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# FAQs

## Retail Banking

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## **Overview**

Changes overview

Downtime

Support

## **Changes in existing contracts and products**

Accounts and Deposits

Salary Transfers and Payments

Chequebooks

Product and service fees

Financing

Cards

Rewards program

## **Impact on channels and service coverage**

Online banking

ATMs

Branches

Call center

SMS banking

## **Customers with Existing KFH accounts**

Merged accounts

Financing

Credit limit

## **Banking tier**

Retail Banking - Mass

Retail Banking - Premium

Retail Banking - Features and benefits

## **Further support**





## Overview

### Changes overview

#### What are the main changes that will happen to my banking services from August 17 2024?

The key changes to your banking services are as follows:

1. **Migration of Accounts:** All your accounts, including deposits, financings, and investments, will be automatically transferred to KFH.
2. **New Account Details:** You will receive a new unique KFH account number and IBAN.
3. **Common Customers Accounts:** If you were already a KFH customer before August 17 2024, your accounts will be merged under your existing KFH profile.
4. **Online Banking Services:** As of August 15 2024, [formerly AUBK] online banking services will be discontinued. You can access your accounts 24/7 via KFH's online platforms. Please refer to the dedicated section on the Online Banking Services for more information.
5. **Terms and Conditions:** Existing T&Cs will remain the same for all migrated products. Please ensure you have read and understood KFH's Terms and Conditions by clicking on the following button:

[MORE DETAILS](#)

#### What are the products and services that will be affected?

Most of your banking products and services will continue as they are without any change, with the notable exception of having new account numbers for all your existing accounts, and the need to start using KFH online banking due to discontinuation of [formerly AUBK] online banking channels. To keep things simpler and more convenient for our customers, we have ensured the continued availability of the following services:

1. **Deposits, cash facilities, and non-cash facilities:** Your deposits, cash and non-cash facilities will be automatically migrated to KFH with no changes experienced.
2. **Cards:** You can continue using your [formerly AUBK] Debit and Credit Cards until they expire. After that, you will receive a new card from KFH.
3. **Chequebooks:** You can continue using your [formerly AUBK] chequebook. Your cheques will be processed for up to 7 months after August 18 2024.
4. **Incoming payments/ payments arrangements:** Incoming payments/payment arrangements from the formerly AUBK accounts will continue to be processed after August 17 2024 until further notice.
5. **For new transfers,** you will need to update the sender with your new KFH account details including the new SWIFT code: KFHOKWKW and your dedicated IBAN.  
Any existing inward payments through SWIFT will be credited to your new KFH account. You will be informed in advance should there be any changes.





## Downtime

### **Will there be any disruption to my banking services as the Bank completes the integration?**

While we'll strive to keep most services available, there will likely be some unavoidable downtime for the (formerly AUBK) branches and online channels before August 17 2024. We'll provide detailed information about affected services and specific downtime windows closer to the date through KFH's official channels.

## Support

### **Who should I contact if I have further questions?**

Please contact KFH Contact Centre at on 180 3333 via call or Whatsapp. "Branch staff" will be happy to assist you as well.

## Changes in existing contracts and products

### Accounts and Deposits

#### **Will my [formerly AUBK] account be transferred to KFH automatically?**

Your account(s), along with any deposits, financings and investments, will be automatically migrated to KFH.

#### **Will my account number(s) and IBAN change?**

Yes, your [formerly AUBK] account number and IBAN will change for each of your accounts. You will have a new unique KFH account number. Please sign up if you are not registered already, or log into the KFH Online App to view all your new KFH account(s). For further support, please contact the KFH Contact Center at 180 3333 via call or WhatsApp.

#### **What will happen to my [formerly AUBK] account(s)?**

The balances in your [formerly AUBK] account(s) will be transferred to your new KFH account(s) and your [formerly AUBK] account(s) will be closed.

#### **How can I find my new account and IBAN number?**

Your account will be automatically transferred to KFH on 17 August 2024 . On that date, you will be able to find your new account number as follows:

1. kfh.com
2. KFH Online
3. Contact Center: 1803333
4. Branches





## **Will there be any change to the terms and conditions related to my accounts and deposits?**

Existing T&Cs will remain the same for all migrated products. Please ensure you have read and understood KFH's Terms and Conditions by clicking on the following button:

[MORE DETAILS](#)

When your product or service fees are contractual or time bound and agreed prior to the integration, they will remain as is until product maturity. For new banking products and services, fees are as per KFH official Tariff List.

