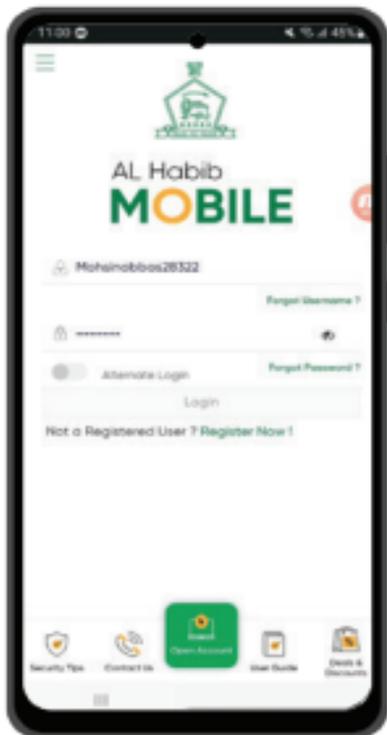




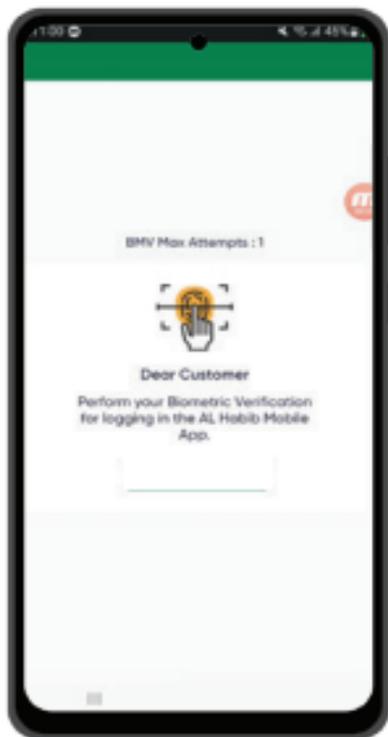
AL Habib Mobile & Netbanking Security Enhancement User Guide

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.**



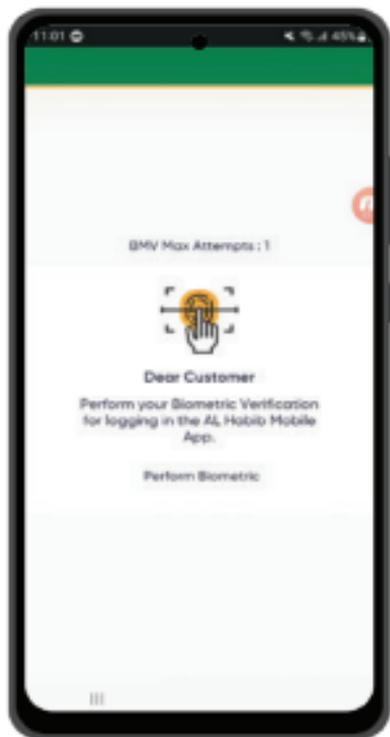
Now, place your right hand and keep it still.



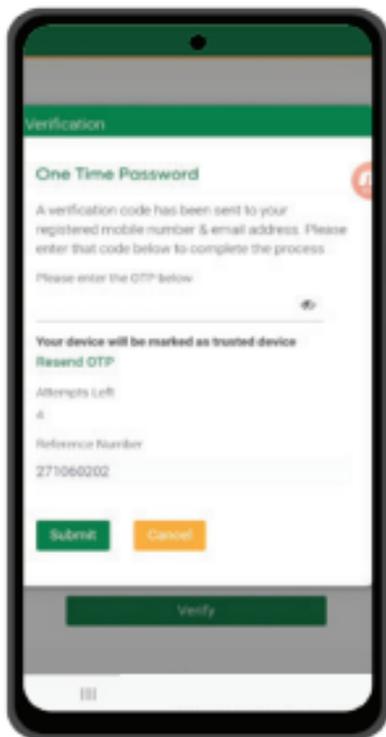
**Biometric scan of your
right hand is completed.**



