

Internet & Mobile Banking FAQs

1. I have an account on the current digital banking, do I need to register again?

- Yes, for security reasons, you will need to register on AIB's new online banking platforms. If you are a new or unregistered customer, please visit the nearest branch to apply for the service.

2. How to register for Internet Banking/Mobile Application?

- Select register for Internet Banking or Mobile Banking.
- Read & accept the security tips.
- Enter your National ID or Passport number.
- Enter your 6-digit account number.
- Enter your registered mobile number.
- Create Username.
 - *Should be between 5-20 characters.
 - *Do not use Arabic characters or spaces.
- Create Password.
 - * Must be at least 8 characters long.
 - * Should include at least 1 uppercase letter, 2 lowercase letters, 2 numbers, and 1 special character.
 - *Cannot use more than 2 repeated or sequential characters.
 - * Cannot use your username or date of birth.
- Confirm your Password.
- Enter the Captcha.
- Click "Register."
- Enter the OTP sent via SMS.
- Read then approve Terms & Conditions.
- Click "Confirm."

3. What can I do if my online banking account is locked?

To unlock your online banking account, please contact the call center team on 19604 or visit the nearest branch.

4. I forgot my password. What should I do?

- Click on “Forgot Password”.
- Choose either National ID or Passport ID.
- Enter your:-
 - National ID or Passport ID.
 - Username.
 - Account Number. (6 digits)
 - Mobile Number.
- Click on “Text New Password.”
- Enter the Captcha.
- Click “Submit”
- You will receive an SMS with a temporary password to AIB registered mobile number.
- After your first login, you will be asked to create a new password.

5. I forgot my username. What should I do?

- Click on forgot username.
- Choose either National ID or Passport ID.
- Enter your:-
 - National ID or Passport ID.
 - Account Number. (6 digits)
 - Mobile Number.
 - Password.
- Enter the Captcha.
- Click “Send Username.”
- You will receive SMS with your username to AIB registered mobile number.

6. How can I change or update my password?

- Login to your account.
- Navigate to the “Settings” Tab.
- Choose Security Settings.
- Select “Change Password”.
- Enter your Current Password.
- Enter your New Password and confirm it.
- Enter a token from (AIB Token) application.
- Click “Confirm”.

7. How can I select or change my language on Internet Banking or Mobile Banking?

Internet Banking:

- Login using your username and password.
- Click on “Settings.”
- Choose “Profile Settings.”
- Choose “Language Settings.”
- Choose your preferred language.
- Click “Update Language.”

Mobile Banking:

- Login to the application using your username and password.
- Click on “Settings.”
- Choose “Profile Settings.”
- Swipe to find the “Default Language” option.
- Select your preferred language.
- Click “Change the Language.”

8. How can I track my spendings?

- Login to your account
- Choose your preferred account.
- Click on “View more” tab.
- Select statistics.
- Choose your preferred category.

9. Do I have a limited number of beneficiaries that can be added?

- No, there is no limit to the number of beneficiaries you can add.

10. How to set up scheduled transactions?

- Login to your account and click on “Pay & Transfer.”
- Click on “Scheduled Transactions.”
- Choose your preferred account.
- Click on “Standing Orders”
- Click “Create New.”
- Fill in the required data.
- Click “Save.”

11. How can I view my notifications?

- Login to your account.
- Select the “Messages” tab.
- Click on “Mail” to view all your notifications.

12. What is the Token?

- AIB Token application generates a one-time password (OTP) needed to authorize transfers and other financial services through AIB online banking platforms.

13. How to register in the Token?

- Download AIB Token Application from Google Play or App Store.

Internet Banking:

- Open Internet banking.
- Click on Token Management tab → then select Token Activation.
- Open AIB Token Application while also accessing Internet banking.
- In the Token Application, click on Settings to get the Device ID.
- Go back to Internet banking, copy then paste the Device ID on the Internet banking.
- Enter your phone number registered in the bank then click on “Request OTP”.
- Enter the OTP received through SMS on Internet banking then, Scan QR from Internet Banking.
- Create a password for the Token Application to proceed in generating the token.
- Enter new 6 token digits to finalize the registration process.
- Logout & Log back in to activate the token.

Mobile Banking:

- Open mobile banking.
- Click on Token Management tab → then select Token Activation.
- Open AIB Token Application while also accessing mobile banking.
- In the Token Application, click on Settings to get the Device ID.
- Go back to mobile app, copy then paste the Device ID on the Internet banking.
- Enter your phone number registered in the bank then click on “Request OTP”.
- Enter the OTP on mobile banking then, choose to send code via Email or SMS.
- Copy the received code then paste it on AIB Mobile Banking.
- Create a password for the Token Application to proceed in generating the token.
- Enter new 6 token digits to finalize the registration process.
- Logout & Log back in to activate the token.

For further support, contact us on 19604.