

BBK
NEW ONLINE BANKING AND MOBILE APP

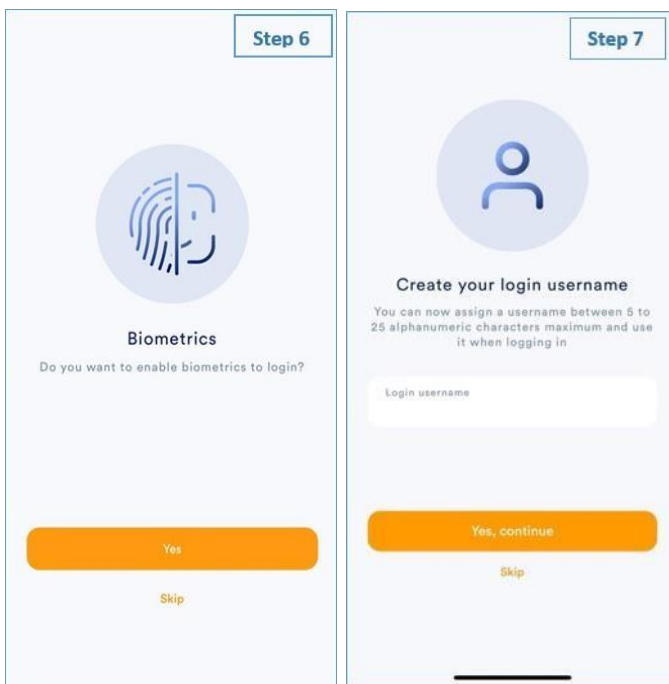
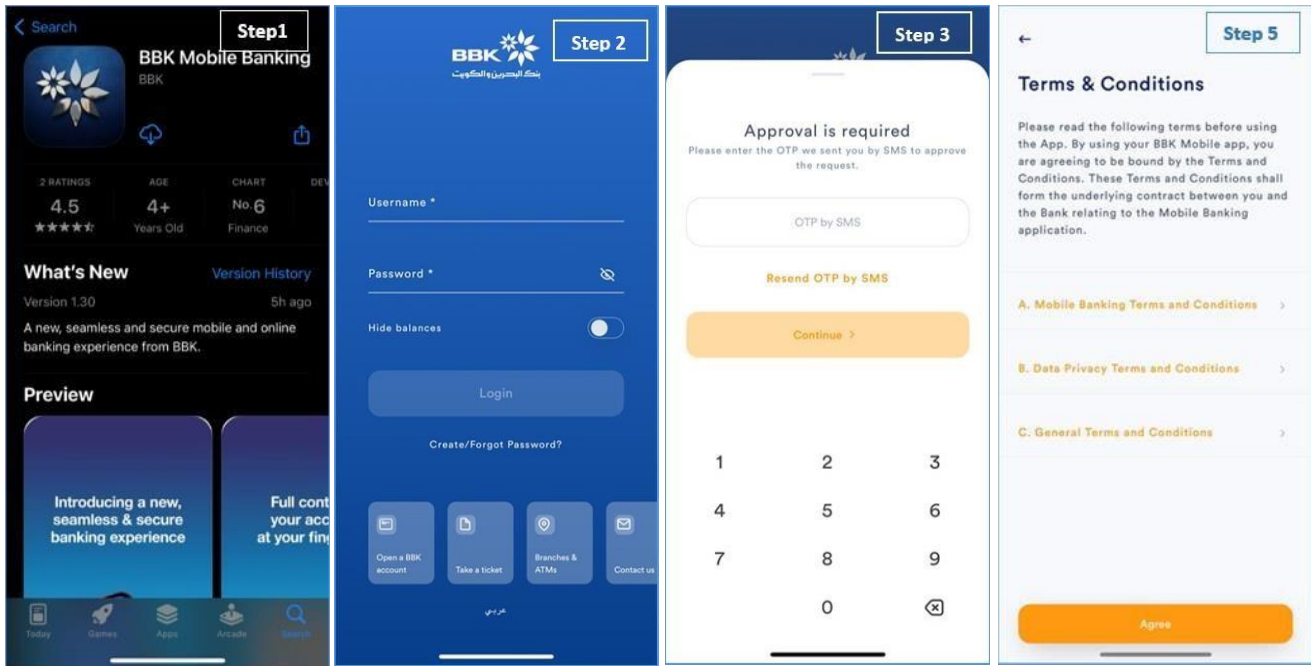


*Customers who are not registered in
the OLD Mobile/Online Banking
please visit BBK Branch to register*

