



DIB Bank Kenya

A Subsidiary of Dubai Islamic Bank PJSC

DIB Mobile Application

User Manual





The Better Way to Bank

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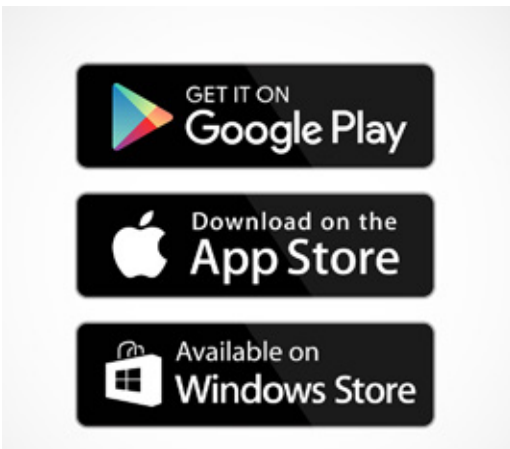
DIB Application Download

To download DIB 2.0 into a mobile device,

1. Go to the device menu.
2. Select **Play Store** from the menu.
3. Search for **DIB** in the play store.
4. Select the **DIB** application created by Craft Silicon.
5. Install the application into the phone.

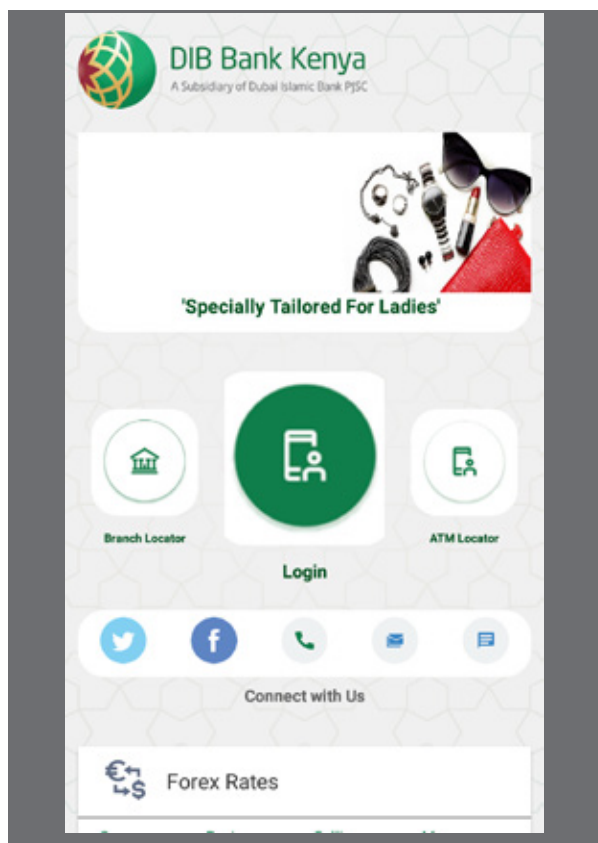
To update from the previous version,

1. Go to the device menu.
2. Select **Play Store** from the menu.
3. Search for DIB in the play store.
4. Select the DIB application created by Craft Silicon.
5. Select **Update**.



To open the application,

1. Select DIB from the list of apps in the mobile device.



Landing Page

The landing page has:

