

## SABB Visa Direct money transfer service Frequently Asked Questions (FAQ)

### What is SABB Visa Direct?

**A:** SABB Visa Direct is a cross-border money transfer service that allows SABB savings and current account holders to transfer money from their accounts to Visa debit, credit\* and prepaid cardholders abroad through SABBNET and SABB ATMs (For certain countries like India, money transfers to credit cards and NRE & NRO accounts made through the Visa Direct service are not allowed. In addition, only valid prepaid cards are eligible for this service).

### From what type of SABB accounts can I transfer money using the Visa Direct service?

**A:** From SABB savings and current accounts.

### Who is eligible to make money transfers through the SABB Visa Direct service?

**A:** All SABB savings or current account holders can use this service.

### When can I use the SABB Visa Direct service?

**A:** SABB Visa Direct is available 24 hours, 7 days a week, except during SABBNET/ SABB ATM maintenance periods.

### What is the maximum transaction limit within the SABB Visa Direct service?

**A:** Users can transfer a maximum of SAR 9,375 per day. However, you can make multiple transactions per day, week and month according to your segment. See below for details:

Segment	Daily	Weekly	Monthly
Premier	5	15	20
Advance	3	10	20
Ruwaad & Others	2	5	10

For India you can send up to a maximum of 5 transactions within preceding 61 calendar days for each of your VISA Direct beneficiary in India. For example, If you made 4 transactions in January you will only be able to do 1 transaction in February.

### To which countries can I transfer money through this service?

**A:** Currently, this service is available for the United Kingdom, India, U.A.E, Philippines, Sri Lanka, Lebanon, China, Malaysia, Indonesia, Nepal and Pakistan and more will be added soon.

### What is the minimum transaction amount that is allowed within the SABB Visa Direct money transfer service?

**A:** To make a transfer using SABB Visa Direct, a minimum transaction amount of SAR 100 has to be sent.

### What does 'Fast Fund' and 'non-Fast Fund' mean?

**A:** If you're transferring money to a bank that offers the 'Fast Fund' feature, the sent amount will be credited to the beneficiary's Visa card account instantly (within 30 minutes). However, if you're transferring money to a bank that doesn't offer the 'Fast Fund' feature, the funds will be credited to the beneficiary's card account within two working days.

### How can I know which Visa card issuers offer the 'Fast Fund' feature and which are categorized as 'non-Fast Fund'?

**A:** When a customer enters the beneficiary's name and Visa card number at the time of saving it and continues to the next page, a message will be displayed that informs the customer if the beneficiary's Visa card issuer offers the 'Fast Fund' feature or not.

### **What fees are charged for the service?**

**A:** Flat fee of SAR 15 will be charged for each transaction. (FREE for Premier)

### **What information do I need to provide on SABBNET to add a beneficiary?**

**A:** All you need to provide is the name, Visa card number, country and city of the beneficiary.

### **What countries can I transfer money to using this service?**

**A:** This service can be used to transfer money to the following countries:

<b>Asia</b>	<b>Far East</b>	<b>Middle East</b>	<b>Europe</b>
India*	Philippines	U.A.E	United Kingdom
Sri Lanka	China	Lebanon	
Nepal	Malaysia		
Pakistan	Indonesia		

\*(Not available for Credit cards, NRE & NRO accounts in India)

Because of the very high number of banks involved in the service, there might be some service limitations imposed by individual banks in the above-mentioned countries due to their system conditions or regulatory requirements. SABB will make its best effort to provide its customers with such information upfront. Kindly refer to the list of 'Fast Fund' banks, which is available on the SABB website.

Additional countries will be added shortly.

### **Is it ok to ask for a recipient's Visa card number?**

**A:** The Visa Card number is linked to customer account, and funds are transferred directly to the account. So disclosing the Visa Card number as a beneficiary is ok.

### **How to access this service through SABB's banking channels:**

In the following, you'll see step-by-step instructions on how to add a beneficiary and transfer money through the Visa Direct service.

