

## FAQs for bm Wallet

### 1. What is bm Wallet?

bm Wallet is a digital wallet app provided to you by bank muscat to help you transact with us anytime, anywhere. The service is available 24/7, 365 days a year. It's a digital wallet on your mobile device which allows you to smoothly transact with your money.

- bm Wallet app is available free of cost in both English and Arabic in IOS and Android app stores.
- You can add funds to your bm Wallet account via bank muscat debit cards, mBanking , Internet banking, ATMs or CDMs.
- Once you add funds to your bm Wallet account, you can send money to your friends in bank muscat just by using their mobile no.
- You can also transfer money to non-bank muscat customer's wallets by using their mobile no / alias if they are registered with central banks mpclear platform.
- You can also transfer the funds back from your bm wallet to your bank muscat account.

### 2. How do I download/access for bm Wallet?

You can access bm Wallet app on all IOS and Android devices having good internet connectivity.

- iPhone users can download the app free from the Apple iTunes Store.
- For Android users, the app is also available through Android Market (Google Play)

### 3. How do I register for bm Wallet app?

On downloading the app, you will be asked to select your preferred language. On doing so you will see the Login/Registration screen in your preferred language.

You will have to click on Registration button and have to enter following details.

- bank muscat ATM/Debit Card number
- 4 digit ATM/Debit Card number
- Mobile Number registered with the bank
- Confirm your KYC details with the bank and Set your Alias name
- Set your security question and answer
- Set your preferred wallet PIN
- Accept Terms and Conditions
- Enter Activation code (OTP) that will be sent to your mobile phone

Please Note – the registration is only allowed on the "Mobile Number registered with the bank" and for the "bank muscat ATM/Debit Card holders". In case you need to update details of your debit card or mobile number, you need to visit the bank branch so that you can proceed with the wallet registration.

#### **4. What are the features offered in bm Wallet?**

You can avail following services in bm Wallet:

a. Load Money

To use all the features provided by the wallet app, first step is to add funds into your bm Wallet account once you are successfully registered. You can add funds to your wallet account in following ways:

- Bank muscat Debit Cards
- Internet Banking Service
- Mobile Banking Service
- ATM/Cash Deposit Machines

b. Send Money to other bm wallet customers

- You can send money instantly to your friends who are bm wallet customers, by using their mobile number that is registered with bm wallet.
- Even if they do not have bm Wallet account, but as long as they are muscat customers, you will be able to send money to them. Once you send money, they will receive an SMS notifying them and they will get a link to download bm Wallet app. They will have to register on bm Wallet app to access the money.
- If your friend somehow fails to register on bm wallet, then the money you have sent will be credited back to your bm Wallet account after 24 hours and you can use the same for other transactions.
- This service is available completely free of cost.

c. Transfer to Bank Services

1. You can do instant fund transfers from your bm Wallet account to any other bank's wallet in Oman by using the mobile number / alias of the other banks wallet holders.

This service shall be processed by the Central Bank of Oman's Mobile clearing and switching system platform (mpClear).

2. You can make instant fund transfers back your bm Wallet account to your or any other bank muscat account number.

Both these services will be executed instantly and these are available 24/7, 365 days a year And that too completely free of cost.

d. Transaction History

You can view all your transactions carried out from your bm Wallet account here. You can even select date range to view your transactions for past 90 days.

e. Favorite Transactions

You can mark your frequently carried out transactions which makes your life easy while doing repetitive transactions.

f. Profile Management

You can add your profile picture and update your email id at your convenience. You can also change your wallet PIN from 'Wallet PIN Change' option. We advise you to keep your bm Wallet PIN secret and change the Wallet PIN at regular intervals for additional security.

**5. Can I save my card details in my bm Wallet account?**

bm wallet is fully compliant to PCI-DSS standards and uses ultra-strong encryption to protect your personal information and money! Your debit card details and personal information are not stored on your phone.

**6. Can I remove my saved card from bm Wallet?**

Yes, you always have an option to delete your saved cards from your bm Wallet account. You just need to click on delete button in the 'My Wallet' Section and confirm the same by entering your wallet PIN.

**7. What are the applicable limits for load money transactions on bm wallet?**

Following are the limits that are applicable:

Limits	Amount (RO)
Daily	300
Weekly	2100
Monthly	5000

Please Note that at any point in time, bm Wallet balance cannot be more than 300 OMR.

**8. Can I send money to my friends using their mobile number even if they do not have bm Wallet accounts?**

Yes, you can send money to your friends even if they do not have bm Wallet accounts. But they will have to register on bm Wallet app to access the money sent. In this case, they will receive an SMS notifying with a download bm Wallet app link.

