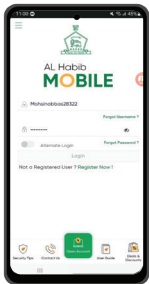




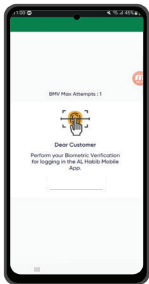
AL Habib Mobile & Netbanking Security Enhancement User Guide

Logging in from an
Unregistered Device

Enter your Username and Password to log in.



Click on the “Perform Biometric” button.



First, place your left hand and stay still.



**Biometric scan of your
left hand is completed.**



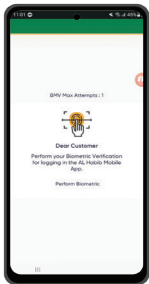
Now, place your right hand and keep it still.



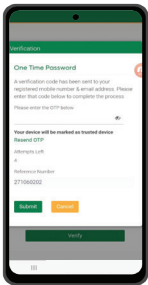
**Biometric scan of your
right hand is completed.**



**Please wait to confirm
if your biometric
verification is successful.**



**Now enter the OTP that
you received on your
registered Mobile Number
and Email Address**



The screenshot shows a mobile application interface for verification. At the top, there is a green header with the word "Verification" in white. Below this, the title "One Time Password" is displayed in green. The main text explains that a verification code has been sent to the user's registered mobile number and email address, and they are prompted to enter it to complete the process. A text input field is provided for the OTP, with a small eye icon to toggle visibility. Below the input field, there is a message: "Your device will be marked as trusted device" followed by a green "Resend OTP" button. Further down, the "Attempts Left" are shown as "4". A "Reference Number" is displayed as "271060202". At the bottom of the form area, there are two buttons: a green "Submit" button and an orange "Cancel" button. Below the form area, there is a large green button labeled "Verify". The very bottom of the screen shows a white bar with three small icons.

Verification

One Time Password

A verification code has been sent to your registered mobile number & email address. Please enter that code below to complete the process.

Please enter the OTP below

Your device will be marked as trusted device

[Resend OTP](#)

Attempts Left:
4

Reference Number
271060202

[Submit](#) [Cancel](#)

[Verify](#)

Successful Scenario

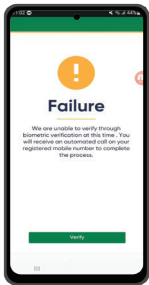
If your biometric verification is successful, your device has been registered and must wait for two-hours for your cooling off period to be completed.



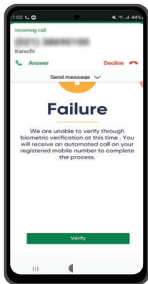
Unsuccessful Scenario

If your biometric verification is unsuccessful, please wait for an automated call to be recieved.

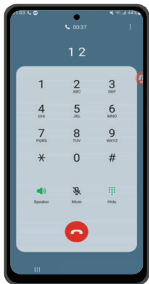
Note: Please do not press the Verify button before you respond to the automated call and complete the verification procedure.



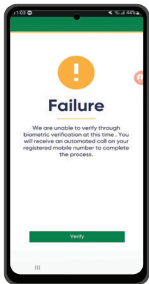
**Please answer the
automated call.**



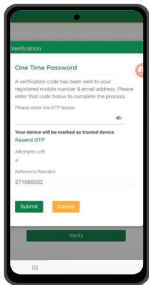
Please follow the instructions clearly during the automated call to proceed



Once the call ends, click on the “Verify” button.



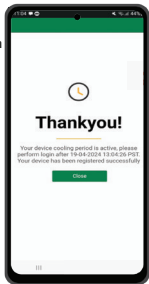
**Now enter the OTP that
you received on your
registered Mobile
Number & Email Address.**



The screenshot shows a smartphone screen with the AL Habib netbanking verification interface. At the top, there is a green header with the word "Verification" in white. Below this, the title "One Time Password" is displayed in green. A message states: "A verification code has been sent to your registered mobile number & email address. Please enter that code below to complete the process." Below the message, it says "Please enter the OTP below" followed by a text input field. Under the input field, there is a link "Your device will be marked as trusted device" and a button "Resend OTP". Below these, it shows "Attempts Left: 4" and "Reference Number: 2710660202". At the bottom of the form, there are two buttons: "Submit" (green) and "Cancel" (orange). Below the buttons, there is a large green button labeled "Verify". At the very bottom of the screen, there is a small icon of three vertical bars.

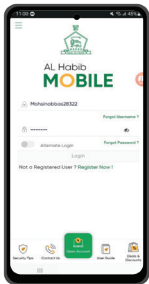
Successful Scenario

Once your verification through Automated call is successful, your device has been registered and must wait for two-hours for your cooling off period to be completed.



Forgot Password From an Unregistered Device

**Click on “Forgot Password”
button to change your
password**



**Enter the required details
to proceed towards the
next step**

4:58 100% 5G

← Forgot Password ⓘ

Okay, no problem. Just enter the details below.

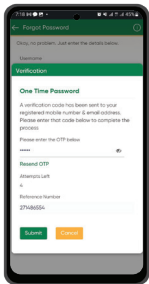
Username
e.g: Johndoe123

Date of Birth
Enter your date of birth ⓘ

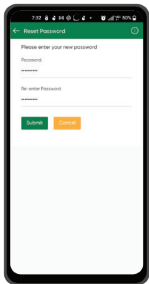
Continue Cancel

Note :
After successful update of password,
AL Habib Netbanking/Mobile App
services will be available to you after 2
hours.

