



STEP-5

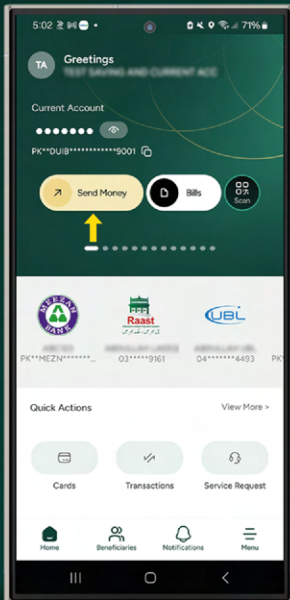
Enter the OTP Received on your Registered Mobile Number
Success!



Adhoc Fund Transfer

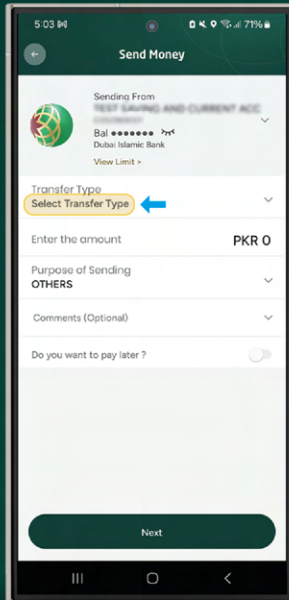
STEP-1

Open the DIB Pak App



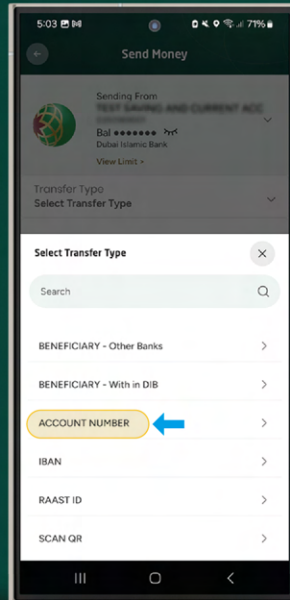
STEP-2

Tap on Send Money



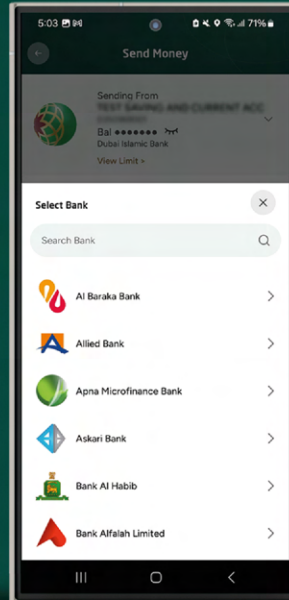
STEP-3

Select
"Transfer Type"



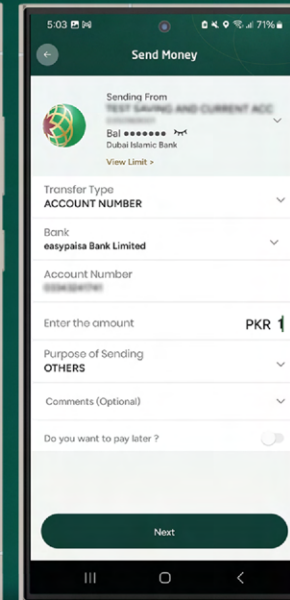
STEP-4

Select
"Select Bank"



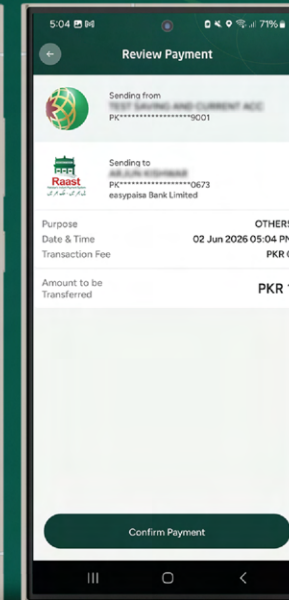
STEP-5

Enter Account Number and
Account to Transfer and
Tap next



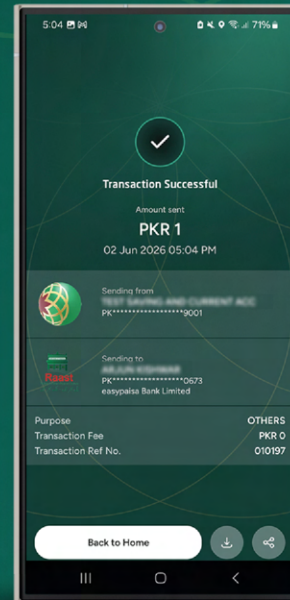
STEP-6

Review
Payment Details



STEP-7

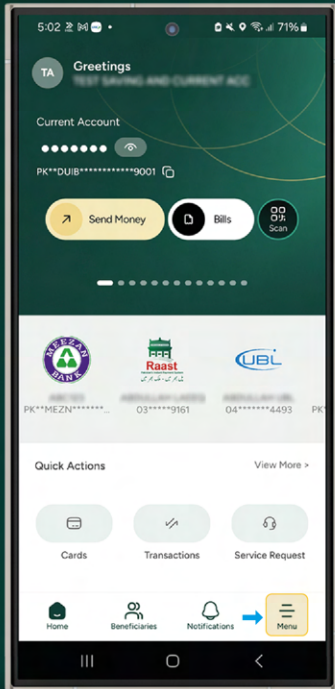
Payment
Success!



InterBank Fund Transfer

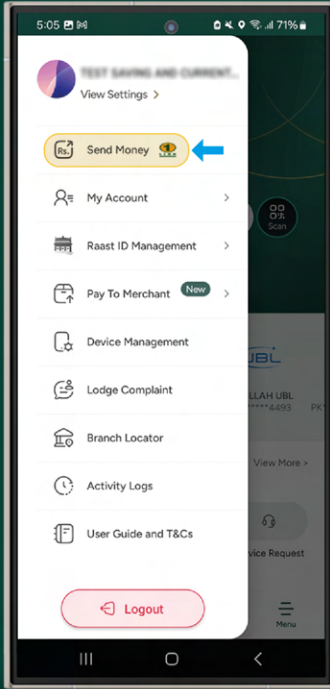
STEP-1

Open the DIB Pak App and Tap on Menu from Bottom Navigation



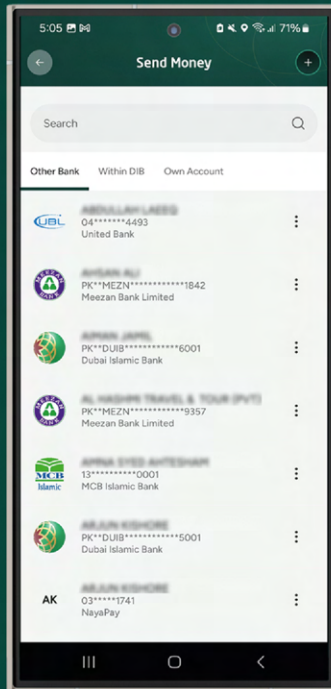
STEP-2

Select "Send Money"