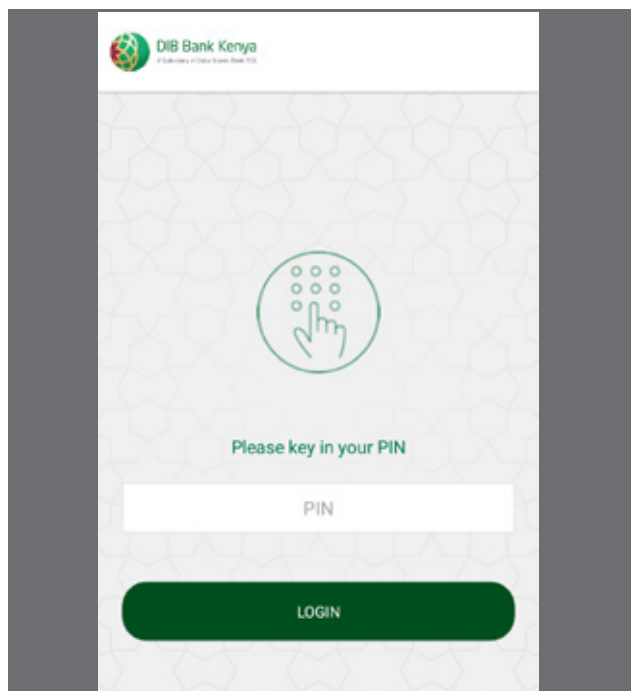
1. Branch locator
2. Login
3. ATM locator
4. Social network buttons that directs user to the banks social network pages, Mobile number, Email address and text message number
5. Forex rates

To navigate to the login page click "Login" button.

DIB login

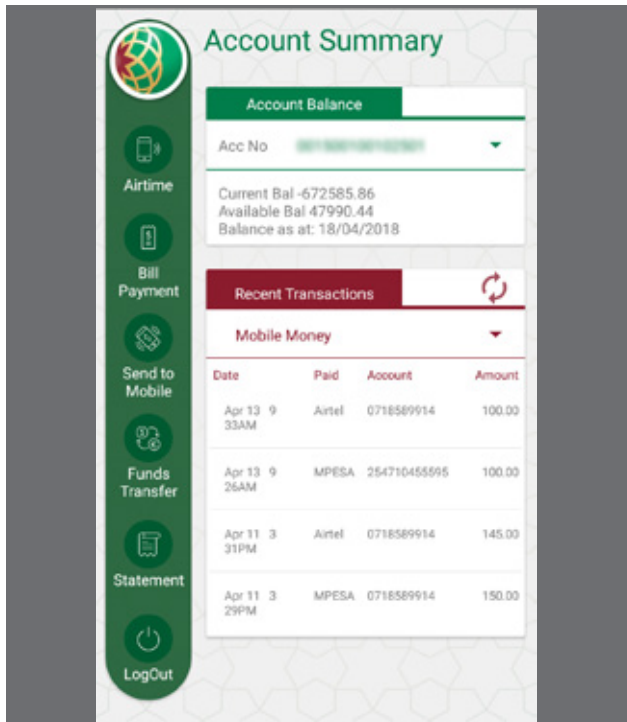
To log in to DIB,

1. Select DIB from the mobile device applications list. The DIB login screen is displayed:



DIB login screen

DIB Mobile Main Screen



Module

Airtime

Functionality

This module allows customers to purchase airtime from the different mobile service provider i.e. Safaricom, Airtel and Telkom.

Bill Payment

This module allows customers to pay for bills i.e. KPLC(Post Paid, Pre Paid), DSTV, GOTV, Nairobi Water, Zuku (Phone, Satellite, Triple Play), Star Times, Airtel Post Paid, Telkom Post Paid.

Send to Mobile

This module allows customers to transfer money from their bank accounts to mobile money wallets i.e. MPesa and Airtel Money

Funds Transfer

This module allows customers transfer funds internally or to other banks. This can be done through RTGS, Pesalink, and Internal Funds Transfer

Mini Statement

Allows customers to view their Mini Statement.

