



MOBILE BANKING APP GUIDE

+ 968 24730000
soharinternational.com



With Sohar International's mobile banking app, you can make the most of our banking services, without having to step into the bank.

This guide will explain how you can register yourself, manage your account, debit card & credit card, make transactions and so much more. So, no matter where you are, you can always say:

#HELLO_WINNING

TABLE OF CONTENTS

Register your account

Manage your Account

Manage your Credit Card Services

Manage your Debit Card Services

Manage your Prepaid Card

Services Fund Transfer

Bill Payment



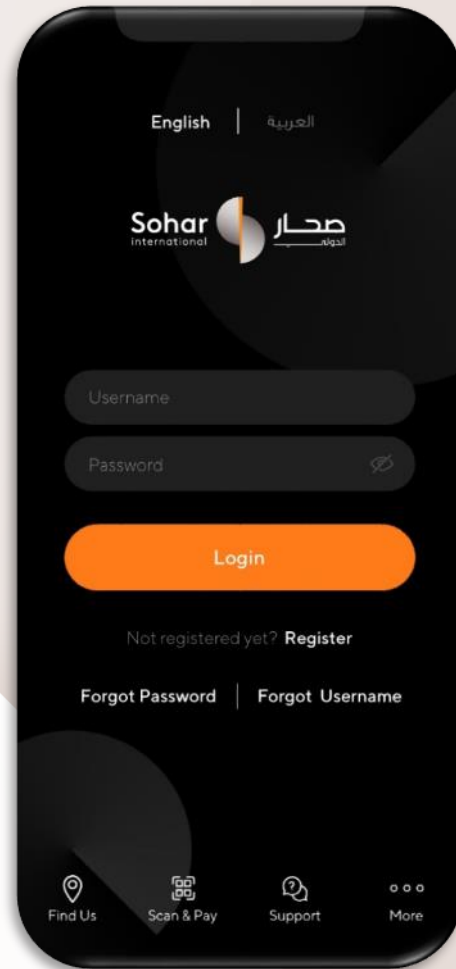
REGISTER YOUR ACCOUNT

By registering your account for online banking, you can avail the benefit of what Sohar International has to offer, from the comfort of your home.

REGISTER YOUR ACCOUNT

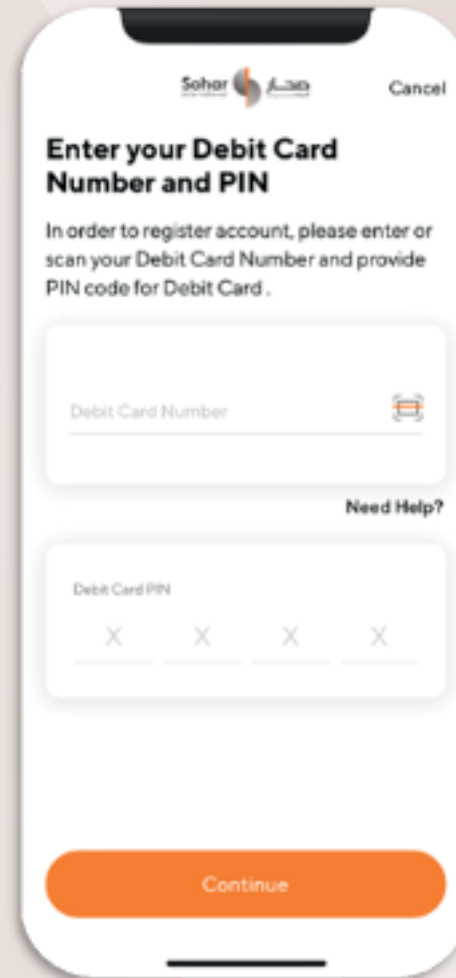


STEP 1



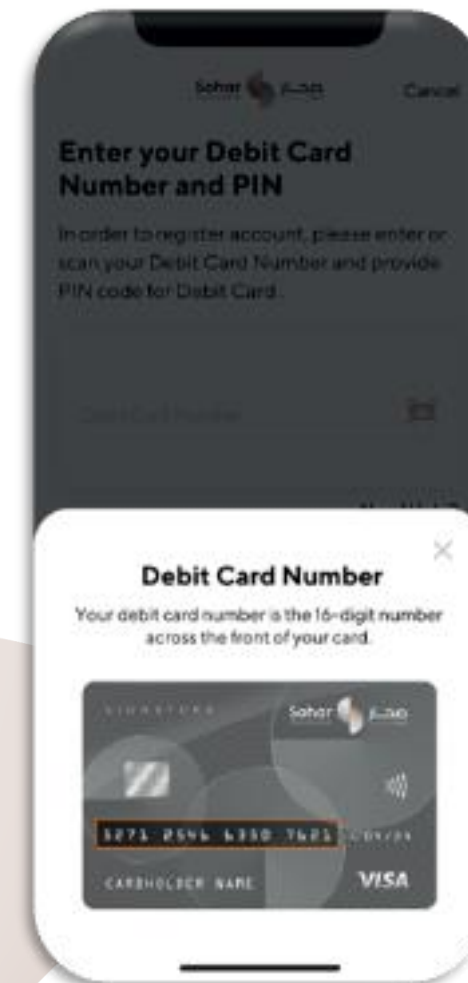
Open Sohar International App and Press Register

STEP 2



Enter your details

STEP 3



REGISTER YOUR ACCOUNT



STEP 4

Sohar **صحر** Cancel

Create secure Password for Log in

To safeguard your personal info, please create secure password.

Password
••••••••

Confirm Password
••••••••

Password must contain:

- at least one Uppercase
- at least one Lowercase
- at least one Number
- at least one Special character
- from 8 to 24 characters

Yes, I accept [Terms and Conditions](#)

Continue

Create Password

STEP 5

Sohar **صحر** Cancel

Enter your Debit Card Number and PIN

In order to register account, please enter or scan your Debit Card Number and provide PIN code for Debit Card.

Debit Card Number
6789 5678 3456 6732

Need Help?

OTP Verification

4 digit OTP was sent to: +XXX XXXX 0157

X X X X

Confirm

Didn't receive OTP? [Resend \(3\)](#)

Press Continue and Enter
OTP

STEP 6

Profile has been created.

Sohar **صحر**

Username

Password

Login

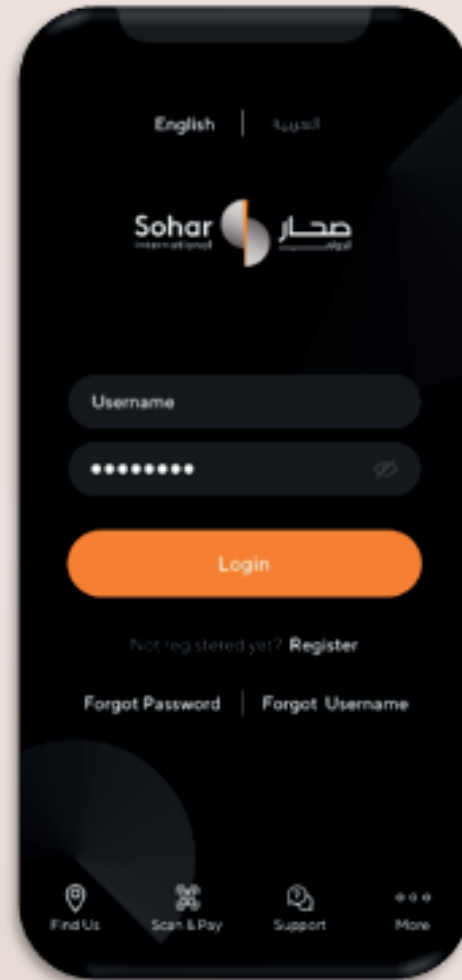
Not registered yet? [Register](#)

[Forgot Password](#) | [Forgot Username](#)

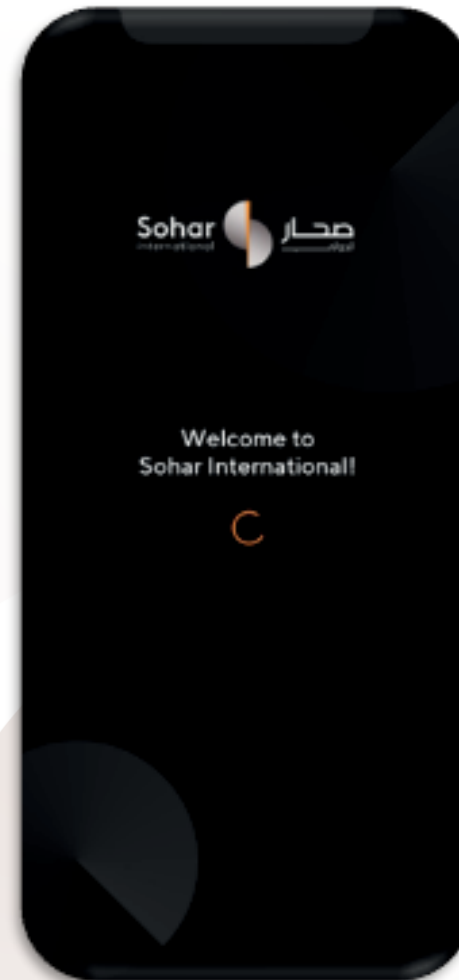
Find Us | Scan & Pay | Support | More

LOG IN WITH CREDENTIALS

STEP 1



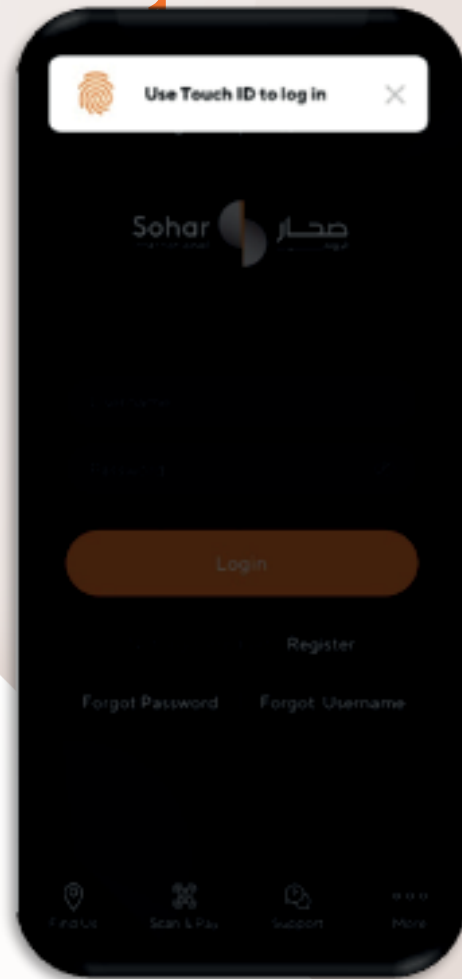
STEP 2



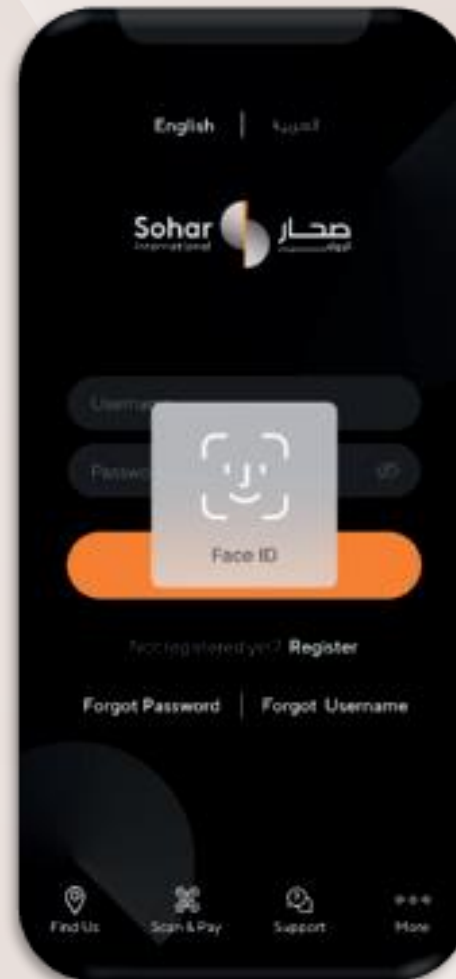
Enter your username and password and press
Login