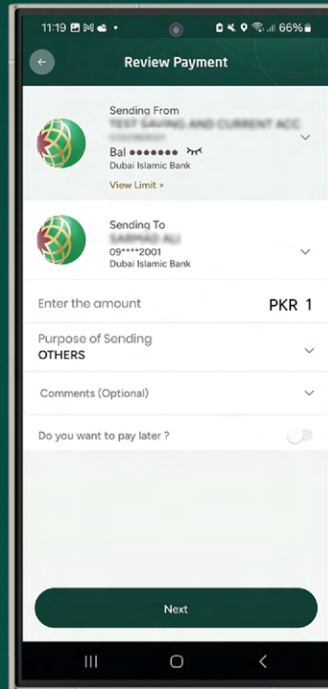
STEP-3

Select Beneficiary whom you want to Send Money



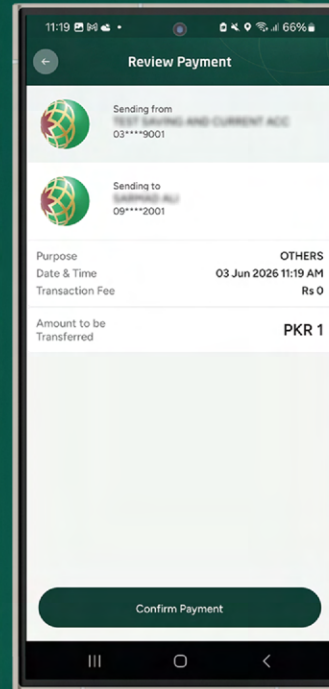
STEP-4

Enter Amount to Transfer and Tap next



STEP-5

Review Payment Details



STEP-6

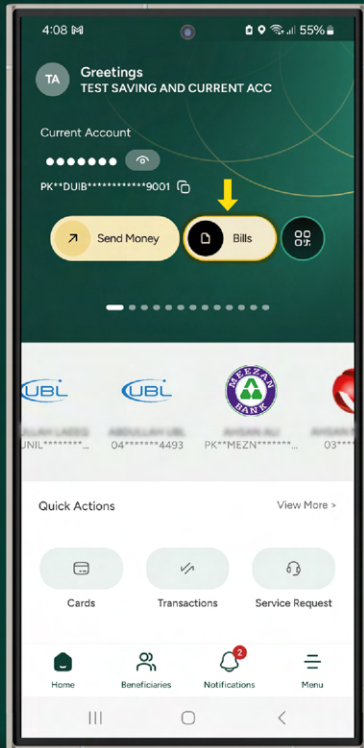
Payment **Success!**



Add Billers

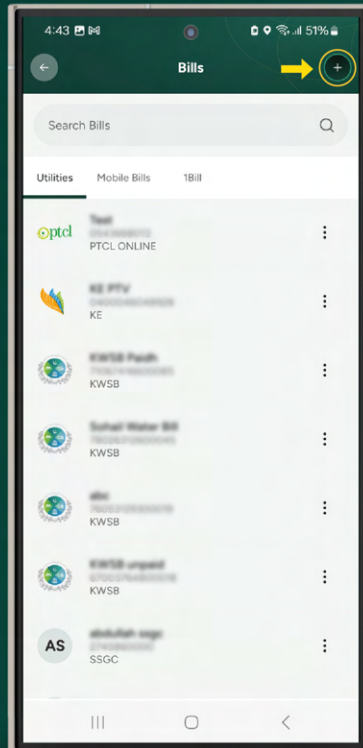
STEP-1

Open the DIB Pak App and Tab on Bills



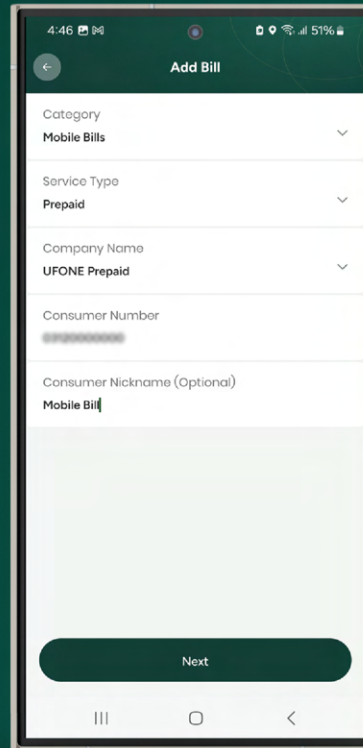
STEP-2

Tap on + icon on top right section



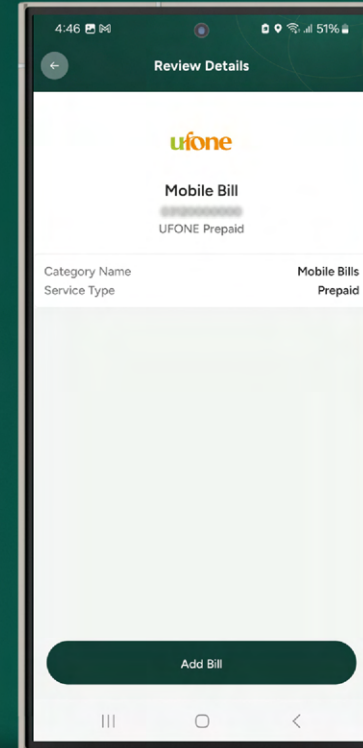
STEP-3

Enter Consumer Details



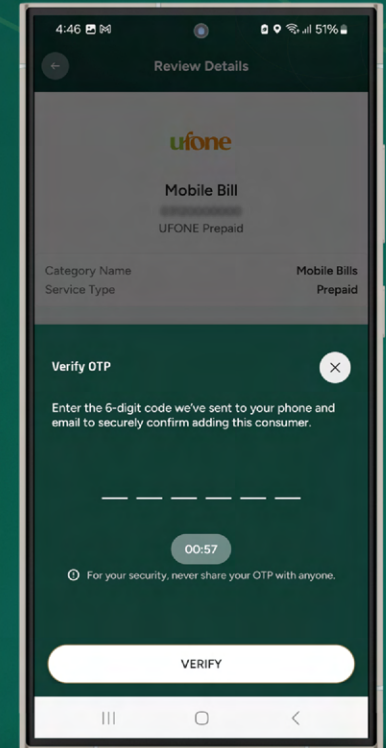
STEP-4

Confirm and press "Add Bill" to generate OTP



STEP-5

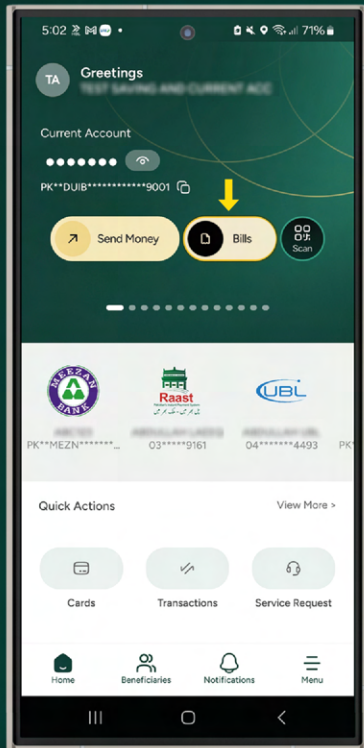
Enter the OTP Received on your Registered Mobile Number
Success!