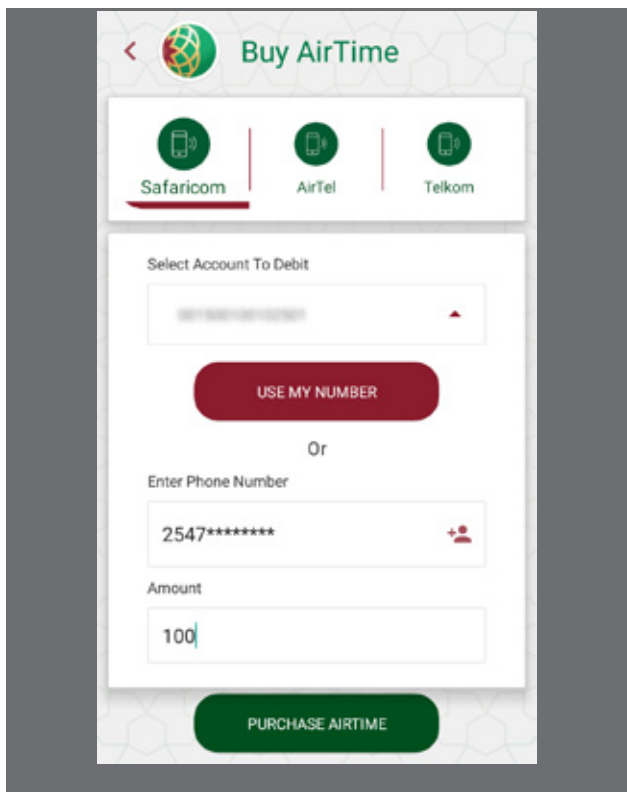
Log Out

Logs out the customer from the application

Airtime

To purchase airtime,

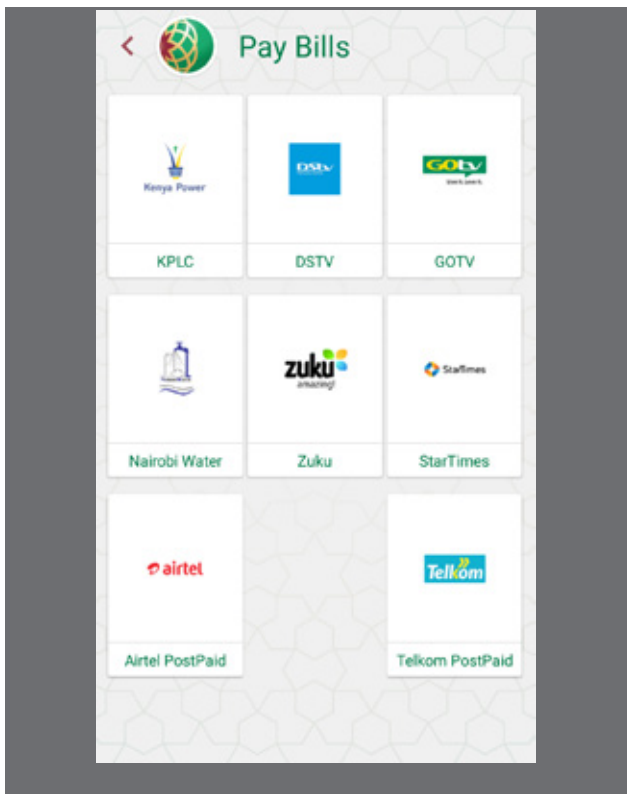
1. Click Airtime from the main screen. The buy airtime screen is displayed:
2. Select the MNO
3. Select Account to Debit
4. Select "Use My Number" or enter phone number
5. Enter amount
6. Click "Purchase Airtime" .



Pay Bills

To pay bills,

1. Click Pay Bills from the main screen. The Pay Bills screen is displayed:
2. Select the merchant
3. Select Account to Debit
4. Select "Use My Number" or enter phone number
5. Enter amount
6. Click "Purchase Airtime" .



