



ALJAZIRA PHONE  
9 2000 6666



How to use AlJazira Phone

# How to use AlJazira Phone 9 2000 6666

## How to register in AlJazira Phone service

**To register in AlJazira Phone services, you must have the following cards ready:**

- A. Primary & activated Debit Card.  
OR
- B. Primary & activated Credit Card.

### **Registration using your primary & activated debit card:**

1. Call AlJazira Phone Number 9 2000 6666 (+966 9 2000 6666 if you are outside the Kingdom).
2. After selecting your preferred language, choose option 2.
3. Enter your full debit card number.
4. Enter your Debit card PIN code.
5. Choose a new 4-digits PIN code for IVR services.
6. Re-Enter the new 4-digits IVR PIN code again.
7. If you are not calling from a registered mobile, an OTP (One Time Password) will be sent to your registered mobile and you must validate the OTP code received in your mobile to proceed to the next step.
8. If all provided information are valid, you will be successfully registered in AlJazira Phone services and you can login to the service.

### **Using your primary activated credit card:**

1. Call AlJazira Phone Number 9 2000 6666 (+966 9 2000 6666 if you are outside the Kingdom).
2. After selecting your preferred language, choose option 2.
3. Enter your full credit card number.
4. You will be transferred to a call center agent to validate your information.
5. After validation, you will be redirected to IVR system to complete the registration process.
6. Choose a new 4-digits PIN code for IVR services.
7. Re-Enter the new 4-digits IVR PIN code.
8. If all provided information are valid, you will be successfully registered in AlJazira Phone services and you can login to the service.

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### How to login to Phone Banking services

1. Call AlJazira Phone Number 9 2000 6666 (+966 9 2000 6666 if you are outside the Kingdom).
2. After selecting your preferred language, choose option 1.
3. Enter the full debit/credit card number which you have used in the registration process. If you are not registered in the service, please refer to the above steps.
4. Enter your IVR 4-digits PIN code.
5. If you are not calling from a registered mobile, an OTP will be sent to your registered mobile and you must validate the OTP code received in your mobile to proceed.
6. You have successfully logged in and you can access AlJazira Phone banking services.

### AlJazira Phone Services (Only for Authenticated Customers)

#### • Account Services:

1. Account Balance Inquiry
2. Account mini-statement (last five transactions to date)
3. Funds Transfer
  - A. Between own accounts
  - B. Within Bank Aljazira
  - C. Local KSA transfer
  - D. International Transfer
  - E. Charity Transfer
  - F. Transfer funds to household labors
4. Beneficiaries Services
  - A. Add new beneficiary
  - B. Activate new beneficiaries
  - C. Delete beneficiaries
5. IBAN
  - A. Account IBAN number inquiry
  - B. Send account IBAN number to registered mobile number
6. Cheque book order

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- **Credit Cards Services:**

1. Establish Credit Card PIN number
2. Credit card transactions inquiry
3. Transfer funds from current account to own credit cards. (Not applicable for open portfolio customers)
4. Stop a stolen/lost card
5. Transfer funds from current account to other Bank Aljazira credit cards. (Not applicable for open portfolio customers)
6. Transfer available cash from credit card to current account. (Not applicable for open portfolio customers)
7. Activate Credit Card
8. Loyalty program services:
  - A. Get current points/miles balance
  - B. Convert point's rewards to cash
  - C. Transactions history
9. Credit Card Email statement
10. Enable/Disable Credit Card Online transactions
11. AJWAA Credit Card Services

- **SADAD Services:**

1. **SADAD bill payment:**
  - A. Pay saved bills
  - B. Pay new bills
  - C. Add new bill
  - D. Recharge prepaid mobiles
2. **Ministry of Interior payments:**
  - A. Alien Control
  - B. Traffic violations
  - C. Driving licenses
  - D. Motor/Vehicle services
  - E. Saudi Passports
  - F. Labor Importation
  - G. Civil Registration
  - H. Deportation Service

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- **Personal Finance Services:**

1. Existing Loans outstanding balance inquiry
2. Next payment details

- **Debit Card Services:**

1. Establish debit card PIN (For digital bank customers only)
2. Activate debit card
3. Report a lost or stolen card
4. Stop a lost or stolen card (Automated service is available for authenticated customers)
5. Change card's POS transactions limit

- **Activate Absher Services**

- **IPO Subscription**

### AlJazira Phone Services (No Authentication required)

- **Report a lost or stolen Debit/Credit card**
- **Online account and debit card activation services**
- **Beneficiaries activation services**
- **Complaints and suggestions**
- **Other Services:**
  - A. Branches and ATM locator
  - B. FX Rates

# How to use AlJazira Phone 9 2000 6666

## Beneficiary Activation Services 800 244 1020

You can use this service to activate Pending-Activation beneficiaries, if added through AlJazira Online.

**No registration required to access the service, but you must have an active and primary debit card in hand.**

First, call 800 244 1020 from inside KSA and choose your preferred language.

1. Select identification method:

**National ID or Iqama**

**OR**

**Full debit card number**

2. Then, enter the debit card PIN code. (NOTE, THIS IS NOT IVR PIN CODE).
3. If you are not calling from a registered mobile, an OTP will be sent to your registered mobile and you must validate the OTP code received in your mobile to proceed.
4. The system will avail two main options;  
Please select one option:
  - A. To activate all beneficiaries, press 1
  - B. To activate a specific beneficiary press 2
5. After proceeding with the required option, the beneficiary/beneficiaries will be activated and you can start transferring funds using Bank AlJazira's digital banking channels (AlJazira Phone, AlJazira Online, AlJazira SMART, AlJazira ATM).