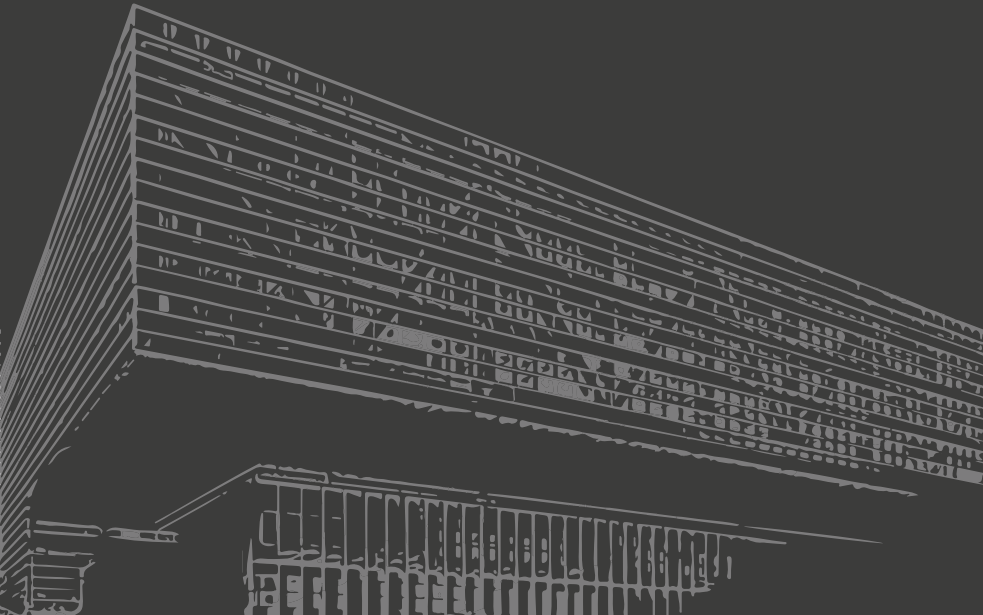
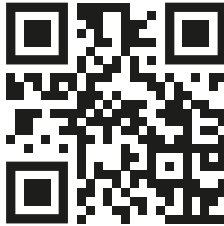


User Manual



Scan the QR code to
view the features booklet



Card Number:

Consists of 16-digit numbers, for online shopping purposes.

Validity:

Your card will be valid until the month/ year shown on your card.

Name:

Please check if your name is accurately printed.



Security Code:

This code will be used in some websites to verify the card details.



To Activate Your Card Please Follow the Steps Below:

Contact our Iskan 24/7 Call Center on +962 6 5200400

or our toll-free number on 080022111 at anytime

- For English press 2
- For Housing Bank customer service press 1
- Enter your 8-digit Customer Information File (CIF number) that can be found on your debit card. You can refer to the picture below to know where your CIF number is placed
- Enter your debit card PIN number
- Press the star key (*) to speak to Iskan 24/7 representative to assist you in activating your card
- If you don't have a debit card, please contact your branch to help you in activating your card
- Your credit card is activated for online usage and Contactless Card Service with specific credit limits set by the bank, and you can increase or cancel the limit for the online usage or Contactless Card Service by calling us or visiting one of our branches

CIF number:

Enter your 8-digit Customer Information File number.



General Guidelines:

- Avoid bending the card or exposing it to heat and magnet.
- Avoid writing your PIN on the card or disclosing it to anyone.
- If your card is stolen or lost, contact your branch immediately or call any of the below numbers to block your card:
 - Iskan 24/7 Call Center on +962 6 5200400
 - Toll-free number 080022111
- You can use your card for local and international purchases and cash withdrawal.
- Please consider updating your mobile phone number regularly; in order to receive SMS and OTP (One Time Password) notifications for E-commerce purchases.
- You can activate your card through Housing Bank E-channels.