KPLC Pre Paid

To pay KPLC Pre Paid,

1. Enter account number, click Check Name
2. Enter amount
3. Select Account to Debit
4. Click "Proceed".

KPLC Post Paid

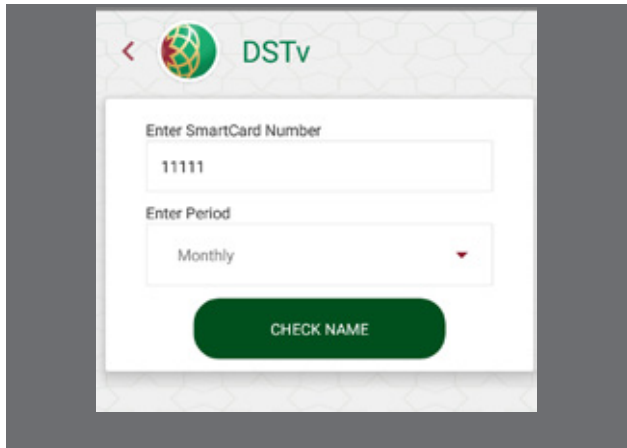
To pay KPLC Post Paid,

1. Enter account number, click Check Name
2. Select Account to Debit
4. Click "Proceed"

DSTV

To pay DSTV,

1. Enter smart card number
2. Select period
3. Click "Proceed"

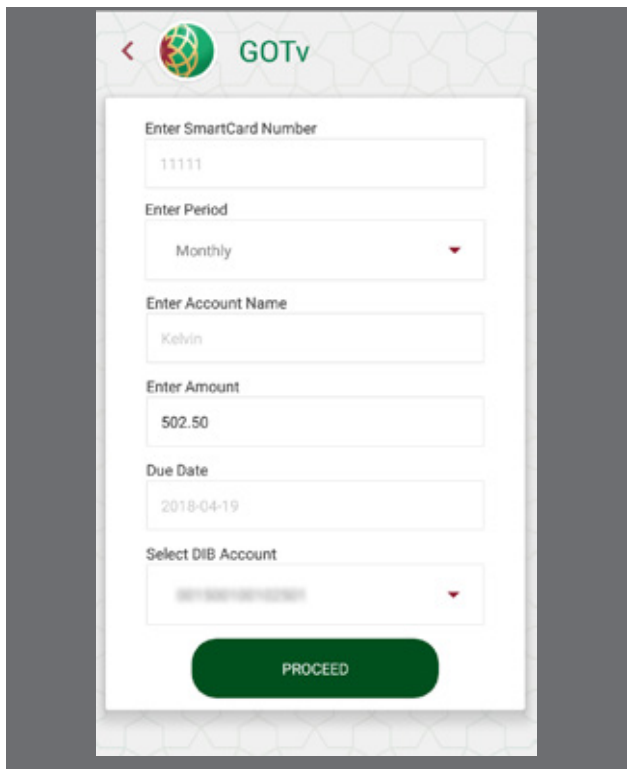


The screenshot shows a mobile application interface for DSTV payments. At the top left, there is a back arrow and the DSTV logo. The main form area contains the following elements: a text input field labeled 'Enter SmartCard Number' with the value '11111'; a dropdown menu labeled 'Enter Period' with 'Monthly' selected; and a green button labeled 'CHECK NAME'.

GOTV

To pay GOTV,

1. Enter iuc number
2. Select period
3. Click "Proceed" .

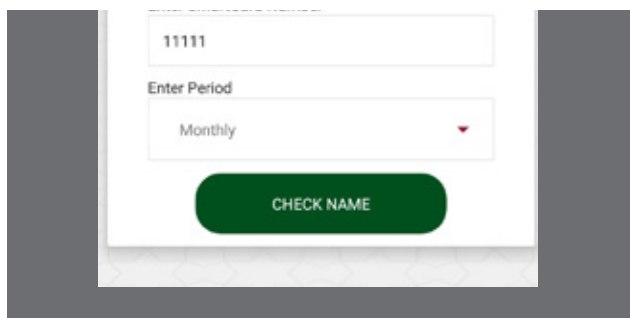


The screenshot shows a mobile application interface for GOTV payments. At the top left, there is a back arrow and the GOTV logo. The main form area contains the following elements: a text input field labeled 'Enter SmartCard Number' with the value '11111'; a dropdown menu labeled 'Enter Period' with 'Monthly' selected; a text input field labeled 'Enter Account Name' with the value 'Kelvin'; a text input field labeled 'Enter Amount' with the value '502.50'; a text input field labeled 'Due Date' with the value '2018-04-19'; a dropdown menu labeled 'Select DIB Account'; and a green button labeled 'PROCEED'.

