Generic IVR Tree Structure

ADCB Welcome Menu

Language Options:

1-Arabic
2-English
3-Hindi

•Did you miss any menu or option?
•Press * for the previous menu
•Press # to repeat the menu
•Press 9 to disconnect the call
•Press 0 to speak to an agent (after authentication)

1- To report lost/stolen cards, fraudulent transactions, or ATM issues

2- For other banking services

3- To register for TPIN, Mobile Banking or Personal Internet Banking

4- For product information and to learn more about campaigns and promotions

1- Block Cards

Self-Service (After Authentication)

Authentication Options: Voice Pass, TPIN, or Card PIN

1- To learn more about our campaigns and promotions

2- For deposit investments or foreign exchange rates

3- For auto insurance

1- Favourites

This option will only be voiced if a service has previously been marked as a favourite

2- For credit card & accounts

3- For bill payments & recharge facilities

4- For loyalty points and air miles inquiries

5- To register for TPIN, Mobile Banking or Personal Internet Banking

6- To change TPIN

1- For credit card or debit card
This option will be voiced out based on active product

2- For current and saving accounts

3-For loans & finances
This option will be voiced out if loans or finance is active

1-For telecom payments

2- For water & electricity payments

3- For SALIK & NOL

4-For school fee payments

•For balance and transaction details
•To select or change PIN
•To request a statement via email
•To order a cheque book
•For IBAN information
•For activation of debit or credit cards
•For credit card bill payment
•For statement requests
•For other services

1. For Etisalat payment
2. For DU payment

1. For Abu Dhabi Distribution Company
2. For Dubai Electricity and Water Authority
3. For Al-AIN Distribution Company
4. For Sharjah Electricity and Water Authority
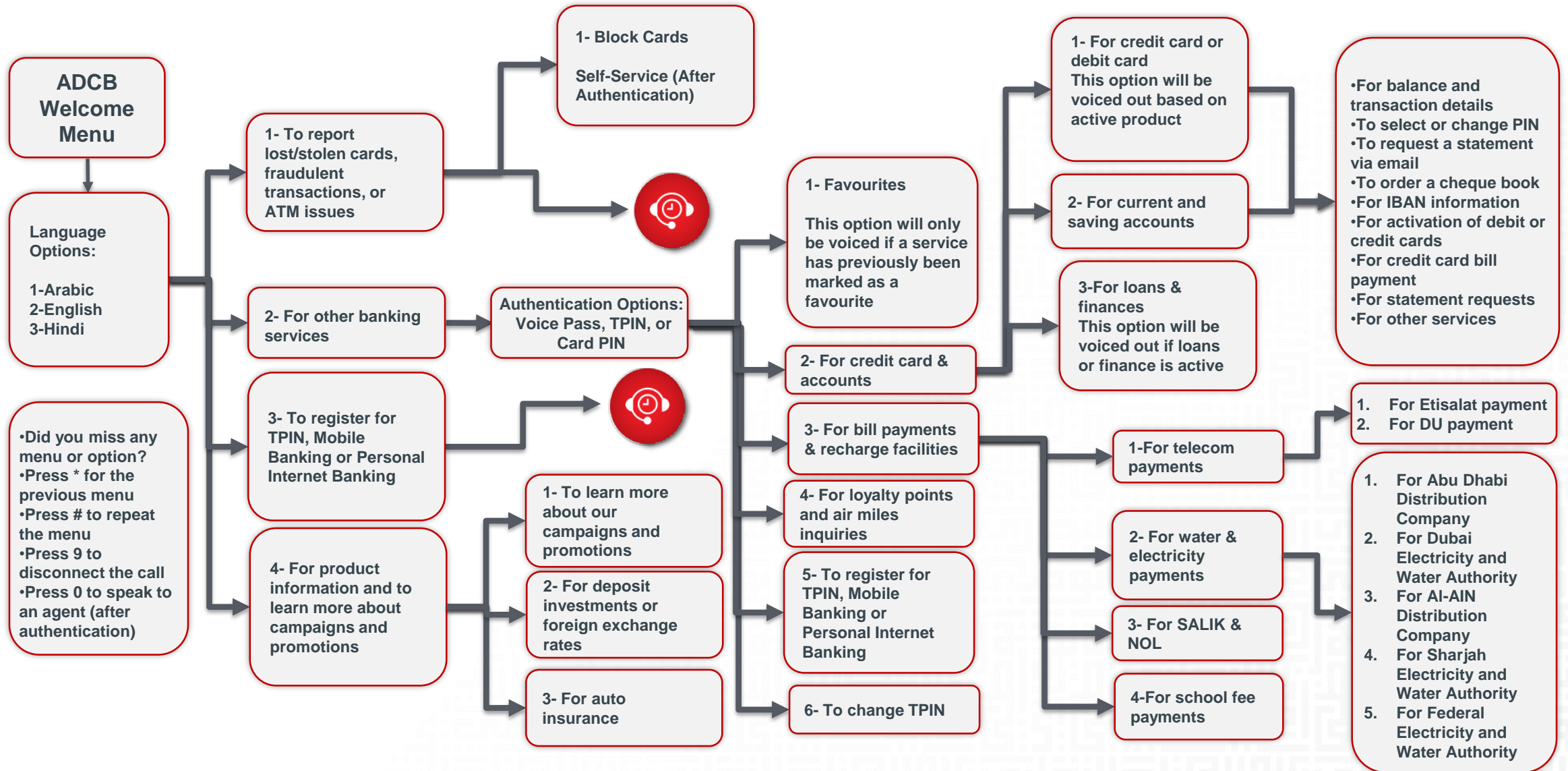5. For Federal Electricity and Water Authority

* The language selected, when call is made from a mobile, will be saved for future calls