

▶ BUSINESS BANKING



A CHOICE OF  
24/7 BUSINESS BANKING  
SERVICES AT YOUR  
FINGERTIPS

[adcb.com/sme](http://adcb.com/sme)

بنك أبوظبي التجاري  
**ADCB**



WELCOME TO ADCB'S ALTERNATE  
BANKING CHANNELS FOR  
BUSINESSES.

A RANGE OF SOLUTIONS AVAILABLE  
24/7, DESIGNED TO MAKE YOUR  
DAILY BUSINESS BANKING MORE  
SIMPLE, SECURE AND CONVENIENT.



## 24/7 CONTACT CENTRE

The ADCB Business Banking Contact Centre is available 24/7 to assist you with any enquiries.

Call: **800-SME-800** (800-763-800)

In addition to routine queries, we can assist you with:

- ▶ Current and Savings Accounts details
- ▶ Credit Cards
- ▶ Update contact details and trade license details
- ▶ Request for cheque book, statement copy
- ▶ Updates on your remittance request and much more
- ▶ Business Loans
- ▶ Investment Services



## ProCash (INTERNET BANKING)

ProCash is ADCB's 24/7 online cash management solution for businesses.

The key benefits of ProCash include:

- ▶ Single sign-in access to cash management services and trade finance (ProTrade)
- ▶ Straight-through processing of your remittances and bills
- ▶ Multi-bank account reporting available, including accounts held with other banks
- ▶ Facility for clients to create user access rights
- ▶ Corporate cheque printing functionality
- ▶ Online initiation of Wages Protection System (WPS)
- ▶ Direct transfer and receipt of payment files to and from corporate ERP systems
- ▶ Enhanced single and bulk payment functionalities
- ▶ Extensive funds transfer capabilities
- ▶ Utility bill payments to Etisalat, SEWA, DEWA and du
- ▶ Request for cheque book and duplicate statement
- ▶ Single view for all your banking relationship with ADCB
- ▶ Know your Relationship Manager and his/ her contact details and much more

**To register** for ProCash, contact your Relationship Manager or visit any ADCB Branch (location details on [adcb.com](http://adcb.com)).



## ATMs AND CDMs

Enjoy a host of services and facilities through our extensive network of ATMs and CDMs. ADCB has:

- ▶ More than 300 ATMs
- ▶ More than 32 Cheque Deposit Machines
- ▶ More than 66 Cash Deposit Machines
- ▶ ADCB CDMs support "card-less" deposits

At ADCB ATMs and CDMs you can:

- ▶ Withdraw cash and deposit cash or cheques
- ▶ Perform transfers between accounts
- ▶ Request cheque books and statements
- ▶ Receive instant e-mail advices for deposits to your registered e-mail address
- ▶ Pay your ADCB credit card bills
- ▶ Print mini-statements
- ▶ Change your PIN



## ADCBMOBILE (SMS BANKING)

ADCBMobile allows you to send enquiries, receive transaction alerts via SMS, wherever you are.

The key benefits of ADCBMobile are:

- ▶ ADCBMobile Alerts facility keeps you informed about the significant transactions within your accounts, including:
  - ▶ Account credit/ debit
  - ▶ Incoming/ Outgoing funds transfer
  - ▶ Cheque deposit/ return
  - ▶ Term deposit maturity/ renewal
- ▶ ADCBMobile Enquiry facility enables you to:
  - ▶ Make balance enquiries
  - ▶ Check last 3 transactions
  - ▶ Initiate mobile banking registration

To register for ADCBMobile, SMS "REG" followed by your full ADCB Account Number to 2626.

For example: Send REG 123456030001 to 2626.



## IVR (AUTOMATED PHONE BANKING)

ADCB's IVR – Interactive Voice Response Service – is a quick, convenient and secure way to access all your ADCB accounts. Call: **800-SME-800** (800-763-800)

The key benefits of IVR include:

- ▶ Bank from your home or office in English or Arabic
- ▶ A single Telephone Personal Identification Number (TPIN) ensures security
- ▶ View balances and status of your business Current/Savings Accounts/Loans
- ▶ Review the last 5 transactions on your accounts
- ▶ Request statements via fax or post
- ▶ Request a new cheque book
- ▶ Change your TPIN
- ▶ Apply for a product

To register visit any ADCB branch and a designated Officer will assist with the generation of the TPIN. The TPIN can be changed after initial setup through the IVR.



## E-STATEMENT

E-Statement Benefits:

- ▶ View your Statements of Account in a consolidated format
- ▶ Reduced risk of mail fraud and identity theft
- ▶ Support the environment and the green initiative
- ▶ Easy to manage
- ▶ Free of cost

Simply call **800-SME-800 (800 763 800)** to register for e-statements. Alternatively contact your Relationship Manager or visit the nearest ADCB Branch to avail this facility.

\* Terms and Conditions apply.

## To know more about our products and services please:

- ▶ Call **800-SME-800 (800763800)** within the UAE or call **+971 4 4273951** from outside the UAE
- ▶ Log on to **www.adcb.com/sme**
- ▶ SMS "SME" to **2626**
- ▶ Visit any of our branches in the UAE (visit [www.adcb.com](http://www.adcb.com) for branch details)
- ▶ Call your Relationship Manager