[MORE DETAILS](#)

## **Will I have access to my account transaction history and statements?**

Yes, you will have access to your account transaction history and account statements through available channels: KFH branches, Contact Center at 180 3333 or via KFH Online App.

## **How can I download my monthly account e-statements under my [formerly AUBK] account?**

You can download your e-statements by visiting the "Account Statement" page on KFH Online App. For further information, please view the online banking section of these FAQs.

## **I have not used my account for an extended period. What will happen to my account?**

We periodically review all accounts and will notify you if there have been no transactions conducted for an extended period. If you receive this notification, you will be requested to visit any of our branches to reactivate your account. If you do not take action within the requested timeframe, your account will be subject to closure in line with KFH's Terms and Conditions. If your account is closed and you wish to continue your banking relationship with KFH, you will be required to open a new account and submit the relevant documentation. This will be treated as a new request for account opening.

## **What will happen to my investment deposit accounts?**

Your [formerly AUBK] investment deposit accounts will be migrated to KFH and you will have a new deposit account number. Any lien on your investment deposit account will also been transferred to your new investment deposit account at KFH.





## **Will my [formerly AUBK] deposits be renewed when they reach the maturity date?**

Yes, deposits with automatic renewal option will be renewed with the same terms and conditions, unless you requested otherwise.

## **Will the profit rate on my investment deposit accounts remain the same until maturity?**

Yes, the agreed profit rate on your Wakala investment deposit accounts will remain the same until maturity or early settlement. When your investment deposit account is renewed, KFH's prevailing profit rates will be applied.

## **Can I cash out my deposits prior to their maturities without losing profit during operational integration?**

You can cash out your deposits at any time. However, the entitled profits depend on the agreed terms and conditions of that product. Generally, early withdrawal or cashing out on deposits will likely result in partial/full profit loss.

## **What will happen to my AlHassad account and how will the prize scheme be affected?**

Al-Hassad account and existing prize scheme will stay as is. You will be informed in advance should there be any changes in the future.

## **Salary Transfers and Payments**

### **Will my salary be transferred to my new KFH account?**

Yes, if your salary was being transferred to your [formerly AUBK] account, then it will be automatically transferred to your new KFH account with no action required from your end.

### **What will happen to payments due into my [formerly AUBK] account(s) after the integration?**

Any payment due into your [formerly AUBK] account(s) will be transferred to your new KFH account(s) up to 7 months after August 17 2024. We advise you to inform your counterparties with new KFH account number(s) to ensure all payments are transferred up to 7 months from August 17 2024. For all new transfers, you will need to update the sender with your new KFH account details including the new SWIFT code and IBAN number.

### **What will happen to my direct debit arrangements to repay my [formerly AUBK] financing(s)?**

Your current direct debit arrangements will be linked to your new KFH account.





## **Can I deposit cash or cheques through KFH cash / cheque deposit machines using our [formerly AUBK] account number(s) after the integration?**

No, you will not be able to use your AUBK account number(s) to deposit cash or cheques through cash / cheque deposit machines from August 17 2024. Kindly use the new KFH account numbers when making deposits. If you are expecting deposits from a counterparty through these channels, please ensure you inform them of your new account numbers.

## **Chequebooks**

### **Can I still use my [formerly AUBK] chequebook and will post-dated cheques be accepted?**

First: For account holders who possess chequebooks with the formerly AUBK account numbers:

Please be advised that the current chequebooks will expire after two months from 18/8/2024. After this date, customers must refrain from issuing any further cheques. To obtain new chequebooks with an updated account number, they can visit any Kuwait Finance House branch.

Second: For beneficiaries of cheques drawn on the formerly AUBK and endorsed cheques, including cheques drawn outside Kuwait and honoured inside Kuwait:

These cheques must be submitted to Kuwait Finance House for encashment within 7 months. The validity period starts from 18/8/2024 and extends to 7 months. Please note that cheques cannot be cashed after this deadline.

## **Product and service fees**

### **Will there be any change to the schedule of fees?**

No change will occur regarding any ongoing contractual fees.

## **Financing**

### **What will happen to my existing financing, and will the profit rate be affected?**

Your existing financing will be transferred to KFH. It will continue under the same terms and conditions set out in your financing agreement, as well as any other financing-related document agreed with [formerly AUBK], including the profit rate until finance maturity.

### **I enjoyed competitive pricing with one of the two Banks, will the pricing change after the integration?**

The pricing agreed for the existing product/ finance prior to the integration, will continue to be honored by the Bank until the facilities maturity. As for new/renewal of deals, KFH rates will prevail.