Mobile Bill Payment

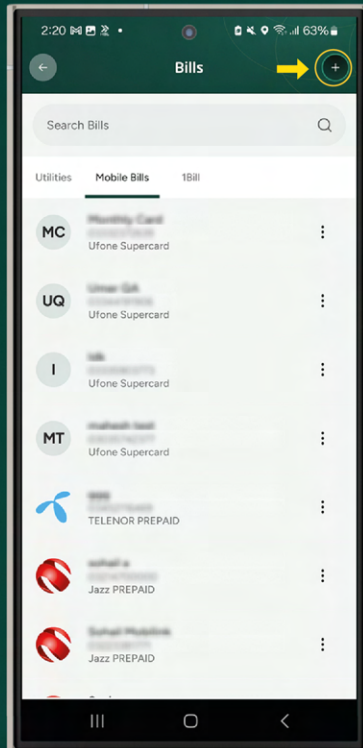
STEP-1

Open the DIB Pak App and Tap on Bills



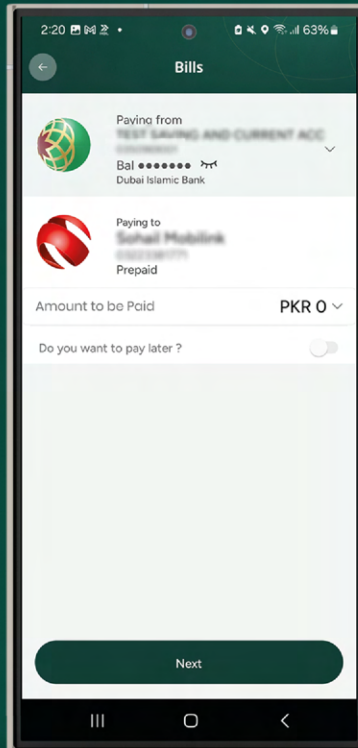
STEP-2

Select Bill to Make Payment



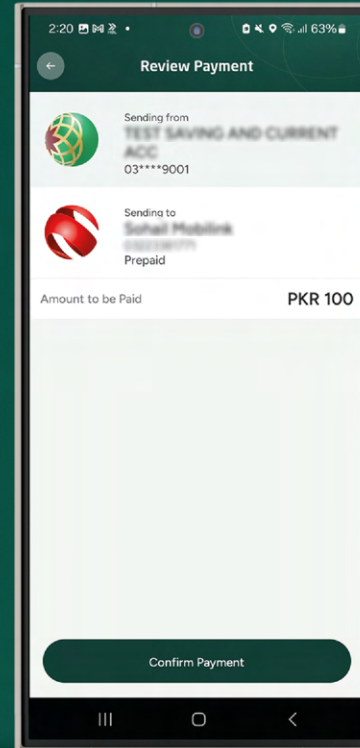
STEP-3

Enter the Account



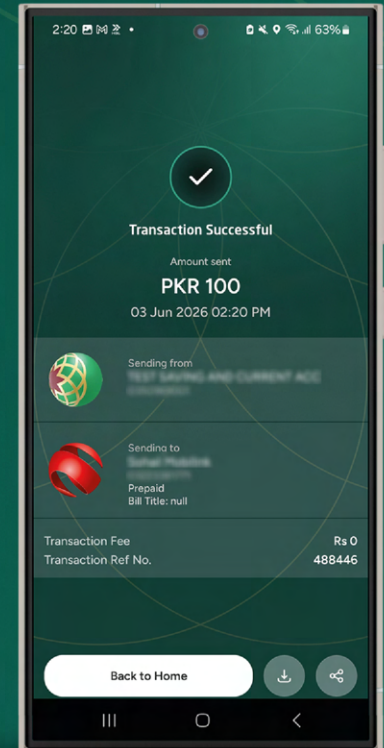
STEP-4

Review Payment Details



STEP-5

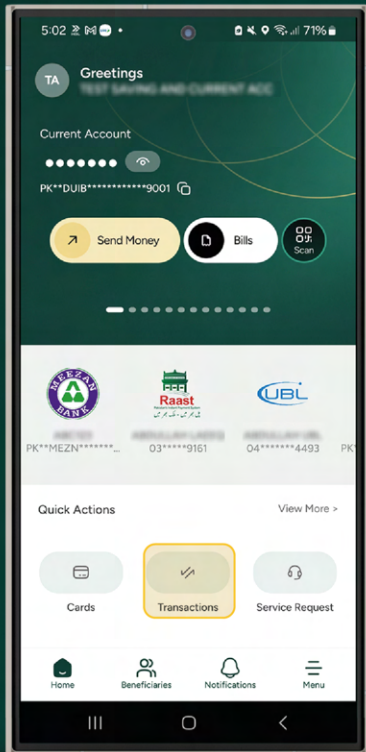
Payment Success!



View Account Statement

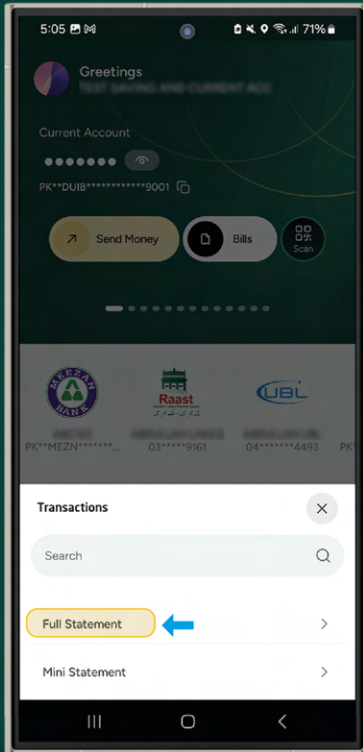
STEP-1

Open the DIB Pak App and Tap on Transactions from Quick Actions



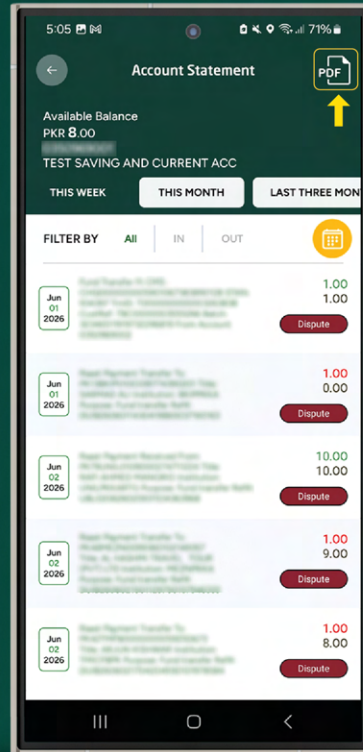
STEP-2

Select "Full Statement"



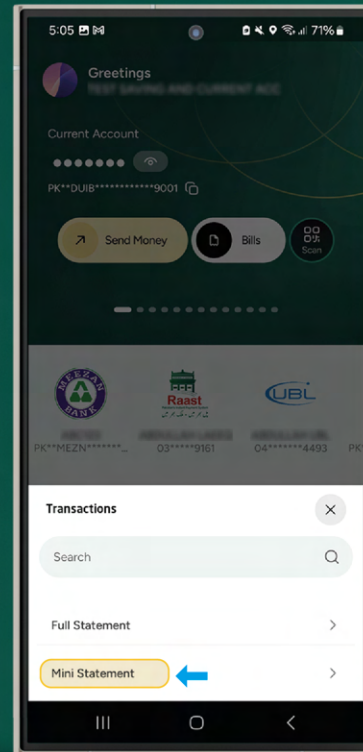
STEP-3

Select Customer Tenure and Tap on PDF to Download the Statement



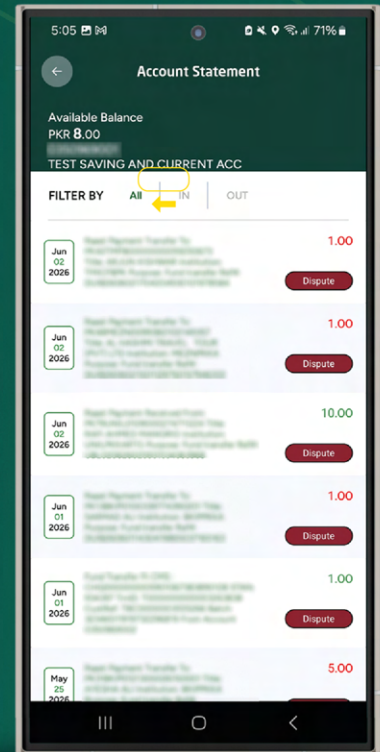
STEP-4

OR Select "Mini Statement"



STEP-5

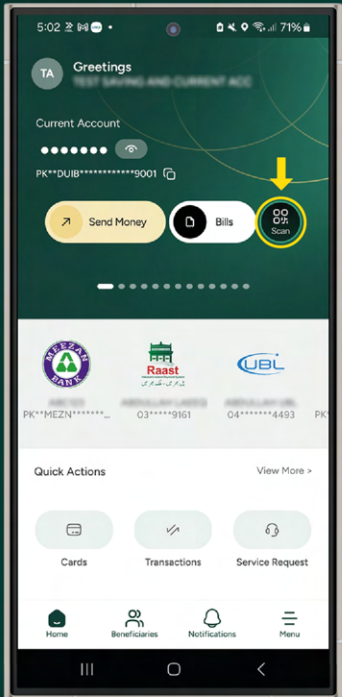
View the Most Transactions



Generate Static / Dynamic QR

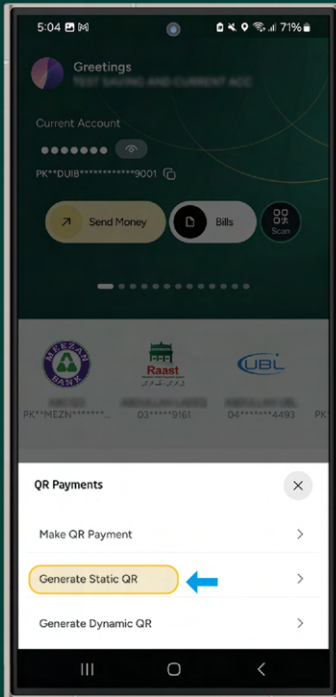
STEP-1

Open the DIB Pak App and Tap on QR Button



STEP-2

Select "Generate Static QR"



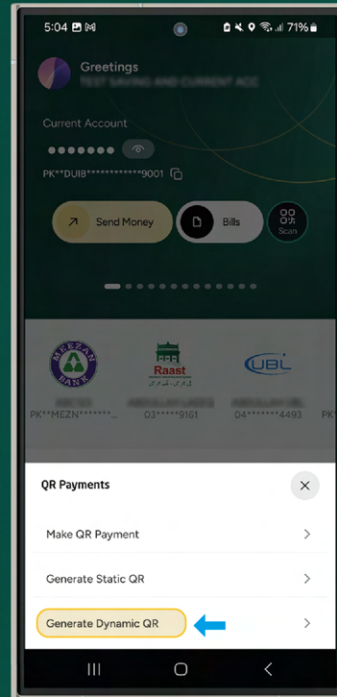
STEP-3

Static QR Generated Successfully!