### **To add a beneficiary and make a transfer through SABBNET:**

1. First, please log on to SABBNET. In case you are not registered with our SABBNET online banking service, please [click here](#).
2. Once you successfully logged in, select 'Transfer' from the list of services offered by SABBNET.
3. Once you are on the 'Transfer' services menu, select 'New beneficiary'.
4. Select 'Overseas – Visa Direct' from the drop-down menu.
5. Provide the beneficiary name, Visa card number and country details.
6. State the purpose of the money transfer by choosing one from the drop-down menu.
7. Click on 'Save'.
8. You will be taken to the next screen where a confirmation message regarding the saved beneficiary will be displayed. In addition, it will be indicated to you whether or not the beneficiary's bank has the 'Fast Fund' feature.
9. Activate the beneficiary by calling SABB Direct. The beneficiary can be activated through the IVR system.
10. Once you have successfully activated the beneficiary, simply select this beneficiary from the list of beneficiaries for the transfer of funds.
11. Just select the 'From Account' currency if you want to enter an amount in Saudi Riyals, or the 'To Account' currency if you want to enter an amount in the local currency of the beneficiary.
12. In case you select Saudi Riyals as the currency, you will be shown the amount that will be transferred in the local currency of the beneficiary after the required conversion rate has been applied.
13. In case you select the beneficiary's local currency, you will be shown the equivalent amount in Saudi Riyals after the amount has been converted from the local currency to Saudi Riyals.
14. Enter the SMS code sent to your phone to complete the transfer.
15. In case of a 'Fast Fund' transfer, funds will be credited to the beneficiary's account within a maximum of 30 minutes.
16. In case of a 'non-Fast Fund' transfer, it may take up to 48 hours (Two working days) for the amount to be credited to the beneficiary's card account.

**To make a transfer through SABB ATMs:**

The SABB Visa Direct service also enables you to conveniently transfer money through SABB ATMs. First, add the beneficiary on SABBNET by following the above steps. Once you have saved the beneficiary, you may access it through SABB ATMs by following the below steps.

1. Insert your SABB debit card into the card slot of the SABB ATM.
2. Verify your PIN.
3. Select 'Transfer' from the menu.
4. Access the saved Visa Direct beneficiary.
5. Enter the amount you want to transfer in Saudi Riyals or the beneficiary's local currency.
6. Once done, you will be shown the amount that will be sent to the beneficiary in Saudi Riyals or the local currency.
7. Depending on whether the beneficiary's bank has the 'Fast Fund' or 'non-Fast Fund' feature, your money will be transferred either instantly or within 48 hours (Two working days).

**Important information about the countries that you can transfer money to:**

Please go through the following information about the country that you wish to transfer money to. Because of the very high number of banks involved in the service, there might be some service limitations imposed by individual banks due to their system conditions or regulatory requirements. SABB will make its best effort to provide its customers with such information upfront.

**Why isn't it possible for me to add a beneficiary?**

A: In certain countries the option to receive remittances from overseas banks may be blocked by the card-issuing bank. In such a case you might get an error message while adding a beneficiary and the online banking channel won't allow you to save this recipient.

**Can I cancel a SABB Visa Direct money transfer?**

A: Once you have completed the transfer transaction you cannot cancel it.

**Will the beneficiary be charged for this service?**

A: No. The beneficiary won't be charged any service fees for receiving funds from the sender.

**How can the beneficiary access the transferred funds?**

A: This depends on the Visa card type:

- (i) Visa debit card: Funds will be credited to the beneficiary's bank account, which is linked to his or her Visa debit card. The beneficiary can access the funds through his/ her bank account or by simply using his/her Visa debit card for cash withdrawals, bill payments and retail purchases.
- (ii) Visa credit card: (Not available in India) Funds credited to the Visa credit card may be offset against the card's outstanding balance with the card issuer. The beneficiary can directly use his/her available credit balance for bill payments and retail purchases.
- (iii) Visa prepaid card: A Visa prepaid cardholder can directly use his/her available credit balance for bill payments and retail purchases.

**How can I know which exchange rate is used for my SABB Visa Direct money transfer transaction?**

A: After you have entered the amount you wish to transfer and continue to the next page, the used exchange rate will be displayed. You can also check the used rate under "Performed Transactions" in your SABB account history.

**What should I do if the beneficiary did not receive the transferred amount within 2 days?**

A: If the beneficiary does not receive the money within 2 days from the date of the transfer, please call the SABB Call Centre or SABB Customer Care Centre. Our Customer Service representatives will be happy to assist you and check with the issuing bank when the amount will be credited to the beneficiary's account or if the funds were rejected for any reason.

**How can I receive money?**

A: The Visa Direct service can only be used to transfer money from a SABB account to an overseas Visa card account. SABB Visa debit cardholders cannot receive money sent from overseas banks.