

USER MANUAL

CERTIFICATE

Secure Email

Channel Reference: SE2511000020733

General Details

Applicant

1 Entity*

Topic* Certificate

2 Sub Topic* Balance Certificate

Certificate Fees

Account Number*

Bank Details

Bank Name* AlRayan Bank

Issuer's Reference*

Customer Instructions

Addressee* Mr. Smith

Exit Next

To request a certificate from the bank, you can follow the below steps:

Go to **Inquiry & Services**, then select **Secure Email**.

To request for a certificate, click **Create Secure Email**.

- 1 Select the **Entity** (if there is only one entity it will be selected automatically), and under **Topic**, select **Certificate**.
- 2 Then you can select a sub-topic, and the Account Number (dependent on some sub-topics, the account won't be requested) and lastly, input the Addressee.
- 3 Proceed by clicking Next which takes you to the preview section where you can go back, **Exit**, or **Submit**.

Secure Email

Certificates

Contact Helpdesk

Create Secure Email

Inquiry (17)

Draft (9)

Pending Approval (13)

Pending at Bank (30)

Rejected (9)

Select Preference

Standard

Advanced Filter

Search

Channel Reference	Entity	Topic	Sub Topic	Initiation Date	Request Type	Actions
SE25110000021909		Certificate	Audit Balance Confirmation	25/11/2025	Secure Email	
SE25110000021905		Certificate	Card Audit Confirmation	25/11/2025	Secure Email	
SE25110000021878		Certificate	Balance Certificate	25/11/2025	Secure Email	

SE25110000021909

Status

New

Applicant

Issuer's Reference

Request Type

Secure Email

Topic

Certificate

Sub Topic

Audit Balance Confirmation

Transaction Details

Events

Additional Information

Bank Attachments

No Bank Attachments

Customer Attachments

File Type	Date	Events	Event Status	Title	File Name	Attachment Status	Actions
	25/11/2025	New	New	SE25110000021909_25112500030273	SE25110000021909_25112500030273.pdf	Acknowledged	

Showing 1 - 1 of 1 Records

1

Rows per page: 5

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Go to **Secure email landing screen** to check your request status

To download the requested certificate:

Go to **inquiry**

Select your certificate request

Go to **“Details”**

Go to **“Additional information”**

Download pdf

2

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Certificate List

Advanced Filter

Search

Channel Reference	Entity	Entity Name	Topic	Initiation Date	Request Type	Action
SE25110000021855			Certificate	25/11/2025	Secure Email	Download
SE25110000021878			Certificate	25/11/2025	Secure Email	
SE25110000021905			Certificate	25/11/2025	Secure Email	
SE25110000021909			Certificate	25/11/2025	Secure Email	

Or; go to Secure email landing screen, and click on “Certificates” where you see all downloaded certificates.