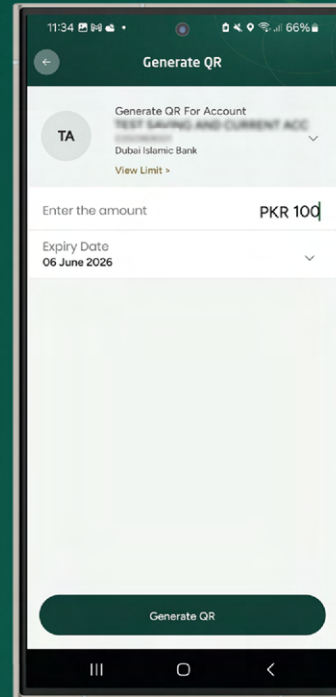
STEP-4

OR Select "Generate Dynamic QR"



STEP-5

Enter Amount and Expiry Date



STEP-6

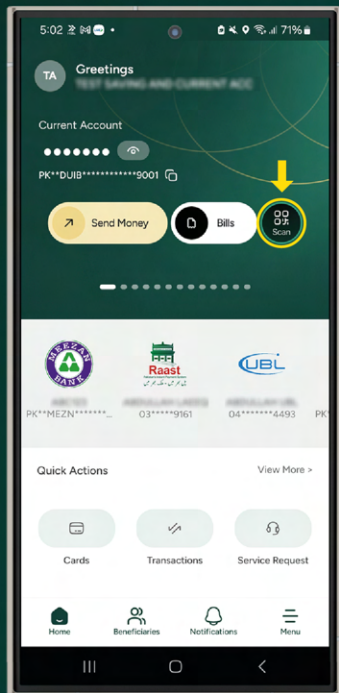
Dynamic QR Generated Successfully!



Make QR Payment

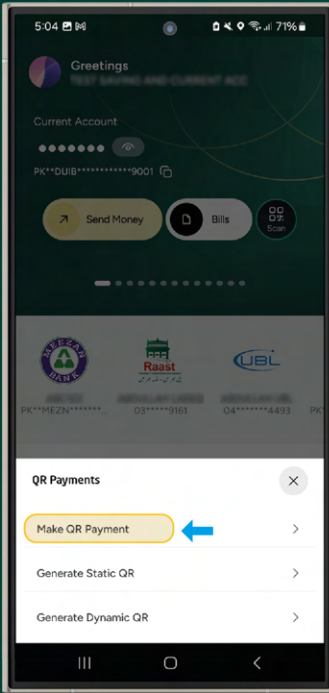
STEP-1

Open the DIB Pak App and Tap on QR Button



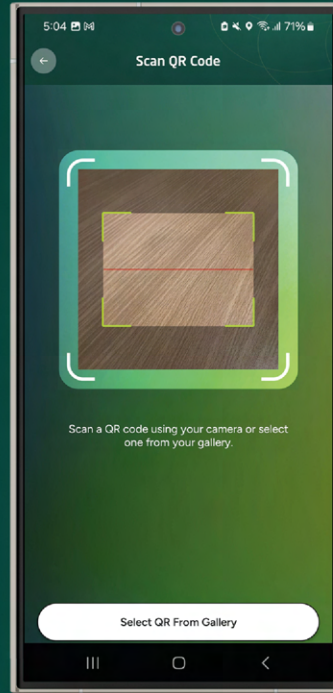
STEP-2

Select "Make QR Payment"



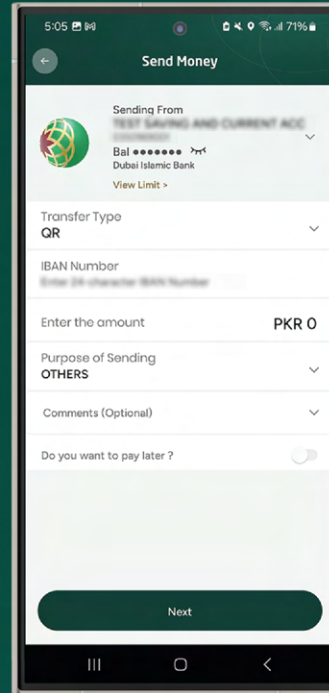
STEP-3

Select QR Code



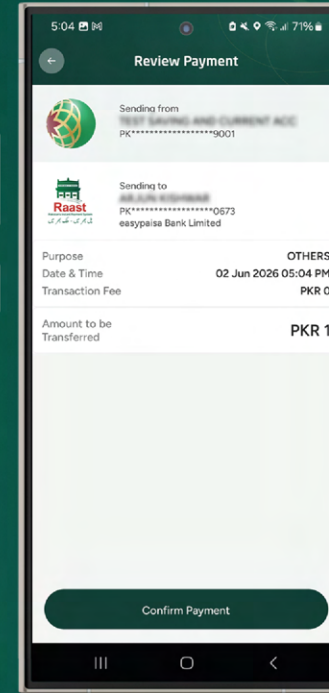
STEP-4

Enter Amount



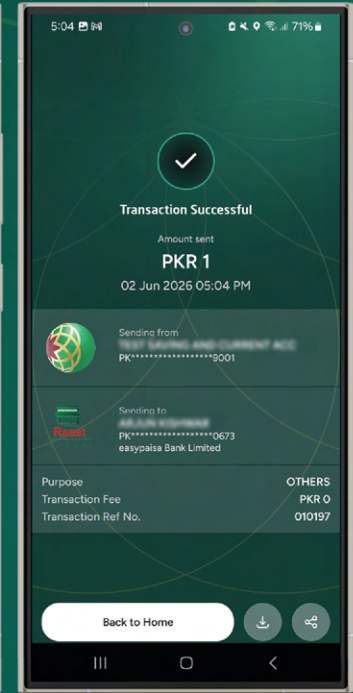
STEP-5

Review Details



STEP-6

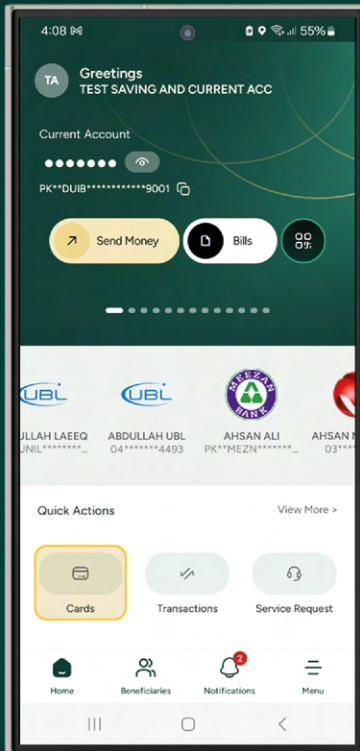
Payment Success!



