

FAQs

Q: What happens if my selfie verification fails?

A: Depending on the match percentage, our system either moves the process to manual verification - handled by our Call Center – or declines the transaction. You will be notified, if the transaction is declined.

Q: What can I do if I need help during the onboarding process?

A: Our Call Center is ready to assist you at every step. If you encounter any issues or have any questions, feel free to reach out to us at 06-5200999.

Q: How secure is my personal information during this process?

A: We employ high-level security measures, including data encryption and secure retrieval from the civil status system.

Q: Is there a limit to the balance for my digital account?

A: No, there is no minimum limit to the balance.

Q: How can I get my Debit card?

A: After creating your digital account, you can choose how to receive your Debit card. It can be collected from a branch or delivered to a location of your choice.

Q: What's the second authentication code, and how is it used?

A: The second authentication code is an additional security measure used for financial transfers. You can choose the mode for the second authentication code from the available options such as fingerprint, face recognition, second password, or OTP.

Q: How can I set up my username and password for JKBMobile?

A: After completing the verification steps, you will be prompted to create a username and password for JKBMobile. It is important to follow the given instructions on password complexity for the safety of your account.

Q: What do I need to open an account digitally?

A: To open a digital account, you must be a Jordanian citizen and provide your ID card and proof of residence (electricity bill, water bill, or rental agreement).