



FAQs

Private Banking





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Overview

Changes overview

What are the main changes that will happen to my banking services from August 17 2024?

The key changes to your banking services are as follows:

1. **Migration of Accounts:** All your accounts, including deposits, financings, and investments, will be automatically transferred to KFH.
2. **New Account Details:** You will receive a new unique KFH account number and IBAN.
3. **Common Customers Accounts:** If you were already a KFH customer before August 17 2024, your accounts will be merged under your existing KFH profile.
4. **Online Banking Services:** As of August 15 2024, [formerly AUBK] online banking services will be discontinued. You can access your accounts 24/7 via KFH's online platforms. Please refer to the dedicated section on the Online Banking Services for more information.
5. **Terms and Conditions:** Existing T&Cs will remain the same for all migrated products. Please ensure you have read and understood KFH's Terms and Conditions by clicking on the following:

[MORE DETAILS](#)

What are the products and services that will be suspended?

Most of your banking products and services will continue as they are without any change, with the notable exception of having new account numbers for all your existing accounts, and the need to start using KFH online banking due to the discontinuation of [formerly AUBK] online banking channels. To keep things simpler and more convenient for our customers, we have ensured the continued availability of the following services:

1. **Deposits, cash facilities, and non-cash facilities:** Your deposits, cash and non-cash facilities will be automatically migrated to KFH with no changes experienced.





2. Cards: You can continue using your [formerly AUBK] Debit and Credit Cards until they expire. After that, you will receive a new card from KFH.

3. Chequebooks: You can continue using your [formerly AUBK] chequebook. Your cheques will be processed for up to 7 months after August 18 2024.

4. Incoming payments/ payments arrangements: Incoming payments/payment arrangements from the formerly AUBK accounts will continue to be processed after August 17 2024 until further notice.

5. For new transfers, you will need to update the sender with your new KFH account details including the new SWIFT code: KFHOKWKW and the new IBAN / account number for your migrated account in KFH.

Any existing inward local or international payments to your (formerly AUBK) accounts will be automatically credited to your new KFH account. You will be informed in advance should there be any changes.

Downtime

Will there be any disruption to my banking services as the Bank completes the integration?

While we'll strive to keep most services available, there will likely be some unavoidable downtime for the (formerly AUBK) branches and online channels before August 17 2024. We'll provide detailed information about affected services and specific downtime windows closer to the date through KFH's official channels.

Support

Who should I contact if I have further questions?

For assistance, please contact the KFH contact center on 180 3333 or via WhatsApp. Branch staff are also happy to help.

For additional support, please reach out to your relationship manager.

Changes in existing contracts and products

Accounts and Deposits

How can I find my new account and IBAN number?

You can view all your new account & IBAN number through the following channels:

1. kfh.com: We have provided you with a dedicated page on KFH.COM to acknowledge your new account details. Please click on the below link and follow the steps.

[MORE DETAILS](#)





2. KFH Online: As of August 17 2024, you can sign up in KFH Online App using your [formerly AUBK] account number and debit card PIN code to view all your new KFH account (s).

3. Contact Center: Call 180 3333 and enter [formerly AUBK] account number and AUB debit card PIN code “for authentication” and our agents will be happy to provide you with required information.

4. Branches: You are welcome to visit any of our KFH branches to get the needed support from our team.

5. Relationship Manager: You can contact your assigned relationship manager directly.

Will there be any change to the terms and conditions related to my accounts and deposits?

Existing T&Cs will remain the same for all migrated products. Please ensure you have read and understood KFH’s Terms and Conditions by clicking on the following:

[MORE DETAILS](#)

When your product or service fees are contractual or time bound and agreed prior to the integration, they will remain as is until product maturity. For new banking products and services, fees are as per KFH official Tariff List.

[MORE DETAILS](#)

Will I have access to my account transaction history and statements?

Yes, you will have access to your account transaction history and account statements at any time through available channels: KFH branches, Contact Center at 180 3333 or via KFH Online App.

For additional support, please reach out to your relationship manager





How can I download my monthly account e-statements under my [formerly AUBK] account?

You can download your e-statements by visiting the “Account Statement” page on KFH Online App. For further information, please view the online banking section of these FAQs.

