

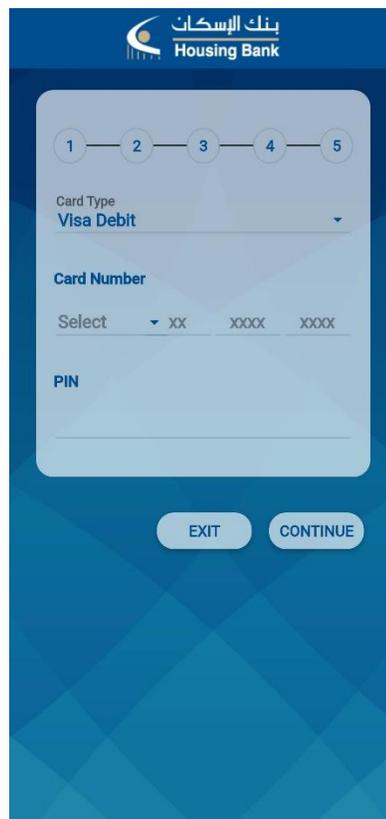
eFAWATEERcom Service User Guide

1. "Iskan Mobile" subscription

1- Search for the "Housing bank new mobile Banking" application through App Store, Google Play, or Huawei AppGallery.

2- Download the application on your smartphone.

3- Tap "Register Now" on the main page.

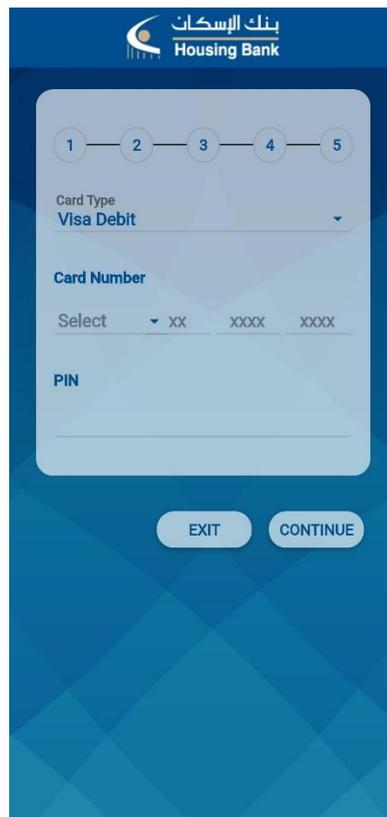


The screenshot shows the registration screen of the Housing Bank mobile app. At the top, the logo for "بنك الإسكان Housing Bank" is displayed. Below the logo, there are five numbered steps (1-5) in a horizontal line. The main form area contains the following fields:

- Card Type:** A dropdown menu currently showing "Visa Debit".
- Card Number:** A field with a "Select" dropdown and three input boxes containing "xx", "xxxx", and "xxxx".
- PIN:** A field with a horizontal line for input.

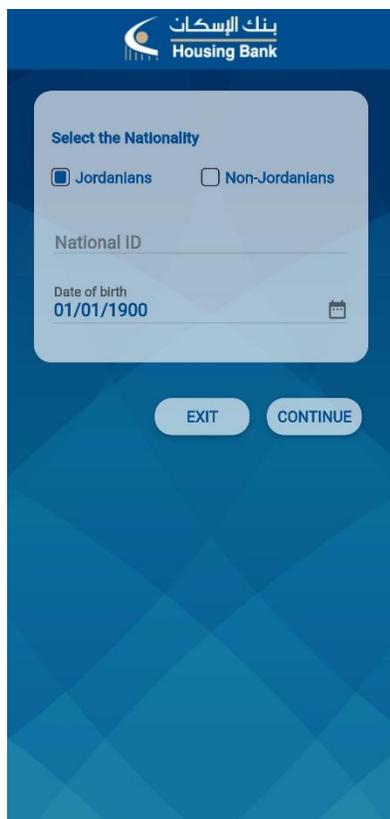
At the bottom of the form, there are two buttons: "EXIT" and "CONTINUE".