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Device registration

1. Download the mobile app from the App store (**BBK Mobile Banking**).
iPhone: <https://apps.apple.com/bh/app/bbk-mobile-banking/id1557422819>
Android: <https://play.google.com/store/apps/details?id=com.bbkonline.bbkdigital&hl=en&gl=US>
2. Enter your Customer ID and/or Username and Password.
3. Enter the One Time Password (OTP) sent by SMS to your registered mobile number.
4. Agree to the Terms & Conditions before using the App by tapping on the 'Agree' button after reading the three Terms & Conditions section.
5. Enable face recognition biometrics if desired by clicking on 'Yes' on the face recognition screen.
6. Create a username for login.



Login

Log into Mobile App using a primary trusted device

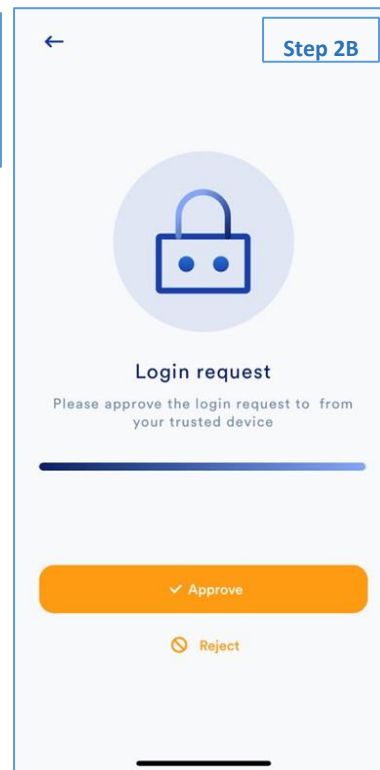
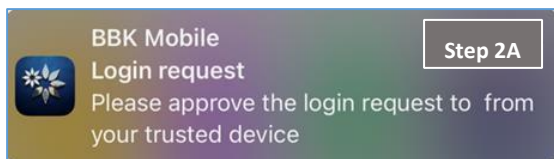
Following successful primary device registration, the authenticated device is now assigned to your Customer ID. To login, you will need to enter either:

1. Login password (ePIN)
2. Biometric fingerprint or facial recognition if enabled.

Log into Mobile App using additional trusted devices

When using a new device to log in to your account online, authentication is required by the bank.

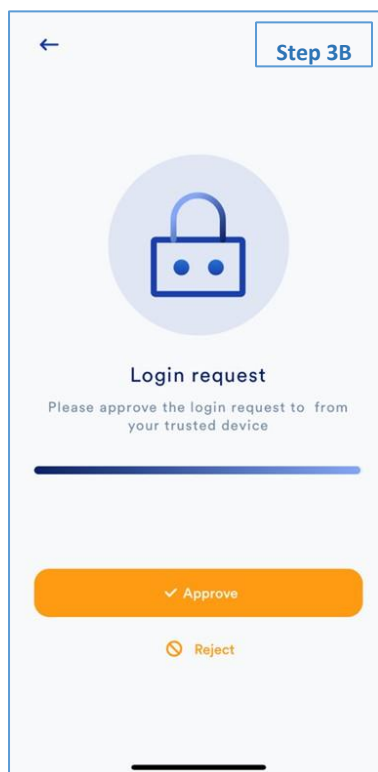
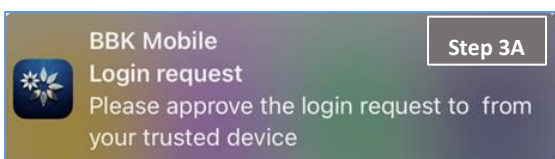
1. Enter Customer ID / Username and login password (ePIN).
2. Authentication will be requested based on the following options:
 - a) SMS OTP sent to your registered contact number.
 - b) Push notification sent to the primary device for approval. You will have to be logged into the BBK Mobile Application on your primary device to approve the login request.
3. Once the login request approved, you will be able to login from the new device.



Log into Online Banking

After successful device registration of a primary device, customers will be able to access Online Banking.

