

FAQs

Overview

As part of the final stage of the integration of ADCB and UNB, your banking relationship will be automatically transferred to ADCB on 2 April 2020. This will involve important changes to your account(s), online banking services and your credit facilities (if applicable).

To prepare for this transfer, a unique Customer Identification Number (CID) and new ADCB account number(s) will be provided to you towards the end of March.

We recommend that you contact your counterparties immediately after the transfer of your account(s) to ADCB on 2 April 2020. Please inform them of your new ADCB account number(s) and the ADCB SWIFT code ADCBAEAA.

This FAQ document provides important information to explain these changes.

Your Relationship Manager, our branch staff and contact centre at 600 57 6363 will also be happy to assist you.

1. How will our banking services change from 2 April 2020?

The key changes to your banking services are as follows:

- Your banking relationship, which includes your account(s), as well as any deposits and credit facilities, will be automatically transferred to ADCB on 2 April 2020
- You will be provided with a new unique ADCB Customer Identification Number (CID) as well as new ADCB account number(s) towards the end of March
- You will be able to enjoy all of your corporate services on the ADCB platform, including our ProCash online banking platform and our ProTrade online trade finance platform
- Effective 1 April 2020, the ADCB Wholesale Banking Group Terms and Conditions will apply, with the exception of certain existing products, such as credit facilities and fixed deposits, which will retain their previous terms and conditions until maturity

2. What is not changing?

For a simple and convenient transition, we have ensured continuity in the banking services listed below:

- You can continue to use your UNB Debit Card until you receive a new ADCB Debit Card
- You can continue to use your UNB chequebook, although we recommend that you order and begin to use a new ADCB chequebook
- Previous arrangements for payments from your account(s), such as utility bills and payments to third parties, will continue to function as normal
- Payments into your account(s), such as direct debit transfers or cheque deposits, will be transferred into your new ADCB account(s)

3. Will our relationship manager change?

We aim to ensure that you experience minimal disruption throughout this process. In the unlikely event that your Relationship Manager changes during this period, we will communicate with you at the earliest opportunity.

Accounts

4. What is a customer identification number (CID) and when will we receive it?

Your new CID is a unique six/eight-digit identification number that corresponds to the first six/eight digits of your new ADCB account number(s). You will receive your new CID at the end of March and it will enable you to access your account(s) across all ADCB channels from 2 April 2020.

5. Will our account number(s) and IBAN change? When will we receive our new account number(s)?

Yes, your account number and IBAN will change for each account. You will receive your new ADCB account number(s) towards the end of March 2020, ahead of the transfer of your UNB account(s) to the ADCB platform.

6. Will our terms and conditions change?

Effective 1 April 2020, the ADCB Wholesale Banking Group Terms and Conditions will apply, with the exception of certain existing products, such as credit facilities and fixed deposits, which will retain their previous terms and conditions until maturity. Please ensure you have read them by visiting adcb.com/WBGTNC.

7. Will our account fees change?

As previously communicated, for customers on our standard tariffs, effective 1 April 2020, ADCB Wholesale Banking Schedule of Fees will apply. For details, please visit the following link: adcb.com/sofcomm2

8. What will happen to our UNB account(s) after the transfer?

Once your UNB account(s) has been moved to ADCB, it will be closed and you will be able to enjoy all of your corporate services on the ADCB platform.

9. Will we continue to receive account statements?

Yes, you will continue to receive ADCB statements by email if you have registered for e-statements, otherwise you will receive them by post. We encourage you to subscribe to ProCash, our online banking platform, where you can conveniently view your account(s) at any time.

10. How can we request our old UNB account statements?

If you would like to obtain old UNB account statements, your Relationship Manager, our call centre on 600 57 63 63 or branch staff will be happy to assist you. Your statement for March 2020 will be released to you in early April in the normal manner.

Cheques

11. Can we still use our UNB chequebook?

Yes, you can continue to use your existing UNB chequebook and your cheques will be processed as usual. However, we would recommend that you order and begin to use a new ADCB chequebook.

You can order a new chequebook through your Relationship Manager, the Procash online and mobile banking platforms, at any of our branches and ATMs, or by calling our contact centre on 600 57 6363.

12. Can we still order chequebooks for our UNB account(s)?

Yes, you can still order chequebooks for your UNB account(s) until 30 March 2020.

13. Will post-dated cheques written from UNB chequebooks be processed?

Yes, post-dated cheques issued from UNB chequebooks will be processed as usual after 2 April 2020.

14. Can we request to stop a cheque payment?

Yes, you may make a request to stop a cheque payment through your Relationship Manager or at any ADCB branch.

Fixed Deposits

15. What will happen to our fixed deposits?

Your fixed deposits will be automatically moved to ADCB and you will receive new deposit account number(s). Any lien on your fixed deposit account(s) will also be transferred to your new fixed deposit account(s) at ADCB.

16. Is there any change to the interest rates on our fixed deposits?

No, the interest rates on your fixed deposits will remain as per the terms and conditions stipulated at the time of placing each deposit.

