

CBD Digital Current Account

Frequently Asked Questions

Q: What is a CBD Digital Current Account?

A: CBD Digital Current Account is an account opened by a customer exclusively through CBD Mobile App, without visiting a branch/bank representative to open the account.

Q: How can a CBD Digital Current Account be opened?

A: The CBD Digital Current Account can be opened in three quick easy steps:

1. Download the CBD Mobile App from the App store, Google Play store or Huawei App Gallery
2. Register your details and scan your Emirates ID
3. Open your account

Q: What are the features of CBD Digital Current Account?

A: Customers can enjoy easy seamless digital banking with benefits such as:

1. 2 free international remittances per month
2. Free debit card
3. Amazing discounts at over 500 brands on the CBD App and much more

Q: Is there a minimum balance to be maintained in the CBD Digital Current Account?

A: Yes, a monthly average balance of AED 5,000 is to be maintained in the account to avoid fall below fees.

Q: What are the charges if the minimum monthly average balance is not maintained?

A: A fall below fee of AED 25 (AED 100 effective 1 Jan 2024) (excluding VAT) will be applied if the minimum monthly average balance is not maintained.

Q: Are there any alternatives to avoid the fall below fee?

A: Yes, the fall below fee can be avoided if any ONE of the below criteria is met:

- Minimum monthly average balance
- Salary transfer
- Active loan/finance facility (Personal, Auto or Mortgage)
- Funded CBD Investr account linked to the CBD account
- Accounts opened as a bundled proposition with Credit Cards

Q: Is there a minimum salary requirement for opening CBD Digital Current Account?

A: No, there is no minimum salary requirement for opening the CBD Digital Current Account.

Q: What is a CBD Digital Current Account with Smiles and how to apply for it?

A: The CBD Digital Current Account with Smiles has the same features of a CBD Digital Current Account along with the facility to earn Etisalat Smiles points.

Etisalat Smiles earning criteria:

1. Earn Smiles on your **debit card purchases** equivalent to **1 Smiles point for every AED 4** you spend
2. Earn Smiles on your **Etisalat bill payment** equivalent to **2 Smiles points on each AED** paid for an Etisalat bill paid through CBD App
3. Earn Smiles on your **remittances** equivalent to **10 Smiles points on every AED 1,000** or more for international remittance done through CBD App
4. Earn Smiles on your **monthly average balance*** based on the below grid:

Monthly Average Balance	Monthly Smiles
Less than 10,000	0
10,000 to 20,000	500
20,000 to 50,000	1,500
50,000 or above	2,500

*Excludes E-Saver accounts, Mustaqbali accounts and Deposits

To apply for a CBD Digital Current Account with Smiles, the customer would have to enter the promo code **ETS20** at the time of opening the CBD Digital Current Account for the first time.

Q: How will the Etisalat Smiles points be credited?

A: The Bank will notify Etisalat to credit Smiles points, for eligible customers, to the registered UAE mobile number in the Bank's records. The mobile number will be automatically enrolled through Etisalat to earn Smiles and the customer will be notified of enrolment and earning activities via email and/or SMS by Etisalat.

Q: When will the Etisalat Smiles points be credited?

A: For all eligible transactions and balances, earned Smiles points for a given month will be processed by the 20th of the following month.

Q: How can I check available Smiles points and redeem them?

A: Smiles points balance check and redemption can be done through Etisalat Smiles App.

Q: When will the debit card be delivered?

A: The debit card will be delivered within one week of account opening subject to Bank's requisite regulatory checks.

Q: When will the Digital Current Account be activated?

A: The CBD Digital Current Account will be instantly activated with transactions initially capped at AED 5,000 for inward credit and spends. The account will be fully activated for all transactions without any restrictions after debit card delivery and subject to approvals.

Q: How can the debit card be activated?

A: The debit card can be activated instantly by the customer either by sending an SMS or through the mobile App. Details are mentioned in the debit card carrier sent along with the card.

Q: Can CBD debit cards be used internationally?

A: CBD provides an international debit card which can be used worldwide.

Q: How can a customer remit funds internationally?

A: Customers can remit easily by following the below steps and enjoy 2 free remittances per month:

- Log in to CBD Mobile App
- Go to transfer screen and add local/international beneficiary details and bank details
- Enter OTP sent to the registered mobile number and verify
- Once beneficiary is activated, select amount* to be sent and transfer the money

CBD has quick remittance facilities to India/Pakistan/Bangladesh/Philippines. For more details please [click here](#)

*Please note that remittances both outward and inward will be governed by the restrictions till such time as the account is fully activated.

Q: Can a CBD Digital Current Account be opened if the customer is holding an account with another bank?

A: Yes, other bank account customers can open a CBD Digital Current Account as well. However, existing CBD account customers are not eligible to open a CBD Digital Current Account.

Q: Is the CBD Digital Current account considered as Savings account?

A: No, The CBD Digital Current Account is a Current account. However, customers can also open a new Savings account once the Current account is successfully opened.

Q: What are the modes of depositing funds in CBD Digital Current Account?

A: Funds can be transferred to CBD Digital Current Account from any local or international bank account. Also, cash can be deposited into the account through CBD Cash Deposit Machines at various locations.

[Click here](#) to locate the nearest Cash Deposit Machine

Q: Will the CBD Digital Current Account be closed for account inactivity?

A: In case of no customer-initiated activity in the account for three (3) consecutive months and with zero balance, the Bank will initiate an automatic account closure provided the date of closure is at least six (6) months after account opening date.

Q: Can a CBD Digital Current Account customer apply for a credit card?

A: Yes, the customer can apply for a CBD Credit Card by logging to CBD Mobile App and requesting for the same. The credit card application will be subject to Bank's verification process and approval will be at Bank's sole discretion.