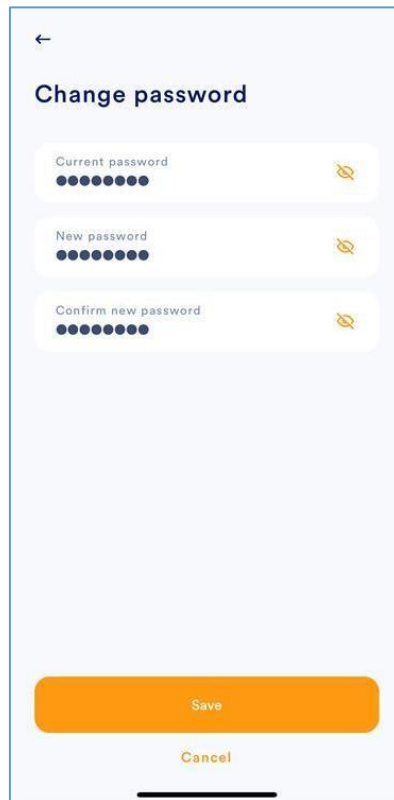
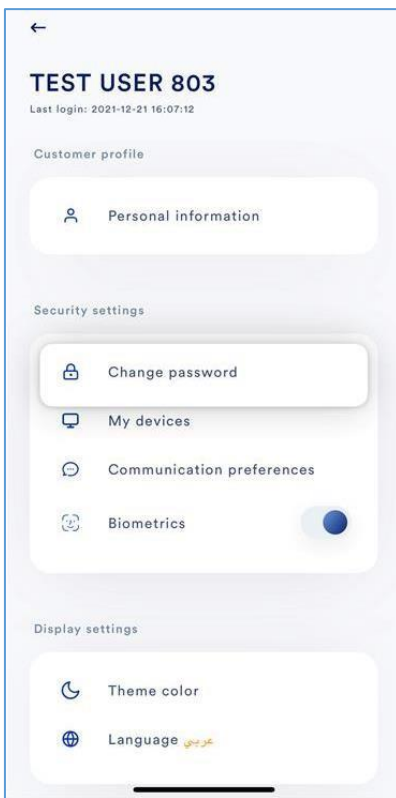
1. Enter Customer ID / Username and login password (ePIN).
2. Uncheck 'Trust this browser' toggle if the browser or device you are using is shared with others.
3. Authentication will be requested based on the following options:
 - a) SMS OTP sent to your registered contact number.
 - b) Push notification sent to the primary device for approval. You will have to be logged into the BBK Mobile Application on your primary device to approve the login request.
4. Once the login request approved, you will be able to login into BBK Online Banking.



Change Password



1. After successful login, select your initials on 1. corner to view your profile. -- After successful login, go to 'Other'. the top left
2. Select 'Personal information'.
3. Select 'Change password'
4. Enter your current password.
5. Enter your new password and re-enter it to confirm change of password.



Accounts

View all accounts

Review your financial transactions and account activity.

1. After successful login, go to 'Accounts'.
2. Select View all option by:



Mobile App

Online



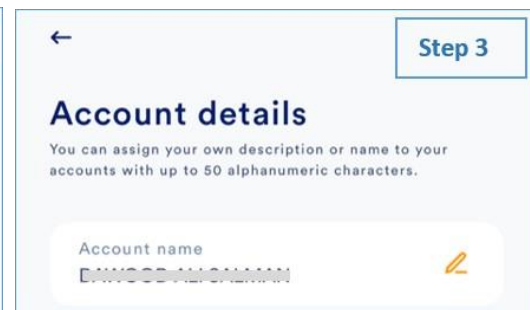
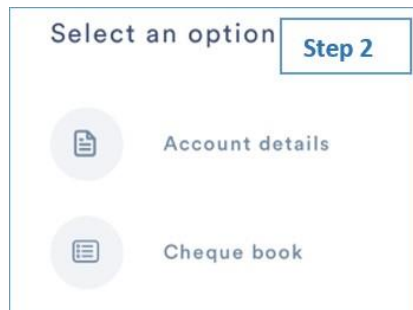
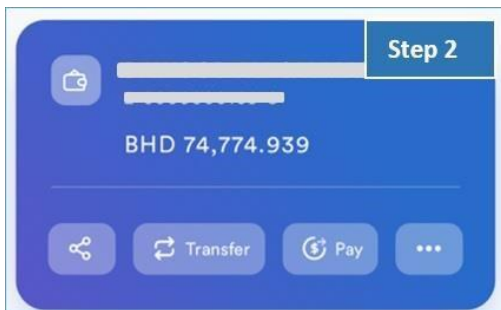
Banking

All accounts will be shown in the Select 'View All' at 'Accounts' screen. corner of the or grid view option.