**Please wait to confirm
if your biometric
verification is successful.**

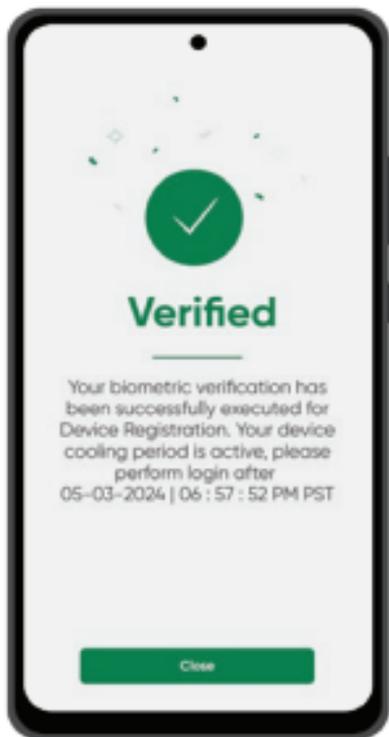


**Now enter the OTP that
you received on your
registered Mobile Number
and Email Address**



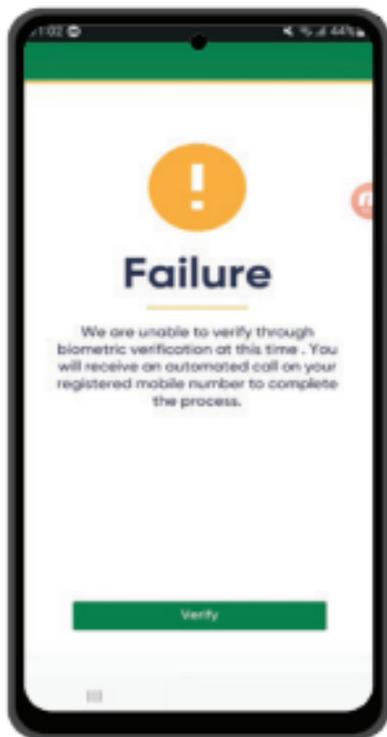
Successful Scenario

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.

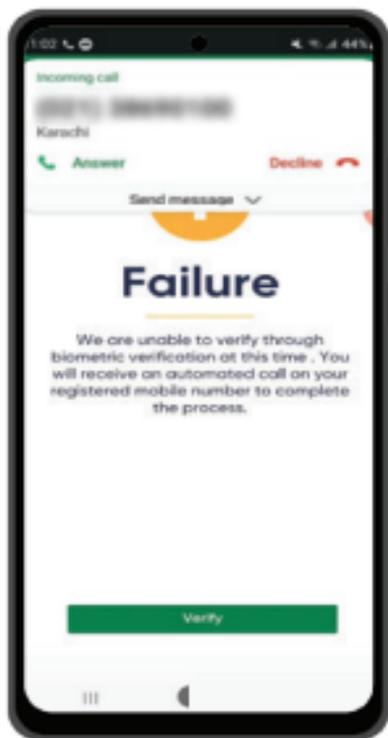


Unsuccessful Scenario

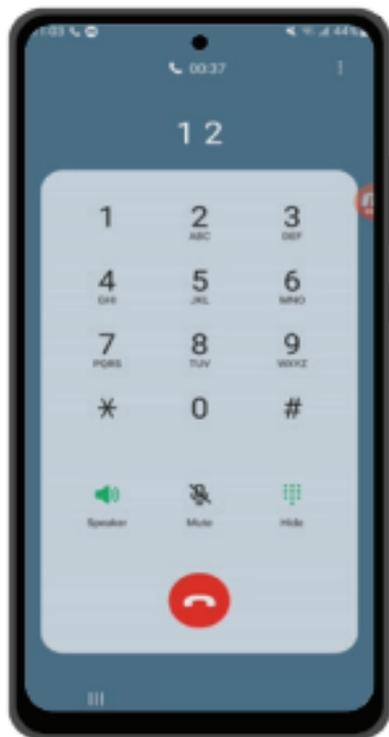
If your biometric verification is unsuccessful, please wait for an automated call to be received.



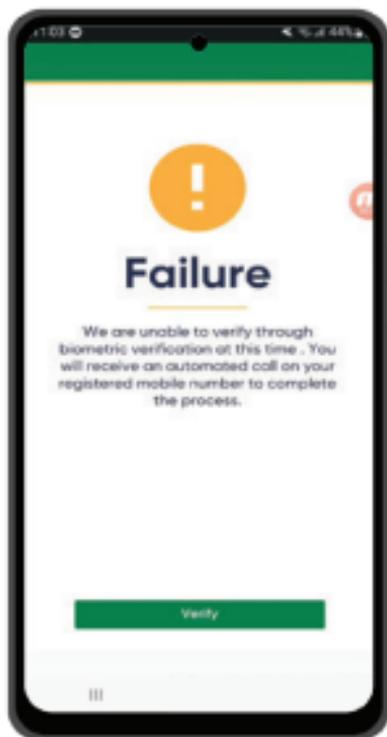
**Please answer the
automated call.**



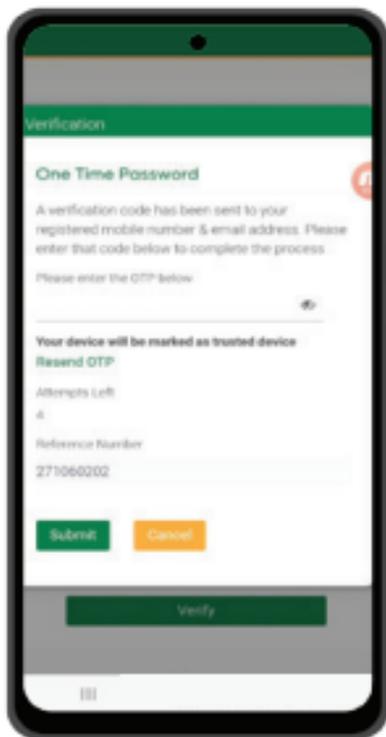
Please follow the instructions clearly during the automated call to proceed



Once the call ends, click on the “Verify” button.



