



“Ma’ak Online” Clients Guide For Activating Gold Debit Card

19700



“Ma’ak Online” Gold Debit card activation

In order to activate your Gold debit card, you need to enroll yourself in the phone banking service

Therefore please follow the below steps:

Call 1

Call 19700 from your registered mobile number in the bank and choose the language, retail clients, then “Ma’ak Online” clients to access the Phone Banking service and follow the below directions:



To access your accounts, enter your customer ID provided by the branch



Enter your National ID number



Please hang up



You will receive an SMS with One Time Password on your mobile

Call 2

Call 19700 maximum within one hour from receiving the One Time Password and follow the below instructions:



To access your accounts, enter your customer ID provided by the branch



Enter the received One Time Password



Create your own 5 digits Password



Re-enter the created Password

Now your “Phone Banking service” is activated

* Now you have successfully enrolled in the Phone Banking service. Your permanent user ID is your customer ID number and your password is the new one you created

As you are now authenticated and you are on the phone banking menu, please press (0) to be directed to an agent to activate your Gold Debit Card



* All terms and conditions apply

For more information, please visit qnbalahli.com or call 19700