

What is RAKBANK's Digital Banking?

RAKBANK's Digital Banking platform is known for its exceptional speed and convenience, providing customers with a seamless banking experience. Our platform offers a wide range of capabilities, allowing you to apply for new products, review balances and transactions, transfer funds, pay bills, and even initiate service requests. Accessing Digital Banking is easy - simply visit our web portal at www.rakbank.ae or download the RAKBANK App from the App Store or Play Store.

What are the fees for Digital Banking?

Signing up for RAKBANK Digital Banking is free of charge. However, please be aware that certain service requests and transactions may incur fees when performed through Digital Banking. Detailed information regarding these charges can be found within the disclaimers of the respective service or transaction journey.

How do I register for RAKBANK Digital Banking?

You can instantly register for Digital Banking by following these steps:

1. Begin by downloading the RAKBANK App from the App Store or Play Store.
2. Once downloaded, open the app and click on "Register."
3. Choose to enter either your account number or card number.
4. Confirm your mobile number.
5. Input the OTP received on your registered mobile number.
6. Enter your card PIN.
7. Create a unique user ID.
8. Set a secure password and enter your registered email address.

That's it! You can use the same user ID and password to log in to Digital Banking through the web portal as well. Additionally, you have the option to set up the biometric login feature (fingerprint or face identification)

Is a transaction password required in RAKBANK Digital Banking?

No, RAKBANK Digital Banking eliminates the need for a transaction password. We ensure the security of your transactions by using One Time Passwords (OTP) and RAKToken.

How can I enable a USER ID that was disabled due to incorrect login attempts?

To enable your disabled Digital Banking USER ID, simply click on the "Enable User ID" button on the login page and follow the on screen instructions.

How can I retrieve my USER ID or Password in case I forget them?

In the event that you forget your USER ID or Password, you can easily retrieve them by clicking the "Forgot User ID" or "Forgot Password" button on the login page and follow the on screen instructions.



www.rakbank.ae