Nairobi Water

To pay Nairobi Water,

1. Enter account number
2. Click "Proceed".



11111

Enter Period

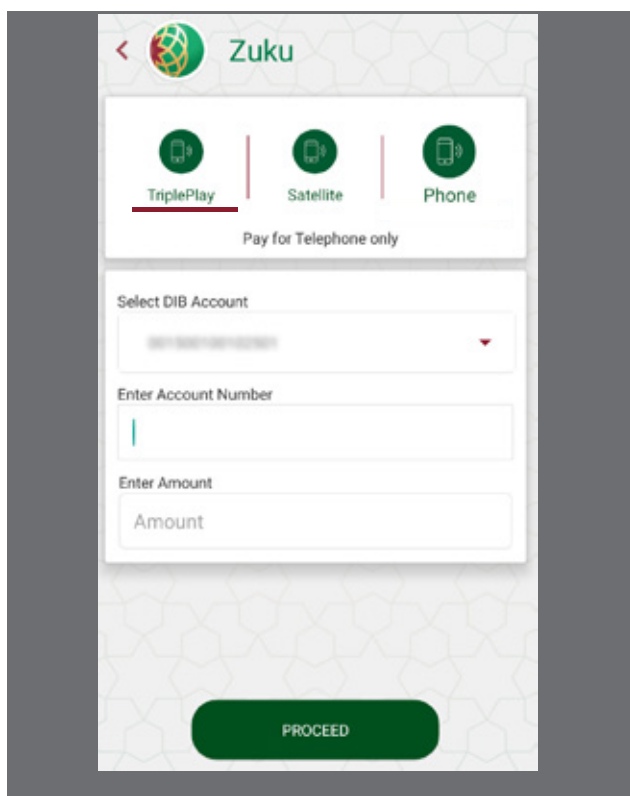
Monthly

CHECK NAME

Zuku Triple Play

To pay Zuku Triple Play,

1. Select account number to debit
2. Enter account number
3. Enter amount
4. Click "Proceed"
5. Confirm details, enter PIN then click Accept



< Zuku

TriplePlay | Satellite | Phone

Pay for Telephone only

Select DIB Account

Enter Account Number

Enter Amount

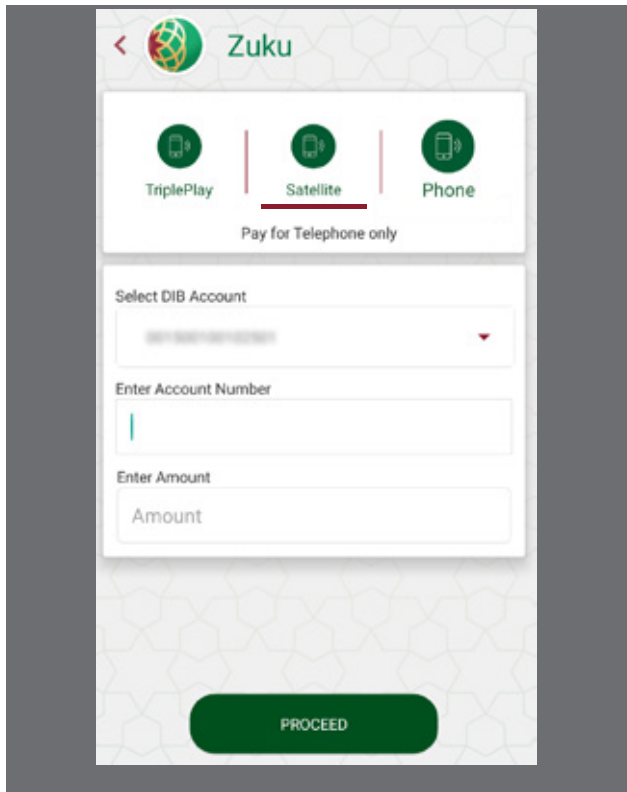
Amount

PROCEED

Zuku Satellite

To pay Zuku Triple Play,

1. Select account number to debit
2. Enter account number
3. Enter amount
4. Click "Proceed"
5. Confirm details, enter PIN then click Accept