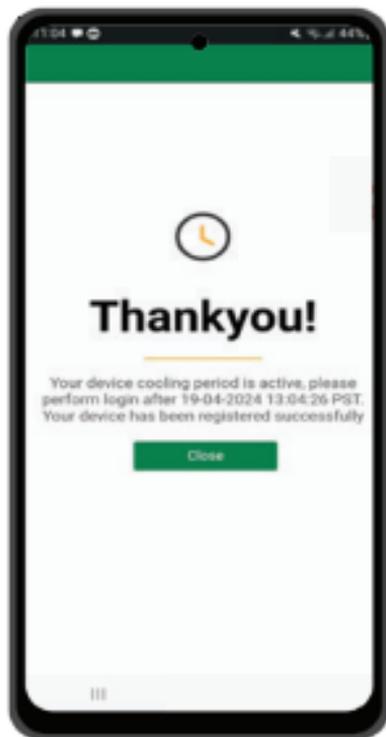
Now enter the OTP that you received on your registered Mobile Number.



Congratulations!
You have successfully
completed the process.

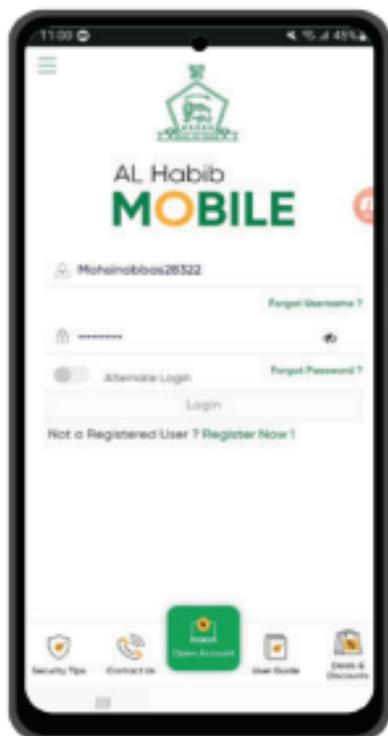
Now, a two-hour cooling
off period will be in effect
after which you may use
the digital banking services.

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

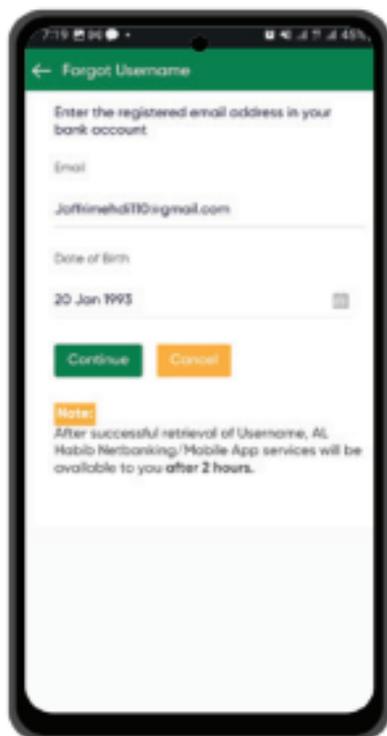


Forgot Password From an Unregistered Device

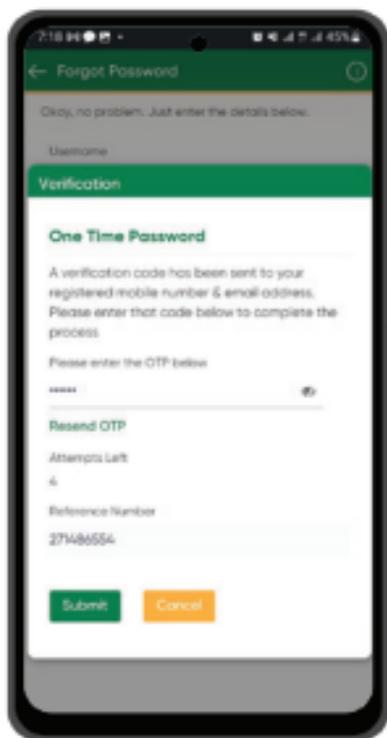
Click on “Forgot Password”
button to change your
password



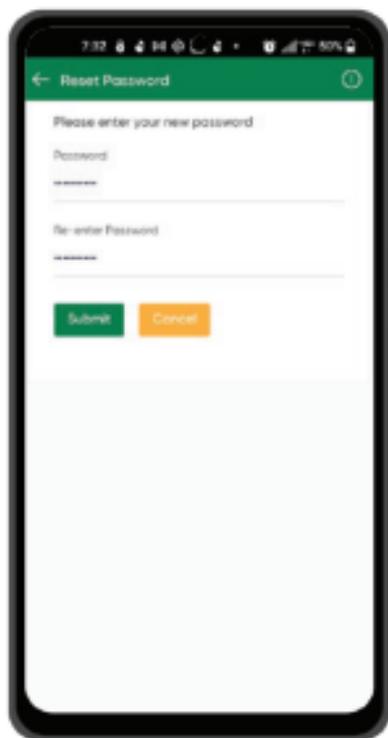
**Enter the required details
to proceed towards the
next step**



