

Sambaphone Services

Branch Banking

Automated self service system :

- 1- Transfer between Samba A/c's
- 2- Transfer to pre-defined A/c's (Local Bank)
- 3- Transfer to pre-defined A/c's (International banks)
- 4- Pay Samba Credit Card
- 5- Non Financial Transaction
- 6- IVR
- 7- Balance Inquiry
- 8- Last 5 transactions inquiry
- 9- Request Statement through fax / mail
- 10- Request Cheque Book mail
- 11- Change T-Pin
- 12- Inquiry for clearance cheque
- 13- Pay Utility Bills through SADAD Program for companies having SADAD

SPO:

All other services not listed above are available through SambaPhone officers by pressing zero, And for your information you can canceled the checks in case of loss or theft.

Credit Cards

Automated self service system :

- 1- Pay Samba Credit Card
- 2- Pay Utility Bills through SADAD Program for companies having SADAD
- 3- Cash Advance Request
- 4- Request Tawaraq services
- 5- Inquiry for Due amount on stopped card
- 6- Issue manager cheque
- 7- Last 5 transactions inquiry
- 8- Inquiry about available limit
- 9- Inquiry about total authorization on account
- 10- Inquiry about credit limit
- 11- Inquiry about last payment
- 12- Request Statement through fax / mail
- 13- Request copy of new transactions not added to the Statement
- 14- Activate Renewal Credit Card

SPO:

All other services not listed above are available through SambaPhone officers by pressing zero.

Investment

Automated self service system :

- 1- Unit price inquiry
- 2- Exist Fund Balance
- 3- Subscription for other Fund
- 4- Redemption
- 5- Switching between Funds
- 6- Send fax for Fund codes and unit price
- 7- Tadawual only for (priority , upscale, PBD) customers
- 8- F/X rate
- 9- Main 5 currency
- 10- Send Fax for all currencies
- 11- Time deposit
- 12- Send Fax for time deposit rate
- 13- Shares prices
- 14- Send Fax for share prices

SPO:

All other services not listed above are available through SambaPhone officers by pressing zero.

Personal Finance

Automated self service system :

- 1- Inquiry about personal finance
- 2- Inquiry about monthly installment & payment due date
- 3- Inquiry about outstanding balance for personal finance
- 4- Inquiry about full outstanding balance for personal finance

SPO:

All other services not listed above are available through SambaPhone officers by pressing zero.

Corporate

Automated self service system :

- 1- Balance inquiry
- 2- Statement request by fax till last 7 days
- 3- Last 5 transactions
- 4- Clearing cheque inquiry

SPO:

All other services not listed above are available through SambaPhone officers by pressing zero.

Financial Planning Services

Staffed Services

- 1- Plan Information.
- 2- Address Related.
- 3- Payment History.
- 4- Beneficiary Details.
- 5- Unit Prices.

Time Deposit Services

Staffed Services

- 1- Time Deposit Rates.
- 2- Time Deposits Booking.
- 3- Time Deposits Liquidation.
- 4- Time Deposits Inquiries.

Payroll Services

Self and Staffed Services

Inquiry on salaries.

General Services

Staffed Services

- 1- General Information.
- 2- Pre-Account Opening.

Sambaonline Services

- 1- User ID Maintenance
- 2- Transactions Details Inquiry
- 3- Samba alert subscription