



DIB Bank Kenya

A subsidiary of Dubai Islamic Bank PJSC

DIB CONNECT CUSTOMER SERVICES

User Manual

<https://onlinebanking.dibkenya.co.ke>

For any queries, please contact the Bank through:

Telephone: 0709 913000 / 020 5131300

Email: contactus@dibkenya.co.ke



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CHEQUE STATUS INQUIRY

This allows you to **view the status of cheques for an account**.

Specific reports can be generated for the following for a given period and for a given cheque range:

- paid cheques
- stopped cheques
- Paid cheques.

Alternatively, a generic report can also be generated. The report can be generated for a single cheque also. A generic report without entering a cheque number can also be found out.

Note: The Cheque Status shall be displayed if the Cheque is a valid cheque for selected account.

1. Click on customer service
2. Select check book inquiry
3. Fill in the required details
4. Click submit
5. Click confirm and ok



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STOP OR UNBLOCK CHEQUE REQUEST

This option allows you to **block/unblock** a cheque. It also allows you to block/unblock set or batch of a cheque by entering the cheque range.

The screenshot displays the Oracle FLEXCUBE Direct Banking interface for DIB Bank Kenya. The browser window title is 'Oracle FLEXCUBE Direct Banking - Internet Explorer'. The URL bar shows 'https://10.230.210.11:4443/8001/Internet'. The user is logged in as 'Jane Nkatha'. The top navigation bar includes links for Home, Accounts, Payments, Bill Payments, Tools, Cards, Customer Services, and Bulk Transactions. The main content area is titled 'Stop or Unblock Cheque Request' and shows the following fields:

- Select Action *: Stop Cheque Request (dropdown menu)
- Select Account *: Select (dropdown menu)
- Reason *: (text input field)
- Cheque Number: (radio button selected) (text input field)
- Cheque Range: (radio button unselected) (text input field) - (text input field)

A 'Submit' button is located at the bottom right of the form. Below the form, there is a section labeled '* Mandatory Fields'. The bottom of the screen shows the Windows taskbar with various application icons and the system clock displaying '11:39 AM 1/7/2016'.

1. Click on customer service
2. Select Stop or Unblock Cheque book request
3. Fill in the required details
4. Click submit
5. Click confirm and click ok



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CHEQUE BOOK REQUEST

The Cheque Book Request option allows you to request for a cheque book.

The screenshot displays the DIB Bank Kenya online portal. At the top, there is a green header with the bank's logo and name. Below the header is a navigation menu with options: Home, Accounts, Payments, Bill Payments, Tools, Cards, Customer Services, and Bulk Transactions. The main content area is titled "Cheque Book Request" and shows a message: "Your request for Cheque Book will be processed and the Cheque Book shall be mailed to the address registered with us." Below this message are two dropdown menus: "Select Account*" and "Cheque Book Option*". Underneath these is a section titled "Delivery Details" with radio buttons for "Branch" (selected) and "Courier". Below the radio buttons are two dropdown menus: "Select City*" and "Select Branch*". Below these are several text input fields: "Name*", "Address**" (with three lines), "City:", "State:", "Country:", "Zip/Postal Code:", and "Phone:". At the bottom right of the form is a "Submit" button. A footer bar at the bottom contains "Dashboard" and "Cheque Book Request" links, along with some icons.

1. Click on customer service
2. Select check book request
3. Fill in the required details
4. Click submit
5. Click confirm and
6. Click ok/E-Receipt