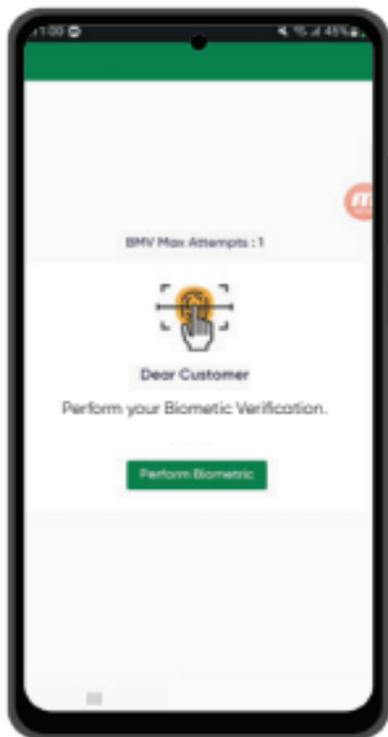
**Now enter the OTP that
you received on your
registered Mobile Number
and Email Address**



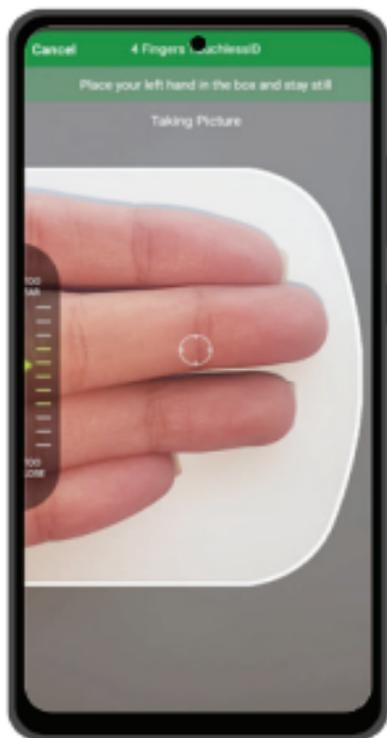
**Change the password as
per the password policy**



Click on the “Perform Biometric” button.



First, place your left hand and stay still.



**Biometric scan of your
left hand is completed.**



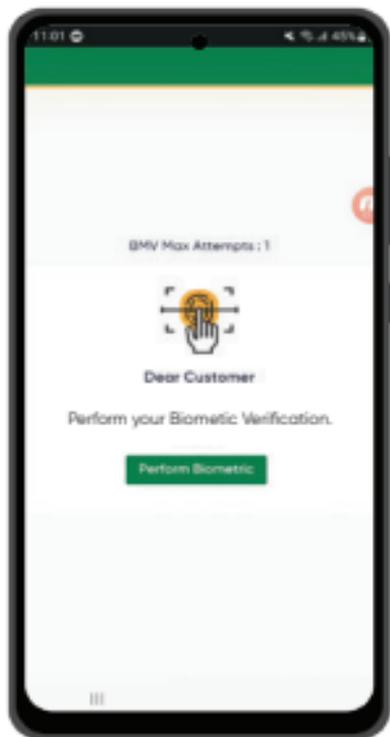
Now, place your right hand and keep it still.



Biometric scan of your right hand is completed.

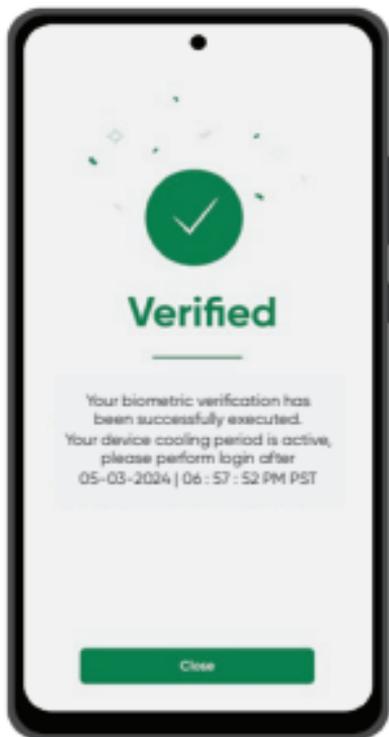


**Please wait to confirm
if your biometric
verification is successful.**



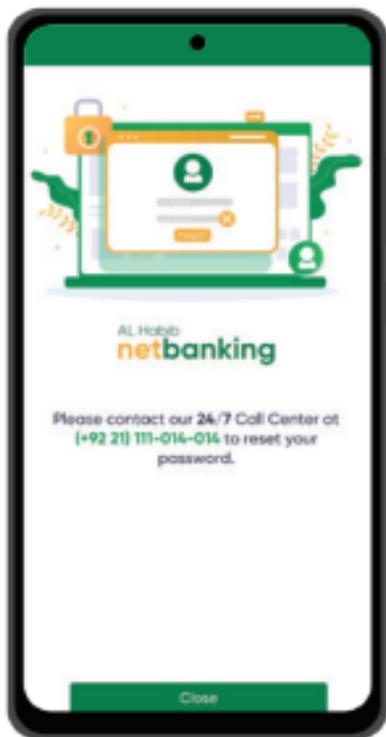
Successful Scenario

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.



