

VISA Platinum debit card activation

(Newly issued and renewal)

After receiving the debit card from the delivery company representative directly, you can activate the card by sending:

1. Last 4 digits of the debit card number
2. Followed by *
3. Followed by last 4 digits of the national ID

In one SMS (without using any spaces) from the mobile number registered at the bank on 11040, and you will receive a confirmation SMS



In case of renewal:

- We recommend activating your new debit card in the next month after the current/old card expiry
- The new debit card will be ready to be used from the beginning of the next month after the current/old card expiry (after activation)

Notes:

- In case of primary or supplementary cards activation the steps described above will apply
- To activate the supplementary card, an activation SMS will be sent from the primary cardholder's mobile number registered in the bank to 11040 containing:
 - The last 4 digits of the supplementary card number
 - followed by *
 - Then the last 4 digits of the primary cardholder's national ID

- If you did not receive the card from the delivery representative, please note that it will be sent to your main branch, so please visit the branch to receive it and follow the steps above to activate it.

PIN creation steps

Please follow the instructions below to create your PIN when using the card for the first time:

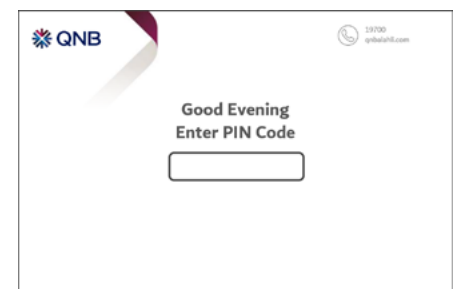
1- Insert the card into the designated place



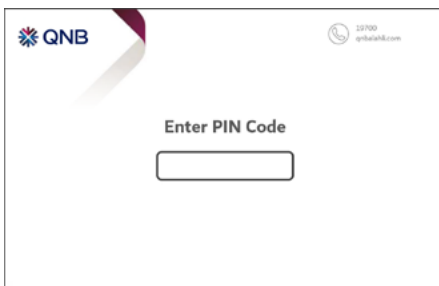
2- Please choose the preferred language



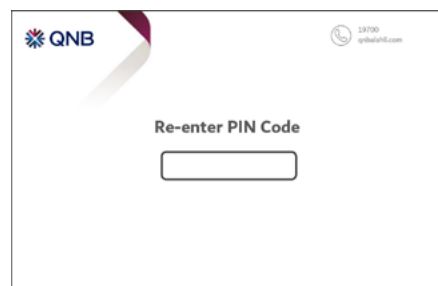
3- Enter a 4-digit PIN (eg: 1234,....)



4- Enter the new PIN you want, which consists of 4 digits



5- Re-enter the same PIN



6- Your PIN has been changed, now you can use the card

