



مصرف الريان
MASRAF AL RAYAN

FAQs

Frequently Asked Questions



BANKING PRODUCTS

Branding

How will the branding of the bank be different once the integration process is finished?

Masraf Al Rayan branded products and services will become available on operational integration day and will include:

1. Credit Cards
2. Debit Cards
3. Al Rayan Net
4. Al Rayan Mobile
5. Al Rayan Website

All other brand changes were rolled out during our merger day on 1 December 2021.

Branding/Products and Services

How will I know if things have changed?

You will receive an SMS notification once our services have resumed. You can also visit the Masraf Al Rayan website www.alrayan.com for more updates on service resumption. (hyperlinked to <https://www.alrayan.com/english/locate-us>)

BRANCH SERVICES

Can I still visit the branches to complete my banking transactions on the operational integration weekend?

Yes, during the operational integration, all Masraf Al Rayan branches with weekend work hours will operate as usual, including: Doha Festival City Branch, Wathnan Mall Branch, Umm Lekhba Branch, and City Center Branch.

Opening Hours:

Saturday to Thursday

Morning : 9 am to 2:30 pm

Evening : 3:30 pm to 9:00 pm

Friday : 3:30 pm to 9:00 pm

You can also bank with us anytime, from anywhere, using our alternate banking channels Al Rayan Net and Al Rayan Mobile.

For more information, please call our Contact Centre on +974 4425 3333

Which branches can I visit?

You can visit all of our branches. Our branch locations can be found here. (hyperlinked to <https://www.alrayan.com/english/locate-us>)

Can I still use branches or ATMs to deposit cash or cheques?

Yes, you can deposit cash or cheques using your new, active Masraf Al Rayan bank card/s at Masraf Al Rayan Deposit Machines as soon as the operational integration is completed.

For our ATM locations, please click here (hyperlinked to <https://www.alrayan.com/english/locate-us>).

Will there be a change to the branch working hours?

No, our working hours will remain unchanged.

Do I have to visit the branch to update my address and personal information?

No update is required at this time. Should we need a periodic update of your information in the future, your dedicated Relationship Manager will be in touch.

BANKING SERVICES

How will my banking experience change?

During the operational integration, some of our services might become temporarily unavailable, including:

1. Debit card services
2. Credit cards services
3. Internet banking
4. Mobile banking
5. Digital wallets

The disruption will not affect services across the board, so that customers will be able to access alternate services during the downtime, as applicable. You will receive an SMS notification prior to any service outage and will be notified once service is restored.

We ask for your patience during this brief disruption.

Do I need to re-enroll in Masraf Al Rayan internet and mobile banking?

Yes, you will need to register as a new user via Al Rayan Net or via the Al Rayan Mobile application. Please choose one of the following options to proceed with activation:

- a) Access our website <https://ebanking.alrayan.com> and Select "New User" to follow the instructions.
 - b) Download the Al Rayan Mobile application on your phone. Select "New User" to follow the instructions
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Will there be any effect on Masraf Al Rayan's ATMs?

Masraf Al Rayan ATMs will be available without disruption for cash withdrawals.

Cheque and cash deposits for customers holding Al Khaliji bank card/s will be impacted on Masraf Al Rayan Cash and Cheque Deposit Machines until customers activate their new Masraf Al Rayan bank cards.

For our ATM locations, click here (hyperlinked to <https://www.alrayan.com/english/locate-us>).

Will the Contact Centre number and email change?

You can reach our 24/7 Contact Centre on +974 4425 3333 or email wecare@alrayan.com

If you reach out to our old phone or email address, you will be rerouted automatically and put in touch with our customer service representatives.

Will my Relationship Manager's contact details change?

There will be no change in your Relationship Manager's contact details.

Whom should I contact if I have questions about my account?

You can call our 24/7 Contact Centre on +974 4425 3333 or approach your dedicated Relationship Manager at your convenience.

Will there be changes to the bank's website?

Yes, you can now find us at www.alrayan.com. For your convenience, you will automatically be rerouted from the old website.

Will there be any changes to my monthly statements?

Yes, your credit card statement will change. It will be issued and sent via email shortly after closing the credit card cycle on the 15th of every month.

Account statements will remain the same.

BANKING SERVICES

Can I still use my existing credit and debit cards?

Yes. Please note that you may continue to use your previous bank card(s) until your new Masraf Al Rayan card(s) are fully activated and operational, following the receipt of your PIN.

Will my previously issued cheques still be honoured?

Yes, previously issued cheque(s) and chequebook(s) will remain valid.

I am running low on cheques. Can I order a chequebook?

Yes, if you ran out of cheque book(s) following the system change, you can order new cheque book(s) either by visiting the nearest Masraf Al Rayan branch or online via Al Rayan Net and Al Rayan Mobile.

Will I still get the same expected profit for my Fusion account?

Yes, all our product benefits will remain the same.