### **How can I find detailed information about my existing financing(s)?**

You can view information on your existing financing through the KFH Online App. Additionally, you can request financing statements by calling the Contact Center at 180 3333 or visiting any of our branches.





## **What should I do if I see changes in the details of my financing?**

If you see any changes in the details of your financing, either on your statements, or on KFH Online App, please contact us through our Contact Center at 180 3333 or by visiting any KFH branch.

## **Can I top up my financing?**

Yes, you can apply for a top-up financing, which will be subject to KFH's Terms and Conditions.

## **I have submitted a request for financing that has not been approved yet. What will happen to my application? Should I submit a new application?**

You are not required to re-submit a new application. The Bank will process your application for financing as usual. You can contact the Contact Center at 180 3333 or visit one of our branches for further information.

## **Do I need to transfer my salary to KFH to pay my financing?**

If your financing agreement did not require a salary transfer, you do not need to transfer your salary to KFH. If your salary was being transferred to your [formerly AUBK] account, this will automatically be moved to KFH, and your financing instalments will continue to be deducted. There is no action required from your side.

## **Cards**

### **Can I continue to use my [formerly AUBK] Debit Card?**

You can continue to use your [formerly AUBK] Debit Card until expiration, upon which a new KFH Debit Card will be provided. For further information, please contact KFH Contact Center at 180 3333 via call or Whatsapp

### **I forgot my [formerly AUBK] Debit Card PIN number, how can I reset it?**

You can reset and set up a new PIN for your [formerly AUBK] debit card through any KFH ATM machine in KFH branches.

Yes, you can continue to use your [formerly AUBK] credit card until expiration. A new mapped KFH credit card will be sent to you and we encourage you to activate it and start using it as soon as possible. If you have not received your new KFH creditcard, please call our Contact Center at 180 3333 and we will be happy to assist you.

### **What should I do in case my Credit / Debit Card was stolen or lost?**

If your credit or debit card is lost or stolen, immediately report it to the KFH Contact Center at 180 3333 or visit the nearest branch. A new KFH card will be issued upon request, which can be delivered to you via courier or collected from any KFH branch.







## **Do I need to set up recurring payments / standing instructions again on my KFH Credit Card?**

Your existing credit card from [formerly AUBK] remains active, as will the existing recurring payments and standing instructions linked to this card. When expired, you will receive a new credit card from KFH and those recurring payments and standing orders will need to be updated to the new card details.

## **I have submitted a credit card application that has not been approved yet. What will happen to my application? Should I submit a new application?**

The Bank will process your credit card application as usual. You are not required to resubmit a new application. Please contact the contact center or visit one of our branches for further information.

## **My credit card is expiring soon, how can I request a new one?**

The bank will contact you approximately one month before your card's expiration date to confirm your delivery address for the new card. If this does not happen for any reason, you can track your new card by contacting the Contact Center at 180 3333 or by visiting your nearest branch.

## **Will there be any change on my credit card billing cycle?**

Yes, KFH billing cycle will apply. KFH billing cycle starts on the 15th of each month.

## **Can I use [formerly AUBK] Apple Pay or Google Pay to perform the transaction?**

Yes, you can use your [formerly AUBK] cards to perform transactions through both Apple Pay and Google Pay.

## **Can I perform all existing KFH transactions with [formerly AUBK] physical card?**

Yes, all transactions can be performed with [formerly AUBK] physical card.

## **How can I dispute a card transaction?**

To dispute a card transaction, you can visit any KFH branch or call the KFH Contact Center at 180 3333.

## **Where can I view my card transactions, including pending transactions and available limit?**

All card transactions, including pending transactions and available limits, can be viewed in the KFH Online App.





## Reward program

### What is the Baitak Rewards program?

Baitak Rewards is KFH's Cards Loyalty program that rewards you for your purchases made with eligible KFH Credit or Prepaid cards. You can find your card's eligibility in the Baitak Rewards table below. For more information, please visit:

[MORE DETAILS](#)

### What will happen to my Pearl Points after integration?

You can use your Pearl points until August 14, 2024. Your Pearl points balance will be converted into Baitak points under Baitak Rewards program starting from August 20, 2024.