Enable / Disable Card

STEP-1

Open the DIB app
Tap "Cards" from Quick Actions



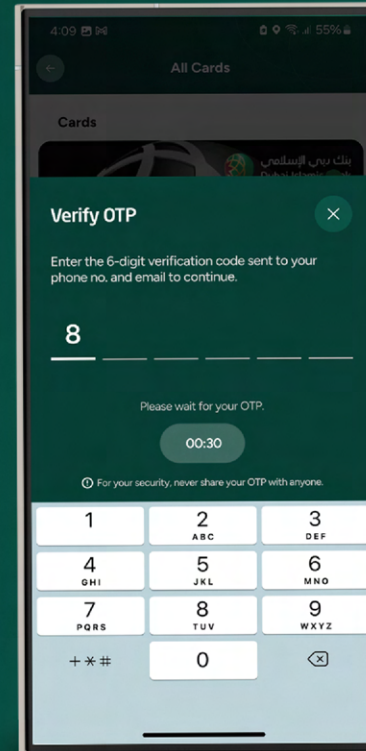
STEP-2

Cards Management page opens
Toggle on the switch



STEP-3

OTP Sent to Register Mobile Number
Enter the OTP wait for Authentication



STEP-4

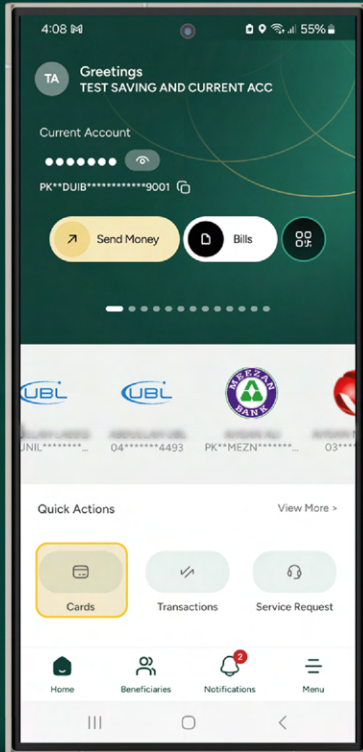
Toggle switch is now green
and enabled




Card Activation / Change Pin

STEP-1

Open the DIB Pak App
Tap "Cards" from Quick Actions



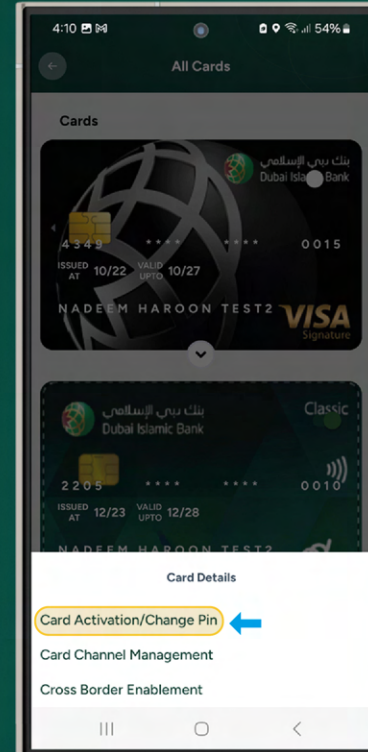
STEP-2

Cards Management page opens
Tap on  drop down



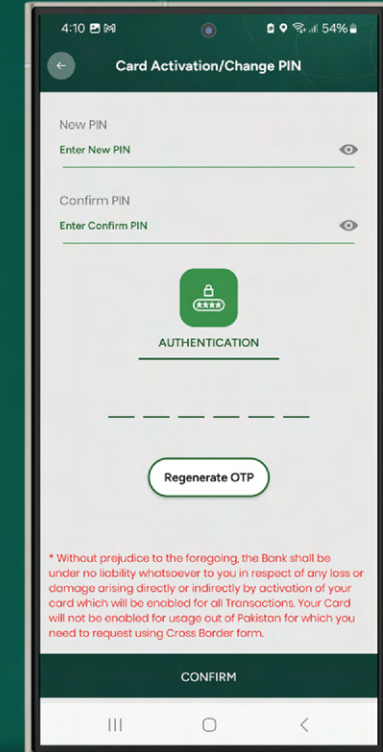
STEP-3

Select "Card Activation /
Change Pin"



STEP-4

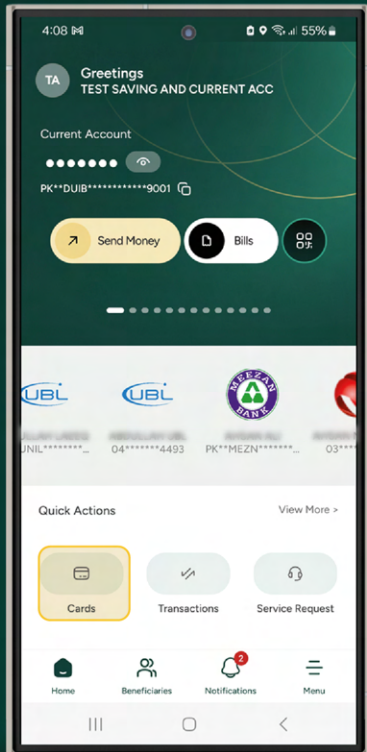
Setup new pin
Enter OTP
Success!



Update Channel Status (ATM - POS - Ecommerce)

STEP-1

Open the DIB Pak App
Tap "Cards" from Quick Actions



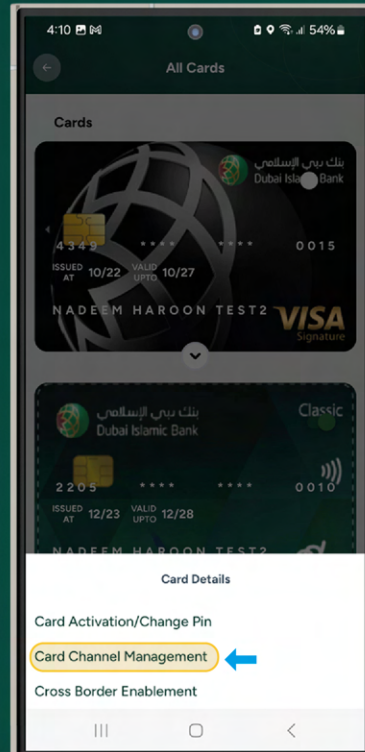
STEP-2

Cards Management page opens
Tap on ⌵ drop down



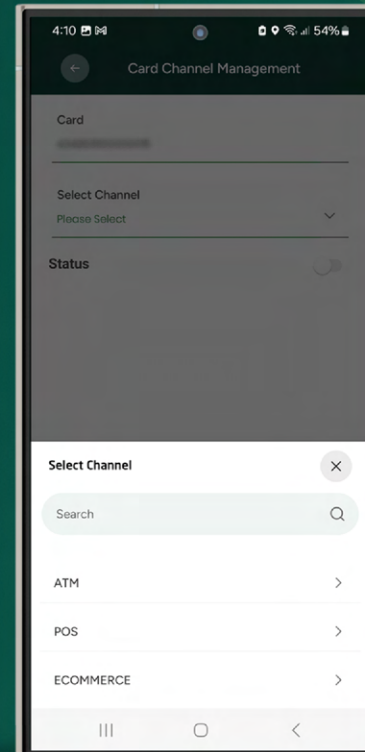
STEP-3

Select "Card Channel Management"



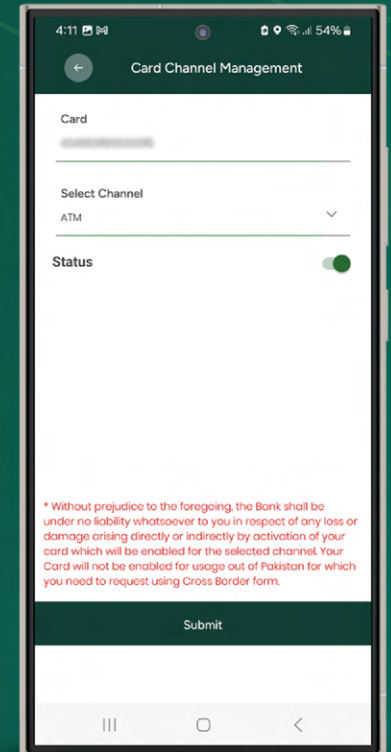
STEP-4

Select Channel



STEP-5

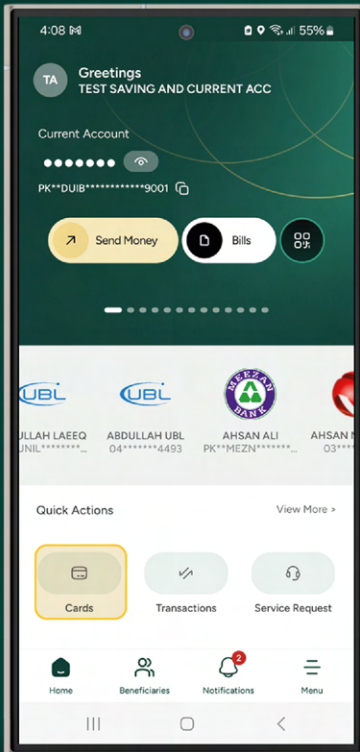
Enable status toggle and enter the OTP received on your registered mobile number
Success!




