



Dear Customer,

As a part of our ongoing effort to enhance the performance, security, and overall customer experience of our digital platforms, we will be conducting a scheduled system upgrade on our Mobile Banking platform: DIB alt mobile app.

During the upgrade, DIB alt mobile app will be temporarily unavailable to customers.

You can continue accessing DIB alt online banking <https://online.dib.ae> (via web or mobile), which will remain available for all your banking needs.

Please find the details of the scheduled upgrade below:



**Channel/Service/Product**



**Time/Date**

DIB alt mobile app

From 3:00 AM until 7:00 AM  
on 10 May 2026

We thank you for your patience and appreciate your understanding.



Visit [www.dib.ae/upgrade](http://www.dib.ae/upgrade)





Dear Customer,

As a part of our ongoing effort to enhance the performance, security, and overall customer experience of our digital platforms, we will be conducting a scheduled system upgrade on our Mobile Banking platform: DIB alt business mobile app.

During the upgrade, DIB alt business mobile app will be temporarily unavailable to customers.

You can continue accessing DIB alt online banking <https://online.dib.ae> (via web or mobile), which will remain available for all your banking needs.

Please find the details of the scheduled upgrade below:



Channel/Service/Product



Time/Date

DIB alt business mobile app

From 3:00 AM on 10 May 2026  
Until 12:00 PM on 13 May 2026

We thank you for your patience and appreciate your understanding.



Visit [www.dib.ae/upgrade](https://www.dib.ae/upgrade)