LOG IN WITH BIOMETRY

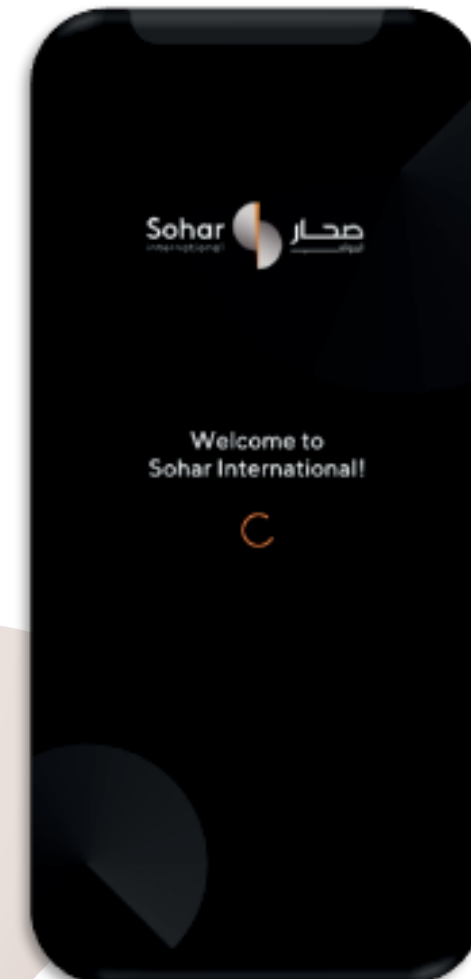
STEP 1



STEP 2



STEP 3



Login with your fingerprint or Face ID



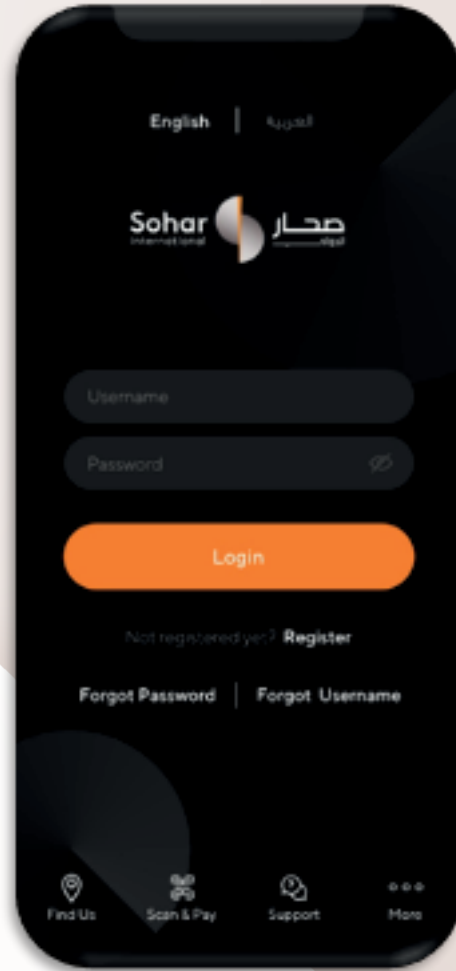
MANAGE YOUR ACCOUNTS

Once you have registered yourself, you can login to your account, view account details, transaction history and so much more.

MANAGE YOUR ACCOUNT

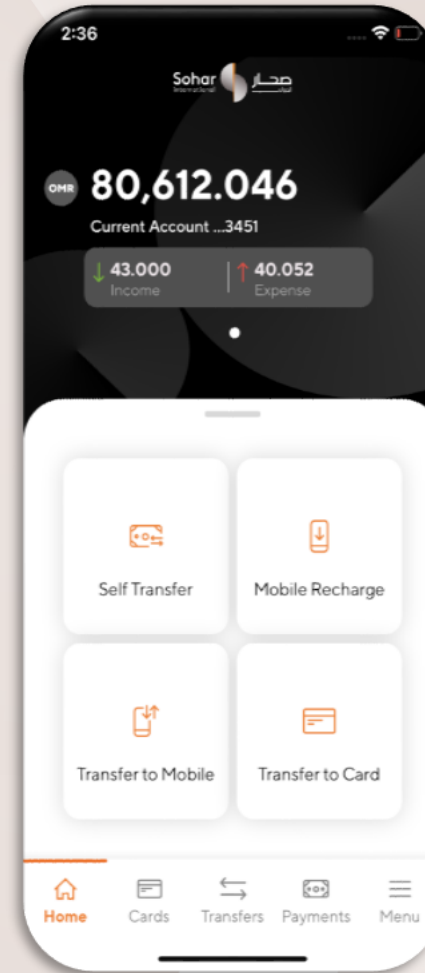


STEP 1



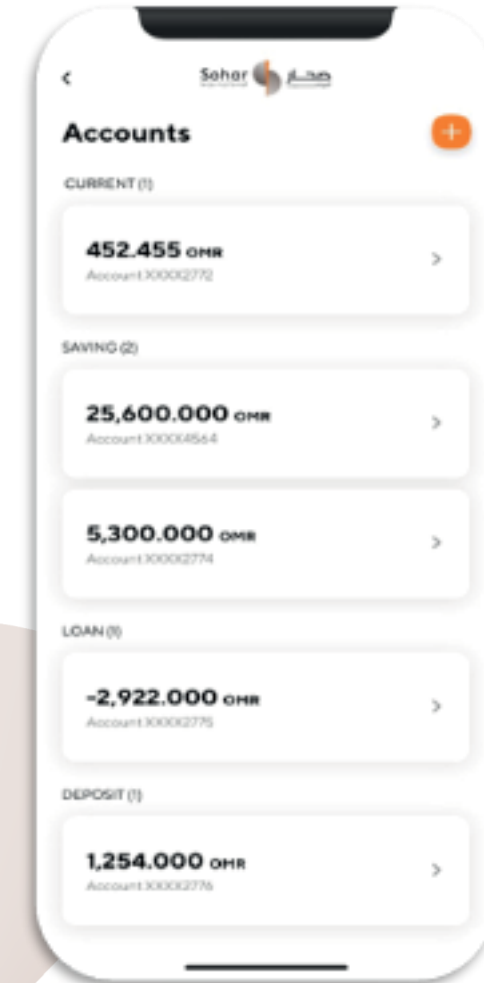
Log in

STEP 2



Select Accounts

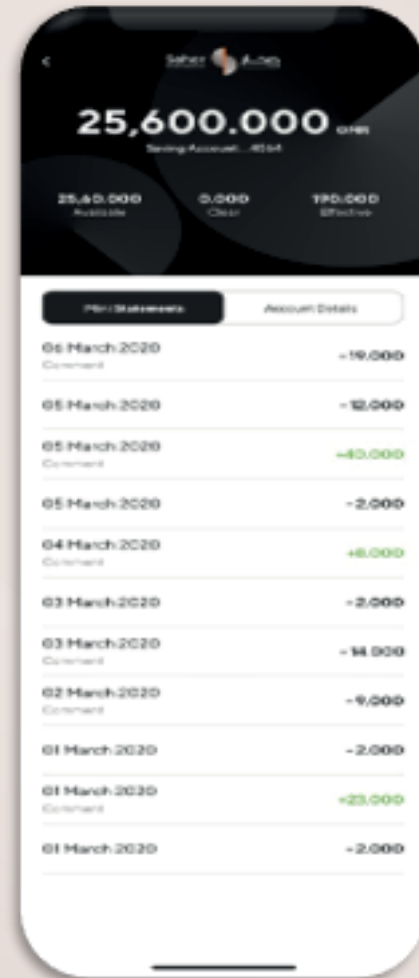
STEP 3



LOG IN WITH CREDENTIALS

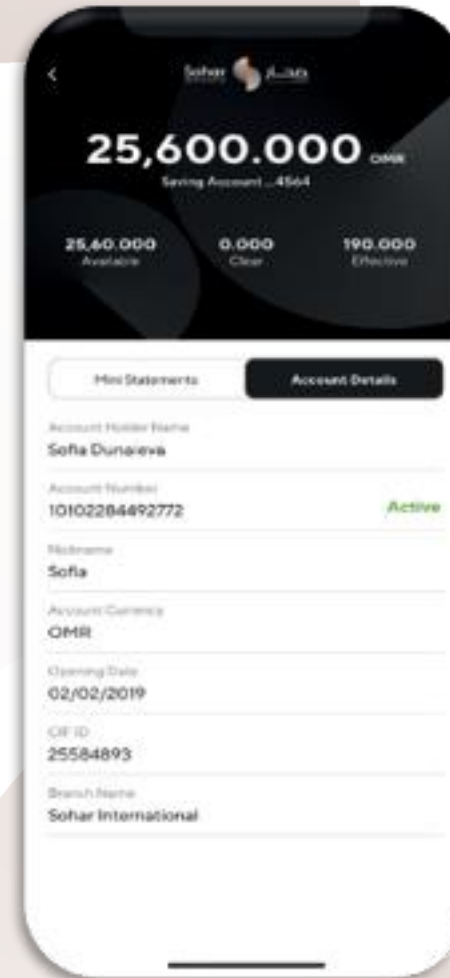


STEP 4



Go to Mini Statements to view transactions

STEP 5



Go to Account Details to view details of your account



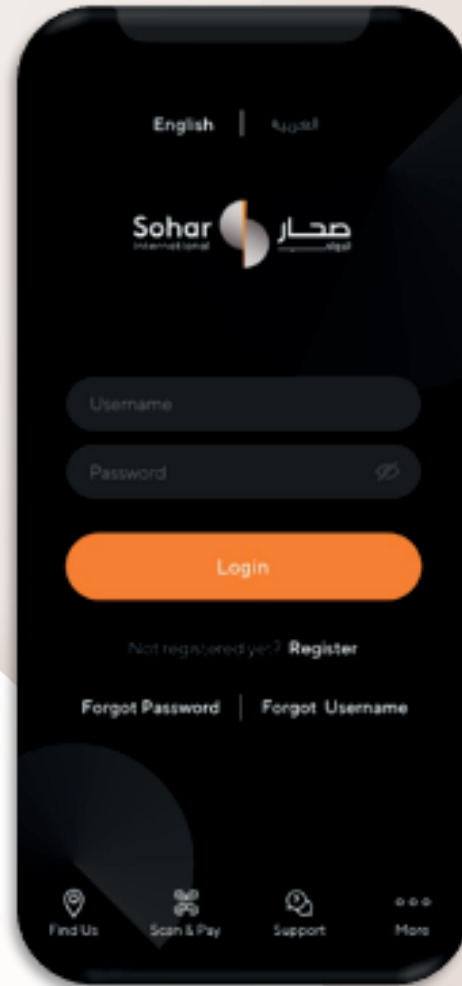
MANAGE YOUR CREDIT CARD SERVICES

View your Credit Card Summary, Credit Card Details, Mini Statement and keep tabs on your spending with the app.