the bottom left page, then select list

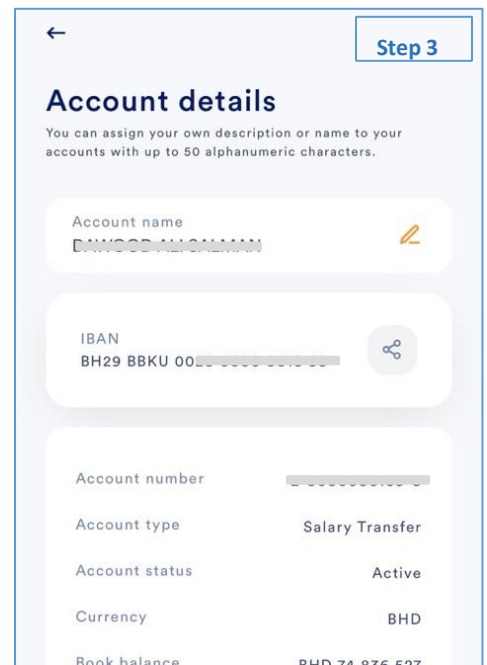
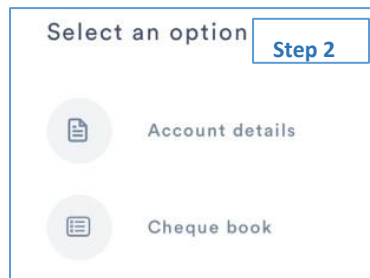
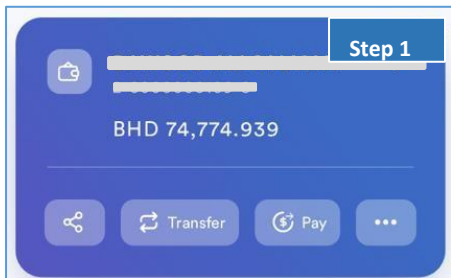
View account details

1. After successful login, go to 'Accounts'.
2. Select the required account and then tap the three dots ellipsis icon to select 'Account details' to view the following details:
 - The account name - Book balance
 - IBAN - Available balance
 - Account number - Over draft limit - Account type - Float amount
 - Account status - Frozen amount
 - Currency - Account officer
3. You may set the selected account as a favorite account.



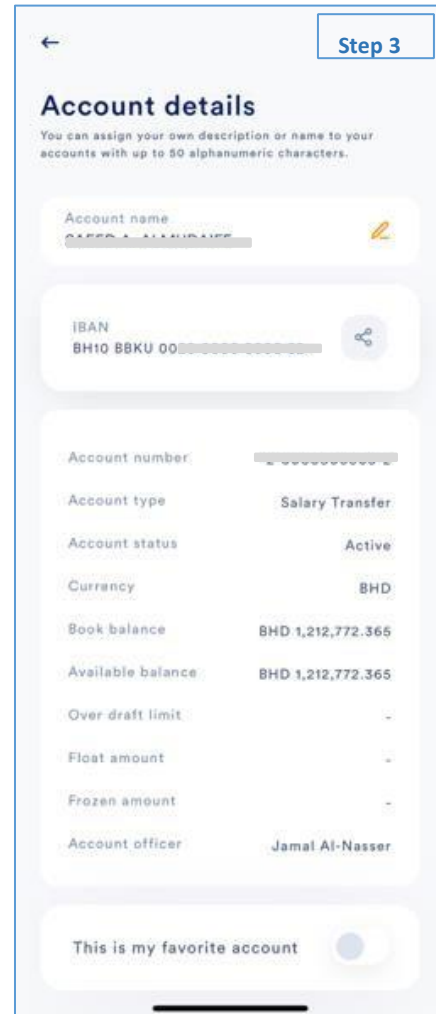
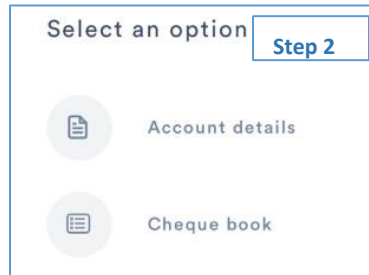
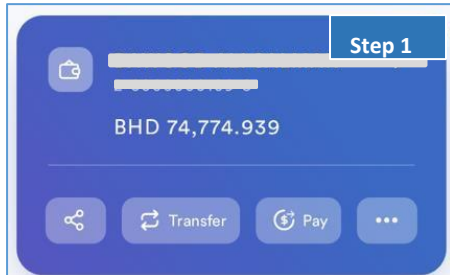
Customize Account Name

1. After successful login, go to 'Accounts'.
2. Select the required account and then tap the three dots ellipsis icon to select 'Account details'
3. Tap the 'Account name' and enter your own description or name with up to 50 alphanumeric characters
4. Tap anywhere on the screen to save your changes.