**Now enter the OTP that
you received on your
registered Mobile Number
and Email Address**



**Change the password as
per the password policy**



Click on the “Perform Biometric” button.



First, place your left hand and stay still.



**Biometric scan of your
left hand is completed.**



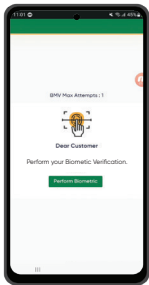
Now, place your right hand and keep it still.



Biometric scan of your right hand is completed.

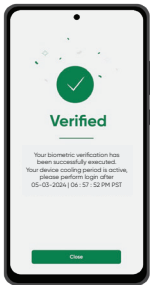


**Please wait to confirm
if your biometric
verification is successful.**



Successful Scenario

If your biometric verification is successful, your password has been reset and you must wait for two-hours for your cooling off period to be completed after which you may use digital banking services.



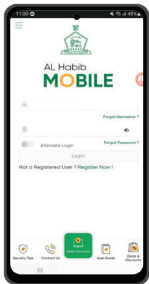
Unsuccessful Scenario

If your attempt to perform biometric verification is unsuccessful, please contact our Call Center for support.

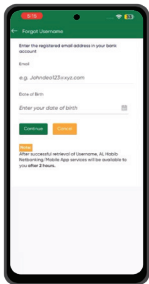


Forgot Username
From an Unregistered
Device

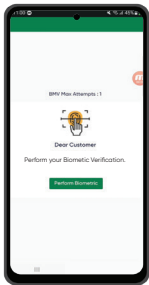
**Click on “Forgot Username”
button to change your
Username**



**Enter the required details
to proceed towards the
next step**



Click on the “Perform Biometric” button.



First, place your left hand and stay still.



Biometric scan of your left hand is completed.



Now, place your right hand and keep it still.



Biometric scan of your right hand is completed.

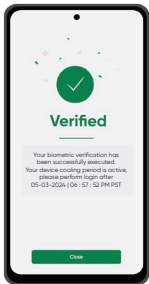


**Please wait to confirm
if your biometric
verification is successful.**



Successful Scenario

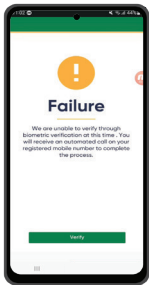
If your biometric verification is successful, your username will be sent on your registered Email Address and you must wait for two-hours for your cooling off period to be completed after which you may use digital banking services.



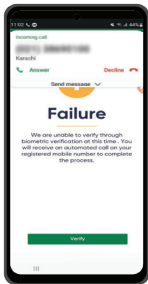
Unsuccessful Scenario

If your biometric verification is unsuccessful, please wait for an automated call to be received.

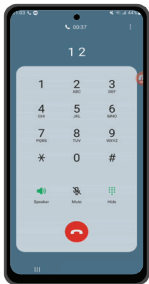
Note: Please do not press the Verify button before you respond to the automated call and complete the verification procedure.



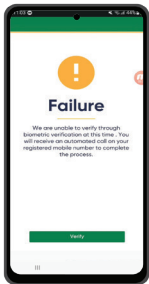
**You will receive an automated
call for verification**



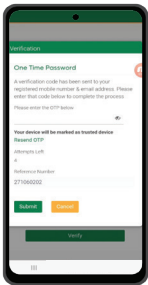
Please follow the instructions clearly during the automated call to proceed



Once the call ends, click on the “Verify” button.

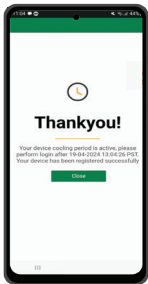


**Now enter the OTP that
you received on your
registered Mobile
Number and Email Address.**



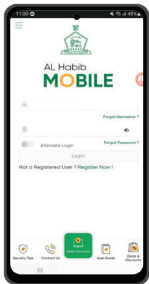
**You will receive your user id
on your registered Email
Address**

**Now, a two-hour cooling
off period will be in effect
after which you may use
the digital banking services.**

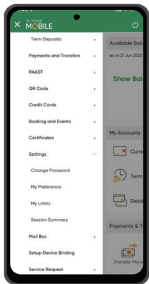


Limit Upgrade

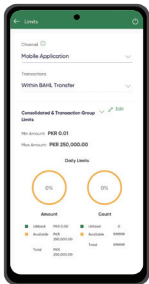
Login to your AL Habib Mobile
or Netbanking account



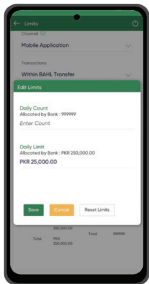
Select settings from the menu and then choose “My Limits”



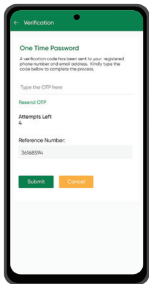
Press “Edit” under the selected channel and transactions mode



Now enhance your daily transaction count or limits and press “Save” to proceed



**Enter the OTP recieved
on your registered email
address and mobile number**

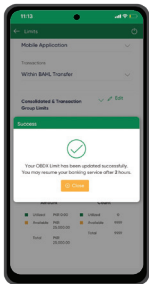


You have successfully completed the process of limit enhancement.

Now, a two-hour cooling off period will be in effect after which you may use the digital banking services.

Note: Cooling off period will be applicable on the upgrade/enhancement of your limits.

Cooling off will not be applicable on the downgrade of your limits.



Thank You!