

General FAQs for the new SABBMobile:

1. Do I use the same log on credentials (Username and Password) for SABB Mobile Banking that I use for the Personal Internet Banking?

Yes, the same Personal Internet Banking credentials (Username and Password) are used to access your SABB accounts through Mobile Banking.

2. Will my saved Beneficiaries still be available on the new SABBMobile Application?

Yes, your saved Beneficiaries will still be available with no need to reactivate them.

3. Will my saved Bills still be available on the new SABBMobile Application?

Yes, your saved Bills will still be available.

4. Where can I download the new SABBMobile application?

You can now download the new SABBMobile application for free through Apple store or Google Play store. (will add link once uploaded on app & google play stores)

5. Will I still be able to use the old SABBMobile application after downloading the new SABBMobile application?

Yes, you can use both applications until you are notified with the termination of the old application.

6. I have more than six accounts where can I find them?

Only six accounts are displayed in the Dashboard, you can find the rest of your accounts in the Accounts page

7. I forgot my username, how can I retrieve it?

You can now retrieve your username from SABBnet.

8. **How can I change my password?**

- Click on “forgot password”
- Choose authentication method (Mada card, Credit Card, SABB Direct)
- Enter required information
- Enter new password
- Confirm

9. **Can I register through the new SABBMobile?**

Yes, you can register through the new SABBMobile.

10. **How can I activate my Face/Touch ID?**

Kindly follow the steps below:

- Click on settings
- Click on security settings
- Click on activate Face or Touch ID
- Follow the steps

11. **Why can't I click on the Unpaid Bills & Traffic Fines widgets?**

Unpaid bills & Traffic fines will only be clickable once you are notified that you have a due bill or unpaid traffic fine, otherwise you will not be able to click it.

12. **What is the total net worth?**

Total net worth (amount available to spend) is = Assets – Liabilities

- Assets (Credit) are Current Account, Saving Account, AIC, Portfolio...
- Liabilities (debt) are Cards, Loans ...

13. **Where can I find the Card services?**

- Choose the preferred Credit Card from account list
- Under account settings you will find the Credit Card services

14. **How to pay your Credit Card?**

- Choose the preferred Credit Card
- Find the option “Pay now”

15. How to add SADAD Bills?

- Open SADAD
- Click on “+”
- Choose your preferred bill

16. Can I pay multiple bills in one time?

Yes, you can pay multiple bills and pay partially.

17. Can I pay a bill without a due amount?

Currently you can only pay bills with due amounts.

18. Can I Add & Activate beneficiaries in the new SABBMobile?

Yes, you can add and activate with auto call.

19. How to pay prepaid bills for (ex .SAWA)?

Currently you can pay the prepaid bill with onetime payment.

20. What is the percentage on the credit card?

The percentage refers to the available limit of the credit card.

21. What mobile version is compatible with the new application (IOS & Android)?

- Android 5 and above
- IOS 7 and above

For touch ID

- Android 6 and above
- IOS 7 and above

22. Will there be new services added in the future?

Yes, there are new services added to improve your experience with new APP.