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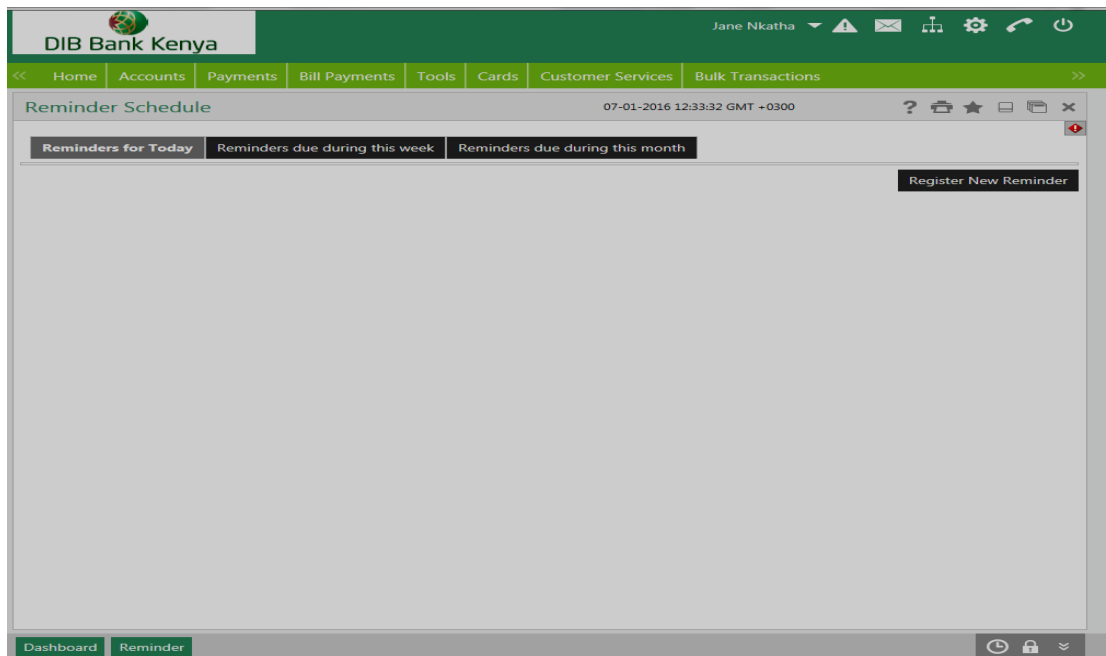
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REMINDER

The Reminder functionality enables business users to register for reminders.

Once a reminder is registered the user can view the reminder under the Reminder Schedule.

The reminder Schedule will display all registered reminders i.e. reminders that are due on the current date and also reminders that are due in the future. Once the reminder is due, it appears under the, 'Reminders for Today' screen section of the Reminder Schedule. The system will enable the user to take action on the reminder.



1. Click on customers service
2. Select reminder Schedule. The system displays the Reminder Schedule screen for the reminder.
3. Click on register new reminder and register
4. Or Click on the options available to view reminders due



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ALERTS

The Alert System is designed to notify customers whenever certain events take place.

The configured Email ID or the Mobile Number of the respective Account Holder is used to send an alert.

The Alerts can be sent by the following three methods:

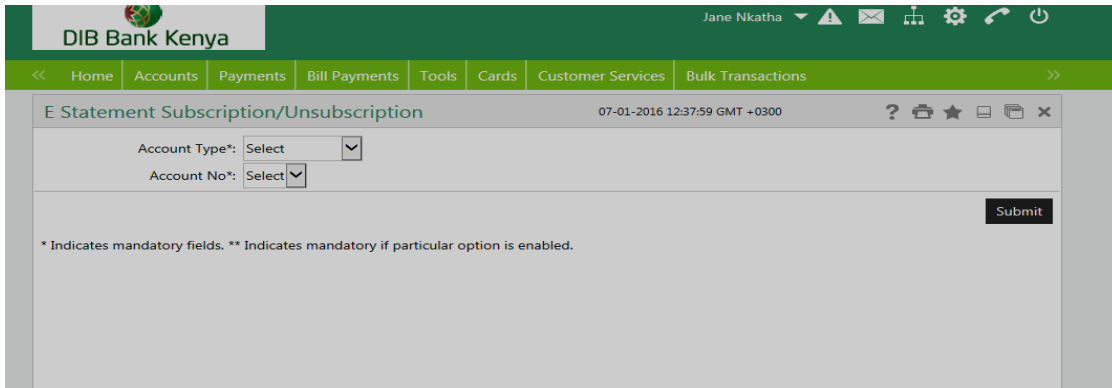
- Email
- SMS
- On-Screen

The screenshot displays the DIB Bank Kenya web interface. At the top, there's a green header with the bank's logo and name. Below it, a navigation bar contains links to various services. The 'Alerts' section is highlighted, showing three radio button options: 'User Alerts' (selected), 'Customer Alerts', and 'Account Alerts'. To the right of these options are two dropdown menus labeled 'Customer No.' and 'Account Number', both currently showing 'Select'. A 'Get Alerts' button is positioned to the right of the dropdowns. The interface also shows a timestamp '07-01-2016 12:37:12 GMT +0300' and a 'Dashboard' link at the bottom left.

1. Navigate to Customer Services -- Alerts.
2. Select the desired type of the Alert Type from the following options:
 - User Alerts
 - Customer Alerts
 - Account Alerts
3. Select the desired Customer No from the dropdown list.
4. Select the appropriate Account Number from the dropdown list
5. Click Get Alerts once the desired values are entered in the respective fields
6. Click confirm and wait for the transaction password via the email
7. Then enter the password received and submit

E-STATEMENTS

This allows you to subscribe/unsubscribe for E-Statement.

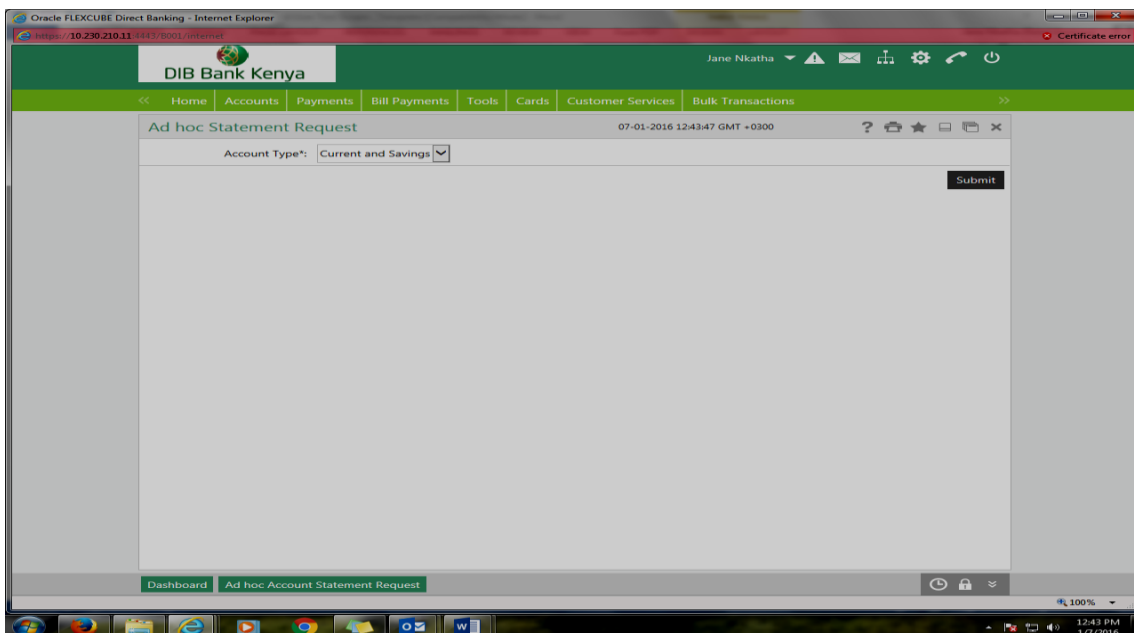


The screenshot shows the 'E Statement Subscription/Unsubscription' form in the DIB Bank Kenya portal. The form has a green header with the bank's name and a navigation bar with links: Home, Accounts, Payments, Bill Payments, Tools, Cards, Customer Services, and Bulk Transactions. The form itself has a title bar with the text 'E Statement Subscription/Unsubscription' and a timestamp '07-01-2016 12:37:59 GMT +0300'. Below the title bar, there are two dropdown menus: 'Account Type*' and 'Account No*'. A 'Submit' button is located on the right side of the form. A note at the bottom states: '* Indicates mandatory fields. ** Indicates mandatory if particular option is enabled.'