What will happen to my investment deposit accounts?

Your [formerly AUBK] investment deposit accounts will be migrated to KFH and you will have a new deposit account number. Any lien on your investment deposit account will also be transferred to your new investment deposit account at KFH.

Will my [formerly AUBK] deposits be renewed when they reach the maturity date?

Yes, deposits with automatic renewal option will be renewed with the same terms and conditions, unless you requested otherwise.

Will the profit rate on my investment deposit accounts remain the same until maturity?

Yes, the agreed profit rate on your Wakala investment deposit accounts will remain the same until maturity or early settlement. When your investment deposit account is renewed, KFH’s prevailing profit rates will be applied.

Can I cash out my deposits prior to their maturity without losing profit during operational integration?

You can cash out your deposits at any time. However, the entitled profits depend on the agreed terms and conditions of that product. Generally, early withdrawal or cashing out on deposits will likely result in partial/full profit loss.

What will happen to my Al-Hassad account and how will the prize scheme be affected?

Al-Hassad account and existing prize scheme will remain as is.

Salary Transfers and Payments

Will my salary be transferred to my new KFH account?

Yes, if your salary was being transferred to your [formerly AUBK] account, then it will be automatically transferred to your new KFH account with no action required from your end.





What will happen to payments due into my [formerly AUBK] account(s) after the integration?

Any payment due into your [formerly AUBK] account(s) will be transferred to your new KFH account(s) up to 7 months after August 17 2024. We advise you to inform your counterparties with new KFH account number(s) to ensure all payments are transferred up to 7 months from August 17 2024. For all new transfers, you will need to update the sender with your new KFH account details including the new SWIFT code and IBAN number.

What will happen to my direct debit arrangements to pay my [formerly AUBK] financing(s)?

Your current direct debit arrangements will be linked to your new KFH account. For additional support, please reach out to your relationship manager.

Can I deposit cash or cheques through KFH cash / cheque deposit machines using our [formerly AUBK] account number(s) after August 17 2024?

No, you will not be able to use your AUBK account number(s) to deposit cash or cheques through cash / cheque deposit machines from August 17 2024. Kindly use the new KFH account numbers when making deposits. If you are expecting deposits from a counterparty through these channels, please ensure you inform them of your new account numbers.

Chequebooks

Can I still use my [formerly AUBK] chequebook and will post-dated cheques be accepted?

First: For account holders who possess chequebooks with the formerly AUBK account numbers:

Please be advised that the current chequebooks will expire after two months from 18/8/2024. After this date, customers must refrain from issuing any further cheques. To obtain new chequebooks with an updated account number, they can visit any Kuwait Finance House branch.

Second: For beneficiaries of cheques drawn on the formerly AUBK and endorsed cheques, including cheques drawn outside Kuwait and honoured inside Kuwait:

These cheques must be submitted to Kuwait Finance House for encashment within 7 months. The validity period starts from 18/8/2024 and extends to 7 months. Please note that cheques cannot be cashed after this deadline.





Product and service fees

Will there be any change to the schedule of fees?

No change will occur regarding any ongoing contractual fees.

Financing

What will happen to my existing financing, and will the profit rate be affected?

Your existing financing will be transferred to KFH. It will continue under the same terms and conditions set out in your financing agreement, as well as any other financing-related document agreed with [formerly AUBK], including the profit rate until finance maturity.

I enjoyed competitive pricing with one of the two Banks, will the pricing change after the integration?

The pricing agreed for the existing product/ finance prior to the integration, will continue to be honored by the Bank until the facilities maturity. As for new/renewal of deals, KFH rates will prevail.

For additional support, please reach out to your relationship manager.

How can I find detailed information about my existing financing(s)?

You can view information on your existing financing through the KFH Online App. Additionally, you can request financing statements by calling the Contact Center at 180 3333 or visiting any of our branches.

For additional support, please reach out to your relationship manager.

Can I submit a financing request or increase the existing financing amount?

Yes, you can apply for additional financing, which will be subject to KFH's Terms and Conditions.

For additional support, please reach out to your relationship manager.





I have submitted a request for financing that has not been approved yet. What will happen to my application? Should I submit a new application?