MANAGE YOUR CREDIT CARD SERVICES

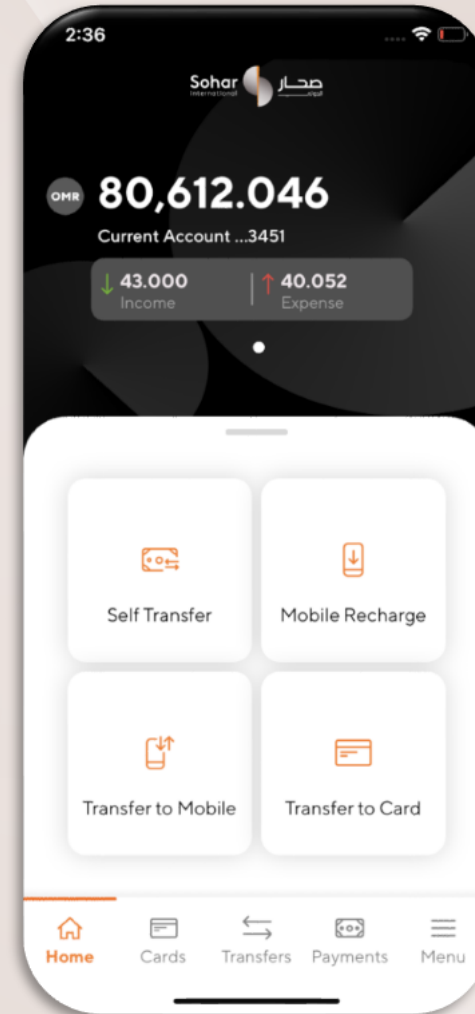


STEP 1



Log in

STEP 2



Select Cards

STEP 3



Select Your Credit Card

MANAGE YOUR CREDIT CARD SERVICES

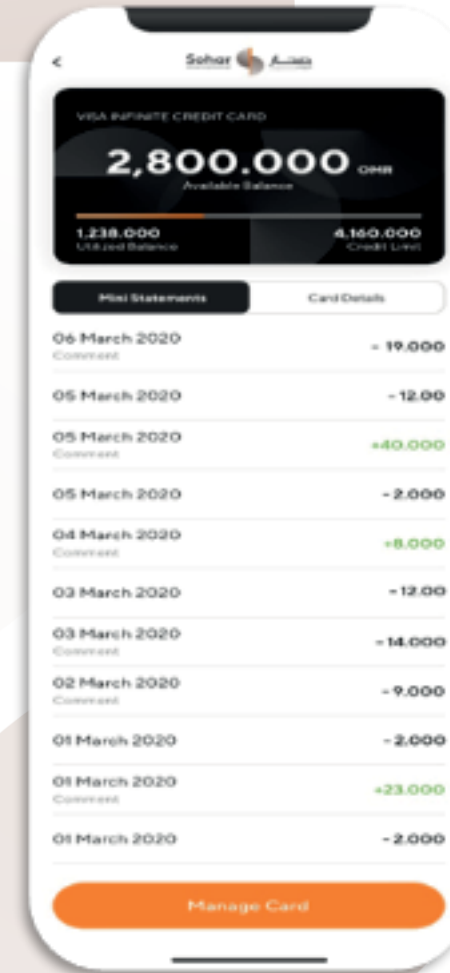


STEP 1



Select Your Credit Card

STEP 2



Go to Mini Statements to view last transactions on your Credit Card

CREDIT CARD PAYMENT



STEP 3

From Account
Current ...7689 OMR 897,000

To Card
5678 XXXX XXXX 9101

Amount
20.000 OMR

Comment (optional)
Comment goes here

Continue

Enter amount and Press Continue

STEP 4

From Account
Current ...7689

To Card
5678 XXXX XXXX 9101

Amount
OMR 20.000

Comment
Comment goes here

Continue

Verify details and press continue

STEP 5

Success!

Your payment was successful.

20.000 OMR
Transferred Amount

From Account
Current ...7689

To Card
5678 XXXX XXXX 9101

Date
02/04/2020

Reference number
23456677889



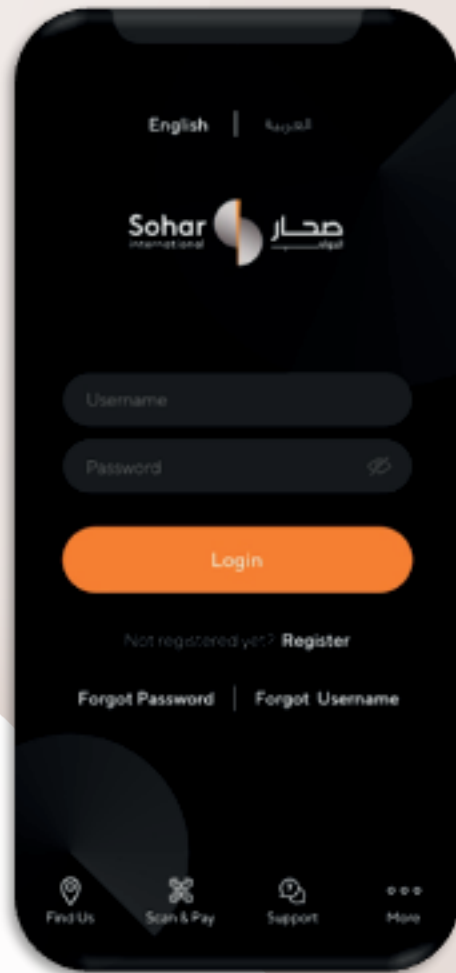
MANAGE YOUR DEBIT CARD SERVICES

Activate your Debit Card, reset your pin, change your withdrawal limit and more, with the help of the Sohar International Banking App.

