



User Guide



AL Habib  
**fx gateway**

# Content

Introduction

---

01

Login tips

---

02

For Individuals/ Joint Account

---

02

For Entities

03

# About AL Habib FX Gateway

## Introduction

AL Habib FX Gateway is specifically designed by Bank AL Habib Limited to cater to its customers' continuously growing needs of digitization with respect to Foreign Exchange (FX) cases.

This portal provides a single screen Digital Gateway to meet customer requirements for submitting FX cases to the Bank enabling enhanced customer experience and satisfaction. These FX cases include various approvals/waivers/exemptions/clarifications sought by FX customers from Exchange Policy Department and Foreign Exchange Operations Department of SBP. The gateway allows our customers to initiate all FX related cases with ease and without having to visit any branch.

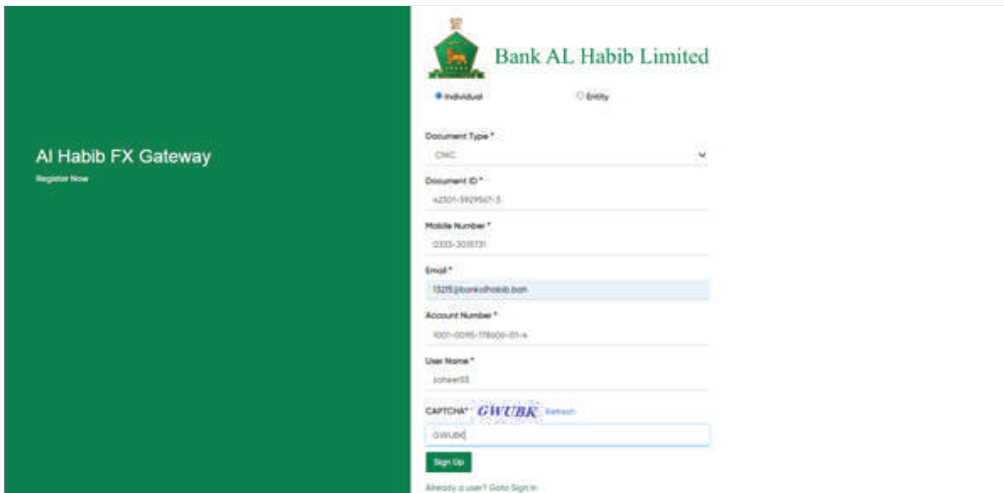
## Gateway User Guide - Purpose:

This user guide contains instructions regarding the procedure to sign up and initiate the cases. Once the Customer's ID is created at the FX Gateway, it will receive an introductory email notification with your specific login credentials.

To have access to AL Habib FX Gateway, the customer will be required to visit our website ([www.bankalhabib.com](http://www.bankalhabib.com)) and sign up as per the following details.

- Refer to all the emails received from Bankalhabib domain on your email address as provided at the time of sign-up.
- The OTPs and temporary password provided via emails are case sensitive.
- You will be required to change your password upon logging in for the first time.
- Your new password must be from 8 to 20 characters in length, should contain at least one digit, one Upper Case letter, one Lower Case letter and one special character in order to improve security of your account.