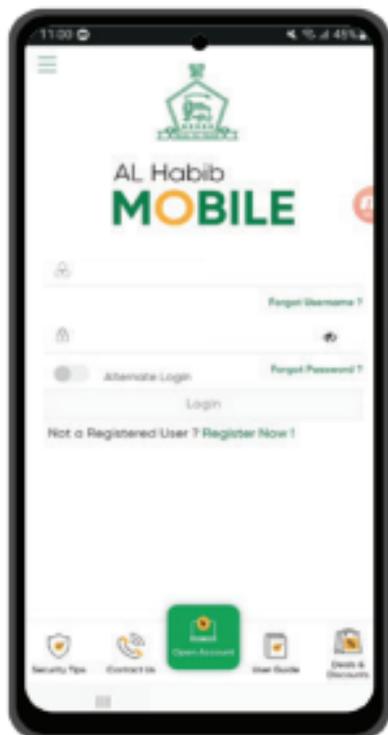
Unsuccessful Scenario

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

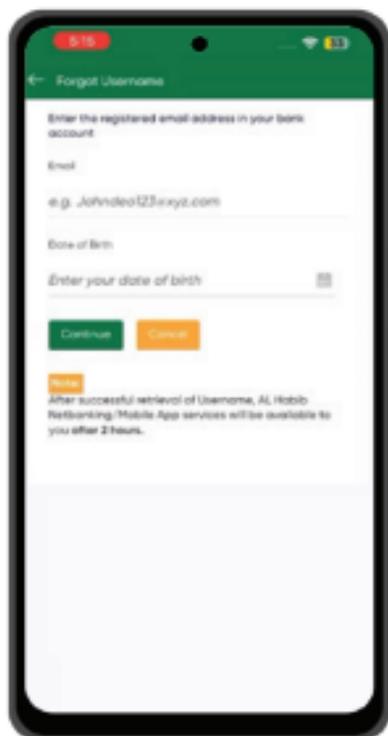


Forgot Username
From an Unregistered
Device

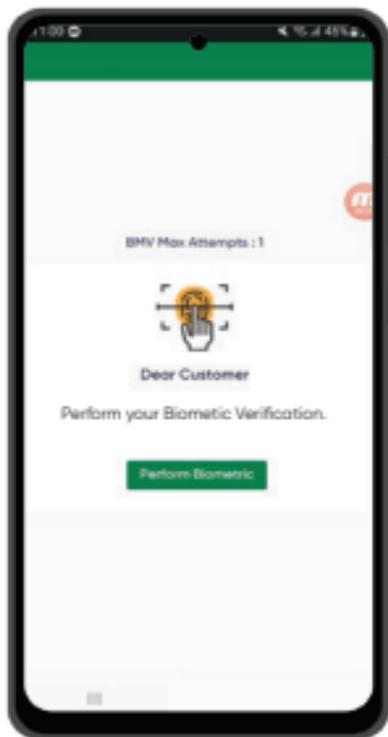
**Click on “Forgot Username”
button to change your
Username**



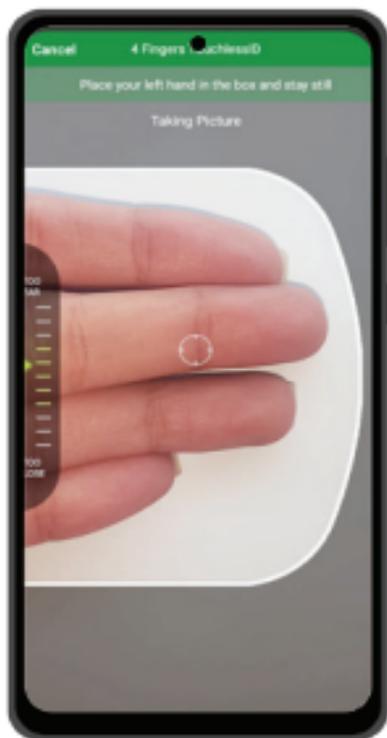
**Enter the required details
to proceed towards the
next step**



Click on the “Perform Biometric” button.



