

FAQs for customers:

1. How does a Wallet customer know about the closure?

- a. Notification SMS sent by Bank will reflect available 2 options:
 - Contact Us option on Web-site: <https://www.ahlipay.com.qa/ahlipay/en/individual>
 - 24x7 Contact Centre : 44205275

2. When will the Ahli Pay wallet system be closed and dis-able all transactions?

- a. Ahli Pay Wallet system will be closed on end of business 30th June 2025 (Monday). Individual and entity wallet customer can utilize, transfer or withdraw their funds before this date.
- b. Customers will be unable to login or conduct any transactions after this date.

3. What actions should be taken by individual wallet customer before 30th June 2025?

- a. Individual wallet holder has to login to the wallet to utilize the available funds through:
 - “Send money” option to transfer funds to beneficiary wallet using their Mobile Number
 - “Bill Payment” option for making payments to Kahramaa, Ooredoo and Vodafone
 - “Transfer to Account” option to move wallet balance to bank account
 - Use Ahli Bank ATM for withdrawing cash of minimum QAR 50 and multiples thereof
- b. Thereafter, select “Close Wallet” option under “Profile menu”.

4. What actions should be taken by entity wallet customer before 30th June 2025?

- a. Entity wallet holder has to stop accepting payments from Ahli Pay wallet on 30th June 2025.
- b. Thereafter, entity should transfer all available funds to their Bank accounts on 30th June 2025.

5. What are the alternate accounts that we can recommend to individual customer closing the wallet?

- a. Offer Al Rabeh Savings account highlighting Draw benefits on savings of QAR 10,000 and more.
- b. This offer should be made to customers with monthly income of QAR 7,000 and more.
- c. Guide customer to visit the nearest branch for account opening carrying required documents.

6. When will Bank dis-able the use of ATMs for wallet customers?

- a. Wallet customer will not be able to use ATM end of business 30th June 2025.

7. What will happen if customer does not withdraw the wallet funds before 30th June 2025?

Customer will be sent 3 notifications to withdraw the wallet funds by 30th June 2025. The below process is applicable for customer who approaches the Bank after this date:

- a. Wallet customer having ABQ CIF / Accounts will receive credit in their ABQ accounts:
 - IT will run a one-time script to transfer Wallet balance to their accounts and update wallet status as closed.
 - No charges will be levied to customer for this service.
- b. Wallet customer without ABQ CIF/Account, will have to visit _____ Branch and provide request for refund.
 - Individual customer has to provide written request, original QID, Passport registered on the wallet
 - Entity's authorized representative has to provide request, copy of Commercial Registration, original QID and Passport of representative, Copy of QID for the company owner/partner
 - Refund will be done using Manager Cheque / Demand Draft only in name of wallet holder after deducting applicable fees published on Bank's web-site
<https://www.ahlibank.com.qa/Library/Assets/FeesChargesAccountsEN-113823.pdf>