The screenshot shows the Zuku mobile application interface. At the top, there is a back arrow and the Zuku logo. Below the logo are three service icons: TriplePlay, Satellite (which is selected and underlined), and Phone. Underneath these icons is the text "Pay for Telephone only". The main form area contains three input fields: "Select DIB Account" with a dropdown menu, "Enter Account Number" with a text input field, and "Enter Amount" with a text input field. At the bottom of the form is a large green button labeled "PROCEED".

Zuku Phone

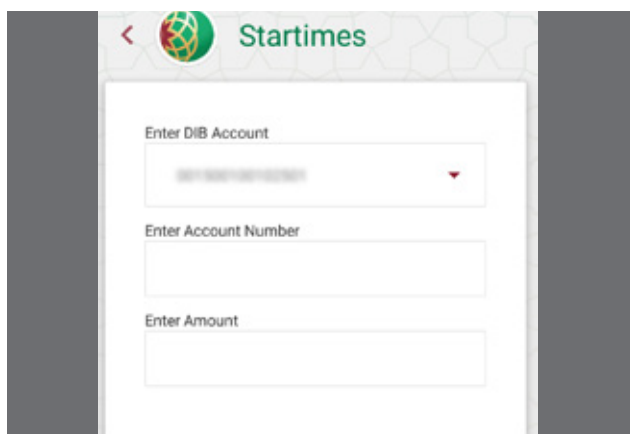
To pay Zuku Phone,

1. Select account number to debit
2. Enter account number
3. Enter amount
4. Click "Proceed"
5. Confirm details, enter PIN then click Accept

Startimes

To pay Startimes,

1. Select account number to debit
2. Enter account number
3. Enter amount
4. Click "Proceed"
5. Confirm details, enter PIN then click Accept

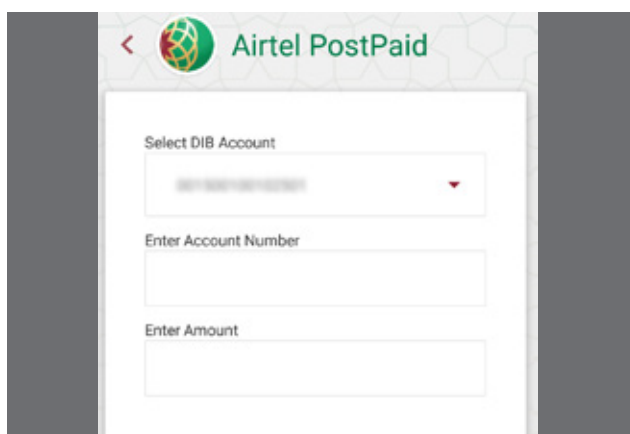


The screenshot shows a mobile application interface for Startimes. At the top left is a back arrow, followed by the Startimes logo and the text 'Startimes'. Below this is a white form with three input fields: 'Enter DIB Account' (a dropdown menu), 'Enter Account Number', and 'Enter Amount'.

Airtel Post Paid

To pay Airtel Post Paid

1. Select account number to debit
2. Enter account number
3. Enter amount
4. Click "Proceed"
5. Confirm details, enter PIN then click Accept