You are not required to submit a new application. The Bank will process your application for financing as usual. You can contact the Contact Center at 180 3333 or visit one of our branches for further information.

For additional support, please reach out to your relationship manager.

Do I need to transfer my salary to KFH to pay my financing?

If your financing agreement did not require a salary transfer, you do not need to transfer your salary to KFH.

If your salary was transferred to your [formerly AUBK] account, this will automatically be moved to KFH, and your financing installments will continue to be deducted. There is no action required from your side.

Cards

Can I continue to use my [formerly AUBK] Debit Card?

You can continue to use your [formerly AUBK] Debit Card until it expires. After that, you will receive a new card from KFH. For further information, please contact KFH Contact Center at 180 3333 via call or WhatsApp.

Will my [formerly AUBK] Debit Card be replaced with a KFH Debit Card?

Yes, your [formerly AUBK] Debit Card will be replaced upon expiration with a KFH Debit Card in due course. However, you can continue to use your [formerly AUBK] Debit Card until it expires.

I forgot my [formerly AUBK] Debit Card PIN number, how can I reset it?

You can reset and set up a new PIN for your [formerly AUBK] Debit Card through any KFH ATM machine in KFH Branches.





Can I still use my [formerly AUBK] Credit Card?

You can continue to use your [formerly AUBK] credit card until expiration. A new mapped KFH credit card will be sent to you, and we encourage you to activate it and start using it as soon as possible. If you have not received your new KFH credit card, please call our Contact Center at 180 3333 and we will be happy to assist you.

What should I do in case my Credit / Debit Card is stolen or lost?

If your credit or debit card is lost or stolen, immediately report it to the KFH Contact Center at 180 3333 or visit the nearest branch. A new KFH card will be issued upon request, which can be delivered to you via courier or collected from any KFH branch.

Do I need to set up recurring payments / standing instructions again on my KFH credit card?

Your existing credit card from [formerly AUBK] remains active, as will the existing recurring payments and standing instructions linked to this card. Upon expiry, you will receive a new credit card from KFH. You will need to update your recurring payments and standing orders with the new card details.

I have submitted a credit card application that has not been approved yet. What will happen to my application? Should I submit a new application?

The Bank will process your credit card application as usual. You are not required to submit a new application. Please contact the call center or visit one of our branches for further information.

My credit card is expiring soon, how can I request a new one?

The bank will contact you approximately one month before your card's expiration date to confirm your delivery address for the new card. If this does not happen for any reason, you can track your new card by contacting the Contact Center at 180 3333 or by visiting your nearest branch.





Will there be any change on my Credit Card billing cycle?

Yes, KFH billing cycle will apply. KFH billing cycle starts on the 15th of each month.

Can I use [formerly AUBK] Apple Pay or Google Pay to perform the transaction?

Yes, you can use your [formerly AUBK] cards to perform transactions through both Apple Pay and Google Pay.

Can I perform all KFH transactions with [formerly AUBK] physical card?

Yes, all transactions can be performed with [formerly AUBK] physical card.

How can I dispute a card transaction?

To dispute a card transaction, you can visit any KFH branch or call the KFH Contact Center at 1803333.

Where can I view my card transactions, including pending transactions and available limit?

All card transactions, including pending transactions and available limits, can be viewed in the KFH Online App.

Rewards program

What is the Baitak Rewards program?

Baitak Rewards is KFH's Cards Loyalty program that rewards you for your purchases made with eligible KFH credit or prepaid cards. You can find your card's eligibility in the Baitak Rewards table below. For more information, please visit:

[MORE DETAILS](#)

What will happen to my Pearl Points after integration?

You can use your Pearl points until August 14, 2024. Your Pearl points balance will be converted into Baitak points under Baitak Rewards program starting from August 20, 2024.





Will my [formerly AUBK] card be eligible for Baitak Rewards?