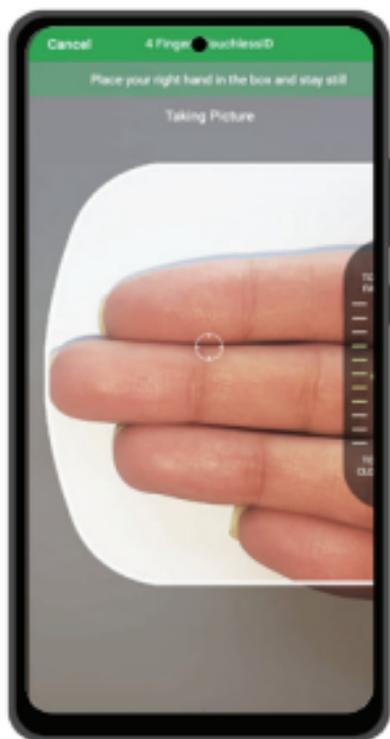
First, place your left hand and stay still.



**Biometric scan of your
left hand is completed.**



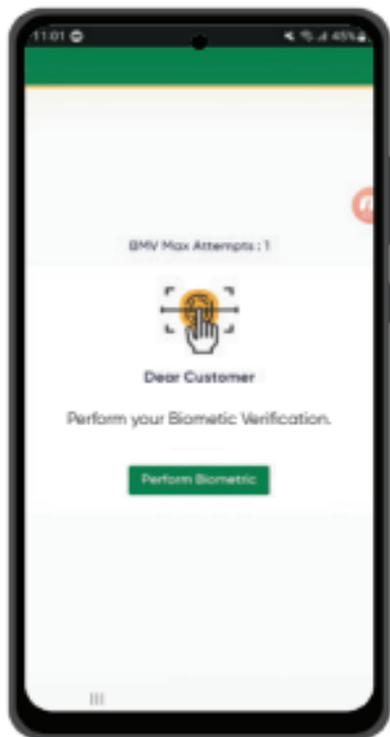
Now, place your right hand and keep it still.



Biometric scan of your right hand is completed.

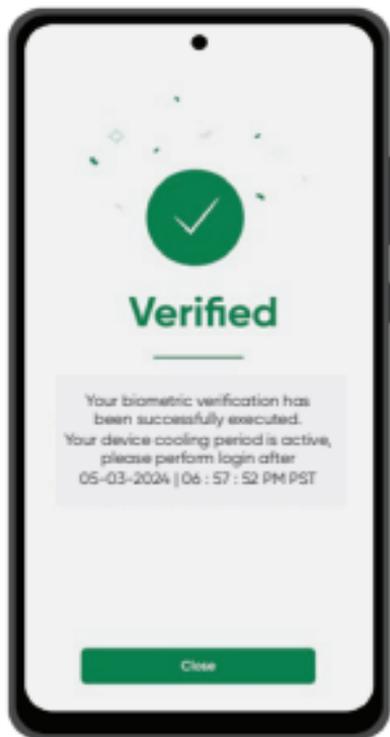


**Please wait to confirm
if your biometric
verification is successful.**



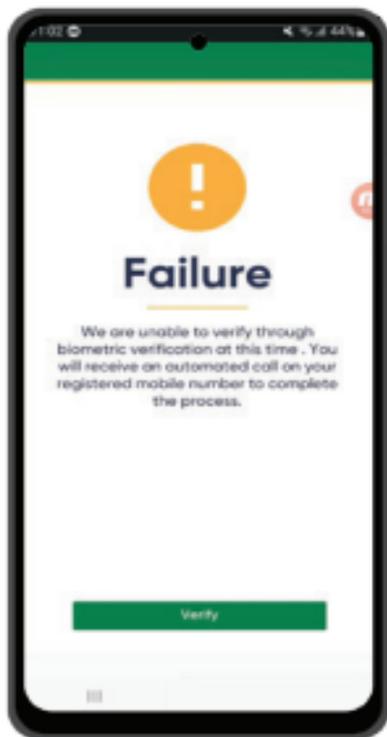
Successful Scenario

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.

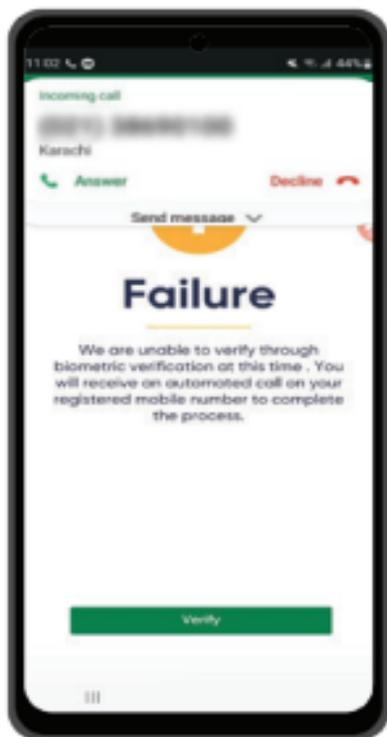


Unsuccessful Scenario

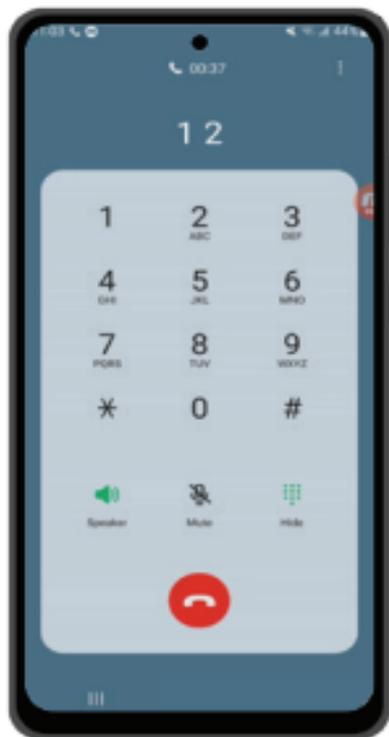
If your biometric verification is unsuccessful, please wait.



