

## MAWARID FINANCE MOBILE APP - FREQUENTLY ASKED QUESTIONS

### 1. What is the Mawarid Finance Mobile App?

The Mobile app is the latest innovation from Mawarid Finance enabling customers to access their Falak Tayyeb cards conveniently 24/7.

### 2. How do I download the Mawarid Finance mobile app?

You can download the Mawarid Finance app at Googleplay and Appstore.

### 3. What services are available in the Mobile App?

- Customers can do the following:
- Access your card accounts
- Check your last payment
- Activate card accounts
- Create/Change transaction/cash withdrawal PIN
- Place a temporary Lock/Unlock any of your cards instantly
- Review your last 5 transactions
- Check Amount Due and Available Balance
- Know the latest update & promotions

### 4. How do I register?

To register, you will need your primary card number and Date of Birth. After which you will be asked to set-up your username and password as well as your security questions.

### 5. What is the convention for assignment of username & password?

Username - Min 6 up to 15 characters

Password- Min 6 up to 12 characters and should contain at least 1 uppercase, 1 lowercase, 1 special character and 1 number.

### 6. I am trying to register but the system does not allow me to? It says "System Error"?

Call 24-hour Mawarid Customer Contact Center to check your account.

### 7. I am still seeing my cancelled cards in the Card Summary?

Yes, previously cancelled cards will still be available in the card summary but all transactions/modifications are restricted.

### 8. What is Lock/Unlock function?

Locking a card places a temporary block on the account and does not allow any purchases to happen. Placing a lock/unlocking a card is instantaneous providing you complete control.

### 9. My card is already locked? I tried to unlock it says it is blocked by Mawarid?

Account is blocked by Mawarid either due to delinquency or a system block. Please call 24-hour Mawarid Customer Contact Center at 04-304 0800 to check your account.

### 10. Mobile App is not allowing me to create a PIN?

Please check if your card is already active, only activate cards are allowed to create/change PIN.

### 11. When performing PIN change and activation, I am asked to enter an authentication code?

As an added security, we have added an Authentication code which is sent to your registered mobile number to authenticate the request.

### 12. I am not receiving any authentication code and the mobile number and email address is reflected is wrong under Account Settings.

To update your details, call 24-hour Mawarid Customer Contact Center at 04-304 0800

### 13. In last 5 transactions, my payments made on the card is not shown?

Call 24-hour Mawarid Customer Contact Center to check your account.