17. What will happen to our fixed deposits on the next renewal date?

ADCB's Terms and Conditions will apply upon renewal of your fixed deposits. Please contact your Relationship Manager for the renewal and relevant interest rates.

Payments and Standing Instructions

18. What will happen to payments due into our UNB account(s) after 2 April 2020?

Any payment made into your UNB account(s) will be automatically credited to your new ADCB account(s).

19. Will our direct debit arrangements and/or standing order instructions remain the same?

Yes, your direct debit arrangements or active standing instructions, such as those set up for utility bills or payments to third parties, will continue as previously.

20. What will happen to our direct debit arrangements to repay our UNB loan(s)?

Any current direct debit arrangement to repay your UNB loan(s) will continue and will be debited from your ADCB account(s).

21. What happens to the beneficiary details we have set up on our account(s)?

The details of beneficiaries you have already set up will move to your new ADCB account(s).

22. Will our cash pooling set-up remain the same?

Yes, the cash pooling set-up for your account(s) will be transferred to your new ADCB account(s) and will continue as previously.

23. Should we communicate to our counterparties about how to remit funds to our account(s)?

Yes, we recommend that you contact your counterparties immediately after the transfer of your account(s) to ADCB on 2 April 2020. Please inform them of your new ADCB account number(s) and the ADCB SWIFT code ADCBAEAA.

24. Can we deposit cash or cheques through ADCB cash/cheque deposit machines using our UNB account number(s) after 2 April 2020?

No, you will not be able to use your UNB account number(s) to deposit cash or cheques through cash/cheque deposit machines from 2 April 2020. Kindly use the new ADCB account number(s) when making deposits. If you are expecting deposits from a counterparty through these channels, please ensure you inform them of your new account number(s).

Debit cards

25. Can we continue to use our UNB Debit Card(s)?

Yes, you can continue to use your UNB Debit Card(s) until we issue you with a new ADCB Debit Card(s).

Credit cards

26. Can our cardholders continue to use the UNB Credit Card(s)?

Your UNB Credit Card(s) are being replaced with new ADCB TouchPoints Platinum Credit Card(s). Please activate the new ADCB Credit Card(s) by 15 March 2020 as the UNB Credit Card(s) will be automatically cancelled on this date. Your outstanding credit card balances will also be transferred on activation of the new card(s).

If you have not received your new ADCB Credit Card(s), please contact your Relationship Manager, any branch or our contact centre at 600 57 6363.

27. Will we need to set-up recurring payments/standing instructions again on our ADCB Credit Card(s)?

Yes, recurring payment instructions, such as those for utility bills and payments to third parties, that were set up on your UNB Credit Card(s) will need to be set up on your ADCB Credit Card(s).

Credit facilities, overdrafts and mortgages

28. What will happen to our loans and will the interest rates change?

Any existing loans will be transferred to ADCB and continue under the same terms and conditions, including the interest rates.

29. Will our loan account number(s) change?

Yes, your loan account number(s) will change. However, you can continue to use your old UNB account number(s) to communicate with us. If you require the new loan account number(s), please contact your Relationship Manager or our call centre at 600 57 6363.

30. What will happen when our credit facility is renewed?

The renewal of your credit facility will be subject to ADCB's normal review process.

31. Will there be any changes to our overdraft facility?

Yes, there will be some changes to the terms and conditions of your existing overdraft facility. We will send you a separate communication outlining these changes.

32. Can we top up our loan?

Yes, you can apply for a top-up loan, which will be subject to ADCB's Terms and Conditions.

33. What will happen to our mortgage?

Any existing mortgage will continue under the same terms and conditions.

34. What will happen to the existing insurance policies over assets, such as properties?

Your existing insurance policies will continue to be valid. At renewal, your insurance policies (including any life insurance policies) will be assigned in favour of ADCB.

Trade Services

35. Will our trade finance fees change?

Effective 1 April 2020, the ADCB Wholesale Banking Trade Fees will apply. For details on our Trade Fee, please visit adcb.com/Tradefee.

36. Will our trade reference number(s) change?

Yes, your trade reference number(s) for all existing transactions will change following the transfer of your account(s) to ADCB. However, you can continue to use your former UNB trade reference number(s) to communicate with us. If you require the new trade reference number(s), please contact the Trade Service Desk at TFO_servicedesk@adcb.com and include your contact details in your email.

37. How do I apply for a new trade transaction from 2 April 2020?

We would encourage you to apply for our fast, simple and secure ProTrade online banking platform. This is available 24/7, enabling you to initiate trade requests efficiently. Please contact your Relationship Manager for further information or email ProTrade@adcb.com.

Alternatively, please complete the ADCB trade finance application form available on the ADCB website by visiting adcb.com/TradeApp, which can be submitted to any of the following Trade Finance counters:

- ADCB 2 Head Office (former UNB Head Office Abu Dhabi), 10th Floor
- ANC Abu Dhabi, 12th Floor
- Karama Branch Dubai, Mezzanine Floor

38. Can we send a representative to collect trade related documents from ADCB?

Yes, you may send a representative if you provide an authorisation letter for the representative to collect trade-related documents. Please contact the trade service desk at TFO_servicedesk@adcb.com for further information.

