FAQ – DBank Mobile Application

Q1) What is Doha Bank Mobile Banking or Tab Banking?

A1) Doha Bank Mobile Banking or Tab Banking is an application that allows you to access your bank account(s) using an iPhone or an iPad. You can view account related information, transfer funds, pay bills and recharge your mobile and a lot more using this application.

Q2) Who can use Doha Bank Mobile Banking or Tab Banking?

A2) An existing Doha Bank customer with a savings/current account registered with Internet banking can avail this facility.

Q3) Which Devices are supported by Doha Bank Mobile Banking or Tab Banking?

A3) iPhone or iPad with iOS version 5.1.1 and above.

Q4) How to download Doha Bank Mobile Banking or Tab Banking?

A4) In App Store – Search for 'Doha Bank Mobile Banking' or 'Doha Bank Tab Banking'.
Look for Doha Bank Logo with 'New' written on it.

Q5) How do I Activate Doha Bank Mobile Banking or Tab Banking?
A5) If you are an Existing Doha Bank Internet Banking User then simply use the Internet Banking credentials to login to Doha Bank Mobile Banking or Tab Banking application

Else

If you are a new user and you do not have Doha Bank Internet Banking credentials, then follow the below steps:-
1. Go to Doha Bank website. Click on DBank Online Register Link.
2. Enter preferred User id, ATM Detail and follow the wizard.
3. System will send internet banking credentials to your registered mobile number.
4. Change the first time password by Logging into Doha Bank Internet banking
5. Now you can login to Doha Bank Mobile Banking or Tab Banking with this new password.

Q6) Are there any charges for downloading Doha Bank Mobile Banking or Tab Banking?

A6) Doha Bank offers Doha Bank Mobile Banking or Tab Banking free of charge to its customers. You can download and use this application as and when needed without any charges levied by the Bank. Your mobile operator may levy charges for 4G/3G/2G/Edge/GPRS used to download the application. Please check with your operator for details.

Q7) In case I have not updated the new application from the app store then will I be able to use the old application?

A7) It depends on the release of the new application from Doha Bank. At certain points it is mandatory to update the new version of the application. The application will prompt you in case the update is mandatory. In all other cases the older application will keep working normally. However it is recommended to update your application to enjoy added services and features.

Q8) Can I access the service 24/7?

A8) Yes you can access the service anytime from anywhere.

Q9) Can I access Doha Bank Mobile Banking or Tab Banking outside the country?

A9) You can use Doha Bank Mobile Banking or Tab Banking application from any location that is supported by your service provider, however please note that the eOTP will be sent to your registered mobile number only.

Q10) What do I do if I have forgotten my Login password?

A10) Go to Doha Bank website.
1. Click on DBank Online Login.
2. Refer "Forgot Password" Section and follow instructions to reset your password.

Q11) What do I do if I have forgotten my User ID?

A11) Contact Doha Bank Call Center on:
- Doha: (+974) - 4445 6000
- UAE: (+971) - 4 - 3214333
- Kuwait: (+965) - 22917222

Q12) I have two or more iPhones or iPads, can I have access to Doha Bank Mobile Banking or Tab Banking for my account on all my devices?

A12) You can access Doha Bank Mobile Banking or Tab Banking application using two or more devices however the eOTP to login to the application will be sent to your registered mobile number only.

Q13) What happens if I permanently change my SIM card?

A13) In case you change your Mobile Number permanently (i.e. New SIM card from your service provider), we recommend that you Visit your home branch to update the new Mobile Number on our systems or call our Call Center on following number for details:
- Doha: (+974) - 4445 6000
- UAE: (+971) - 4 - 3214333
- Kuwait: (+965) - 22917222

Q14) In case the existing SIM is damaged, what happens if the SIM is changed for the same mobile?

A14) Changing your SIM card with the same mobile number will not disrupt access to Doha Bank Mobile Banking or Tab Banking service. You can continue to use the Doha Bank Mobile Banking or Tab Banking service when your SIM card is replaced.

Q15) Can my friend access his account using the Doha Bank Mobile Banking or Tab Banking application installed on my phone?

A15) Yes he can access his account using the Doha Bank Mobile Banking or Tab Banking application installed on your phone, however the eOTP, which is required to login to the application shall be sent to his registered mobile number only.

Q16) How secure is this application?

A16) Doha Bank Mobile Banking or Tab Banking service is highly secure. It has four layers of security built in addition to the second factor authentication of eOTP. Moreover, application does not store any sensitive information or transaction logs on the phone, which makes your Doha Bank Mobile Banking or Tab Banking experience totally secure. The Doha Bank Mobile Banking or Tab Banking service is a 'trusted' application. Data exchange from this application is encrypted based on best industry standards.

Q17) What is e-One Time Password (eOTP) ?

A17) e-One Time Password (eOTP) has been introduced as a second security authentication factor by Doha Bank to protect your account from online fraud. eOTP is a six digit code sent to you on your registered mobile number and on registered e-mail ID with Doha Bank. eOTP will be sent to you only when you complete the login process on Doha Bank Application on any device (Mobile/iPad).

Q18) What is validity of e-One Time Password (eOTP)?

A18) eOTP is valid for 20 minutes from the time it is generated. eOTP should be used within the timeline. When you properly logout from the application and try to login again, fresh eOTP will be generated and sent to you.

Q19) Will application work on jail broken devices?

A19) As part of our enhanced security users will not be able to access the application on Jail broken devices.