BLOCK DEBIT CARD

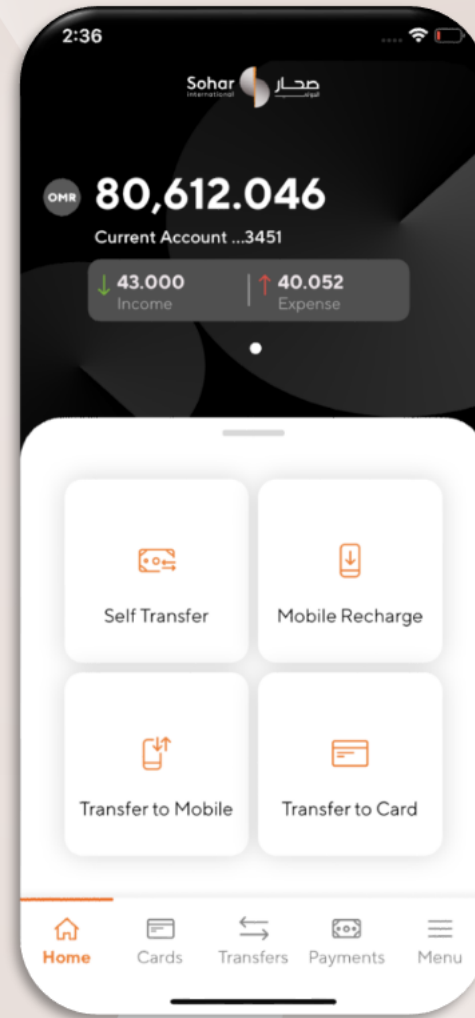


STEP 1



Log in

STEP 2



Select Cards

STEP 3

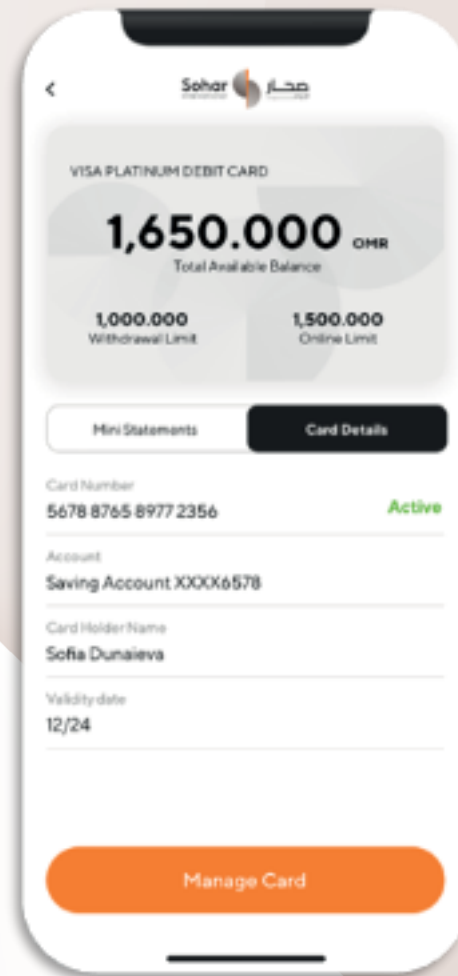


Select Your Debit Card

BLOCK DEBIT CARD

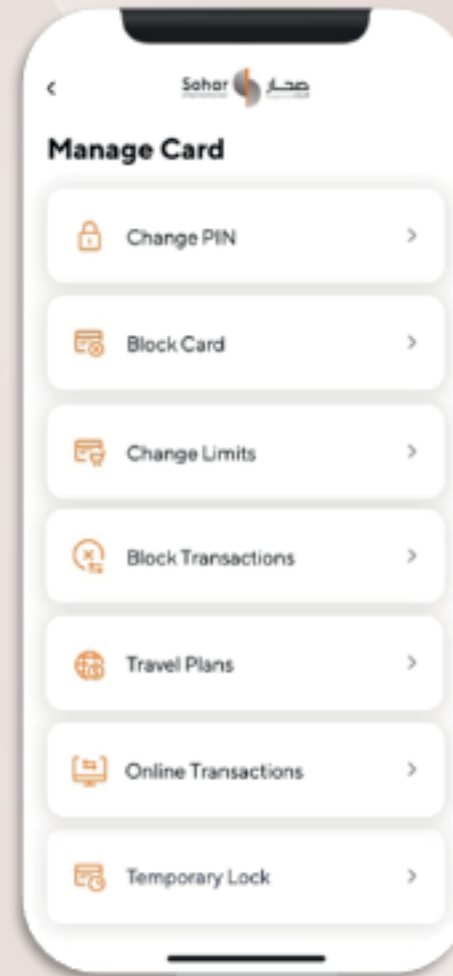


STEP 4



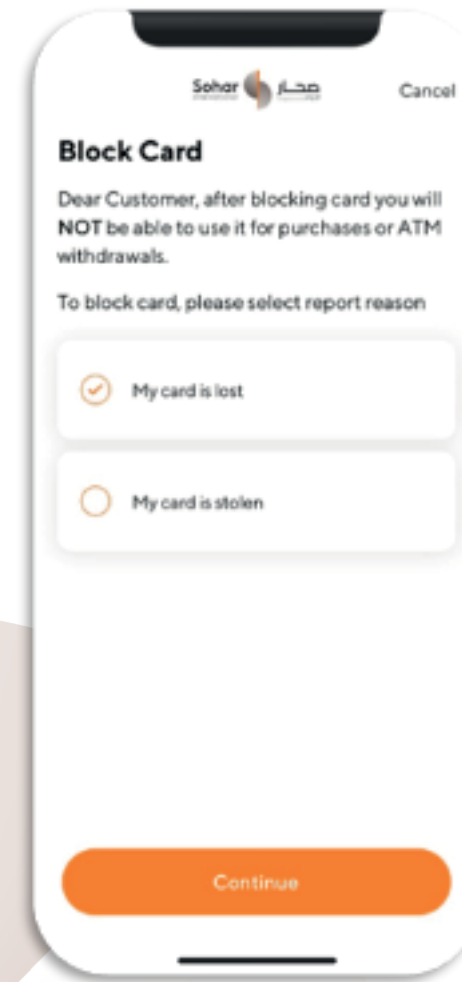
Click on Manage Card

STEP 5



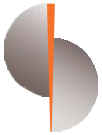
Select Block Card

STEP 6

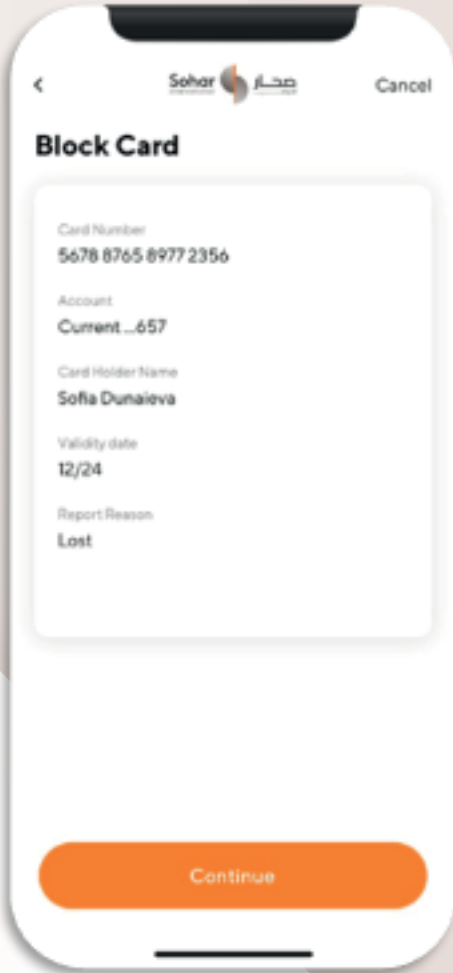


Select reason for blocking your card

BLOCK DEBIT CARD

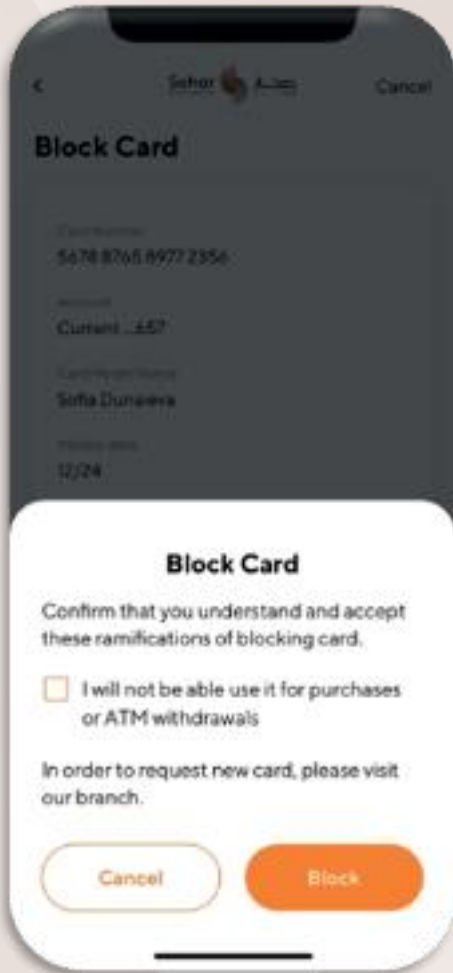


STEP 7



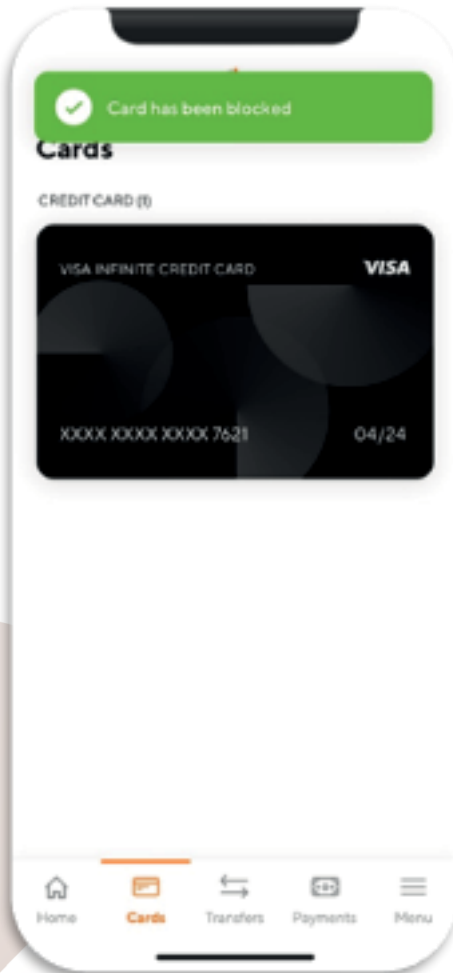
Press Continue

STEP 8



Tick to confirm information and Press Block

STEP 9



BLOCK DEBIT CARD TRANSACTION

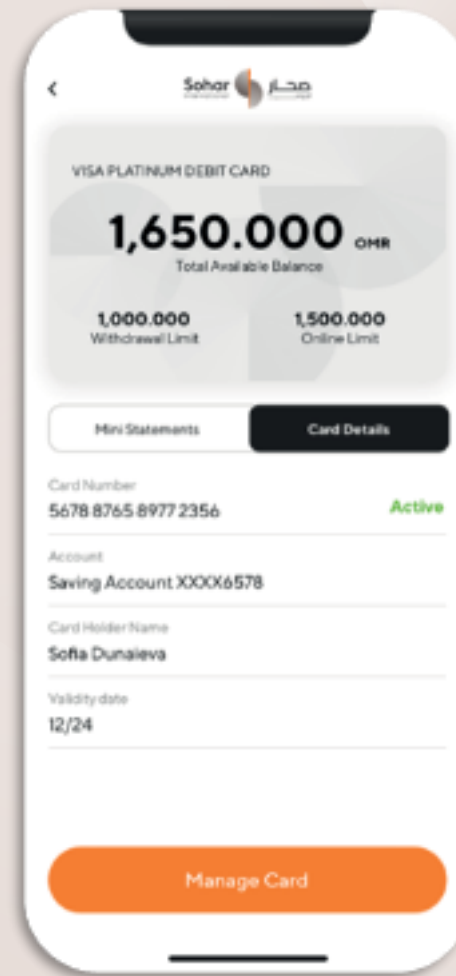


STEP 1



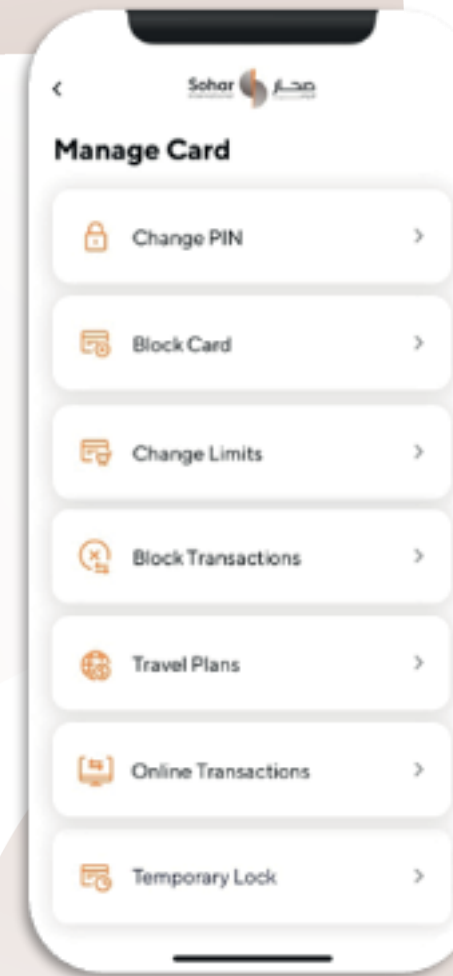
Select Debit Cards

STEP 2



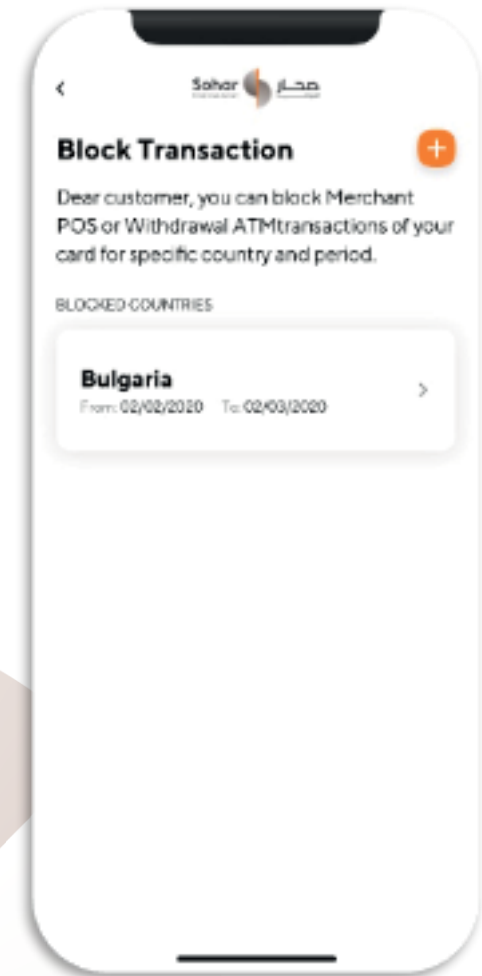
Select Manage Card

STEP 3



Select Block Card Transaction

STEP 4



Click Add Country and date

BLOCK DEBIT CARD TRANSACTION



STEP 5

Transaction Type
Merchant POS

Country

From
DD/MM/YYYY

To
DD/MM/YYYY

Continue

Select Transaction Type
and enter Country and
Date

STEP 6

Transaction Type
Merchant POS

Card Number
5678 8765 8977 2356

Card Holder Name
Sofia Dunsieva

From
13/03/2020

To
30/04/2020

Country
Poland

Continue

Press
Continue

STEP 7

Block has been added

Block Transaction

Dear customer, you can block Merchant POS or Withdrawal ATM transactions of your card for specific country and period.