4- Enter the (16 digits) number of the ATM card, enter the card's PIN (4 digits), and then tap "Continue"



The screenshot shows the Housing Bank mobile app interface for card entry. At the top, the bank's logo and name "بنك الإسكان Housing Bank" are displayed. Below this, there are five numbered circles (1-5) for card verification. The "Card Type" is set to "Visa Debit". The "Card Number" field is partially filled with "xx xxxx xxxx" and has a "Select" dropdown menu. The "PIN" field is empty. At the bottom, there are two buttons: "EXIT" and "CONTINUE".

5- Enter your personal information (National ID Number or Passport Number for non-Jordanian customers, Date of Birth) and then tap "Continue"

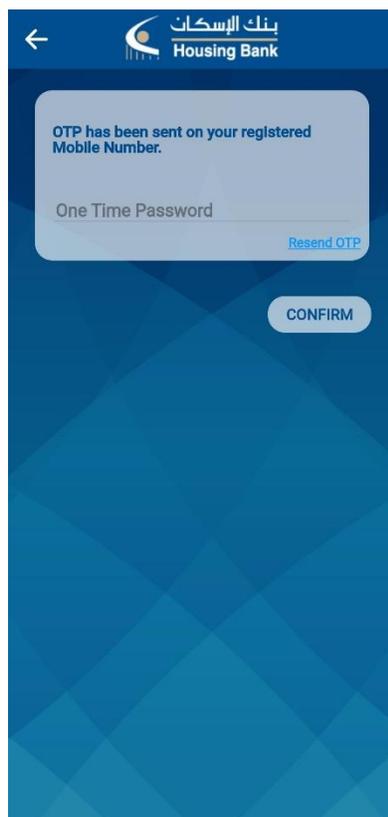


The screenshot shows the registration screen of the Housing Bank app. At the top, the bank's logo and name are displayed in Arabic and English. The main content area is a light blue rounded rectangle containing the following elements:

- Select the Nationality:** Two radio button options: "Jordanians" (which is selected) and "Non-Jordanians".
- National ID:** A text input field that is currently empty.
- Date of birth:** A date picker showing "01/01/1900" with a calendar icon to its right.

At the bottom of the form, there are two buttons: "EXIT" and "CONTINUE".

6- A verification code will be sent to your registered phone number, fill it, then tap "Continue"

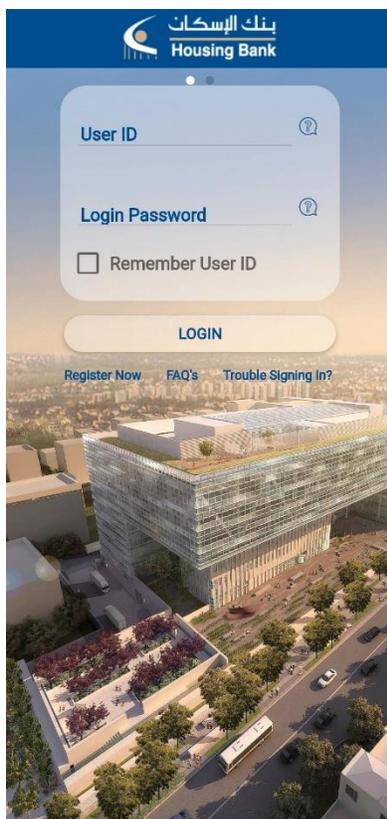


7- Create your password for Mobile Banking which must contain letters, numbers, and special characters.



The screenshot shows the password creation interface of the Housing Bank mobile app. At the top, there is a blue header with a white back arrow on the left and the bank's logo and name 'بنك الإسكان Housing Bank' on the right. Below the header is a light blue rounded rectangle containing two text input fields. The first field is labeled 'New Password' and the second is labeled 'Confirm New Password'. Each field has a small question mark icon to its right. Below the input fields is a white rounded button with the text 'CONTINUE' in blue capital letters. The background of the app is a dark blue color with a subtle geometric pattern of overlapping diamond shapes in lighter shades of blue.

8- Go to the main page and enter the account number (8 digits) placed at the bottom of your ATM card, then PIN (which you created when registering).