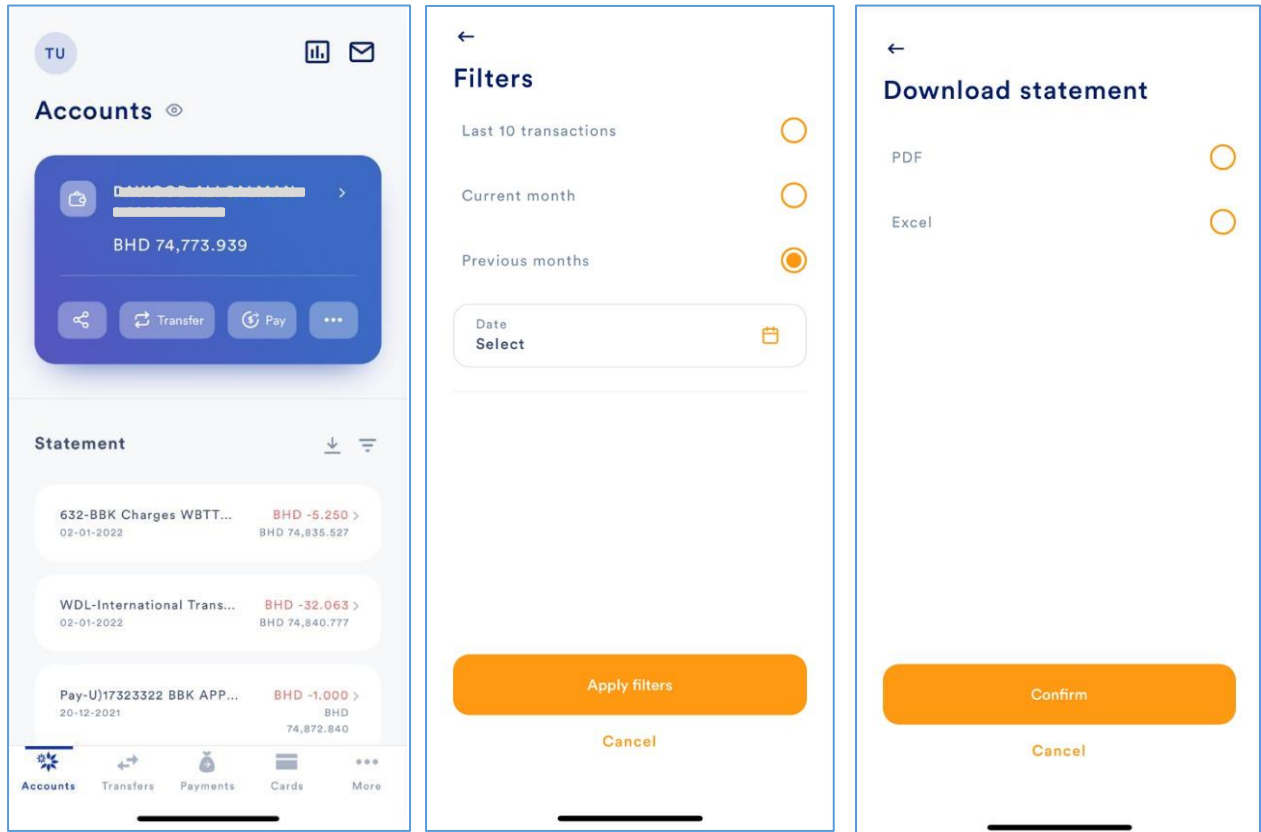
Set account as a favorite

1. After successful login, go to 'Accounts'.
2. Select the required account and then tap the three dots ellipsis icon to select 'Account details'.
3. Tap the toggle button at the bottom to set the selected account as your favorite account for transfers and payments.



View and Download Statement

1. After successful login, go to 'Accounts', and select the desired account. Automatically the statements will display the latest transactions relating to the selected account.
2. Above the statement there are two icon.
 - a) Download  in PDF and/or excel formats.
 - b) Filter  statement for the last 10 transactions, current months or previous months



Note: Statements on all the retail echannels displays information up to 12 months from today's date.

Customize statement description

1. After successful login, go to the 'Accounts', and select the desired account.



Mobile App

Online

Tap on the transaction, which will direct description and it will you to a screen. be automatically saved.

Then enter and save the custom description



Banking

Enter the custom 'Transaction details'

2. Custom descriptions will not be reflected in the official statement, and will be only be displayed for your personal use and reference.