What will happen to my Fixed Term Deposit?

Existing Term Deposits will be carried forward with the current terms until maturity, which is based on unrestricted Mudharabah.

Will automatic transfers, automatic financing payments, and direct deposits continue to work?

Yes, all existing standing orders, finance installments and direct debits will be processed until maturity or until they are terminated by the sender. To modify any of these services, please visit your nearest Masraf Al Rayan branch.

Will there be any effect on my existing financing?

No, existing financing will be carried forward with the remaining amount as is until maturity.

Will my financing number change?

Yes, a new number will be generated.

Can I still view my financing details online?

Yes, you can access your details online via Al Rayan Net and Al Rayan Mobile.

Will my car remain collateral until my vehicle financing is completely settled?

Yes, existing collaterals will be carried forward with the current terms until maturity or early settlement.

What will happen to my security cheques?

Existing security cheques will remain in our custody as they are until maturity or settlement.

What will happen to my overdraft line of credit?

Overdraft lines of credit will continue until year end. Your Relationship Manager will identify a Shari'a compliant alternative for you, to offer the same level of smooth, long-term account operation.

BANKING SERVICES

Can I apply for a new overdraft line of credit?

Yes, we will provide an alternative Shariah-compliant product to fulfil your short-term cash requirements. A conventional overdraft product will not be offered.

Can we rent a Safe Locker Box?

Yes, Safe Locker Boxes are available at our head office. To apply and for more information, please contact your Relationship Manager.

Will my loyalty account and my points remain?

Your monthly points are credited to your Qatar Airways Privilege Club membership number and will remain there at your disposal.

Do I get enrolled automatically in the loyalty programme?

Yes you will be enrolled to Q-Miles program. However, you can now collect Masraf Al Rayan points on credit card purchases and redeem your points for Cashback, Q-miles, Nojoom points and Al-Meera points. To change the points redemption option, please call our 24/7 Contact Centre: +974 4425 3333

Will my customer tier / segment change?

No, your segment will remain the same.

Will my number still be enrolled in your SMS system?

Yes, you will continue to receive your transaction notifications, OTPs and bank correspondence via your registered mobile number.

Will my account number change? If yes, then how I can get my IBAN?

If I am a salary transfer customer, do I need to give it to my employer?

Yes, your previous account number(s) will change. You can view your new account number(s) and IBAN via Masraf Al Rayan Net and Masraf Al Rayan Mobile.

To ensure seamless integration, your new account number(s) will be mapped to your old ones to credit transactions directly. Therefore, you do not need to give the new IBAN to your employer.

Will the Operational Integration affect my receivables (incoming SWIFT payments, etc.)?

Your new account number(s) will be mapped to your old ones to credit transactions directly. Therefore, all services will continue seamlessly.

Will the merger affect my Al Dhameen Working Finance request?

No, all features and benefits of the Al Dhameen Working Finance products will remain the same.

Will my finance rate change?

No, all features and conditions of the existing finance products will remain the same.

BANKING SERVICES

What is the frequency at which you will submit the profits for my deposits?

Existing deposits will be carried forward under the current terms and conditions until maturity or upon renewal. Your dedicated Relationship Manager can provide further investment options for new deposits.

Can I postpone financing installments?

Yes, salary transfer customers can defer financing installments as per Shari'a regulations. This is subject to terms and conditions.

Will my inward remittances be affected?

No, your new account number(s) will be mapped to your old ones to credit remittances directly. Therefore, all services will continue seamlessly.

Will there be an impact on my relationship with you as a Wholesale Banking customer?

There will be no change in your relationship. Our dedicated Relationship Managers will be in touch with our Wholesale Banking customers to discuss.

Will the login information for the Mobile and Internet Banking change?

Yes, the login information will change. Your dedicated Relationship Manager will be in touch to inform you of any changes to our services and products.

Will my account balances be affected?

No, your account balances will remain intact.

Will there be any changes to my Signature card's benefits?

Yes, our New Masraf Al Rayan Visa Signature cards will have a generous cash-back rewards scheme along with a host of benefits. You can contact your Relationship Manager for all details.

Will I need to add all my existing beneficiaries again to the new Masraf Al Rayan Mobile and Net user?

No, all your existing beneficiaries will be migrated to your new user profile.

What should I do if I need to make purchases or need cash during system outage?

During the operational integration weekend, some of our services might become temporarily unavailable, including Debit and Credit card services. The disruption will not affect services across the board, so that customers will be able to access alternate services during the downtime, as applicable. You will receive an SMS notification prior to any service outage and will be notified once service is restored. We ask for your patience during this brief disruption.

What do I need to do while Masraf Al Rayan is undergoing system change?

You will be notified by SMS or email prior to any service intermittence and once services have resumed. You can also visit the Masraf Al Rayan website www.alrayan.com for further updates on service resumption. (hyperlinked to <https://www.alrayan.com/english/locate-us>)