

AL Habib Mobile & Netbanking Security Enhancement User Guide



Logging in from an Unregistered Device

Enter your Username and Password to log in.



Click on the "Perform Biometric" button.





First, place your left hand and stay still.





Biometric scan of your left hand is completed.



Now, place your right hand and keep it still.



Biometric scan of your right hand is completed.



Please wait to confirm if your biometric verification is successful.



Now enter the OTP that you received on your registered Mobile Number and Email Address

•
Verification
One Time Possword
A verification code has been sent to your
registered mobile number & email address. Please
enter that code below to complete the process
Please enter the OTP Below
•
Your desires will be marked as boarted desires
Resend OTP
Attempts Left
4
Reference Namber
271060000
Caronin Caronin
Verify

Successful Scenario

If your biometric verification is successful, your device has been registered and must wait for two-hours for your cooling off period to be completed.



Unsuccessful Scenario

If your biometric verification is unsuccessful, please wait for an automated call to be recieved.





Please answer the automated call.



Please follow the instructions clearly during the automated call to proceed



Once the call ends, click on the "Verify" button.



Now enter the OTP that you received on your registered Mobile Number.



Congratulations! You have successfully completed the process.

Now, a two-hour cooling off period will be in effect after which you may use the digital banking services.

Subsequently, you will recieve a confirmation call from our Call Center for verification



Forgot Password From an Unregistered Device



Click on "Forgot Password" button to change your password





Enter the required details to proceed towards the next step

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After successful retrievol of Userno Habib Nerbanking, Habib App sen available to you ofter 2 hours.	rre, AL vices will be

Now enter the OTP that you received on your registered Mobile Number and Email Address

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← Forgot Possword	
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One Time Password	
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registered mobile number &	email address.
Please enter that code belo	w to complete the
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Please enter the OTP below	
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Attempts Left	
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Reference Number	
271486554	
Submit Concel	



Change the password as per the password policy

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Persword	
Re-enter Pressword	
Submit Concel	
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Click on the "Perform Biometric" button.





First, place your left hand and stay still.





Biometric scan of your left hand is completed.





Now, place your right hand and keep it still.



Biometric scan of your right hand is completed.



Please wait to confirm if your biometric verification is successful.



Successful Scenario

If your biometric verification is successful, your password has been reset and you must wait for two-hours for your cooling off period to be completed after which you may use digital banking services.



Unsuccessful Scenario

If your attempt to perform biometric verification is unsuccessful, please contact our Call Center for support.



Forgot Username From an Unregistered Device



Click on "Forgot Username" button to change your Username





Enter the required details to proceed towards the next step



Click on the "Perform Biometric" button.





First, place your left hand and stay still.





Biometric scan of your left hand is completed.



Now, place your right hand and keep it still.



Biometric scan of your right hand is completed.



Please wait to confirm if your biometric verification is successful.



Successful Scenario

If your biometric verification is successful, your username will be sent on your registered Email Address and you must wait for two-hours for your cooling off period to be completed after which you may use digital banking services.



Unsuccessful Scenario

If your biometric verification is unsuccessful, please wait.



You will recieve an automated call for verification



Please follow the instructions clearly during the automated call to proceed



Once the call ends, click on the "Verify" button.



Now enter the OTP that you received on your registered Mobile Number and Email Address.



You will recieve your user id on your registered Email Address

Now, a two-hour cooling off period will be in effect after which you may use the digital banking services.

Subsequently, you will recieve a confirmation call from our Call Center for verification



Limit Upgrade



Login to your AL Habib Mobile or Netbanking account





Select settings from the menu and then choose "My Limits"





Press "Edit" under the selected channel and transactions mode

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Now enhance your daily transaction count or limits and press "Save" to proceed

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Enter the OTP recieved on your registered email address and mobile number

+ Verification
One Time Password A welkorison code here send to your registered shows much or of end address. Knoth tage the code below to congiste the process.
Type the OTP here
Resend OTP
Attempts Left 4
Reference Number:
36188594
Submit Cancel

You have successfully completed the process of limit enhancement.

Now, a two-hour cooling off period will be in effect after which you may use the digital banking services.





Thank You!