



Shababi Youth Account – FAQ

1. Who is eligible for the contactless wristband?

All Shababi Youth account holders aged between 18 to 23.

2. I am not a Bank Muscat customer, can I apply for the card?

Yes, you would need to visit the branch and apply for a Shababi youth account. You will then be eligible for the contactless wristband.

3. I have a general account, though I am within the 18 to 23 age group.

Am I eligible to receive the contactless wristband?

No, only customers who hold a Shababi account are eligible.

4. How can I apply for the contactless wristband?

You will need to visit the nearest branch and fill the application form required.

5. Is the band available in different colours?

The band is available only in grey at present.

6. How long does it take for me to get the wristband?

There are 21 branches which have the wristband in stock. Based on the availability at the branch you are visiting, you can receive it immediately. However, the remaining branches would take 2-4 working days for the capital region and 3-5 working days for regions outside Muscat.

Following are the branches that currently have a limited stock of the wristband:

- Sultan Qaboos University
- Sohar
- Al Saada
- Buraimi Main RD
- Ibri (Jubail)
- Sur Al Afiah
- Salalah 23rd July
- Musanna
- Al Khuwair
- Maabela Industrial Branch
- Knowledge Oasis Muscat
- Al Khoud
- Wushail Rustaq Branch
- Al Amerat
- Samail
- Ibra
- Bausher Branch
- Barka
- Nizwa
- Rumais
- Head Office Branch

7. What are the transactional limits of the wearable?

Transaction below RO 20	(Just tap (No PIN required
Maximum number of transaction per day without PIN	transaction 10
Transaction above 20	PIN required
Total amount per day without PIN	RO 60

*Kindly note, if the allowed count or limit of Just-Tap is exceeded, the limit will be reset the following day or after performing a transaction above RO 20 with PIN.

8. How much is the contactless wristband?

RO 5

9. How can I pay for my wristband?

You will be charged RO 5; which will be directly debited from your account.

10. Is the wristband water-proof?

No

11. What material is the wristband made of?

Silicone

12. Can I have more than 1 wristband?

No; only 1 contactless wristband per account is permissible.

13. What should I do if my wristband is stolen/lost?

Immediately contact the call center at 24795555; you also have the option to block the card in the wristband using the Bank Muscat mobile banking application.

14. Can I use my wristband abroad?

Yes; you can use the wristband on machines that support the contactless feature.

15. Will I be able to use my wristband at a contactless ATM?

Yes you can; if the ATM supports the contactless feature.

16. Can I insert the wristband's plastic card into an ATM?

No

17. Can I use the wristband to perform online/e-commerce transactions?

No

18. What is the activation process?

1. Call 24795555
2. Enter your 16-digit card details from the card that is within the welcome kit, followed by the expiry date (mm/yy) mentioned
3. Select the option to "Create or Reset PIN" #3 on the command menu.
4. You will receive an OTP on your registered mobile number
5. Press 1 to enter the OTP
6. Enter a new 4-digit PIN of your choice.

19. What is the replacement process?

It is the same process as applying for a new one. Note, the wristband (card & wristband) are obtained as one set.

20. Should I dispose the card after I activate it?

No. Kindly hold on to the plastic card that comes with the pack as you might need it for future reference in case of:

- Card Replacement
- Lost/Stolen card – reporting to call centre
- Change PIN number