

FAQs

What is the Money Manager App?

Our smartphone and tablet app is made specifically for your smartphone and tablet devices. It gives you fast and free access to account information, and uses your device's built-in functions to provide a better banking experience.

Why should I choose the Money Manager App?

The Money Manager App is quick to install, and easy to use for all your everyday banking needs

- It is your own bank: You have instant access and up-to-date information on your accounts, deposits, credit cards and finance.
- It is safe and secure: Using your online banking ID (User ID) and password for viewing details of your accounts, cards, finances, and deposits on the Money Manager App ensure that your accounts and transactions remain safe.
- It is fast: You only need to make a few clicks to get updated information of your account, cards, finances and deposits, and a few seconds to make bill payments, recharge your mobile, or transfer funds.
- It offers worldwide access: You can use the app anywhere and at any time, be it your home or office, or on the move.
- It saves time: Our app eliminates the need to drive up to a branch or look for a service centre. It is available 24x7, and is accessible at your own convenience.
- It is value-packed: We have it all in one comprehensive package, and are always adding more value-added services. You may also wish to know that it is free.

If I download the app, can I still use regular online banking through my mobile phone or tablet?

Yes, you can access both simultaneously, or on different devices. To log on to online banking through a mobile phone or tablet, type www.noorbank.com into the address bar of your browser and follow the usual procedures to log on and access the full suite of our online banking features. Please note that your device should be able to deliver the content.

Do I need to have a Noor Bank account to use the app?

Even if you are not a Noor Bank customer, you can access information and some functions on the app, without logging in:

- Open an account
- Find ATM and Branch locations in augmented reality
- Check current exchange rates
- Read about Noor Bank

Do I need to register for the Money Manager App?

In order to use all features of our Money Manager App, you must be a Noor Bank customer and be registered for online banking through a computer, laptop or mobile app. You will need to use your existing online banking username and password in order to login to the Noor Money Manager App.

What if I cannot remember my online banking login details?

- If you have forgotten your user ID: Please call our Phone Banking (800-6667) for assistance.
- If you have forgotten your login password: You should visit our online banking through a computer or laptop and access the 'Forgot password' option available at [Personal Online Banking](#) to reset your password.

Can I access the Money Manager App overseas?

As long as you are connected to the internet, you can access your account via our app, from any part of the world.

Can I pay my bills using the Money Manager App?

Yes, if you are a Noor Bank customer, you can pay bills for AADC, ADEWA, DEWA, SEWA, Etisalat, du and Fly Dubai. You can also recharge and top-up Etisalat and du prepaid mobile connections

What devices and operating systems does the app work on?

- Apple: iPhone, iPads or iPod Touch devices that have operating systems of IOS 4.3 and above.
- Android: Devices that feature version 2.3.3 and up

Is the Money Manager app secure?

Our Money Manager app employs the 128-bit Secure Socket Layer (SSL), one of the strongest encryption technologies used for safeguarding information against disclosure to third parties. Our SSL Certificate also ensures encryption from your browser to our back-end systems which protects information against any potential loss. However, you should avoid using the service when connected to a public Wi-Fi as the security of your details cannot be guaranteed.

What security precautions should I take while using the Money Manager app?

- Always lock your phone or tablet device when not in use. A password protects your device so that no-one can use it or view information.
- Avoid banking on public Wi-Fi networks as these are unsecure and could make you susceptible to attack from other Wi-Fi users.
- If you lose your mobile or tablet device, contact us immediately to temporarily block your Online Banking account.
- Monitor your financial records and accounts on a regular basis

What if I lose my mobile or tablet? Can someone commit fraud on my account?

To log in to the app, you always have to enter your username and password. Without this information no one will be able to access your account. As an additional fraud prevention measure you will always be asked for your secret question answer. To protect your log-in details you should never save them on your device. We also recommend using a password to protect access to your device.

How much does the app cost?

The Money Manager app is offered free of charge. You may incur internet data charges from your mobile service provider or internet service provider if you are connected via wireless internet. To confirm these charges, please contact your internet/mobile service provider.

How do I know I am downloading a legitimate app?

The Money Manager app is only available through the official Apple App store, or Google Play. To ensure your account's safety you should only download our app from either of these.

How can I update the app?

Once you have downloaded the app, you will be notified of new versions whenever they become available. If we need to make a critical update, you may need to visit the store that provided the app for your device. You can continue to use mobile banking once you have updated your app.

What should I do if I suspect unauthorised transactions on my account?

If you suspect any unauthorised transactions on your account, please report it immediately to our contact centre on 800-6667 by providing account and transaction details.

Who can I contact for help with the app?

Should you require help with the Money Manager app, simply call us on 800 6667 or send us an email to contactcentre@noorbank.com