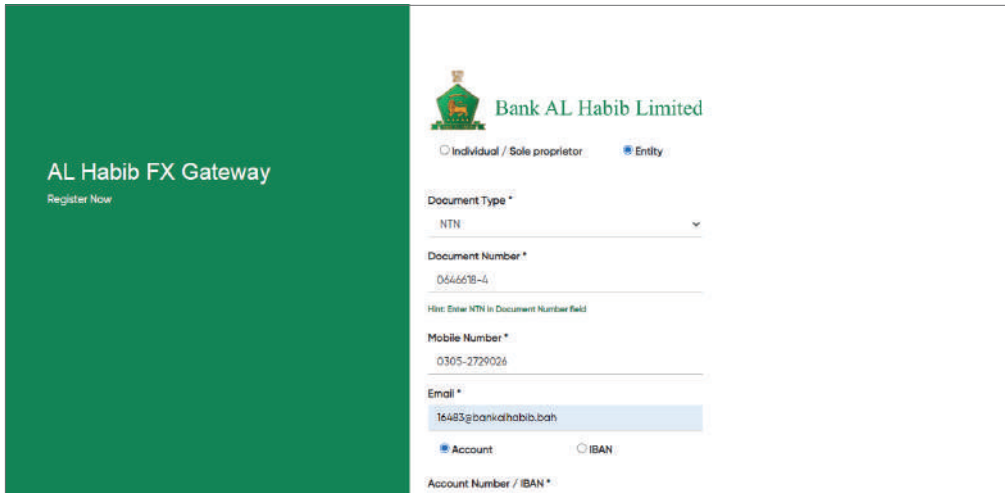
## ■ For Individuals/Joint Account



The screenshot displays the registration interface for Bank AL Habib Limited. On the left, a green sidebar contains the text "Al Habib FX Gateway" and "Register Now". The main form area features the bank's logo and name at the top. Below this, there are radio buttons for "Individual" (selected) and "Entity". The form includes several input fields: "Document Type" (with a dropdown menu showing "CMC"), "Document ID" (with the value "42301-9929567-3"), "Mobile Number" (with the value "0333-3018731"), "Email" (with the value "15215@bankalhabib.com"), "Account Number" (with the value "1000-0095-118000-01-4"), and "User Name" (with the value "johar153"). A CAPTCHA field is also present, showing the word "GWUBK" and a "Sign Up" button. At the bottom, there is a link for "Already a user? Go to Sign In".

Upon successful verification, a One Time Passcode (OTP) will be sent on the email address and/or phone number, if provided. You will have to enter the OTP in the provided field, once entered the system will display your username and ask you to enter new password and confirm password. (Password must be 8 to 20 characters, should contain at least one digit, one Upper Case letter, one Lower Case letter and one special character).

## ■ For Entities



The screenshot shows the registration interface for Bank AL Habib Limited. On the left, a green sidebar contains the text "AL Habib FX Gateway" and "Register Now". The main form area is white and features the bank's logo and name at the top. Below the logo, there are radio buttons for "Individual / Sole proprietor" (unselected) and "Entity" (selected). The form includes several input fields: "Document Type" with a dropdown menu showing "NTN"; "Document Number" with the value "0546698-4" and a hint "Hint: Enter NTN in Document Number field"; "Mobile Number" with the value "0305-2729026"; and "Email" with the value "16483@bankalhabib.bah". At the bottom, there are radio buttons for "Account" (selected) and "IBAN", followed by a label "Account Number / IBAN \*".

For entity sign up, once the details have been entered and Sign up initiated, a One Time Passcode (OTP) will be sent on the provided email address. Customer will have to enter the OTP in the provided field.

# AL Habib FX Gateway

Register Now

Mobile Number \*

Email \*

Account  IBAN

Account Number / IBAN \*

User Name \*

[Resend OTP](#)

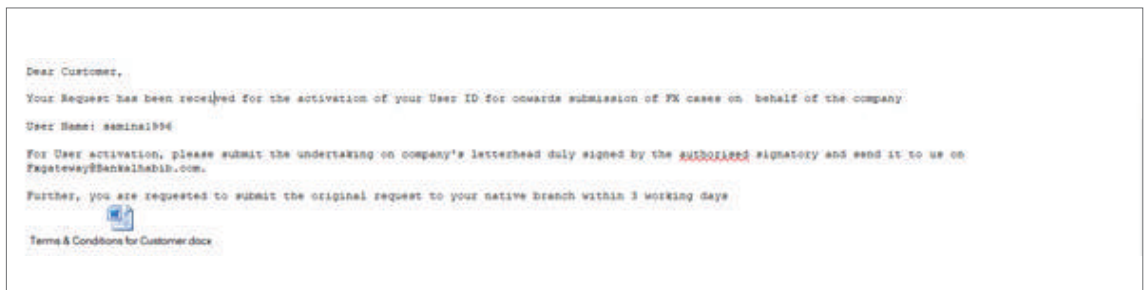
A verification code has been sent to your registered email address / Mobile number. Please enter that code below to complete the process.

OTP \*

Available Attempts: 4

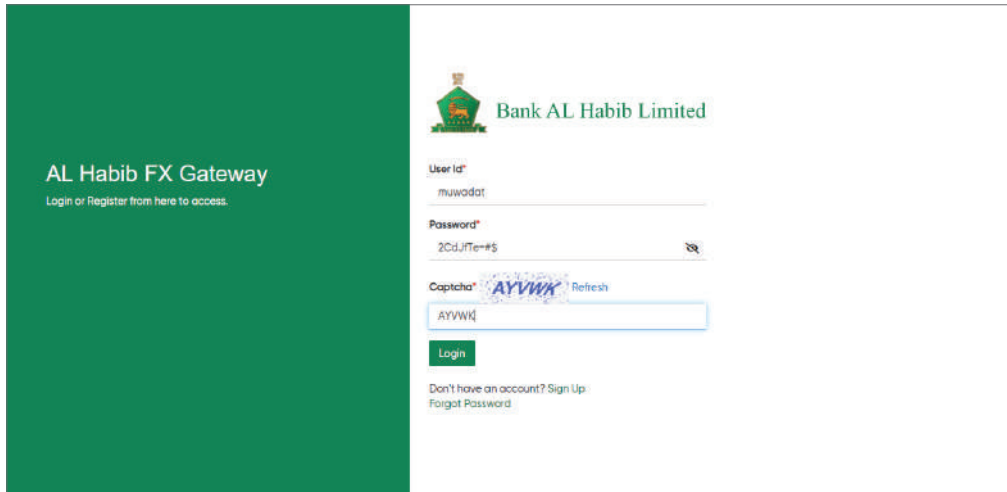
[Verify OTP](#) [Cancel](#)

Once the OTP and CAPTCHA is correctly entered, another email will be sent containing the Terms & Conditions, requesting customer to submit the same to its branch or Relationship Manager on its letterhead duly signed by the authorized signatory (ies).



