

What is FGB Mobile?

FGB Mobile is a simple and highly secure mobile banking service which allows you to access your bank no matter where you are. With FGB mobile you can avail of the following features through your mobile phone:

- Get Account(s) and Credit Card(s) account(s) information
- Make online utility payments for Etisalat services: E-vision/Land Line/Dial Up/Broad Band/GSM/elif
- Make utility bill payments for ADDC /DEWA/AADC/SEWA
- Recharge/Renew Wasel account
- Recharge DU account and Pay DU bills
- Recharge Salik account
- Setup Automatic Payments for Etisalat, SEWA, DEWA, AADC, ADDC and DU bills
- Setup Automatic Payments for Salik
- Make FGB credit card payments from FGB account
- Transfer funds between FGB accounts
- Transfer funds to other accounts within and outside the UAE
- Register for email statements
- View Credit Card statements
- Activate your Debit Card, Reset your Debit Card PIN, Change your Debit Card online purchase limit
- Open Term Deposits, iSave accounts, Create savings plans

How do I know if my phone is compatible?

FGB Mobile is currently available on iOS and Android based devices. The device should have an internet connection(i.e GPRS/WI-FI/3G/4G connection)

Is FGB Mobile available to all First Gulf Bank customers?

FGB Mobile is available for all Conventional Consumer Banking customers

Is FGB Mobile service free of cost?

FGB Mobile service is free of cost. Your service provider may charge you for the data usage.

How do I register for FGB Mobile service?

You need to have an active First Gulf Bank account or Credit Card and an Active mobile number with an internet connection. Follow the below steps for easy registration

Step 1

Download the FGB Mobile application from App Store(iOS) or Google Play(Android) store

Step 2

After launching the FGB Mobile application, click on Mobile Banking and then Registration and follow the instructions on screen

Once you register, you can use the same login credentials to login to SMART NET(Internet Banking)

What do I do if I have forgotten my password?

Just launch the application, choose Mobile Banking and click on Forgot Password and follow the instructions on screen

What do I do if I have deleted the FGB Mobile application from my mobile?

If you have deleted the application from your mobile by mistake, just download it again from App Store(iOS) or Google Play(Android) store and login with your existing credentials

Can I use FGB Mobile on multiple devices?

Yes, you can use your existing same login credentials on any iOS or Android phone, once you download the application on the phone

Can I use the FGB Mobile application on the same phone even if I have changed the SIM card/mobile number?

Yes, as long as you already have the FGB Mobile application on your phone you can use it irrespective of the SIM card/mobile number

What security precautions should I take when using FGB Mobile?

- Do not reveal your login and transaction password to anyone
- Do not store your passwords on the mobile phone
- Do not leave your mobile phone unattended

How secure is FGB Mobile?

- FGB Mobile application does not store any of your information on the mobile phone, thus making FGB Mobile totally secure