

FAQs relating to the impact of core banking system change on your accounts with The Saudi National Bank UAE.

1. When will my account be migrated to the new core banking system?
Effective 20th October 2023 your Bank Account(s), balances and products were migrated to the new core banking system.
2. Will my Bank Account / IBAN Number change?
Yes, your Bank Account and IBAN Number has changed and will be notified to you in writing.
3. Is there a change in the Bank SWIFT Code?
No, there is no change to the SWIFT Code and it continues to be SAMBAEAD.
4. Will the change in Account Number affect incoming transfers into my account?
No. Until further notice, incoming transfers mentioning your previous Account will be credited to your new Account. However, kindly note that local AED remittances via IPI Transfer category is expected to be available during Q1 2024 and we will notify you accordingly.
5. Will my existing Debit Card continue to work?
Your existing Maestro Debit Card will continue to work as normal until its expiry date We will be replacing the Maestro Debit Card with a Visa Debit Card which will be dispatched to you during Q2 2024.
6. Will my existing Chequebook remain valid?
Yes, your existing Chequebook will continue to remain valid. However, you are advised to apply for a fresh Chequebook for the new Account Number.
7. Will cheques issued previously but not cleared yet, remain valid and be processed?
Yes, any cheques that were issued by you previously will continue to be accepted for inward clearing.
8. Will there be changes to my existing Time Deposits?
Any existing Time Deposit under your account will be migrated 'as is' and will continue until maturity.
9. Is there a change to my existing user ID or password to access the Online platform?
You may continue to use the Online Banking Platform via uae.alahli.com with your existing credentials.
10. Can I conduct a Funds Transfer via the online banking platform?
No. The Funds Transfer function is expected to be activated online during Q1 2024 and we will notify you accordingly. For funds transfer, please visit the Branch or contact your dedicated Relationship Manager.
11. What number can I contact if I have further queries related to my Account?
Please contact the SNB Phone Banking Centre on 800 55000 or + 971 4 7091 650 or your dedicated Relationship Manager.

The Saudi National Bank, P.O Box 6038, Dubai, United Arab Emirates.

Foreign Branches of The Saudi National Bank Saudi Arabia in UAE are under the supervision and oversight of the Central Bank of U.A.E.