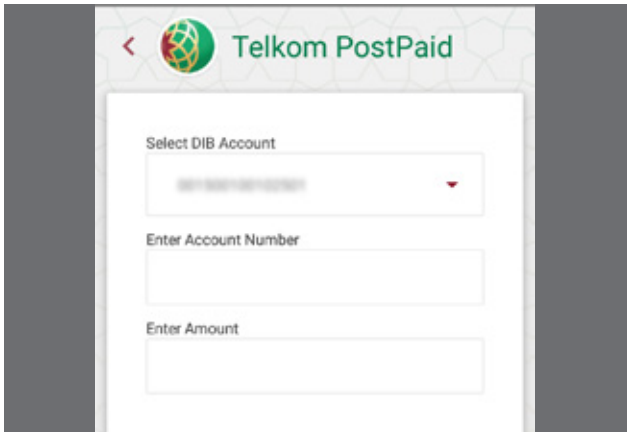


The screenshot shows a mobile application interface for Airtel PostPaid. At the top left is a back arrow, followed by the Airtel PostPaid logo and the text 'Airtel PostPaid'. Below this is a white form with three input fields: 'Select DIB Account' (a dropdown menu), 'Enter Account Number', and 'Enter Amount'.

Telkom Post Paid

To pay Telkom Post Paid,

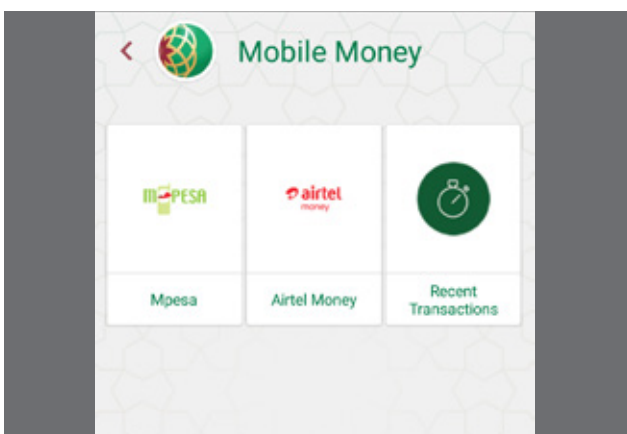
1. Select account number to debit
2. Enter account number
3. Enter amount
4. Click "Proceed"
5. Confirm details, enter PIN then click Accept



Send to Mobile

To Send to Mobile,

1. Click Send to Mobile from the main screen. The Mobile Money screen is displayed:
2. Select the MNO
3. Select Account to Debit
4. Select "Use My Number" or enter phone number
5. Enter amount
6. Click "Send Money"
7. Customer can also view recent transaction



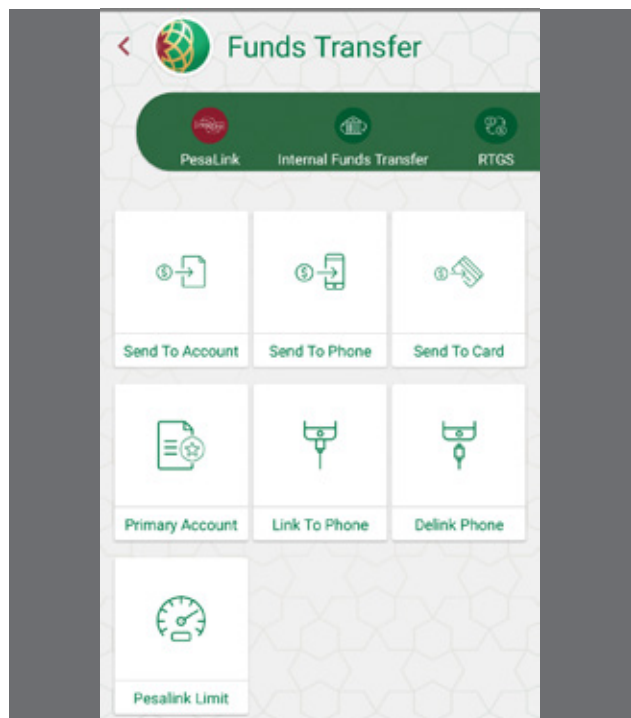
Funds Transfer

To Funds Transfer,

For funds transfer there are 3 options

1. Pesalink (KITS)
2. Internal Funds Transfer
3. RTGS

Customer can switch between the various tabs



Mini Statement

To view Mini Statement,

1. Click Statement from the main screen. The Mini Statement screen is displayed:
2. Select Account Number to view statement
3. Recent five transactions