BLOCKED COUNTRY

Poland
From: 13/03/2020 To: 30/04/2020

Bulgaria
From: 02/02/2020 To: 02/03/2020

CHANGE LIMIT

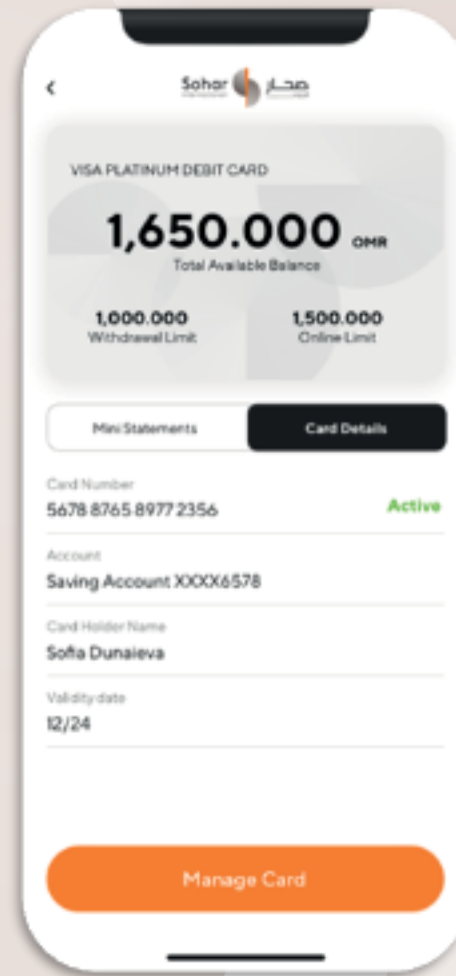


STEP



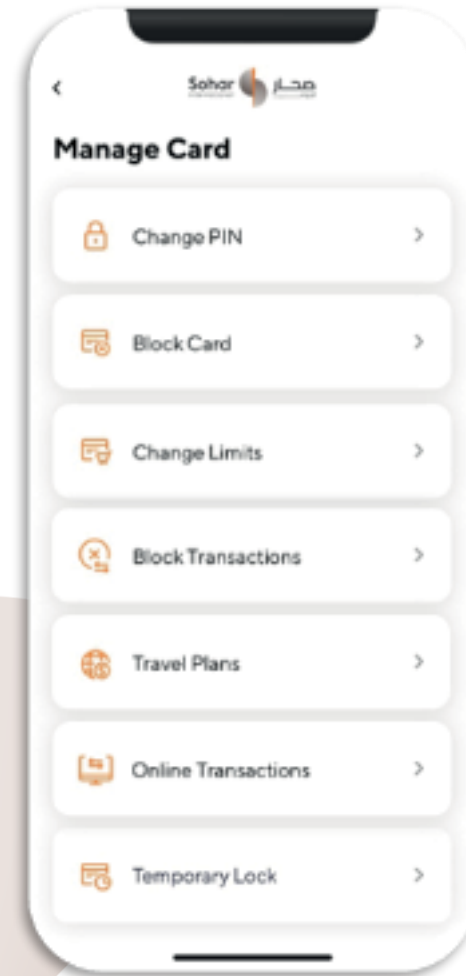
Select Card

STEP 2



Click Manage Card

STEP 3



Select Change Limit

CHANGE LIMIT



STEP 4

Seher
Change Limit

Cancel

Limit Type
Withdrawal ATM

New Limit Amount
OMR 20,000

Start Date
01/04/2020

End Date (optional)

Continue

Select Limit Type and enter
Amount and Date

STEP 5

Seher
Change Limit

Cancel

Limit Type
Withdrawal ATM

New Limit Amount
OMR 20,000

Start Date
01/04/2020

End Date (optional)

Withdrawal Limit
Do you want to change limit that applies to cash withdrawals on ATM and CDM?

Cancel OK

Press
Ok

STEP 6

Limit has been changed

Manage Card

Change PIN

Block Card

Change Limits

Block Transactions

Travel Plans

Online Transactions

Temporary Lock

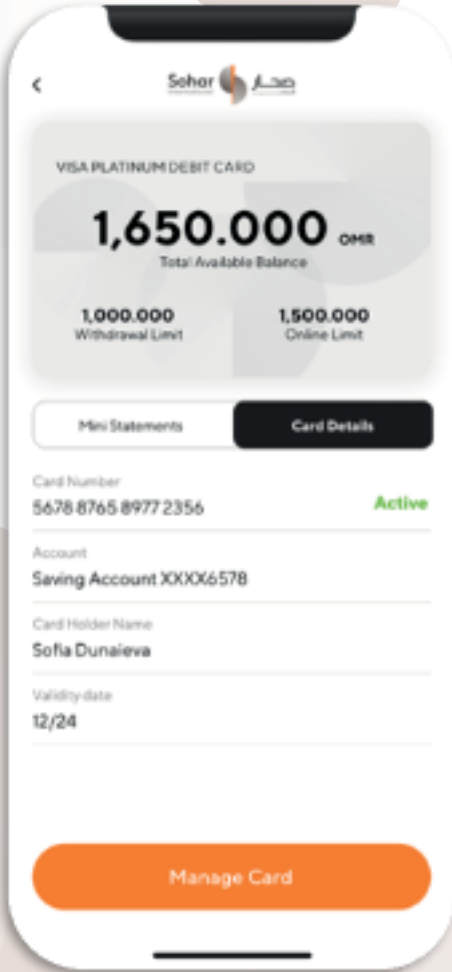
CHANGE PIN

STEP 1



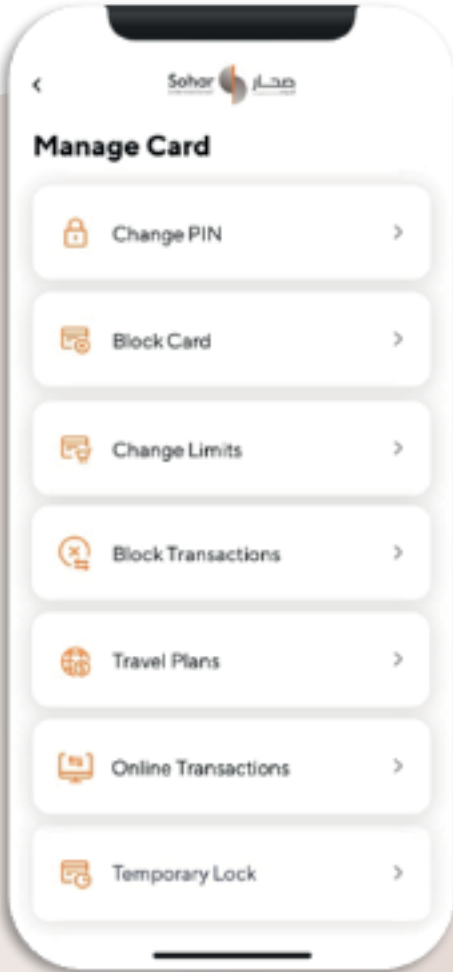
Select Cards

STEP 2



Click Manage Card

STEP 3




Select Change PIN

CHANGE PIN



STEP 4

Sohar  Cancel

Change PIN

Choose a PIN that can't easily be guessed by anyone else.


Current PIN
• • • •

New PIN
• • • •








Confirm PIN
• • • •

Continue

STEP 5

 PIN has been changed

Manage Card

-  Change PIN >
-  Block Card >
-  Change Limits >
-  Block Transactions >
-  Travel Plans >
-  Online Transactions >
-  Temporary Lock >