2. How to pay postpaid bills using eFAWATEERcom service

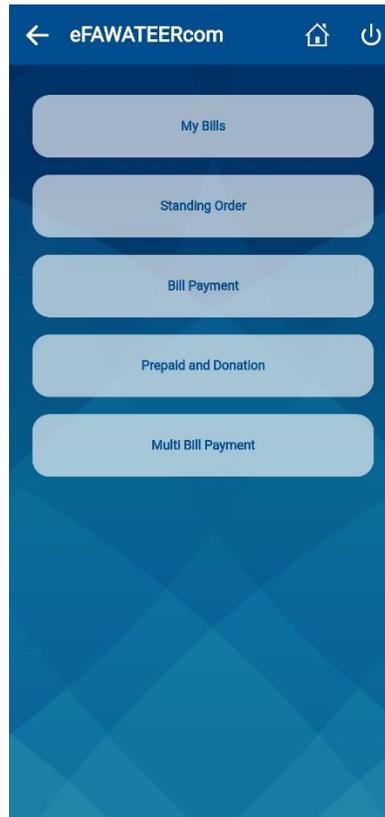
1- Login to Iskan mobile.

2- Tap "Payments"

3- Tap " eFAWATEERcom"

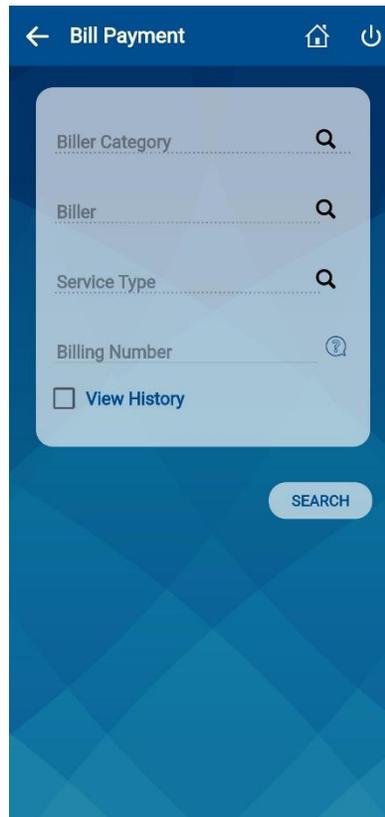


4- Choose "Bill Payment"

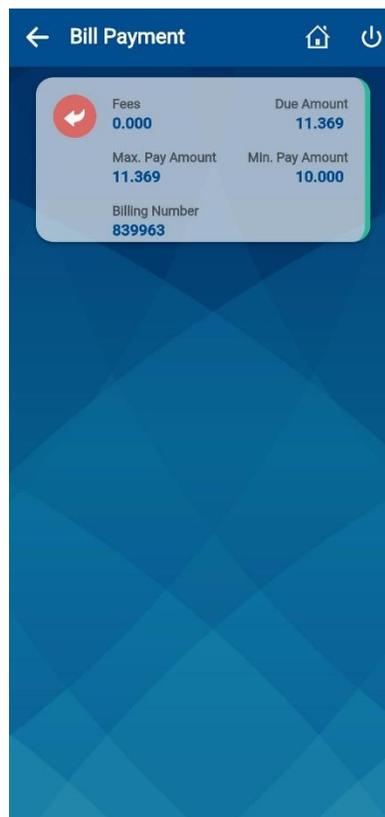


5- Enter the biller category, biller, service type, and billing number.

6- Tap "Search" to view the details you want to pay.



7- Choose the bill itself.

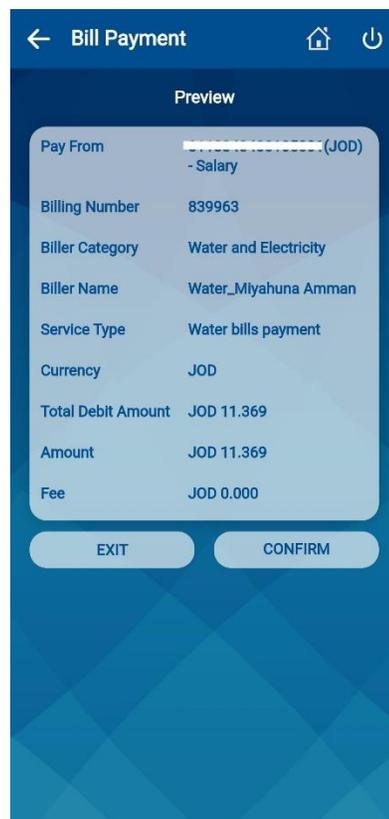


8- Choose the payment method either through accounts or through credit cards.