Debit Card Cross Border Activation

STEP-1

Open the DIB Pak App
Tap "Cards" from Quick Actions



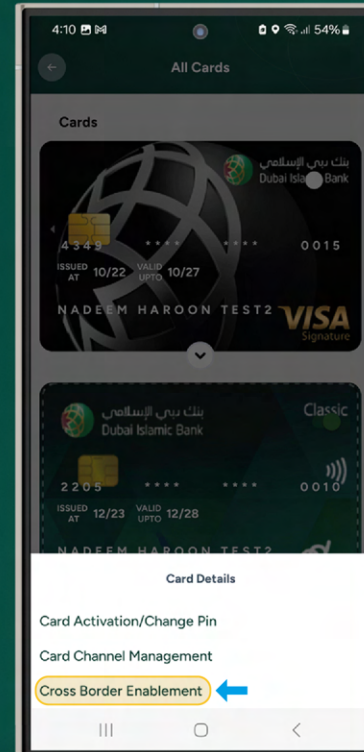
STEP-2

Cards Management page opens
Tap on  drop down



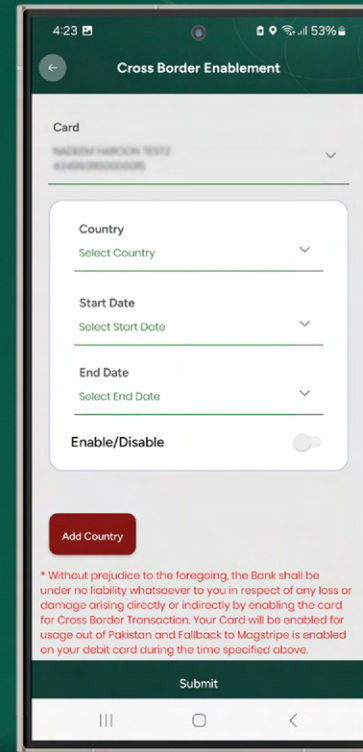
STEP-3

Select "Cross Border Enablement"
Enablement"



STEP-4

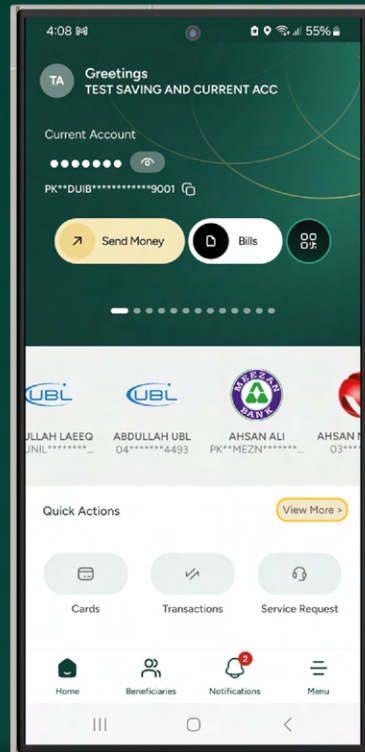
Select country, start & end date
Change toggle to enable
Tap on submit
Success!



Tax Certificate

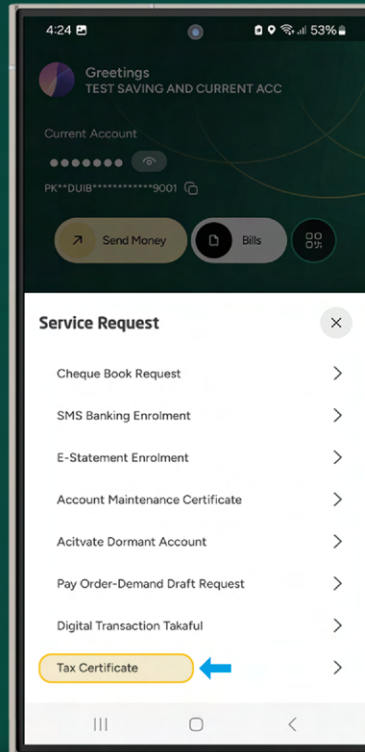
STEP-1

Open the DIB Pak App
Tap View More in the
Quick Actions sections



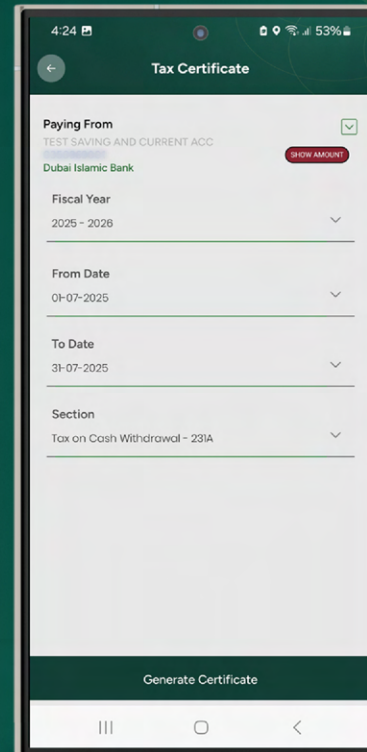
STEP-2

Select "Tax Certificate"
from menu



STEP-3

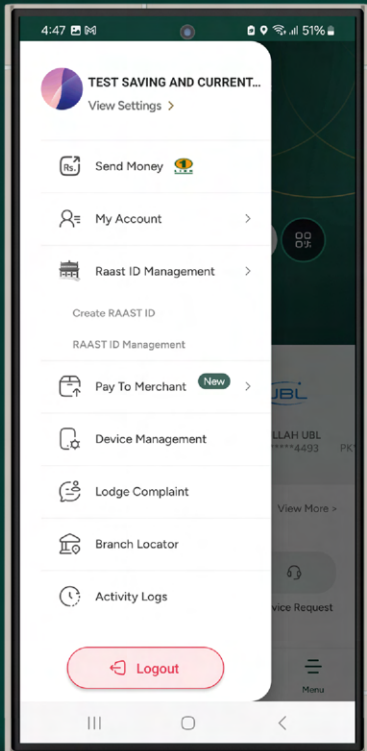
Select parameters and tap
"Generate Certificate" Tax Certificate
will be downloaded on your mobile device
Success!



Create RAAST ID

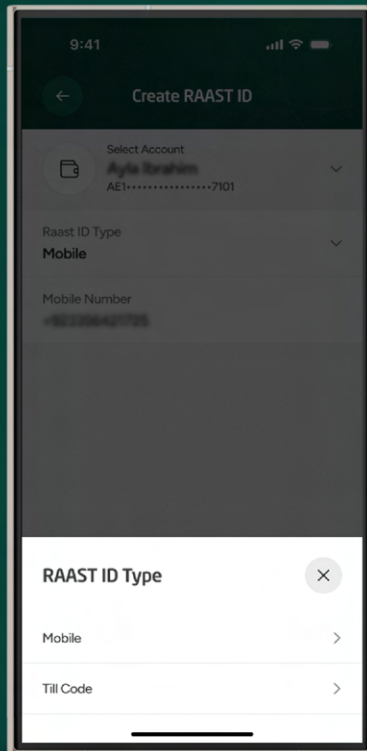
STEP-1

Tap on "Create RAAST ID" from side menu



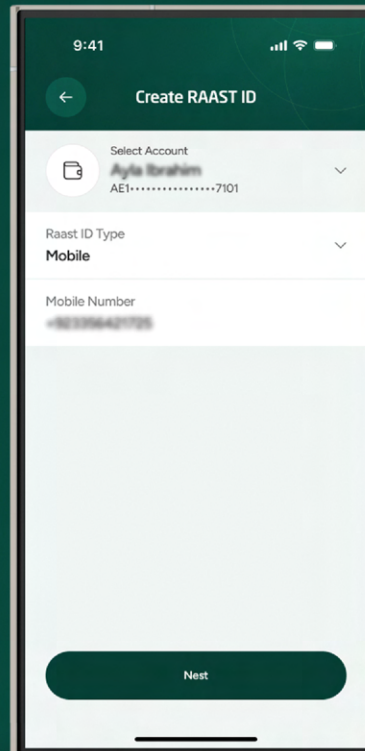
STEP-2

Select RAAST ID Type



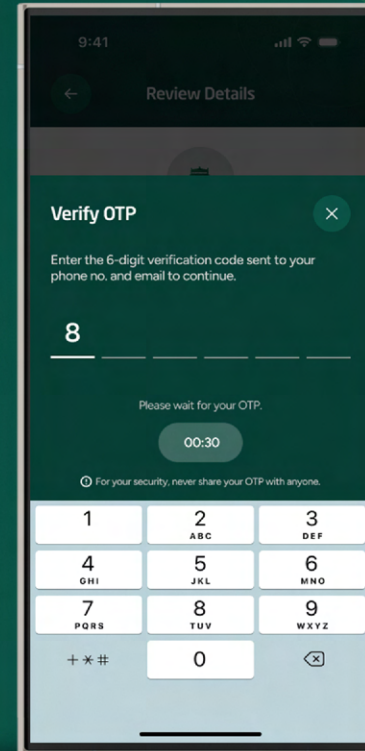
STEP-3

Select account and enter RAAST ID (Mobile Number)