Once your friend registers on bm wallet with the same mobile number to which you have sent the money, the money will be credited to his bm wallet account instantly. But your friend should register within 24 hours of you initiating the transaction.

**9. What will happen to my money if the beneficiary to whom I have transferred money does not register on bm Wallet app?**

If the beneficiary somehow fails to register on bm wallet with the same mobile number to which you have sent the money in 24 hours, then the money you have sent will be credited back to your account immediately after 24 hours and you can use the same for other transactions.

Till that time the transaction is marked as 'pending' in your transaction history.

**10. What will happen if send money transaction is marked as 'pending' in my transaction history?**

In case your transfer is marked as 'Pending', you need not worry as you will be notified via SMS/Email once the transfer is completed.

**11. What are the maximum daily limits for debit in my bm wallet account?**

Following are the maximum daily limits for debit in your bm wallet account:

Limits	Amount (RO)
Daily	100
Weekly	700
Monthly	3100

These maximum daily limits for debit in your bm wallet account can comprise of any of the following transactions:

- a. Send Money to other bm wallet customers
- b. Send Money to bank muscat account
- c. Send Money to other Oman bank customers wallet mobile no's using Central Bank of Oman's Mobile clearing and switching system platform.

**12. how can I use "transfer to bank" service to send money other Oman bank customers wallet mobile no or alias name?**

You can actually do transfers to other Oman bank customers wallet mobile no's.

This service is executed by using Central Bank of Oman's Mobile clearing and switching system platform.

All you need is to enter mobile no or alias name of the beneficiary who is registered on some different bank's wallet system within Oman, select the bank name, enter the amount and wallet pin.

This transaction will be processed instantly.

**13. Can I transfer funds from my bm Wallet account to bank muscat account and when will this transactions be processed?**

Yes, you can transfer funds from your bm Wallet account to bank muscat account by entering your or any other bank muscat customers account number.

The money will be transferred instantly to the bank muscat account number.

**14. What will happen if transfer to bank transaction is marked as 'pending' in my transaction history?**

In case your transfer is marked as 'Pending', you need not worry as you will be notified via SMS/Email once the transfer is completed.

**15. Do customer need to pay any charges for transfer to bank either using bank account number or mobile number/alias name and what are the daily limits?**

You don't have to pay any charges for doing the transfers.

Following are the limits that are applicable:

Limits	Amount (RO)
Daily	100
Weekly	700
Monthly	3,100

\*\* The above limits are applicable for transfer to bank muscat account and for transfer to other bank wallet's id transactions.

**16. Can I save the beneficiary bank account details in my bm Wallet account?**

Yes, the beneficiary account details will always be saved once the transaction is done from the mobile. You can view the saved details under 'My Wallet' Section.

**17. What do I do if I have forgotten my wallet PIN?**

You can use the 'Forgot PIN' option on the login screen which will redirect you to screen where you will be required to enter your Oman National ID no. After that OTP would be sent to your registered mobile number. Post authentication you would be allowed to set your new wallet PIN.

### **18. What is the validity of an OTP?**

OTP received as an flash SMS on your mobile number will be valid for 150 seconds after this you will have to tap on "Resend OTP" option to receive new OTP.

### **19. What will happen if I don't receive OTP, in this case how do I create my account?**

You will see an option called "Resend" on the same screen in the bm Wallet app where you have to enter OTP. Kindly tap on "Resend" to reinitiate sending the OTP to your mobile number.

### **20. What happens if I change my phone or if I lost my phone?**

If you change your phone, you still can access your bm Wallet account from the new device, with same login details (Mobile no and Wallet PIN). You will be flashed an OTP for authentication in this scenario.

If you have lost your phone, then you will have to call our call center 2479 5555 so that we can deactivate your account.

### **21. What happens if I permanently change my mobile no?**

If you change your mobile no, then you should visit bank muscat branch to update the mobile number first. Once your new number is updated in our records, you can register anew wallet with the updated mobile number.

You should also transfer funds from old wallet mobile number to your new mobile number wallet.

### **22. In case the existing SIM is damaged, what happens if the SIM is changed for the same mobile?**

Changing your SIM card with the same mobile number will not disrupt access to bm Wallet app.

### **23. Can I access bm Wallet app outside Oman?**

You can use bm Wallet app from any location that is supported by your telecom service provider.

### **24. How secure is the app?**

bm Wallet app is highly secure. App does not store any sensitive information or transaction logs on the phone, which makes your bm Wallet experience totally secure. Apart from this bank muscat have other robust security features built into the app.