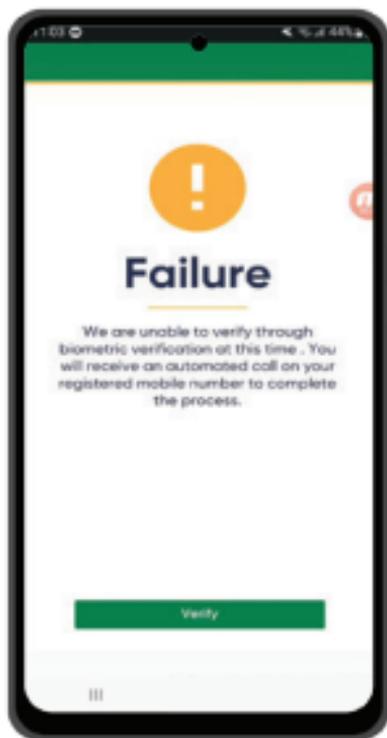
You will receive an automated call for verification



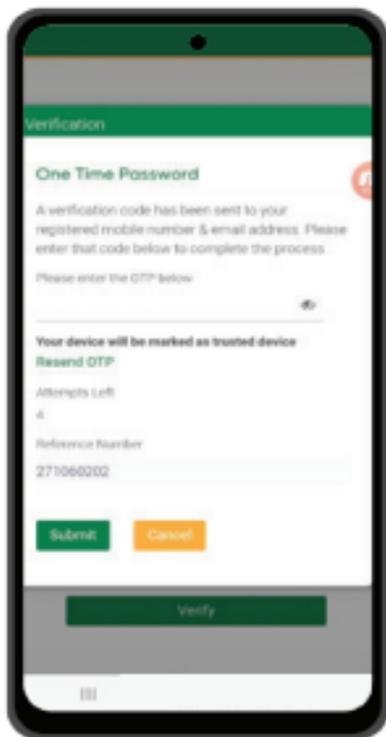
Please follow the instructions clearly during the automated call to proceed



Once the call ends, click on the “Verify” button.



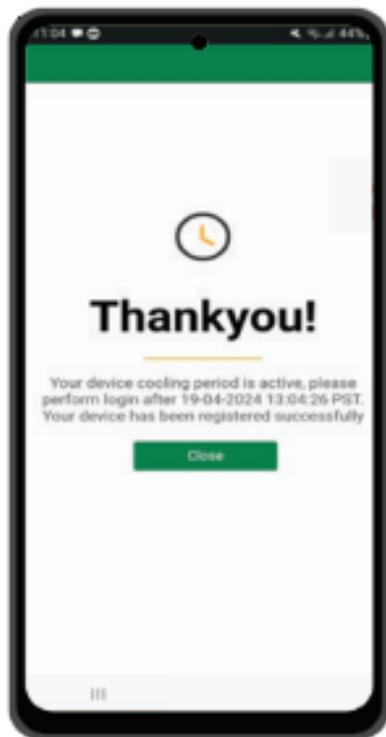
**Now enter the OTP that
you received on your
registered Mobile
Number and Email Address.**



You will receive your user id on your registered Email Address

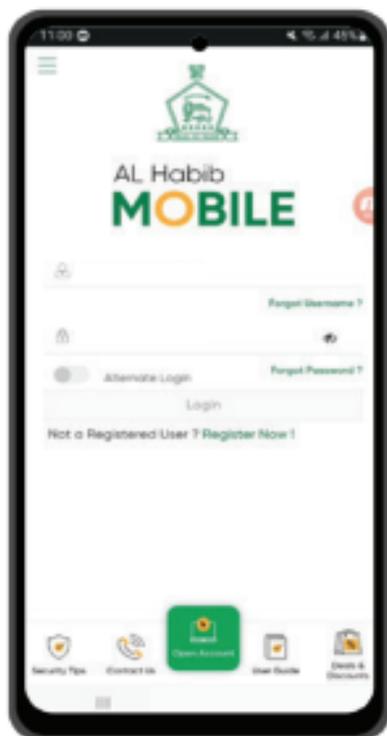
Now, a two-hour cooling off period will be in effect after which you may use the digital banking services.