Enter Old & New PIN and
Press Continue

ONLINE TRANSACTION

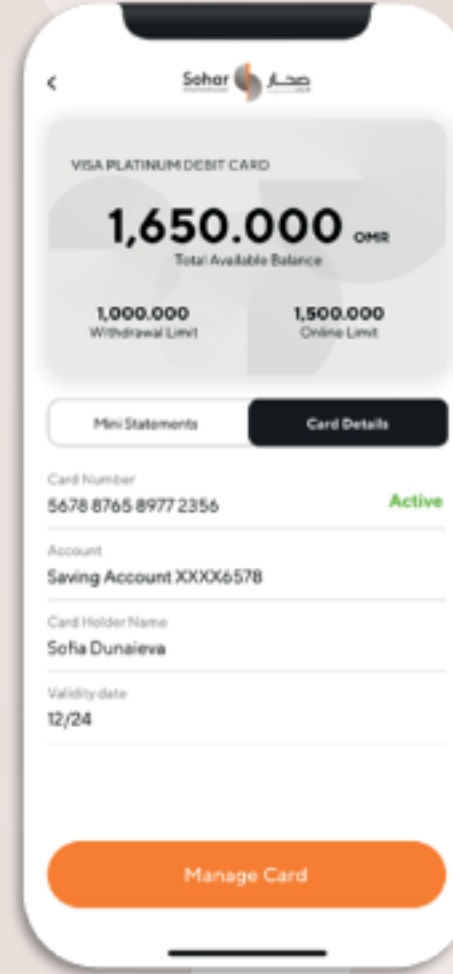


STEP



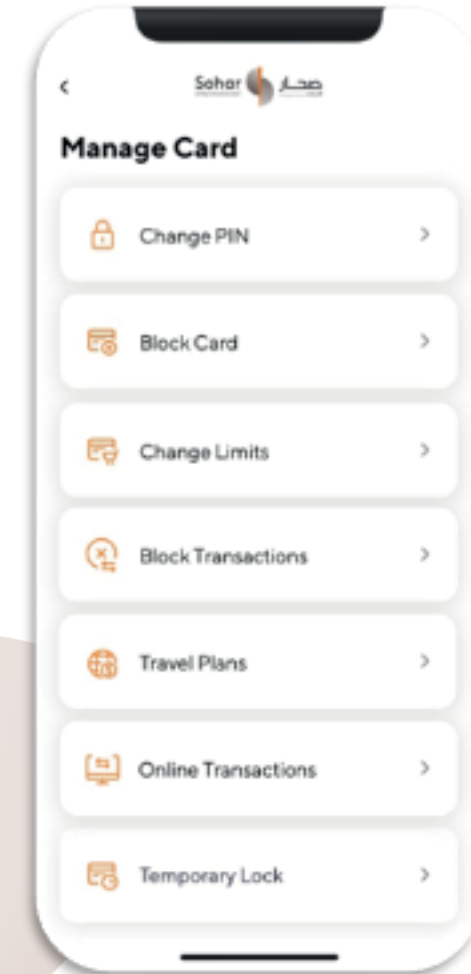
Select Card

STEP 2



Click Manage Card

STEP 3

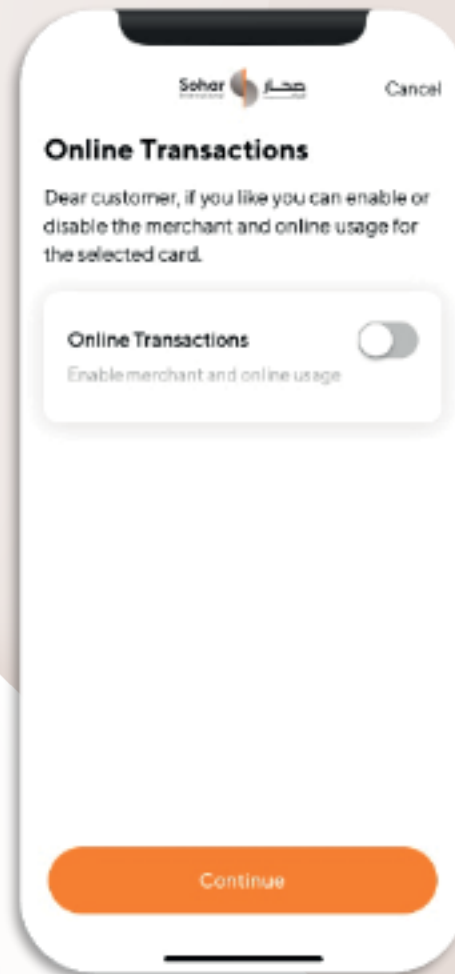


Select Online Transactions

ONLINE TRANSACTION

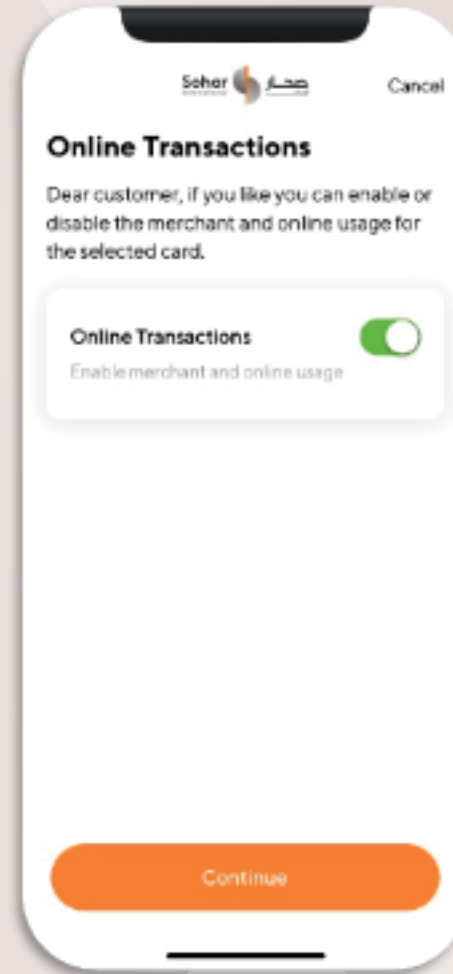


STEP 4



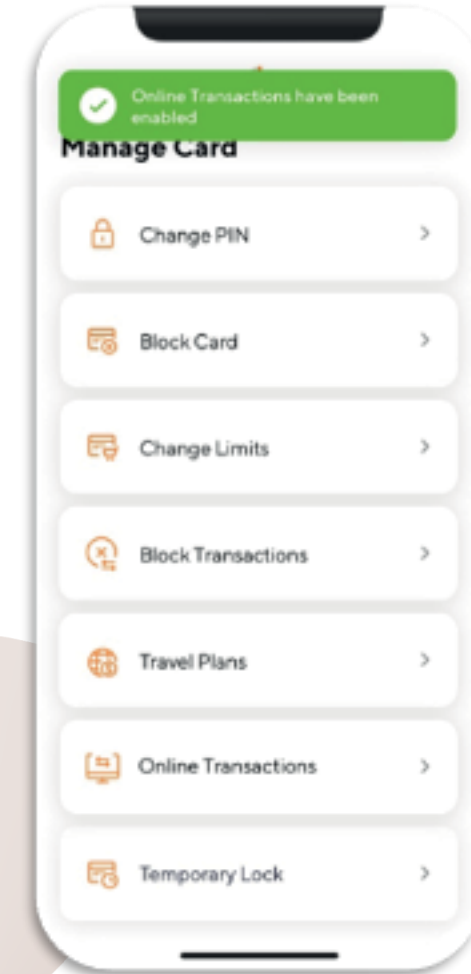
Activate the Online Transaction Option

STEP 5



Press Continue

STEP 6



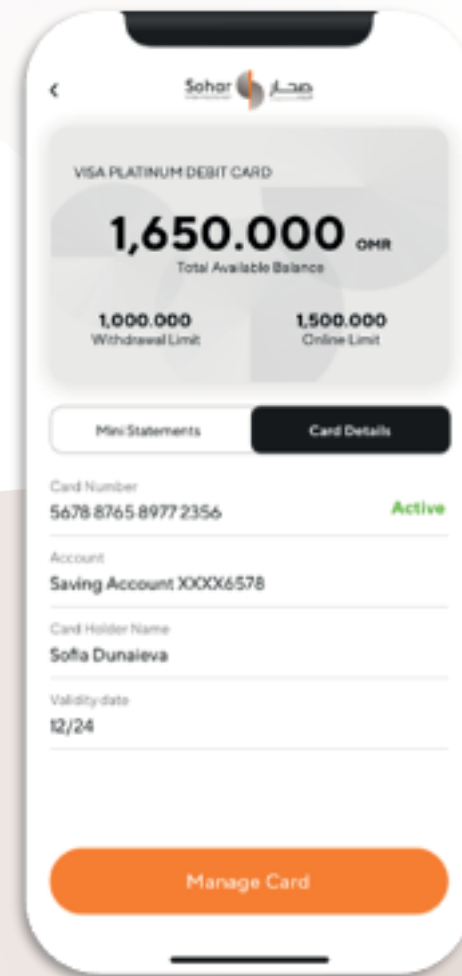
TRAVEL PLAN

STEP



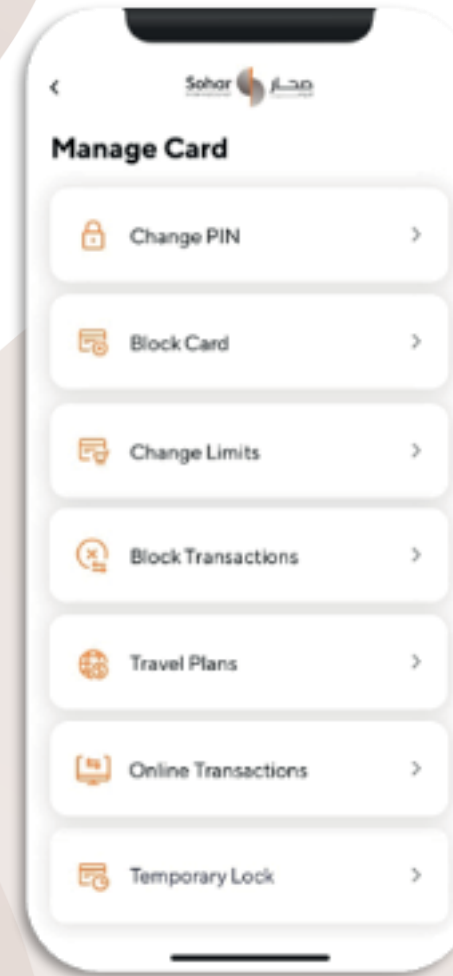
Select Card

STEP 2



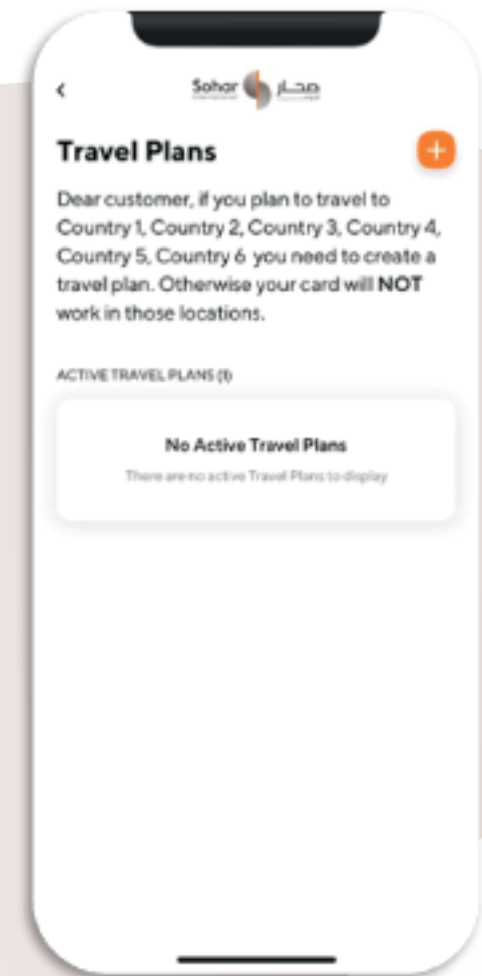
Click Manage Card

STEP 3



Select Travel Plan

STEP 4



Add New Travel Plan

TRAVEL PLAN

STEP 5

Sohar **سحر** Cancel

Add Travel Plan

Please, select one or more destination(s) for your Travel Plan.

- Country 1
- Country 2
- Country 3
- Country 4
- Country 5
- Country 6

Continue

Select Your Destinations

STEP 6

Sohar **سحر** Cancel

Add Travel Plan

Please, specify exact travel dates.

From: 03/04/2020 To: 30/04/2020

April 2020

S	M	T	W	T	F	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Continue

Select Dates

STEP 7

Sohar **سحر** Cancel

Add Travel Plan

Card Number
XXXX XXXX XXXX 2356

Card Holder Name
Sofia Dunaleva

From
13/03/2002

To
30/04/2020

Destination(s)
Country 1
Country 2

Continue

Press Continue

STEP 8

Travel Plan has been created

Travel Plans

Dear customer, if you plan to travel to Country 1, Country 2, Country 3, Country 4, Country 5, Country 6 you need to create a travel plan. Otherwise your card will **NOT** work in those locations.