1. Click on customers service
2. Select E statement
3. Select account type and Account number from the drop down menu
4. Click submit

AD HOC ACCOUNT STATEMENT

The regular statements are sent to the customers as per their desired periodicity. This option allows the user to request for an ad-hoc account statement for any account.



The screenshot shows the 'Ad hoc Statement Request' form in the DIB Bank Kenya portal. The form has a green header with the bank's name and a navigation bar with links: Home, Accounts, Payments, Bill Payments, Tools, Cards, Customer Services, and Bulk Transactions. The form itself has a title bar with the text 'Ad hoc Statement Request' and a timestamp '07-01-2016 12:43:47 GMT +0300'. Below the title bar, there is a dropdown menu for 'Account Type*' with 'Current and Savings' selected. A 'Submit' button is located on the right side of the form. The browser window shows the URL 'https://10.230.210.11:8443/8001/Internet' and a 'Certificate error' message. The taskbar at the bottom shows various application icons and the system clock '12:43 PM 1/7/2016'.

1. Customer services



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2. Self-services
3. Ad hoc account statement Request
4. select Account Type
5. Select the period and Submit
6. Click verify to get the statement
7. System displays the Ad hoc statement request
8. Verify. Confirm and get the statement

LOCK TRANSACTION PASSWORD

Using the Lock Transaction Password option you can lock the transaction password. In order to unlock the password the password needs to reset which unlocks the transaction password.

To Lock a Transaction Password:

1. Navigate through the menus to Customer Services
2. Self-Services and Lock Transaction Password. The system displays the Lock Transaction Password screen.
3. Select the checkbox of the channel for which the transaction password needs to be locked.
4. Click the **Lock** button. The system displays the **Lock Transaction PIN Verify** screen.
5. Click the Edit button to modify the entered password.

OR

Click the **Confirm** button. The system displays the **Lock Transaction PIN - Confirm** screen with the Status Message.

6. Click the OK button. The system displays the Lock Transaction PIN screen.



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CHANGE USER LIMITS

Limit Type	Initiation Limit		Authorization Limit	
	Min. Amount	Max. Amount	Total Amount	No. of Transactions
Bank allocated limits	0.00 KES	0.00 KES	0.00 KES	0
Current Limits	0.00 KES	0.00 KES	0.00 KES	0
New limits	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

PREFERENCES

The Preferences option allows you to change the User ID, Set the Preferred Language, Preferred Color, Home Page, Favorite Transactions, and Favorite Accounts and Nick Names. The user can access favorite transactions and accounts directly instead of accessing it through the main menu.

