

Mobile Banking Service

QNB ALAHLI Mobile Banking service is available on iPhone, and Android smartphones, iPad and Android Tablets:

Through QNB ALAHLI Mobile Banking service you can conveniently access your accounts, credit cards balances, transfers between your own accounts, Life Rewards points, apply for a product, transactions history, ATM/Branch locator and more benefits for free. The service is available on:

- iPhone-s
- Android smartphones
- iPad-s
- Android Tablets

Eligibility:

All Retail Customers having an active QNB ALAHLI Primary Debit Card and already registered on the Internet Banking site: <https://ib.qnbalahli.com>.

Those existing Users can easily access the Mobile Banking for free using same Username and Password of the Internet Banking service.

How to download QNB ALAHLI Mobile Banking?

iPhone and iPad devices

Navigate to the App Store on your iPhone/iPad and enter any of the following keywords to search for the Mobile Banking application:

- QNB ALAHLI
- QNB ALAHLI Mobile

Android smartphones and tablets

Navigate to Google Play on your Android phone/tablets and search for any of the following keywords to search for QNB Mobile Banking:

- QNB ALAHLI
- QNB ALAHLI Mobile

Registration Process:

New users:

- Register first on the Internet Banking service and then use the same user name and Password to access the Mobile banking application
- To be able to register on the Internet Banking service, you have to sign first a physical application at the branch then you can use your debit card number and PIN number for Internet Banking and then for the Mobile banking login. If you do not own a QNB ALAHLI debit card or if you don't update the bank with your current mobile number, **you must refer back to your branch.**
- Through the registration process you have to create your own username and password, to complete the registration process, One Time Password has to be sent to your mobile number. The mobile number should be active, valid and recorded in the bank's records, systems and application forms.

Already registered clients for Internet banking services: use the same credentials (User name and Password) to access the Mobile banking service.

Features & benefits:

1. **Pre-login:**

In this section you will find all the needed general info and latest offers without the need to enter the username and password:

The tabs under this section are as follows:

- **Login button:**
 - *For already registered Internet Banking users; they can login to the mobile application using the same user name and password of the Internet Banking.*
 - *New users can register by visiting first the internet banking site and follow the steps for registration.*
- **Get card:** Apply for a card and the bank representative will contact you for account opening and Credit card issuance in accordance with the bank policy
- **Get loan:** Apply for a loan and the bank representative will contact you for account opening and loan granting in accordance with the bank policy
- **QNB ALAHLI chat:** Online chatting session with QNB ALAHLI customer service
- **Discounts and Offers:** Check the latest offers and discounts when using QNB ALAHLI cards
- **Get appointment:** Request an appointment at the desired date and time and the concerned bank representative will contact you to validate the appointment. *(The appointment date and time should be within the bank working days)*
- **ATMs/Branch locator:** Locate the nearest branch, ATM or cash deposit machine
- **General settings:** Change the application language either English or Arabic.
- **QNB ALAHLI News:** Check the bank latest news and press releases.

2. Post login:

This screen requires the users to enter their credentials (user name and Password) and the tabs in this screen represents personalized inquires and transacting functionalities related to each client accounts.

The tabs under this section are as follows:

- **Accounts:** Check accounts and deposits balances, transactions details, cheque book request, transfer between own accounts or apply for one of the bank products.
- **Cards:** Check cards info, balances, transactions and settlement of your dues.
- **Loan:** Check the loan balance, status, instalments and payments info.
- **Transfers:** Transfer funds within own accounts
- **Life rewards:** Check your Life Rewards loyalty points
- **Information:** Check the latest bank Foreign exchange and Interest rates
- **QNB Chats:** Online chatting session with QNB ALAHLI customer service
- **More:** The application Rating, brief About QNB ALAHLI, Settings, Contact us, Privacy Settings and terms and conditions

Important tips:

Changing the App language

QNB ALAHLI Mobile Banking supports two languages: English and Arabic. You can easily change the language on the home screen by selecting “General Settings” and then the desired language from the “Language” sub menu.

Logout from the App

For your own safety, once you successfully logged in to the Application with your User name and Password, don't forget to log out. The “Logout” button is located in the App navigation menu on the bottom of the screen on smartphones and on the right corner on tablets, otherwise the application will automatically logout after 6 minutes.

Step back to the previous screen

If you want to step back on smartphones just swipe from “left to right”, or on tablets use the “back” button which is placed on the left corner.

Closing information popups

If you want close an information popup just simply click outside of it, or click “Ok” and will be closed accordingly.

Scrolling of the screens

In some cases if there is not enough space on a screen for the content (eg.: forms, menus) to see all the contents you can scroll either the whole screen or the particular part (eg.: menu).

Security tips:

Reporting Unauthorized Transaction or Theft or Loss of Access Codes:

If you believe that an unauthorized login attempt or transaction has been or may be made from your account, alert the Bank immediately by calling the bank's call center '19700' or by referring to the nearest branch

Last login notifications:

With each login attempt, a notifications message will appear at the upper right side of the Screen showing your previous login status, date and time.

Help and further inquiries:

For more help or inquiries please contact 19700