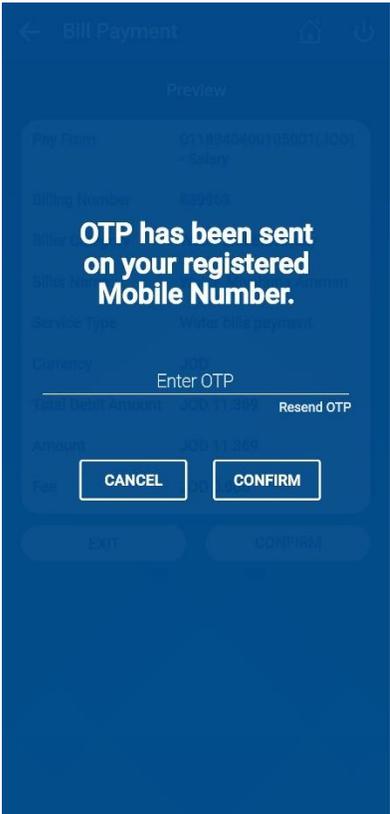
9- Tap "Continue"



10- Tap "Confirm" to complete the payment process or "Exit" to cancel.

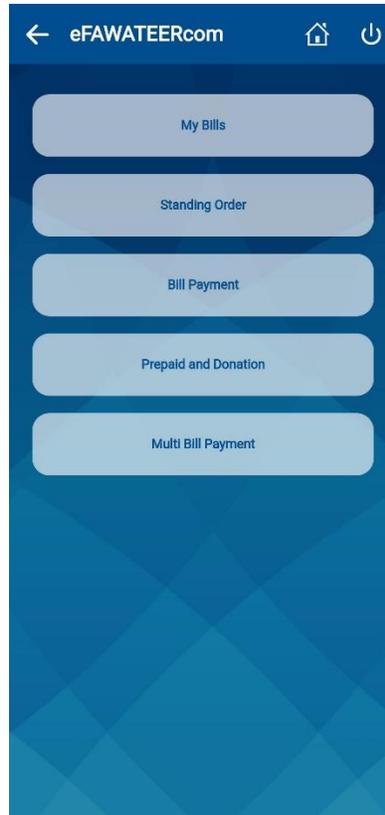


11- A verification code will be sent to your registered phone number; fill it, then tap "Confirm"



3. How to save bills into customer profile:

1- Tap "My Bills"

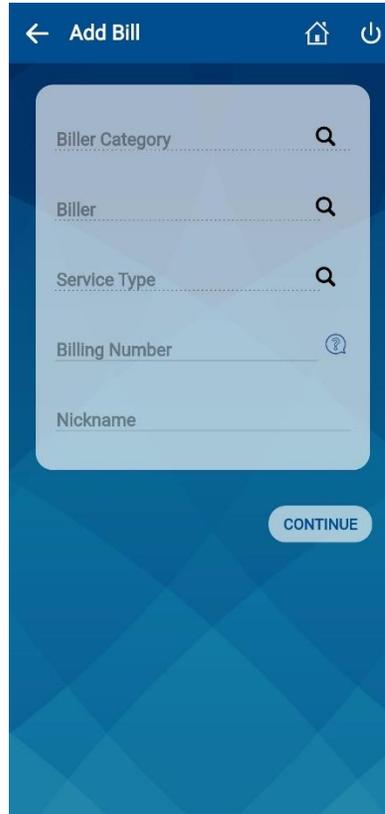


2- Choose the add button at the bottom of the screen.



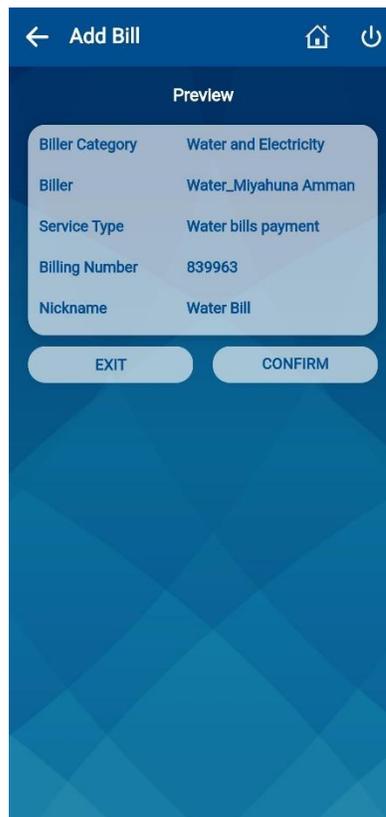
3- Enter the biller category, biller, service type, and billing number. Also, fill in the "Nickname" field with the appropriate name for the added invoice.