Preferences		
<input type="checkbox"/> Account Overview	<input type="checkbox"/> Account Statement	<input type="checkbox"/> Account Sum
<input type="checkbox"/> Ad hoc Account Statement Request	<input type="checkbox"/> Alerts	<input type="checkbox"/> Amend Term
<input type="checkbox"/> ATM and Branch Locators	<input type="checkbox"/> Beneficiary Maintenance	<input type="checkbox"/> Change Users
<input type="checkbox"/> Channel Deactivation	<input type="checkbox"/> Cheque Book Request	<input type="checkbox"/> Cheque Statu
<input type="checkbox"/> Consolidated Position	<input type="checkbox"/> Dashboard Widget Management	<input type="checkbox"/> Domestic Fur
<input type="checkbox"/> Electronic Form Initiate	<input type="checkbox"/> E Statement	<input type="checkbox"/> FAQ
<input type="checkbox"/> Financing Account Activity	<input type="checkbox"/> Financing Details	<input type="checkbox"/> Financing Req
<input type="checkbox"/> Financing Schedule	<input type="checkbox"/> Financing Settlement	<input type="checkbox"/> Internal Acco
<input type="checkbox"/> International Account Transfer	<input type="checkbox"/> Loan Calculator	<input type="checkbox"/> Loan Eligibilit
<input type="checkbox"/> Loan Interest Rates	<input type="checkbox"/> Mailbox	<input type="checkbox"/> Manage Profi
<input type="checkbox"/> Mortgage Rate Calculator	<input type="checkbox"/> New Service Request	<input type="checkbox"/> Open Term D
<input type="checkbox"/> Own Account Transfer	<input type="checkbox"/> Pay Bill	<input type="checkbox"/> Pending Tran
<input type="checkbox"/> Preferences	<input type="checkbox"/> Redemption Term Deposit	<input type="checkbox"/> Register Bill



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1. Click on Customer services
2. Select Preferences
3. Displayed screen then select the details as per your preferences
4. Set Landing Page
5. Select from the menu as your Set As Favorites at least maximum 5
6. Click set preferences and then confirm and login again

Set Accounts Preferences

Account No	Account Nickname	Set As Favourite
0000206		
CAT500000020601 CAT KES	jerry	<input type="checkbox"/>
CAT501000020601 CAT KES	Amina	<input type="checkbox"/>

* Alphanumeric Characters With Spaces are Allowed for Account Nickname

Save

1. Click on Customer services
2. Select set accounts Preferences
3. Displayed screen then select the details as per your preferences
4. Click save and confirm

REGISTER REPORT

1. Click on customer service
2. Select register report

VIEW REGISTER REPORTS

1. Click on customer service
2. Select view register report

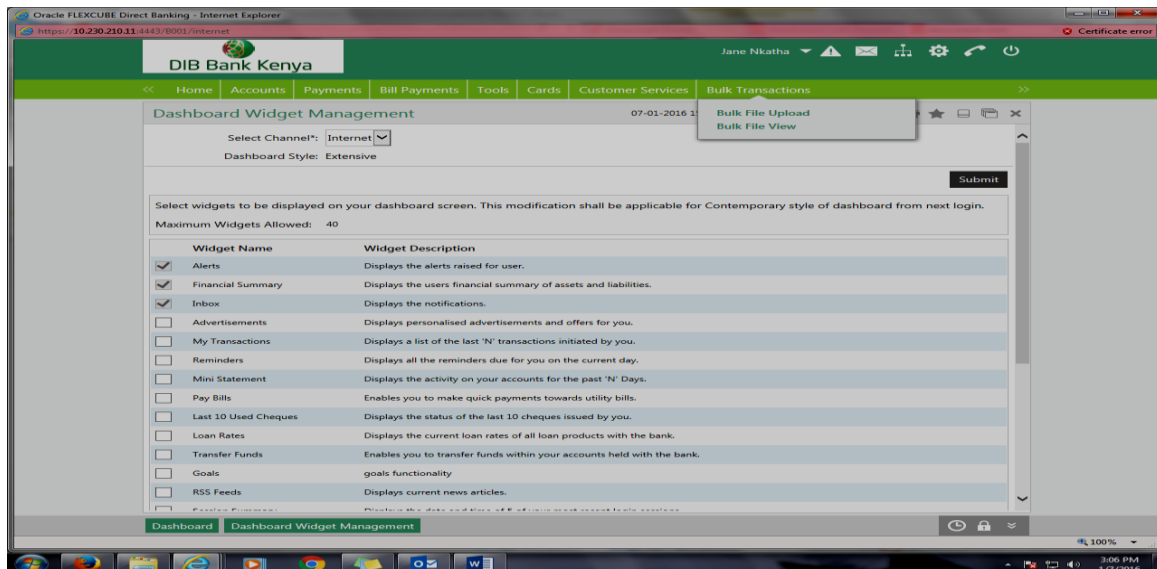
DASHBOARD WIDGET MANAGEMENT

This transaction allows business users to specify dashboard widget preferences for their channels. The user can enable or disable widgets to be displayed on the dashboard screens of their banking channels.



