

MOST FREQUENTLY ASKED QUESTIONS

How do I 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 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.

How to get my IBAN/ Account Numbers?

Your DIB Account Number/CIF (Customer Identification Number) will be communicated to you on your registered email. You may also obtain the same by visiting any DIB Branch in the UAE.

You may obtain your IBAN through any of below channels:

- DIB Website (IBAN Generator) <https://www.dib.ae/global/calculator/iban-generator>
- DIB Online/Mobile Banking – Under your account details.
- DIB Branches.
- Account I-statements.

How to reset my Card PIN?

The welcome pack you received includes your Debit/Credit Card along with the Card PIN. You may reset the Card PIN via any of the following channels:

Al Islami Phone Banking

- Call DIB Al Islami Phone Banking on +971 4 609 2222 and select the language of your choice
- Select the related menu by pressing “*”
- Choose option 3 followed by 1 to reach “Card Activation and PIN Creation” menu
- Enter your 16 digit Debit /Credit Card Number along with Card expiry date (MM/YYYY). DIB will send OTP to your registered mobile number.
- Enter OTP received on your registered mobile number
- Enter 4 digit Debit / Credit Card PIN of your choice and confirm card PIN.

Al Islami Online Banking:

- Login to Al Islami Online Banking
- Select Menu  Cards  Change Card PIN or Reset Card PIN

To Change Card PIN:

- Enter Old Card PIN & Enter the desired new Card PIN
Select “Confirm”

To Reset Card PIN:

- Select a 4-digit Number of your choice as Card PIN and confirm new Card PIN.
- Enter OTP received on your registered mobile number
DIB will send OTP to your registered mobile number.

DIB Mobile App:

- Login to DIB Mobile App
- Select your Debit /Credit Card
- Click on Reset PIN
- Enter the desired new Card PIN
- Enter OTP received on your registered mobile number

DIB will send OTP to your registered mobile number.

How to create/reset a TPIN to access Phone Banking Services?

Please ensure you have your active DIB Debit/Credit Card along with Card PIN.

Al Islami Phone Banking:

- Call DIB Al Islami Phone Banking on +971 4 609 2222 and select the language of your choice
- Select the related menu by pressing “*”
- Choose option 3 followed by 3 to reach “Al Islamic Phone Banking Registration” menu
- Enter your 16 digit Debit /Credit Card Number along with Card PIN.
- Enter OTP in case you are calling from a non-registered number.
- DIB will send OTP to your registered mobile number.
- Select a 4-digit number of your choice as TPIN and confirm TPIN.

Al Islami Online Banking:

- Login to Al Islami Online Banking
- Select Menu ☐ Settings ☐ Phone Banking
- Select “Phone Banking PIN Reset”
- Select a 4-digit number of your choice as TPIN and confirm TPIN.
- Enter OTP received on your registered mobile number

DIB will send OTP to your registered mobile number.

Will funds remitted to my old Noor Bank account be routed to my new DIB Account?

Yes, funds remitted to your old Noor Bank Account will be routed to your new DIB Account.

Will payments made into my Noor Bank Credit Card (which has been recently discontinued) be automatically be transferred to my new DIB Credit Card?

Yes, payments made into your Noor Bank Credit Card (which was recently discontinued during the Integration) will reflect in your new DIB Credit Card.

I am a Business Banking/Wealth Management customer and I am unable to register for DIB Online Banking/Mobile Banking. How can I register?

Please rest assured that DIB is working to resolve this and will get in touch with you at the earliest. For any assistance whatsoever, please contact your Relationship Manager or email us on DIBUAEBBUCustomerQueries@dib.ae (for Business Banking customers) or contactwm@dib.ae (for Wealth Management customers)