To know if your card will be eligible for Baitak Rewards, please refer to the table below:

Product Description	Pearl Loyalty	Baitak Rewards Eligibility	Baitak Rewards Tier
MasterCard Standard (Revolving)	Yes	Yes	Green
MasterCard Plat Corporate (Revolving)	Yes	No	Not Available
MasterCard Platinum (Revolving)	Yes	Yes	Silver
MasterCard Platinum Select (Revolving)	Yes	Yes	Green
MasterCard Platinum Superior (Revolving)	Yes	Yes	Silver
MasterCard Platinum-GBP (Revolving)	Yes	No	Not Available
MasterCard World (Revolving)	Yes	Yes	Silver
Visa Classic Platinum (Revolving)	Yes	Yes	Green
Visa Gold Platinum (Revolving)	Yes	Yes	Silver
Visa Infinite (Revolving)	Yes	Yes	Silver
Visa Platinum(Revolving)	Yes	Yes	Silver
MasterCard Standard (Charge Card)	Yes	No	Not Available
MasterCard Plat Corporate (Charge Card)	Yes	Yes	Silver
MasterCard Platinum (Charge Card)	Yes	Yes	Silver
MasterCard Platinum Select (Charge Card)	Yes	Yes	Silver
MasterCard Platinum Superior (Charge Card)	Yes	Yes	Silver
MasterCard Platinum-GBP (Charge Card)	Yes	No	Not Available
MasterCard World (Charge Card)	Yes	Yes	Silver
Visa Classic Platinum(Charge Card)	Yes	Yes	Silver
Visa Gold Platinum (Charge Card)	Yes	Yes	Silver
Visa Infinite (Charge Card)	Yes	Yes	Black
Visa Platinum (Charge Card)	Yes	Yes	Green
MasterCard Prepaid-KD	Yes	Yes	Silver

This document is subject to revision, change, and amendment at KFH's discretion.





How do I earn Baitak Rewards points and what are the tiers?

You can earn Baitak Rewards points for all purchases made with your eligible credit or prepaid cards. Please see the table below for details on the points earned for each tier:

Baitak Rewards Tiers	Green	Silver	Black
Earn Rate for 1 KD	5 points	10 points	15 points
Participating Merchants Multiplier	up to x20	up to X20	up to x20
Redemption Options	<ul style="list-style-type: none">- Online Marketplace- Participating Merchant E-Vouchers	<ul style="list-style-type: none">- Online Marketplace- Participating Merchant E Vouchers- Donation- Transfer to Friend- Points Exchange- Travel Catalogue	<ul style="list-style-type: none">- Online Marketplace- Participating Merchant E-Vouchers- Donation- Transfer to Friend- Points Exchange- Travel Catalogue

For more information, please click on the following:

[MORE DETAILS](#)

How do I redeem Baitak Rewards?

You can redeem Baitak Rewards points for airline miles, travelling, dining, donations and more. Baitak Rewards can be redeemed instantly or through Baitak Rewards application. To learn more, please click on the following:

[MORE DETAILS](#)





Will I be able to benefit from [formerly AUBK] instant discount partners?

You will gain access to a large network of discounts, or partners offers via KFH Online App or by clicking the below link.

[MORE DETAILS](#)

Impact on channels and service coverage

Online banking

Can I use my [formerly AUBK] Mobile Banking App after the integration?

No, [formerly AUBK] Mobile Banking App will be discontinued. Please sign up if you are not already registered or log into the KFH Online App to access your accounts.

I was a user of the [formerly AUBK] Mobile Banking App, can I now start using the KFH Online App?

If you're a previous customer of the formerly AUBK only, you can start using KFH Online from August 17 2024. If you are a common customer (formerly AUBK and KFH) and you have an active account with KFH, you can use KFH Online as usual.

Are my login credentials (e.g Password, username etc.) the same as before?

If you are not already registered, please sign up starting from August 17, 2024. If you are a common customer of both KFH and formerly AUBK and have an active KFH Online account, you can continue using it as usual.





I have accounts in [formerly AUBK] and KFH. Can I see all my account(s) together on the KFH Online App?

Yes, your [formerly AUBK] account can be accessed through the KFH Online App as of August 17 2024, allowing you to view all accounts. Please use your existing KFH login credentials, or sign up if you are not registered, to get access.

I had registered for the [formerly AUBK] Mobile Banking App, but never logged in. Do I need to register again to access KFH Online App?