ACTIVE TRAVEL PLANS (1)

- Country 1**
From: 02/02/2020 To: 02/03/2020

EXPIRED TRAVEL PLANS (1)

- Country 2**
From: 14/12/2019 To: 02/01/2020



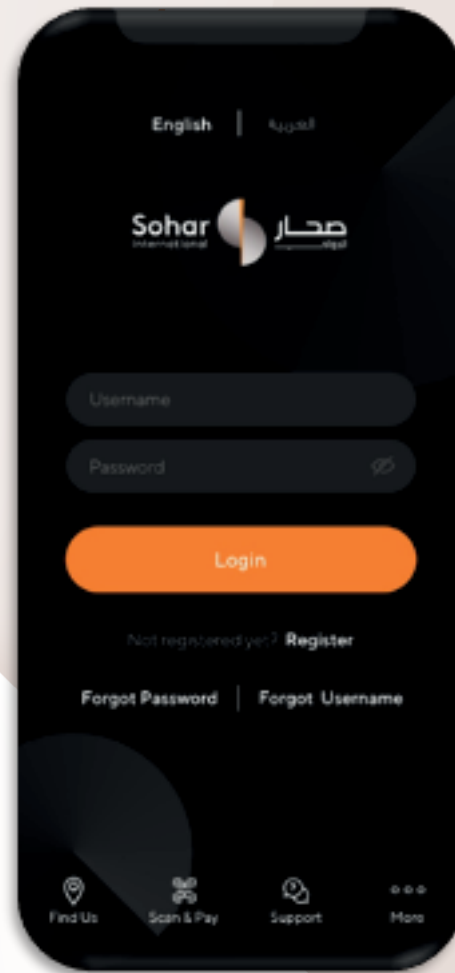
MANAGE YOUR PREPAID CARD

View your Prepaid Card Details and keep tabs on your spending with the app.

MANAGE YOUR PREPAID CARD (TOP UP)

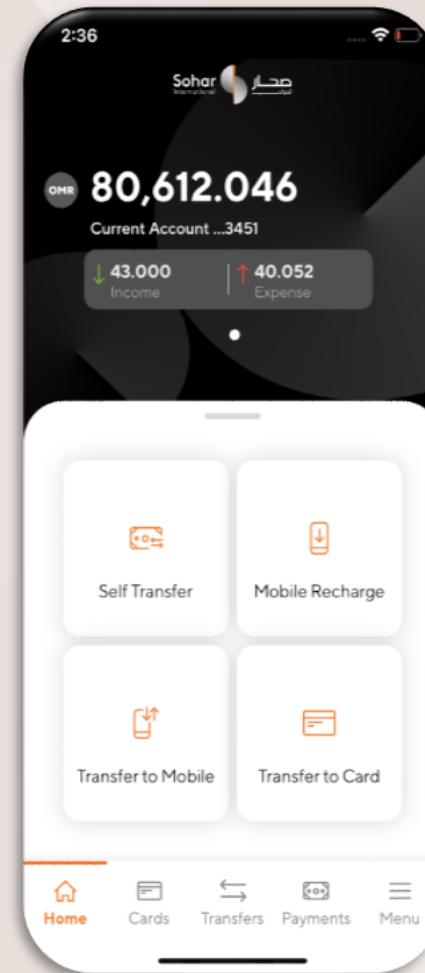


STEP



Log In

STEP 2



Go to Cards

STEP 3

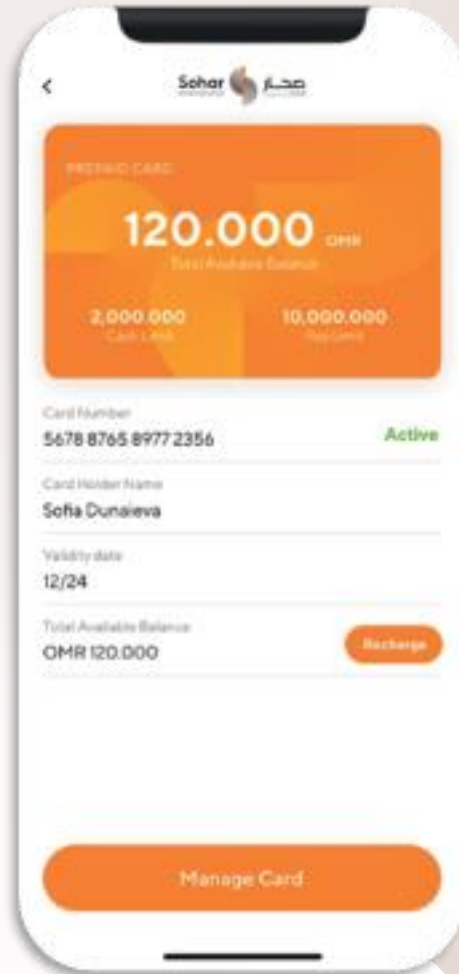


Select Your Pre Paid Card

MANAGE YOUR PREPAID CARD (TOP UP)

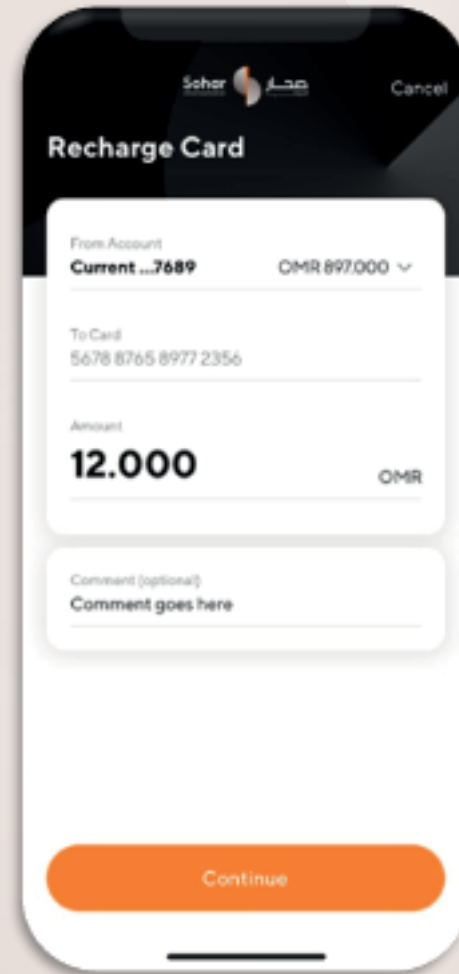


STEP 4



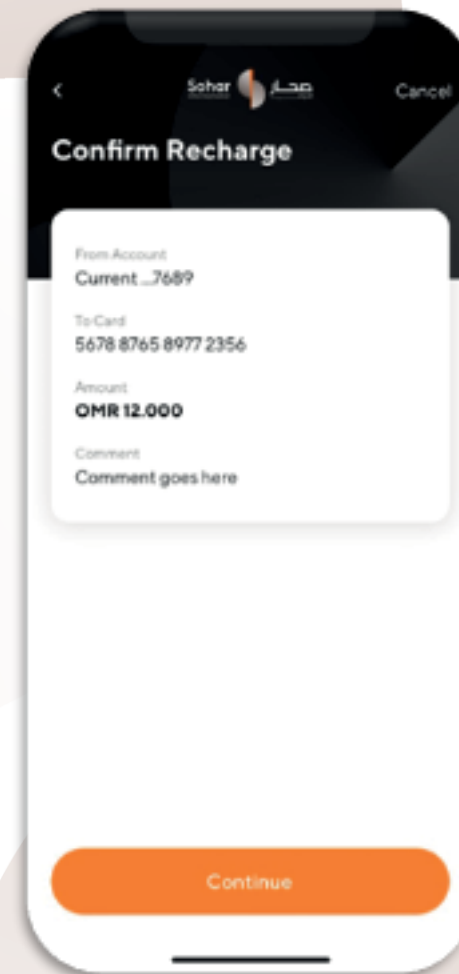
Go to Recharge

STEP 5



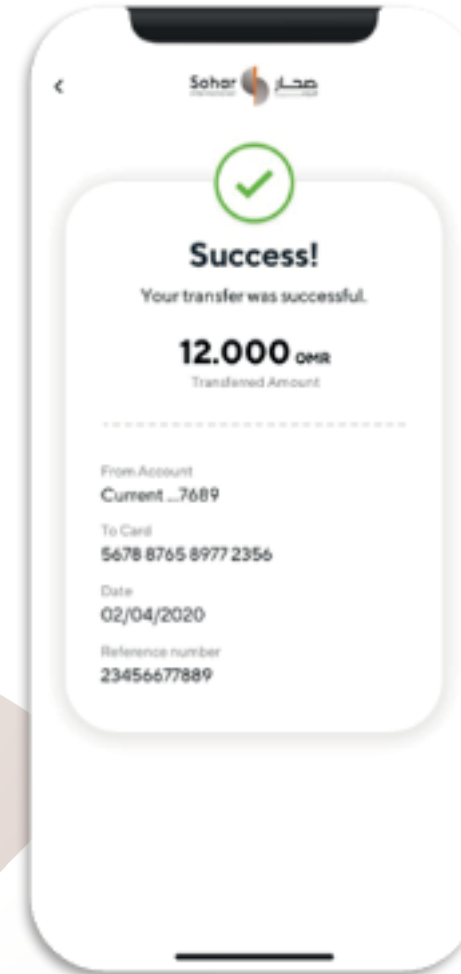
Enter top up amount desired and press continue