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

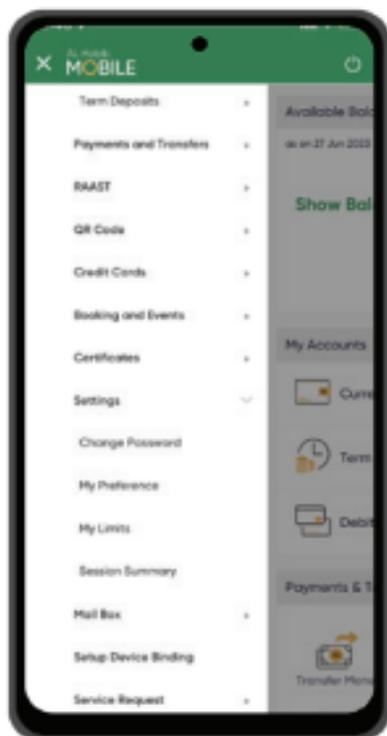


Limit Upgrade

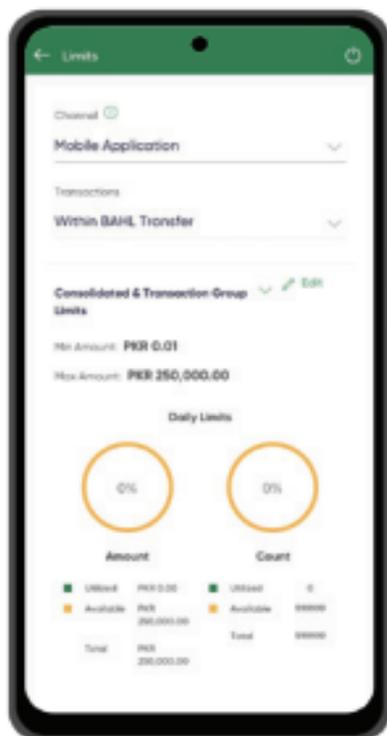
Login to your AL Habib Mobile
or Netbanking account



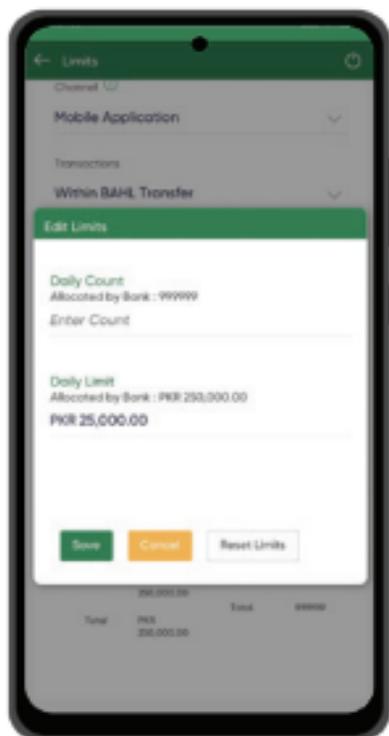
Select settings from the menu and then choose “My Limits”



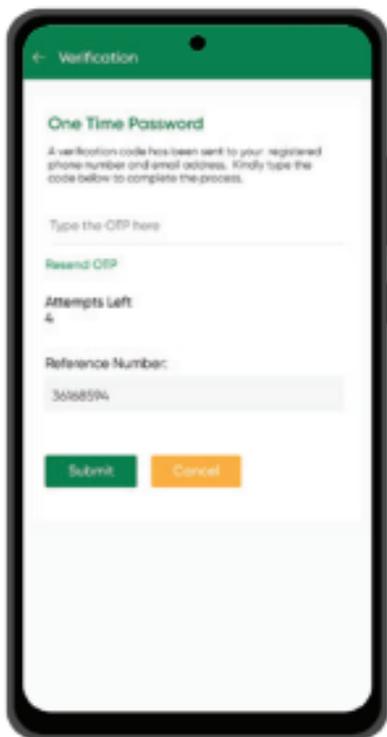
Press “Edit” under the selected channel and transactions mode



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

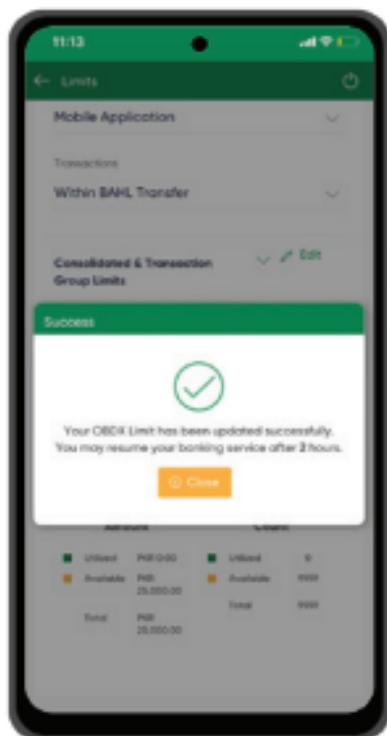


**Enter the OTP received
on your registered email
address and mobile number**



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!