

QNB WhatsApp for business

FAQ

- **What is QNB WhatsApp for business?**

WhatsApp for business is a general inquiry service which enables the client to:

- Get more information about all QNB products and services for Retail and SMEs.
- Locate the nearest branch/ATM/ cash deposit ATMs/ special needs branches and lounge branches.
- Inquire on the bank currency Exchange rate.
- Check the latest Discounts & Offers.
- Apply for products to be contacted shortly by a bank representation.

- **How to access QNB WhatsApp for business service?**

Service is available on **002 0219700**. Client can save the number and send a message or scan the QR code through the website, or any of the bank channels.

- **Who is eligible to contact the bank through WhatsApp?**

This service is available for all QNB clients and non- clients.

- **Which language can be used on QNB WhatsApp for business service?**

This service is **bilingual** as it is available in Arabic and English.

-How QNB WhatsApp for business service will be able to locate the nearest branch/ATM?

Locate the nearest branch or ATM with ease, Client will share his/her current location and the service will show the nearest 5 branches/ATMs. Also, it shows the address and the working hours for each branch, the lounge branches location, special needs branches locations, the ATMs locations for cash withdrawal, the ATMs locations for cash deposit.

-How Can I send complaint to Quality department through WhatsApp for business?

From Main menu “Complaints & Suggestions.”

-Is it possible to inquire about personal account details or share any attachment through QNB WhatsApp for business?

QNB WhatsApp for business service is a general inquiry service and client must not share any attachment or personal information such as national ID, customer ID, account number, card number...etc.



If the client wants to inquire about his/her bank account, he/she can use the mobile banking, or the internet banking services.

- **Will the client be able to check the products & services interest rates & fees while inquiring through WhatsApp for business service?**

WhatsApp for business service includes the CDs & TDs interest rates, also it includes the products tariffs.

- **Will the client be able to apply for a product through QNB WhatsApp for business?**

Client can select to “Apply” on selected products through the WhatsApp by only entering his/her email address and one of bank’s representatives will contact him/her shortly after.

- **Will i be able to chat with the bank representative through WhatsApp?**

Client can chat with one of our representative within the predefined working hours

- **Will client be able to check the exchange rates from QNB WhatsApp for business?**

Client can check the exchange rates by choosing the service from the retail menu without entering any details.

- **How to rate QNB WhatsApp for business service or share an opinion?**

Client can rate the service and leave a comment after the end of the session.