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1. Click on customer service
2. Select Dashboard widget management
3. Click submit
4. Select the options and submit
5. Confirm selections

MANAGE PROFILE

The Manage Profile option allows you to update the details of your profile like email address and mobile numbers.

1. Click on customer service
2. Select manage profile
3. On the displayed screen make the preferred changes
4. Click on Connect button to add Social Media profile if required. The system displays the
5. Facebook Login screen. Click Save button.

The system will display following confirmation screen:



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Oracle FLEXCUBE Direct Banking - Internet Explorer
https://10.230.210.11:4443/8001/internet

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Jane Nkatha

Home Accounts Payments Bill Payments Tools Cards Customer Services Bulk Transactions

Manage

My Accounts
Account Summary
Consolidated Position
Account Overview
Savings and Current Accounts
Account Details
Account Activity
Account Statement
Term Deposits
Term Deposit Details
Open Term Deposit
Term Deposit Activity
Amend Term Deposit
Redeem Term Deposit

Islamic Finance
Financing Details
Financing Schedule
Financing Repayment Inquiry
Financing Settlement
Financing Account Activity

Personal Information
Please provide the details mentioned and ensure that the details mentioned are accurate and are same as they appear in the documents

Middle Name
Mother's Maiden Name
Date of Birth 22-07-1984

Mobile Number 254721896599

Save

6. Click save

RESET SECURITY QUESTIONS

You can modify and reassign the set of security questions.

Oracle FLEXCUBE Direct Banking - Internet Explorer
https://10.230.210.11:4443/8001/internet

DIB Bank Kenya

Jane Nkatha

Home Accounts Payments Bill Payments Tools Cards Customer Services Bulk Transactions

Set Security Questions 07-01-2016 14:48:40 GMT +0300

Security Question 1 Select
Answer Enter Text

Security Question 2 Select
Answer Enter Text

Security Question 3 Select
Answer Enter Text

Save

Answers length should be between 3 to 40 characters. Only Alphabets and numeric characters allowed.

1. Click on customer service
2. Select reset security questions
3. Select submit
4. Click confirm
5. click ok



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SUBSCRIBE/UNSUBSCRIBE BANKING CHANNEL

This transaction allows you to subscribe or unsubscribe for additional channels like SMS, Mobile or any other channel.

1. Click on customer service
2. Select Subscribe/Unsubscribe Banking Channel
3. Select the subscription of your choice
4. Click Update then Confirm button to update selected channels

CHANNEL DEACTIVATION

This transaction allows you to deactivate/disable the access to the existing user through other channels. Using this transaction you can deactivate your mobile Banking channel users.

1. Click on customer service
2. Select Channel deactivation
3. Select the application required to be deactivated then click deactivate
4. Click deactivate again and wait for the transaction password via the email
5. Then enter the password received and submit