Upon receipt of the Terms & Conditions duly signed by the authorized signatory (ies), customers' user ID will be activated and the same will be intimated through an email.

The customer will enter the User ID and password on the login page.



AL Habib FX Gateway  
Login or Register from here to access.

Bank AL Habib Limited

User id\*  
muwodat

Password\*  
2CdJfTe+#\$

Captcha\* AYVWQ Refresh

AYVWQ

Login

Don't have an account? Sign Up  
Forgot Password

Once entered, the system will ask you to enter new password and confirm password. (Password must be 8 to 20 characters, should contain at least one digit, one Upper Case letter, one Lower Case letter and one special character).

The screenshot shows the 'AL Habib FX Gateway' password reset interface. On the left, a green sidebar contains the text 'AL Habib FX Gateway' and 'Reset Your Password'. The main white area features the Bank AL Habib Limited logo and name. Below the logo, a note states: 'Note: Password must be between 8 to 20 characters and at least contain one uppercase letter, one lowercase letter, one digit and one special character.' There are two input fields: 'Password' and 'Confirm password', both containing the text 'Login,123'. Each field has an eye icon to toggle visibility. A green 'Reset' button is located below the second field.

Once you have reset your password, you will be prompted with the reset confirmation message.

The screenshot shows the 'AL Habib FX Gateway Reset Password Confirmation' message. The green sidebar on the left contains the text 'AL Habib FX Gateway Reset Password Confirmation.' and 'Reset Password Confirmation.'. The main white area features the Bank AL Habib Limited logo and name. Below the logo, a message states: 'Your password has been reset. Please [click here to log in](#)'.



Once logged in, you will be directed to the main screen (Dashboard) of the portal. The dashboard will provide you with the following tabs:

1. Approved Cases
2. Pending Cases
3. Refer back Cases
4. Rejected Cases

Whereas the left side panel enlists three main options:

1. Case Initiation (Initiating new request)
2. Refer Back Case Records (List of cases referred back for your action)
3. Customer Case Inquiry (Inquire about the case status)



To initiate the FX Case, please follow the step by step guide after selecting the Case Initiation Tab from Left Sided Panel on Dashboard:

- 1) Select the case title from the drop down menu →
- 2) choose the Account number →
- 3) Select the currency →
- 4) Attach the relevant documents →
- 5) Submit the case.







The above process will be followed on the below screen showing the requirements to be fulfilled by customer.

The screenshot shows the 'Case Initiation' form in the AL Habib FX Gateway. The form includes the following fields and sections:

- Case Title\***: 0089 - Verification of Remittances for Grant of Pakistan Citizen...
- Customer Reference**: (Empty)
- Account Number\***: 1001-0081-171810-02-3
- Get Details**: (Green button)
- Customer Information Table**:

Select	Customer Name	CNIC	NTN	Permanent Address	Email	Mobile
<input type="button" value="Select"/>	1001-171810_LC		07107854	3RD FLR II, CHUNDRIGER ROAD FINLAY HOUSE...	samina.wajeeh@bankalhabib.bah	923132835513
- Applicant's Name\***: 1001-171810\_LC
- Currency\***: Select
- Additional Document 1**: Choose file, Browse, Upload (Format: doc.docx.xls.xlsx.pdf.txt.csv.ppt.pptx)
- Additional Document 2**: Choose file, Browse, Upload (Format: doc.docx.xls.xlsx.pdf.txt.csv.ppt.pptx)
- Additional Document 3**: Choose file, Browse, Upload (Format: doc.docx.xls.xlsx.pdf.txt.csv.ppt.pptx)
- Additional Document 4**: Choose file, Browse, Upload (Format: doc.docx.xls.xlsx.pdf.txt.csv.ppt.pptx)
- Additional Document 5**: Choose file, Browse, Upload (Format: doc.docx.xls.xlsx.pdf.txt.csv.ppt.pptx)

After submission of case, customer can review the current status of the cases by selecting the "Customer Case Inquiry" from Left Sided Panel. If any of the cases are referred back as discrepant, client will receive an email, and the case will be held in the "Refer Back Cases" tab. Customer after attending/rectifying the discrepancy can re-submit the case accordingly.

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