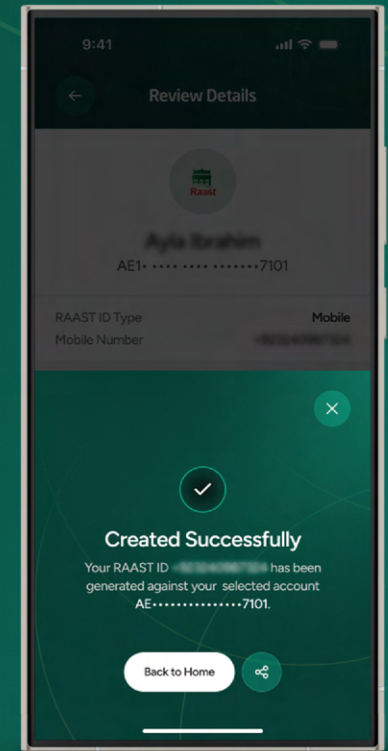
STEP-4

Enter the OTP Received on Registered Mobile Number



STEP-5

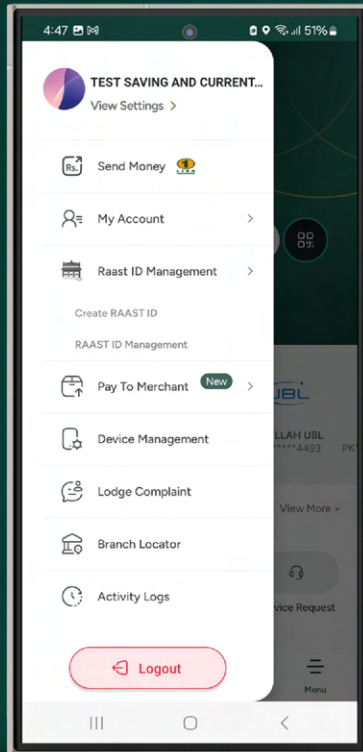
RAAST ID Created Successfully!



RAAST ID Management

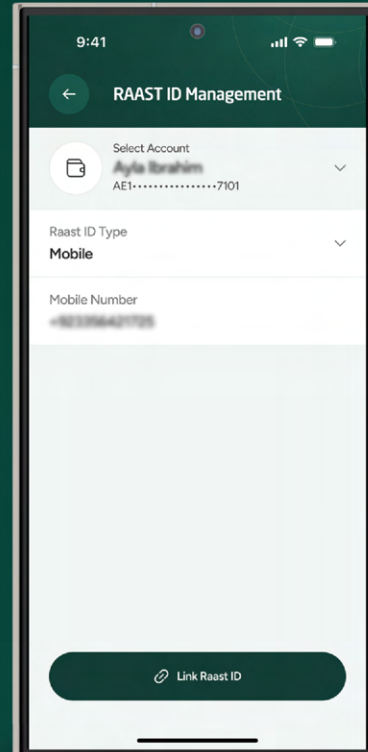
STEP-1

Tap on RAAST ID Management
Select RAAST ID Management
from Accordion



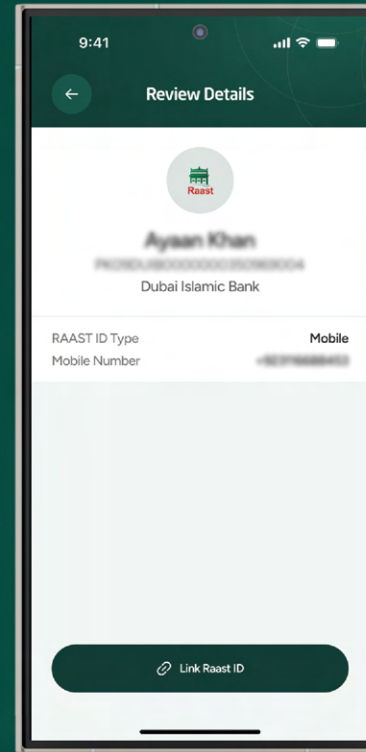
STEP-2

Select Account and enter
RAAST ID Mobile/till code



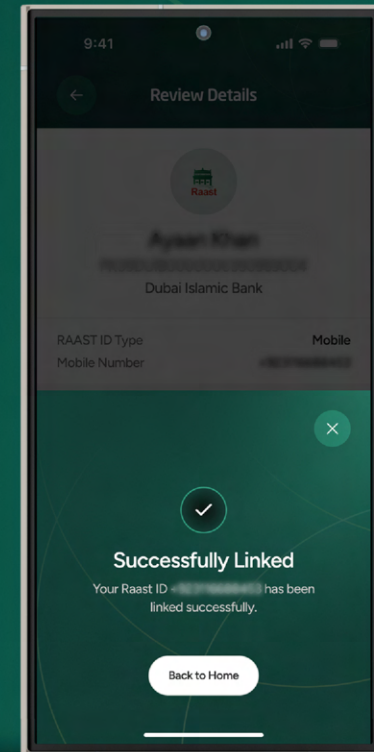
STEP-3

Review Details



STEP-4


Confirm and link
RAAST ID
Success!



Signup on Internet Banking

Open Dubai Islamic Bank Website
<https://www.dibpak.com/AmbitRetail/login>
Click Register

Signup Via Account No.



بنك دبي الإسلامي
Dubai Islamic Bank

ABOUT US CONTACT US LOCATIONS SIGNUP

Registration

1 STEP1 2 STEP2 3 STEP3

Select Registration Option

Select card based option if you have activated debit card

Account No/Mobile No Card Number/PIN

CNIC/NICOP/Passport No **Account Number**


Enter CNIC, NICOP or Passport No without Hyphen (-) Enter account number

Email Address **Date Of Birth**

Enter email address Date Of Birth

CANCEL NEXT

Signup Via Card



بنك دبي الإسلامي
Dubai Islamic Bank

ABOUT US CONTACT US LOCATIONS SIGNUP

Registration

1 STEP1 2 STEP2 3 STEP3

Select Registration Option

Account No/Mobile No Card Number/PIN

CNIC/NICOP/Passport No **Card Number** **Card PIN**

Enter CNIC, NICOP or Passport No without Hyphen (-) Enter Card Number Enter Card PIN

CANCEL NEXT

Updating Transaction Limit Step 1

Function of limit management is only available on internet banking
Login credentials are the same as mobile banking My Account > Limit Management

- [DASHBOARD](#) ★
- [MY ACCOUNT](#) ▼
- [ACCOUNT LIST](#) ★
- [ACCOUNT MANAGEMENT](#) ★
- [LIMIT MANAGEMENT](#) ★
- [ACCOUNT FULL STATEMENT](#) ★
- [MY CARDS](#) <
- [FUND TRANSFER & BENEFICIARY MANAGEMENT](#) <
- [TAX CERTIFICATE](#) ★
- [BILL PAYMENT AND TOP-UP](#) <
- [DEVICE MANAGEMENT](#) ★
- [DONATION](#) ★
- [LODGE COMPLAINT](#) ★
- [PERSONALIZATION](#) <
- [STANDING INSTRUCTIONS](#) ★

🏠 **Limit Management**

ACCOUNT

068 - CURRENT

CHANNEL

Mobile Banking

SEARCH

S/No.	Name	Daily Limit (PKR)	Monthly Limit (PKR)	Per Transaction Limit (PKR)	Daily Transaction count	Action
1	Funds Transfer - Own	1,000,000.00	9,000,000.00	1,000,000.00	25	✎
2	Funds Transfer - Local	1,000,000.00	9,000,000.00	1,000,000.00	25	✎
3	Funds Transfer - Domestic	300,000.00	9,000,000.00	300,000.00	25	✎
4	Funds Transfer - Donation	300,000.00	9,000,000.00	300,000.00	25	✎
5	Utility Bill Payment	3,000,000.00	9,000,000.00	3,000,000.00	25	✎
6	Prepaid TopUp	300,000.00	9,000,000.00	300,000.00	25	✎
7	RAAST Transfer - Domestic	300,000.00	9,000,000.00	300,000.00	100	✎
8	RAAST Transfer - Local	300,000.00	9,000,000.00	300,000.00	100	✎
9	RAAST Transfer - Own	300,000.00	9,000,000.00	300,000.00	100	✎