4- Tap "Continue"



The screenshot shows a mobile application interface for adding a bill. The title bar at the top is dark blue and contains a back arrow, the text "Add Bill", a home icon, and a power icon. Below the title bar is a light blue rounded rectangle containing five input fields: "Biller Category" with a magnifying glass icon, "Biller" with a magnifying glass icon, "Service Type" with a magnifying glass icon, "Billing Number" with a question mark icon, and "Nickname". At the bottom right of the form is a white button with the text "CONTINUE". The background of the application is a dark blue gradient with a diamond pattern.

5- Tap "Confirm" to complete the process of adding the invoice or "Exit" to cancel the addition process.



How to pay prepaid bills using eFAWATEERcom service

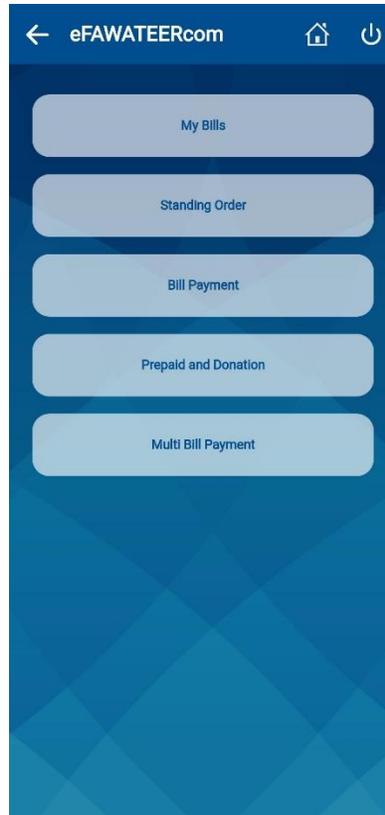
1- Login to Iskan mobile.

2- Choose "Payments"

3- Tap on "eFAWATEERcom"



4- Tap "Prepaid and Donation"

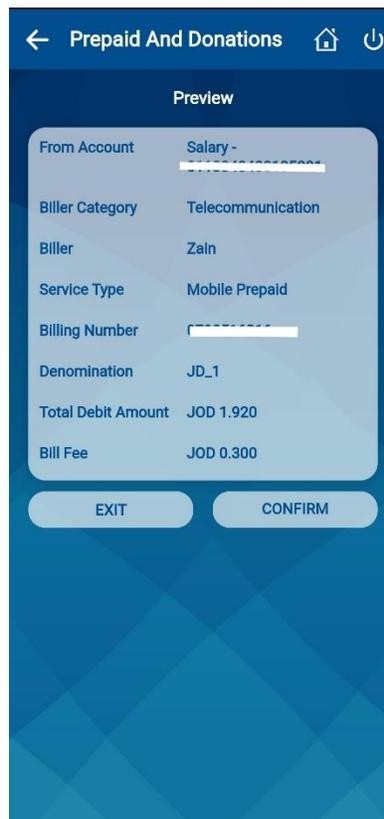


5- Enter the biller category, biller, service type in addition to the billing number.

6- Tap "Search" to view the details you need to pay.

The screenshot shows a mobile application interface with a dark blue header. The header contains a back arrow, the text "Prepaid And Donations", a home icon, and a power icon. Below the header is a light blue rounded rectangle containing several search filters: "Biller Category" with a dropdown arrow, "Biller" with a dropdown arrow, "Service Type" with a dropdown arrow, two radio buttons labeled "Accounts" (selected) and "Credit Cards", and "From Account" with a dropdown arrow. At the bottom right of the rounded rectangle is a white button with the text "CONTINUE". The background of the app is a dark blue gradient with a diamond pattern.

10- Tap "Confirm" to complete the payment process or "Exit" to cancel.



11- A verification code will be sent to your registered phone number; fill it, then choose "Confirm"

