

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 you card accounts
- 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?

Yes, only retail and cash transactions are shown as a quick summary. Please refer to your monthly i-statement for details.