Previous 1 Next

Updating Transaction Limit Step 2

Select account
Select channel internet banking or mobile banking

The screenshot displays the 'Limit Management' interface in the DIB mobile banking app. The top navigation bar includes the bank's logo and name in Arabic and English, along with the date and time (TUESDAY, 12 APRIL 2022 - LAST LOGIN : 4/12/2022 2:23:22 PM). The left sidebar contains a menu with options: DASHBOARD, MY ACCOUNT (selected), ACCOUNT LIST, ACCOUNT MANAGEMENT, LIMIT MANAGEMENT, ACCOUNT FULL STATEMENT, MY CARDS, FUND TRANSFER & BENEFICIARY MANAGEMENT, TAX CERTIFICATE, and RAAST MANAGEMENT (marked as NEW). The main content area shows the 'Limit Management' section with two dropdown menus: 'ACCOUNT' (set to 'CURRENT') and 'CHANNEL' (set to 'Mobile Banking'). Below these is a table with columns: S/No., Name, Daily Limit (PKR), Monthly Limit (PKR), and Per. The table is currently empty, displaying 'No data available'. A 'Previous' and 'Next' button are visible at the bottom right of the table area.

Updating Transaction Limit Step 3

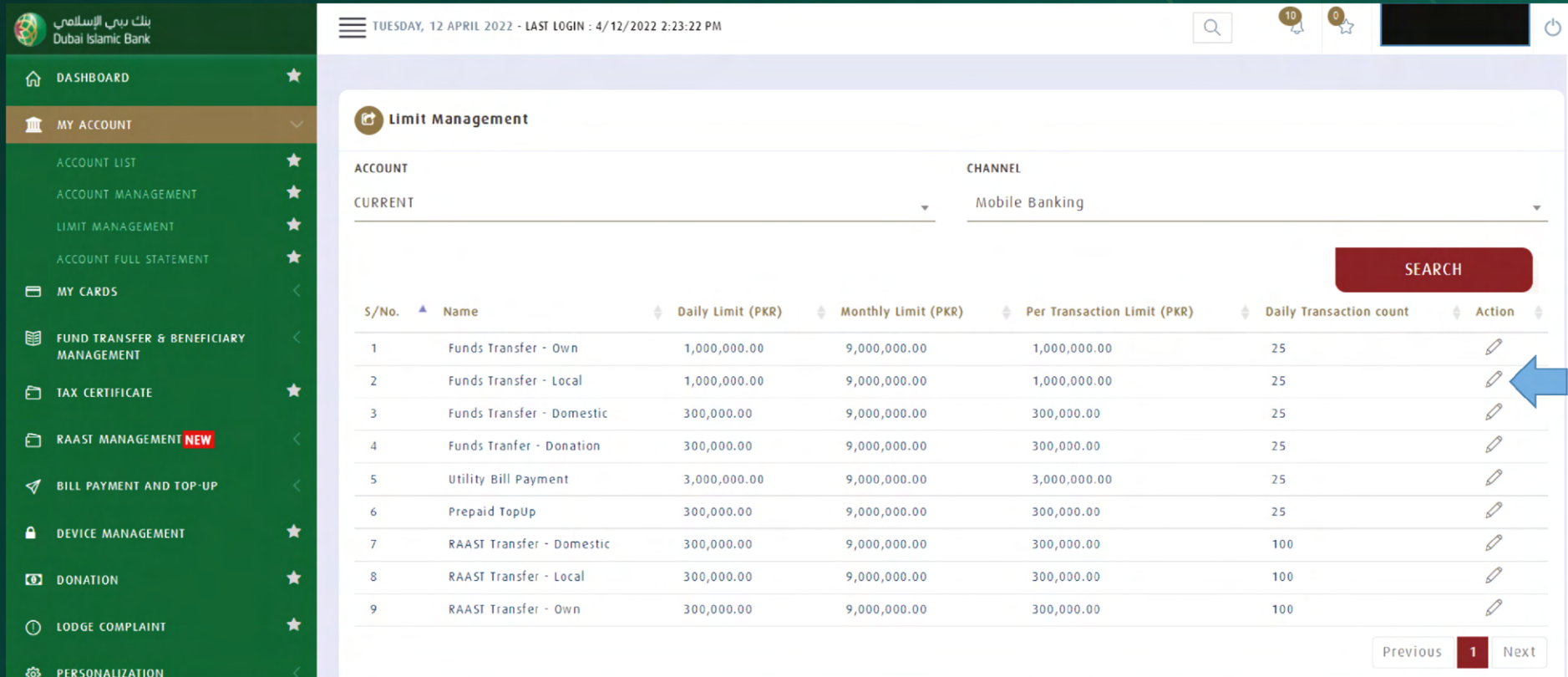
Press search after selection, adjust the limit

The screenshot shows the 'Limit Management' section of the Dubai Islamic Bank mobile banking app. The interface includes a sidebar menu on the left with options like DASHBOARD, MY ACCOUNT, ACCOUNT LIST, ACCOUNT MANAGEMENT, LIMIT MANAGEMENT, ACCOUNT FULL STATEMENT, MY CARDS, FUND TRANSFER & BENEFICIARY MANAGEMENT, TAX CERTIFICATE, and RAAST MANAGEMENT. The main content area shows the 'Limit Management' screen with the following elements:

- Header: TUESDAY, 12 APRIL 2022 - LAST LOGIN : 4/12/2022 2:23:22 PM
- Search icon and notification icons (10, 0) in the top right.
- Dropdown menu for ACCOUNT: CURRENT
- Dropdown menu for CHANNEL: Mobile Banking
- A red 'SEARCH' button with a blue arrow pointing to it.
- Table headers: S/No., Name, Daily Limit (PKR), Monthly Limit (PKR), Per Transaction Limit (PKR), Daily Transaction count, Action.
- Table content: No data available in table.
- Navigation buttons: Previous, Next.

Updating Transaction Limit Step 4










Select which limit to update
Selection



Limit Management

ACCOUNT: CURRENT | CHANNEL: Mobile Banking

SEARCH

S/No.	Name	Daily Limit (PKR)	Monthly Limit (PKR)	Per Transaction Limit (PKR)	Daily Transaction count	Action
1	Funds Transfer - Own	1,000,000.00	9,000,000.00	1,000,000.00	25	
2	Funds Transfer - Local	1,000,000.00	9,000,000.00	1,000,000.00	25	
3	Funds Transfer - Domestic	300,000.00	9,000,000.00	300,000.00	25	
4	Funds Transfer - Donation	300,000.00	9,000,000.00	300,000.00	25	
5	Utility Bill Payment	3,000,000.00	9,000,000.00	3,000,000.00	25	
6	Prepaid TopUp	300,000.00	9,000,000.00	300,000.00	25	
7	RAAST Transfer - Domestic	300,000.00	9,000,000.00	300,000.00	100	
8	RAAST Transfer - Local	300,000.00	9,000,000.00	300,000.00	100	
9	RAAST Transfer - Own	300,000.00	9,000,000.00	300,000.00	100	

Previous 1 Next

Updating Transaction Limit Step 5

Adjust the limit s as oer your requirement

The screenshot shows the 'Limit Management' screen in the DIB mobile app. A modal dialog titled 'Update Limit' is open, allowing the user to adjust transaction limits. The dialog contains the following fields:

- DAILY LIMIT:** 1,000,000
- MONTHLY LIMIT:** 9,000,000
- PER TRANSACTION LIMIT:** 1,000,000
- DAILY TRANSACTION COUNT:** 25

At the bottom of the dialog, there are two buttons: 'CANCEL' and 'UPDATE'. A blue arrow points to the 'UPDATE' button. The background shows a table of account limits with columns for S/No., Name, Transaction Limit (PKR), and Daily Transaction count.

S/No.	Name	Transaction Limit (PKR)	Daily Transaction count	Action
1	Funds Transfer - Local	1,000,000.00	25	
2	Funds Transfer - Domestic	300,000.00	25	