## Will my [formerly AUBK] card be eligible for Baitak Rewards?

To know if your card will be eligible for Baitak Rewards, please refer to the table below:

Product Description	Pearl Loyalty	Baitak Rewards Eligibility	Baitak Rewards Tier
MasterCard Standard (Revolving)	Yes	Yes	Green
MasterCard Plat Corporate (Revolving)	Yes	No	Not Available
MasterCard Platinum (Revolving)	Yes	Yes	Silver
MasterCard Platinum Select (Revolving)	Yes	Yes	Green
MasterCard Platinum Superior (Revolving)	Yes	Yes	Silver
MasterCard Platinum-GBP (Revolving)	Yes	No	Not Available
MasterCard World (Revolving)	Yes	Yes	Silver
Visa Classic Platinum (Revolving)	Yes	Yes	Green
Visa Gold Platinum (Revolving)	Yes	Yes	Silver
Visa Infinite (Revolving)	Yes	Yes	Silver
Visa Platinum(Revolving)	Yes	Yes	Silver
MasterCard Standard (Charge Card)	Yes	No	Not Available
MasterCard Plat Corporate (Charge Card)	Yes	Yes	Silver
MasterCard Platinum (Charge Card)	Yes	Yes	Silver
MasterCard Platinum Select (Charge Card)	Yes	Yes	Silver
MasterCard Platinum Superior (Charge Card)	Yes	Yes	Silver
MasterCard Platinum-GBP (Charge Card)	Yes	No	Not Available
MasterCard World (Charge Card)	Yes	Yes	Silver
Visa Classic Platinum(Charge Card)	Yes	Yes	Silver
Visa Gold Platinum (Charge Card)	Yes	Yes	Silver
Visa Infinite (Charge Card)	Yes	Yes	Black
Visa Platinum (Charge Card)	Yes	Yes	Green
MasterCard Prepaid-KD	Yes	Yes	Silver

This document is subject to revision, change, and amendment at KFH's discretion.





## How do I earn Baitak Rewards points and what are the tiers?

You earn Baitak Rewards points for all purchases made with your eligible credit or prepaid cards. Please see the table below for details on the points earned for each tier:

Baitak Rewards Tiers	Green	Silver	Black
Earn Rate for 1 KD	5 points	10 points	15 points
Participating Merchants Multiplier	up to x20	up to X20	up to x20
Redemption Options	<ul style="list-style-type: none"> <li>- Online Marketplace</li> <li>- Participating Merchant E-Vouchers</li> </ul>	<ul style="list-style-type: none"> <li>- Online Marketplace</li> <li>- Participating Merchant E Vouchers</li> <li>- Donation</li> <li>- Transfer to Friend</li> <li>- Points Exchange</li> <li>- Travel Catalogue</li> </ul>	<ul style="list-style-type: none"> <li>- Online Marketplace</li> <li>- Participating Merchant E-Vouchers</li> <li>- Donation</li> <li>- Transfer to Friend</li> <li>- Points Exchange</li> <li>- Travel Catalogue</li> </ul>

For more information, please visit:

[MORE DETAILS](#)

## How do I redeem Baitak Rewards?

You can redeem Baitak Rewards points for airline miles, travelling, dining, donations and more. Baitak Rewards can be redeemed instantly or through Baitak Rewards application. To learn more, please visit:

[MORE DETAILS](#)

## Will I be able to benefit from [formerly AUBK] instant discount partners?

You will gain access to a large network of discount or partners offers via KFH Online App or by clicking the below link:

[MORE DETAILS](#)

## Impact on channels and service coverage

### KFH Online App

#### Can I use my [formerly AUBK] Mobile Banking App after the integration?

No, the [formerly AUBK] Mobile Banking App will be discontinued on August 15 2024. Please sign up if you are not already registered or log into the KFH Online App to access your accounts.

#### I was a user of the [formerly AUBK] Mobile Banking App, can I now start using the KFH Online App?

If you are a formerly AUBK customer, you can start using KFH Online from August 17 2024. If you are a common customer (formerly AUBK and KFH) and you have an active account with KFH, you can use KFH Online as usual.





## **Are my login credentials (e.g Password, username etc.) the same as before?**

If you are not already registered, please sign up starting from August 17, 2024. If you are a common customer of both KFH and formerly AUBK and have an active KFH Online account, you can continue using it as usual.

## **I had a [formerly AUBK] and an KFH account. Can I see all my account(s) together on KFH Online App?**

Yes, your [formerly AUBK] account(s) can be accessed through the KFH Online App as of August 17 2024], allowing you to view all accounts and beneficiaries together. Please use your existing KFH login credentials, or sign up if you are not registered, to get access.

## **I had registered for the [formerly AUBK] Mobile Banking App, but never logged in. Do I need to register again to access KFH Online App?**

Yes, please sign up as of August 17 2024 if you are not registered already or log into KFH Online App to access your accounts.