Yes, please sign up as of August 17 2024 if you are not registered already or log into KFH Online App to access your accounts.

Can I find all my previously added beneficiaries?

As of August 17 2024, we will automatically transfer all your active beneficiaries from [formerly AUBK] to KFH. If you were unable to see an existing beneficiary, it means that we were unable to process due to insufficient details provided. Kindly register the beneficiary again through KFH Online App.

I had [formerly AUBK] and KFH accounts, with the same beneficiaries set up on both accounts. Were these beneficiaries transferred to KFH?

Common beneficiaries between [formerly AUBK] and KFH accounts will not be transferred to KFH. As a result, you will not see duplicate beneficiaries in your existing KFH account.

Branches

Which branches can I visit for my banking services?

You can visit any of KFH branches for your banking transactions:

[MORE DETAILS](#)

Will there be changes in branch working hours?

There will be no change to branch working hours. You can continue visiting our branches for your banking transactions. Branch timings are available in the link below for your reference:

[MORE DETAILS](#)





ATMs

Can I use any of KFH ATM services (e.g. deposit/withdrawal etc.) free of charge?

You will be able to use the Bank's extended network, free of charge for your daily banking operations.

Call center

Will I be able to continue calling [formerly AUBK] Call Center?

You can reach out to the KFH Contact Center on 180 3333 via call or WhatsApp. Calls to [formerly AUBK] contact center number 181 2000 will be automatically rerouted to the KFH contact center.

SMS banking

Will I be able to continue receiving SMS banking services?

From August 17 2024, you will receive SMS messages and OTPs from KFH.

Customers with Existing KFH accounts

Merged accounts

If I have both KFH account and [formerly AUBK] account, will my bank accounts be consolidated?

Your accounts in both banks will not be consolidated. However, at August 17 2024, your [formerly AUBK] accounts will be automatically migrated under your existing KFH profile.

Which account number should I use?

As of August 17 2024, you will be able to use all your accounts including the migrated accounts from [formerly AUBK].





Financing

Will my financing with KFH and [formerly AUBK] be consolidated?

Your financing will not be consolidated and will continue to be treated separately. A summary of all your financings will be available in a consolidated statement and can also be viewed on KFH Online App.

For additional support, please reach out to your relationship manager.

Credit limit

Have my credit limits been impacted?

No, your credit limits remain the same for the banking relationships you currently have. They will be reviewed periodically in line with KFH policy.

I am a [formerly AUBK] Private Banking customer, would my banking tier change?

Private Banking clients will experience no major changes after August 17 2024. The clients will remain in the same segment and will receive the same privileges as KFH PB clients. In addition to that, the clients will enjoy a wider range of products and services locally and globally through KFH & subsidiaries. Clients will be informed of any changes in the future if they occur.





What are the features and advantages of KFH Private Banking customers?

Private banking clients will enjoy a wider range of products and services locally and globally through KFH & subsidiaries. As a KFH Private Banking client, you will enjoy a wide range of advantages and benefits including the following:

- A dedicated Excellency Relationship Manager with in-depth market experience who can guide you on some of the best ways to capitalize on your wealth.
- A Relationship Officer to ensure all your immediate services and banking needs are well looked after.
- Your Relationship Manager is further supported by a team of certified wealth experts and asset specialists in order to provide you with solutions for your individual needs in the most efficient manner.
- Unlimited chequebooks, free standing instructions, banker's cheques and bill payments online or at the branch.
- Preferential pricing on various services and discount on KFH flagship credit cards' annual fees.
- A Specialized financing team with depth of market experience in local and global RE, Equities and other individual financing needs.
- Access to exclusive events and memberships courtesy.

Will I need to transfer the title deed of the property financed (Ijarah) by formerly AUBK to KFH?

The title deed of an Ijarah financed property owned by [formerly AUBK] will be transferred to KFH at the Ministry of Justice in the State of Kuwait. No action is required from the clients for this transaction.

For additional support, please reach out to your relationship manager.

Further support

If I have any further questions, where can I find more information?

You can reach us 24/7 by contacting our KFH Contact Center at 180 3333 or via KFH WhatsApp. You are also welcome to visit our branches during working hours. We will be happy to assist you.





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