TRANSACTIONS

Enables you to view all the transactions done

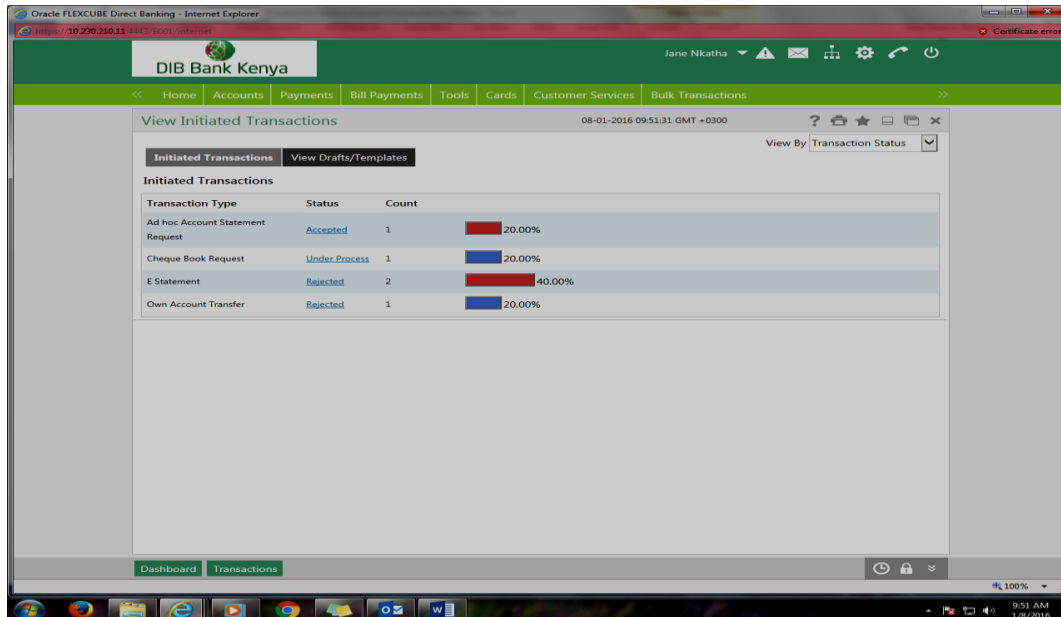
1. Click on customer service
2. Select transactions

Transactions screen displayed and you can select the status you want to view



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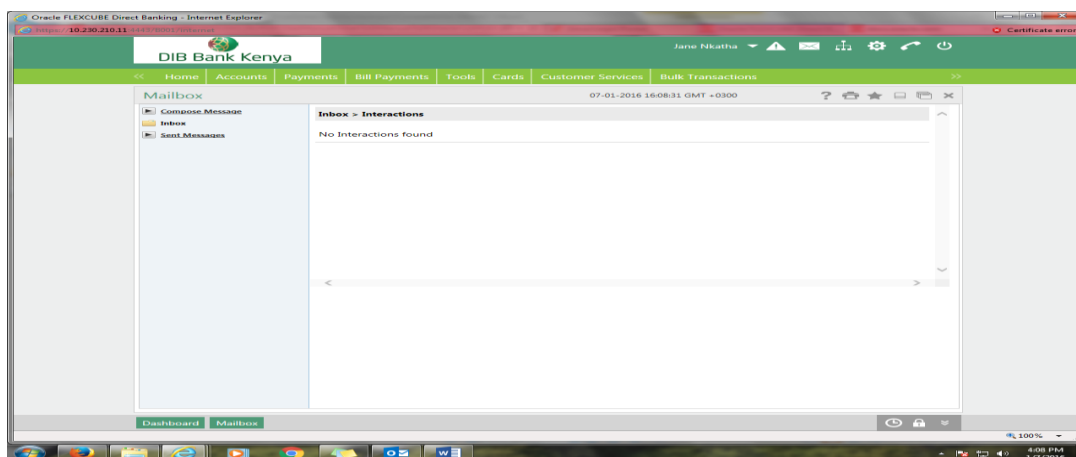
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MAIL BOX

The Mailbox option is an Integrated Communication System within the Internet Banking System for you to communicate with the bank and vice versa. It allows you to view all the Notifications, Alert Messages and General Messages sent by the bank; allows you to send messages to the bank and view the sent messages.

1. Click on customer service
2. Select mailbox





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ELECTRONIC FORM INITIATE

1. Click on customer service
2. Select electronic Form Initiate

NEW SERVICE REQUEST

1. Click on customer service
2. Select new service request