

## FAQS FOR AUTO FINANCE CUSTOMERS

**1. What happens to my existing Noor Bank Auto Finance?**

Your existing Noor Bank Auto Finance remains unchanged. Please ensure timely payments for enjoying the benefits of the facility without any interruption and avoiding any donation due to late payment.

**2. Will my profit rate, monthly installment amount or payment due date change for my existing Noor Bank Auto Finance?**

There will be no change to your existing Noor Bank Auto Finance which will continue as is, with the same profit rate and monthly installment amount. Please ensure your account is sufficiently funded for enjoying the benefits of the facility without any interruption and avoiding any donation due to late payment.

**3. Has my Noor Bank Account Number and Finance details been changed after migration to Dubai Islamic Bank?**

Yes, your Noor Bank Customer Identification Number (CIF), Account Number and Murabaha Contract reference number have all been changed. The same has been couriered to your registered address. In case you have not received the same, please call DIB Phone Banking at 04-6092222.

**4. What are the new applicable charges associated with my Dubai Islamic Bank account?**

For more details on the list of fees and charges, please click: <https://www.dib.ae/soc>

**5. Do I need to inform my employer of my new Dubai Islamic Bank account details for salary transfer or amend my Direct Debit Agreement “DDA” as per the new Dubai Islamic Bank account details?**

There is no action required at your end. Your salary will be transferred to your new account with Dubai Islamic Bank.

**6. How can I apply for a new Auto Finance, Please call Dubai Islamic Bank Phone Banking at 04-6092222, or click here [www.dib.ae](http://www.dib.ae), or visit any Dubai Islamic Bank nearest branch to apply.**

**7. Can I postpone or defer my existing Noor Bank Auto Finance payments?**

For any after sales services, please call Dubai Islamic Bank Phone Banking at 04-6092222 or visit any Dubai Islamic Bank nearest branch to apply.

**8. How can I apply for early settlement or change my DDA-EMI date?**

For any after sales services, please call Dubai Islamic Bank Phone Banking at 04-6092222 or visit any Dubai Islamic Bank Branch to apply.

**9. Whom do I need to approach for any after sales service related requests for my existing Noor Bank Auto Finance, such as postponement, applying for Liability Letter, change of payment due date?**

For any after sales services, please call Dubai Islamic Bank Phone Banking at 04-6092222 or visit any Dubai Islamic Bank nearest branch to apply.

**10. Whom may I call for any questions or queries relating to my existing Noor Bank Auto Finance?**

If you have any queries related to your existing Noor Bank Auto Finance, please call Dubai Islamic Bank Phone Banking at 04-6092222, or click here [www.dib.ae](http://www.dib.ae), or visit any Dubai Islamic Bank nearest branch.

**11. How do I obtain information about Dubai Islamic Bank's products and services?**

Kindly visit: [www.dib.ae](http://www.dib.ae) or download the **DIB Mobile App** [www.dib.ae/app](http://www.dib.ae/app)

**12. What shall I do if I was a Noor Bank customer and I would like to apply for a new Auto Finance?**

Please call Dubai Islamic Bank Phone Banking at 04-6092222, or click here [www.dib.ae](http://www.dib.ae), or visit any Dubai Islamic Bank nearest branch.

**13. If I have lost my job or have been impacted by COVID-19 through salary reduction/ leave without pay, whom should I call for deferment or rescheduling my Auto Finance installments?**

For any after sales service requests and considerations, please call Dubai Islamic Bank Phone Banking at 04 6092222 or visit any Dubai Islamic Bank nearest branch

## FAQS FOR PERSONAL FINANCE CUSTOMERS

**1. What happens to my existing Noor Bank Personal Finance?**

Your existing Noor Bank Personal Finance remains unchanged. Please ensure timely payments for enjoying the benefits of the facility without any interruption and avoiding any donation due to late payment.

**2. Will my profit rate, monthly installment amount or payment due date change for my existing Noor Bank Personal Finance?**

There will be no change to your existing Noor Bank Personal Finance which will continue as is, with the same profit rate and monthly installment amount. Please ensure your account is sufficiently funded for enjoying the benefits of the facility without any interruption and avoiding any donation due to late payment.

**3. Has my Noor Bank Account Number and Finance details been changed after migration to Dubai Islamic Bank?**

Yes, your Noor Bank Customer Identification Number (CIF), Account Number and Murabaha Contract reference number have all been changed. The same has been couriered to your registered address. In case you have not received the same, please call DIB Phone Banking at 04-6092222.

**4. What are the new applicable charges associated with my Dubai Islamic Bank account?**

For more details on the list of fees and charges, please click: <https://www.dib.ae/soc>

**5. Do I need to inform my employer of my new Dubai Islamic Bank account details for salary transfer or amend my Direct Debit Agreement “DDA” as per the new Dubai Islamic Bank account details?**

There is no action required at your end. Your salary will be transferred to your new account with Dubai Islamic Bank.

**6. How can I apply for a new Personal Finance, Top up my existing Noor Bank Personal Finance or apply for a buyout facility?**

Please call DIB Phone Banking at 04-6092222, or click here [www.dib.ae](http://www.dib.ae), or visit any nearest branch to apply.

**7. Can I postpone or defer my existing Noor Bank Personal Finance payments?**

For any after sales services, please call Dubai Islamic Bank Phone Banking at 04-6092222 or visit any Dubai Islamic Bank nearest branch to apply.

**8. How can I apply for early settlement or change my DDA-EMI date?**

For any after sales services, please call Dubai Islamic Bank Phone Banking at 04-6092222 or visit any Dubai Islamic Bank Branch to apply.

**9. Whom do I need to approach for any after sales service related requests for my existing Noor Bank Personal Finance, such as postponement, applying for Liability Letter, change of payment due date?**

For any after sales services, please call Dubai Islamic Bank Phone Banking at 04-6092222 or visit any Dubai Islamic Bank nearest branch to apply.

**10. Whom may I call for any questions or queries relating to my existing Noor Bank Personal Finance?**

If you have any queries related to your existing Noor Bank Personal Finance, please call Dubai Islamic Bank Phone Banking at 04-6092222, or click here [www.dib.ae](http://www.dib.ae), or visit any Dubai Islamic Bank nearest branch.

**11. How do I obtain information about Dubai Islamic Bank's products and services?**

Kindly visit: [www.dib.ae](http://www.dib.ae) or download the **DIB Mobile App** [www.dib.ae/app](http://www.dib.ae/app)

**12. What shall I do if I was a Noor Bank customer and I would like to apply for a new Personal Finance/Top up?**

Please call Dubai Islamic Bank Phone Banking at 04-6092222, or click here [www.dib.ae](http://www.dib.ae), or visit any Dubai Islamic Bank nearest branch.

**13. If I have lost my job or have been impacted by COVID-19 through salary reduction/ leave without pay, whom should I call for deferment or rescheduling my Personal Finance installments?**

For any after sales service requests and considerations, please call Dubai Islamic Bank Phone Banking at 04-6092222 or visit any Dubai Islamic Bank nearest branch.