39. How can I receive notifications on the status of our trade requests?

We provide updates on the status of trade requests by email. To register for trade advice notifications, please email TFO_servicedesk@adcb.com.

40. Who should I contact for queries on trade transactions?

You can contact the Trade Service Desk at TFO_servicedesk@adcb.com or contact your Relationship Manager, who will be happy to assist you.

41. Which services are available on ProTrade?

On ProTrade, you will be able to access a wide range of online services, including the following:

- Apply for import LC issuance/amendments
- Receive advice of export LC received by us where you are the beneficiary
- Apply for guarantee issuance/amendments/extension requests
- Provide online disposal instruction for documents under credit or collection
- Customised trade reports
- Dedicated helpdesk

For further information on services available on ProTrade, please visit adcb.com/ProTrade

42. How and when can I register for ProTrade?

You can register for ProTrade once your account(s) have been transferred to ADCB on 2 April 2020. To register, please contact your Relationship Manager or email ProTrade@adcb.com.

Online Banking

43. What will happen to Corporate Uninet?

The Corporate Uninet service offered by UNB will be discontinued effective 2 pm, 31 March 2020. If you are an active Corporate Uninet user, you will be given access to our innovative online banking and mobile banking platform, ProCash.

44. When can we start using ProCash Online Banking and the ProCash Mobile Banking App?

You will be able to start using ProCash Online Banking and the ProCash Mobile Banking App from 2 April 2020.

45. Can we download and access the ADCB ProCash Mobile App before 2 April 2020?

Please download the ADCB ProCash Mobile App from the Apple or Google Play Stores in preparation for use from 2 April 2020.

46. Can we use our Corporate Uninet log-in credentials for ADCB ProCash Online Banking and the ProCash Mobile Banking App?

Yes, you can use the same username. However, you will be required to download the ADCB Mobile Token App from the Apple or Google Play Stores to generate the One-Time Passwords (OTP) needed to login. You will receive an email notification once you are onboarded to ProCash.

47. Can we view our former UNB account history on ProCash?

Yes, you will be able to view a six-month UNB account history on ProCash from 2 April 2020. If you require a longer account history, i.e. for more than six months, please contact your Relationship Manager.

48. We are not currently using Corporate Uninet or the UNB Mobile Banking App. How can we register for ProCash Online Banking and the ProCash Mobile Banking App?

Once your banking relationship has been transferred to ADCB, you can register for ProCash Online Banking and the ProCash Mobile Banking App by contacting your Relationship Manager.

Customers with Islamic Banking relationships

49. Will our products remain Shari'ah compliant?

Yes, the Shari'ah compliant structure, and all other terms and conditions of your Islamic banking products will remain unchanged. You will also have full access to ADCB's Islamic Wholesale Banking products and services, which are also fully Shari'ah-compliant.

50. Will our terms and conditions change for our Islamic Banking relationships?

Effective 1 April 2020, the ADCB Wholesale Banking Group Terms and Conditions will apply, with the exception of certain existing products, such as financing and fixed deposits, which will retain their previous terms and conditions until maturity. Please ensure you have read and understood them by visiting adcb.com/WBGTNC.

51. What will happen to our financing and will the profit rate change?

Your existing financing will be transferred to ADCB and continue under the same terms and conditions, including the profit rate.

52. What will happen to our Islamic fixed deposits?

Your Islamic fixed deposits will be automatically moved to ADCB and you will receive new deposit account number(s). However, you can continue to use your old UNB account number(s) to communicate with us.

53. Is there any change to the agreed terms and conditions on our Islamic fixed deposit?

No, there will be no change to the terms and conditions of your existing Islamic fixed deposits, including the expected profit rate for wakala deposits.

Customers with existing ADCB accounts

54. Which Customer Identification Number (CID) should we use?

All your accounts, including those moved from UNB, will be combined under your existing ADCB Customer Identification Number (CID).

55. Will our loans with ADCB and UNB be combined? Will our credit limits be impacted?

No, your loans will not be combined and they will continue to be treated separately. Your credit limits remain the same for the banking relationships you currently have. The renewal of your credit facility will be subject to ADCB's normal review process.

56. Will we be able to view all our accounts (both ADCB and former UNB) on ProCash?

Yes, if you are a ProCash user and previously a Corporate Uninet user, you will be able to access all your accounts.

57. Will we be able to view all our outstanding trade transactions on ProTrade?

Yes, depending on your user profile on ProTrade, you will be able to view trade transactions transferred to ADCB from UNB.

58. Will we receive consolidated statements?

Yes, you will receive a consolidated statement by the fifth day of each month. If you have registered for e-statements, these will be sent to your registered email address with the Bank. Otherwise you will receive your statements by post to your registered address with the Bank.