## **Why am I unable to find all my previously added beneficiaries?**

At August 17 2024, we will automatically transfer all your active beneficiaries from [formerly AUBK] to KFH. If you were unable to see an existing beneficiary, it means that we were unable to process due to insufficient details provided. Kindly register the beneficiary again through KFH Online App.

## **I had [formerly AUBK] and KFH accounts, with the same beneficiaries set up on both accounts. Were these beneficiaries transferred to KFH?**

Common beneficiaries between [formerly AUBK] and KFH accounts will not be transferred to KFH. As a result, you will not see duplicate beneficiaries in your existing KFH account.

## **ATM**

### **Can I use any of KFH ATM services (e.g deposit/withdrwal etc.) free of charge?**

You will be able to use the Bank's extended network, free of charge for your daily banking operations. For further information, please view the KFH ATM network.





## Branch

### Which branches can I visit for my banking services?

You can visit any of KFH branches for your banking transactions:

[MORE DETAILS](#)

### Will there be changes in branch working hours?

No, there will be no change to branch working hours. You can continue visiting our branches for your banking transactions. Branch timings are available in the link below for your reference

[MORE DETAILS](#)

## Call center

### Will I be able to continue calling [formerly AUBK] Call Center?

You can reach out to the KFH Contact Center on 180 3333 via call or WhatsApp. Calls to [formerly AUBK] contact center number 181 2000 will be automatically rerouted to the KFH contact center until 1st of September 2024.

## SMS banking

### Will I be able to continue receiving SMS banking services?

From August 17 2024, you will receive SMS messages and OTPs from KFH.

## Customers with Existing KFH accounts

### Merged accounts

### If I have both KFH account and [formerly AUBK] account, will my bank accounts be merged?

No, your accounts in both banks will not be merged. However, at August 17 2024, your [formerly AUBK] accounts will be automatically migrated under your existing KFH profile.

### Which account number should I use?

At August 17 2024, you will be able to use all your accounts including the migrated accounts from [formerly AUBK].

## Financing

### Will my financings with KFH and [formerly AUBK] be consolidated?

Your financings will not be consolidated and will continue to be treated separately. A summary of all your financings will be available in a consolidated statement and can also be viewed on KFH Online App.





## Credit limit

### Have my credit limits been impacted?

No, your credit limits remain the same for the banking relationships you currently have. They will be reviewed periodically in line with KFH policy.

## Banking tier

### Retail Banking - Mass

### I was a [formerly AUBK] “Regular” customer, what will happen to my Banking Program after my account is migrated to KFH?

As a [formerly AUBK] “Regular” customer, your Banking Program will be mapped to the following Banking Program in KFH dependent on salary, balance and age related criteria:

Former AUBK Segment	KFH mapped segment	Requirements	Salary (KD)		Balance (KD)	
			From	To	From	To
AUB Mass (Salary)	Retail Sundus	- 21 years and above	500	1,499	8,000	49,999
		- Female				
		- Salary or Balance requirement				
	Retail Rubban	- 21 years and above	500	1,499	8,000	49,999
		- Male				
		- Salary or Balance requirement				
Retail Mass Personal	- 21 years and above	-	499	-	7,999	
	- Salary or Balance requirement					
Retail Hesabi	- 15 - 25 years	-	-	-	-	
Retail Baiti	- 0 - 14 years	-	-	-	-	





## Retail Banking - Premium customer

**I was a [formerly AUBK] “Premium” customer, what will happen to my Banking Program after my account is migrated to KFH?**

Your [formerly AUBK] Banking Program will be mapped to KFH’s “Tamayoz” or “Ruwad” banking program dependent on salary and balance:

Former AUBK Segment	KFH mapped segment	Requirements	Salary (KD)		Balance (KD)	
			From	To	From	To
AUB Premium	Premium Tamayoz	- 21 years and above - Salary or Balance requirement	1,500	2,999	50,000	299,999
	Premium Ruwad		3,000	Above	100,000 and a minimum salary of KD 1,500	299,999

## Retail Banking - Features and benefits

**My banking program will be changed to KFH’s banking program, what are the features and benefits of my new KFH banking program?**

Each customer will enjoy a wide range of features and benefits tailored for the linked banking program. For further information, please visit:

[MORE DETAILS](#)

## Further support

**If I have any further questions, where can I find more information?**

You can reach us 24/7 by contacting our KFH Contact Center at 180 3333 or via KFH WhatsApp. You are also welcome to visit our branches during working hours. We will be happy to assist you.







**بيت التمويل الكويتي**  
**Kuwait Finance House**



[kfh.com](http://kfh.com) 180 3333

    @kfhgroup