STEP 6



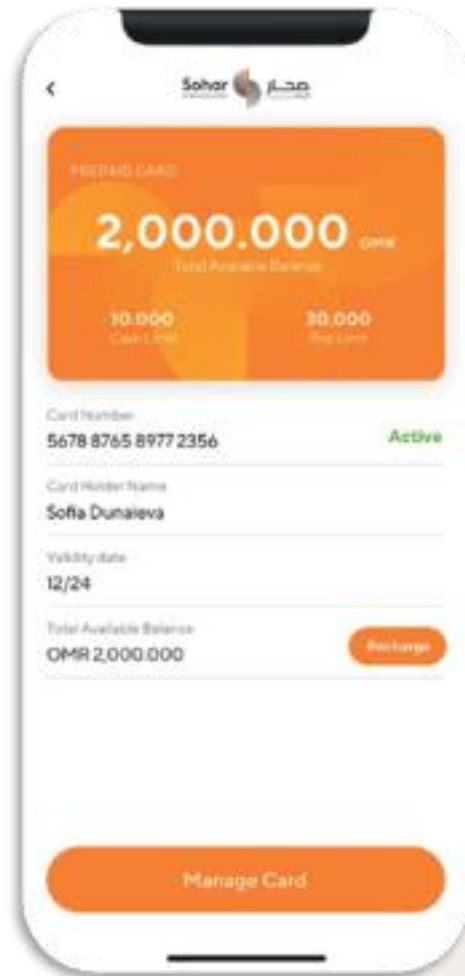
Verify the amount

STEP 7



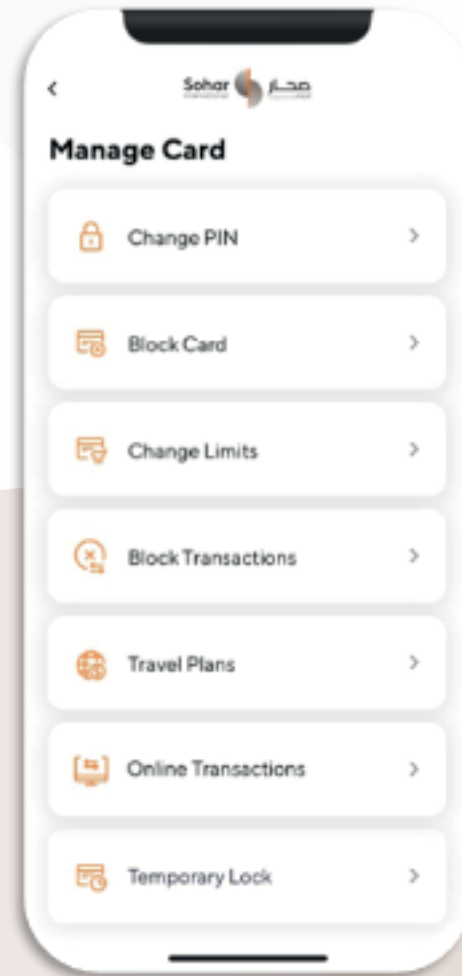
BLOCK PREPAID CARD

STEP



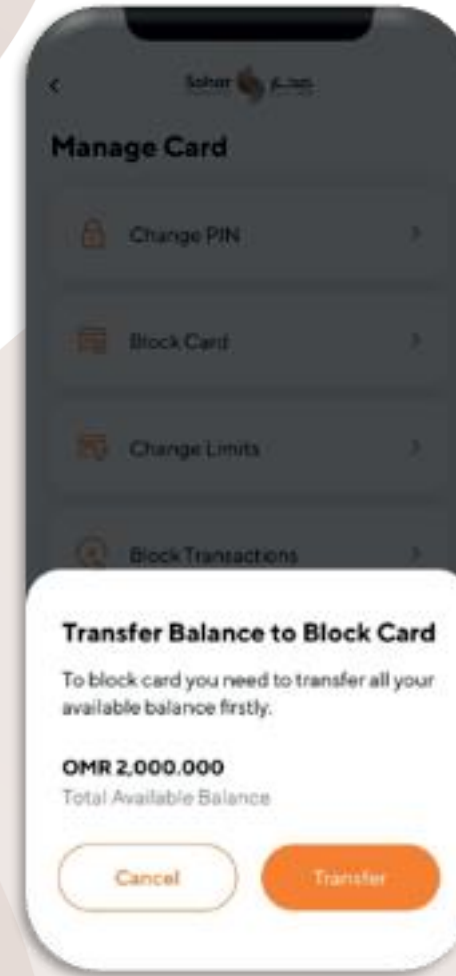
Click Manage Card

STEP 2



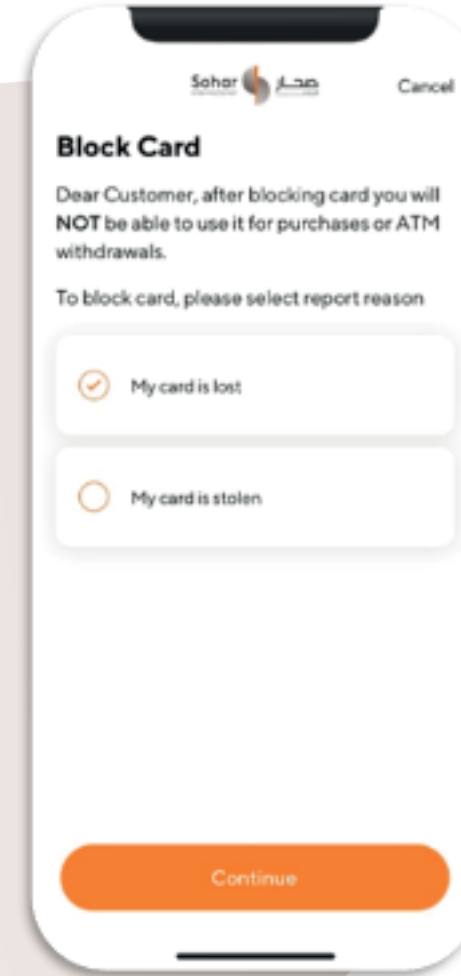
Go to Block Card

STEP 3



Click Transfer

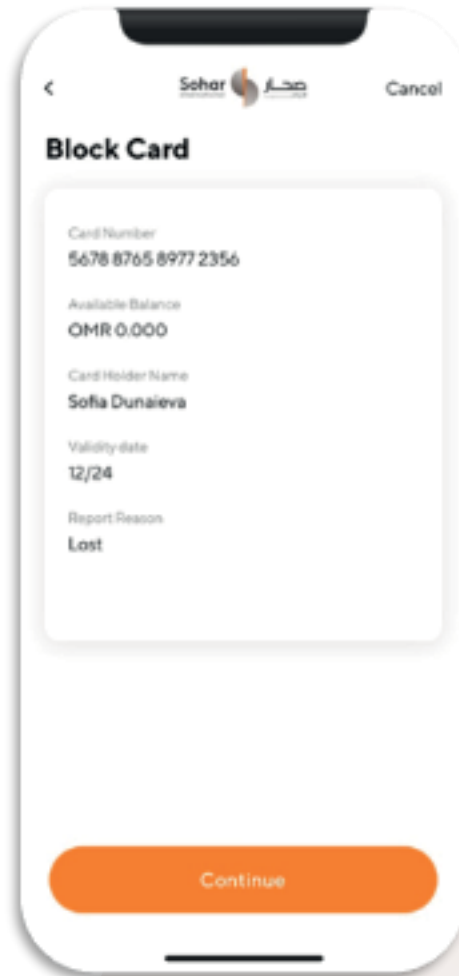
STEP 4



Select reason for blocking Card

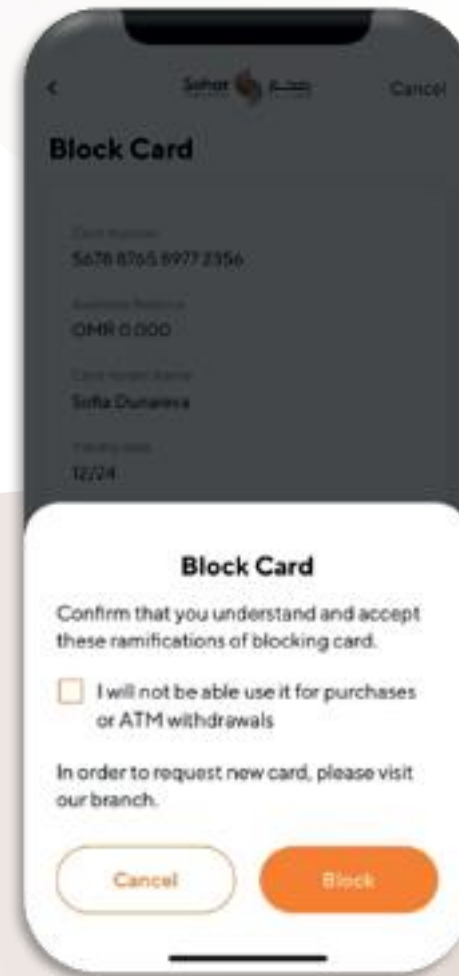
BLOCK PREPAID CARD

STEP 5



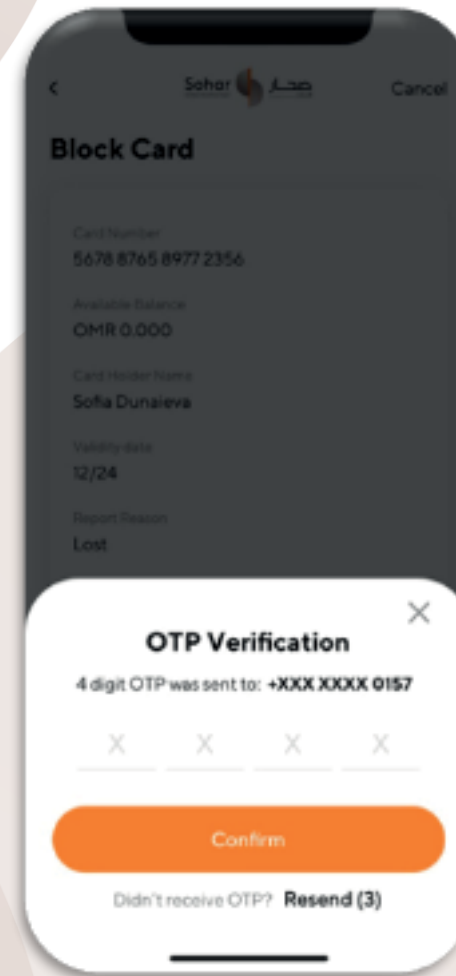
Press
Continue

STEP 6



Verify information and tick
the box followed by
pressing block

STEP 7



Enter OTP

STEP 8





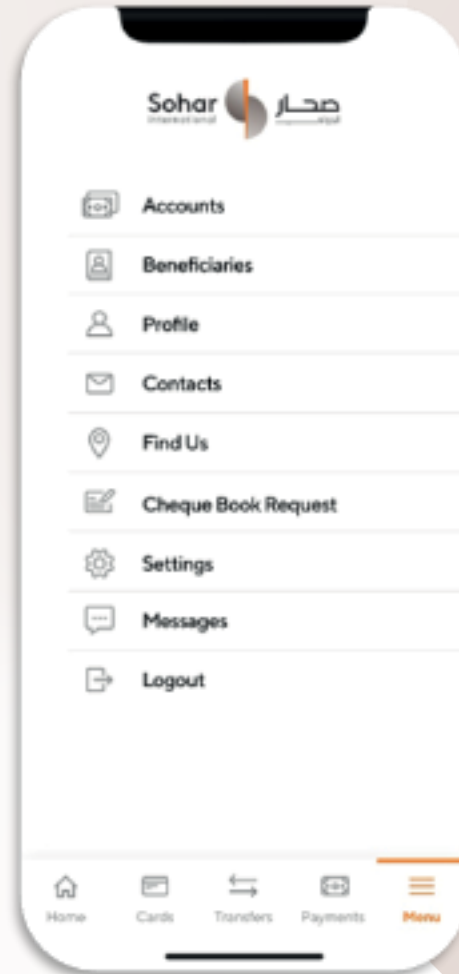
FUND TRANSFERS WITH SOHAR INTERNATIONAL APP

Initiate transfers between Sohar International accounts, to local accounts within Oman, and send money abroad in a matter of taps, with your Sohar International Banking App.

ADD BENEFCIARIES FOR FUND TRANSFER WITHIN SOHAR INTERNATIONAL

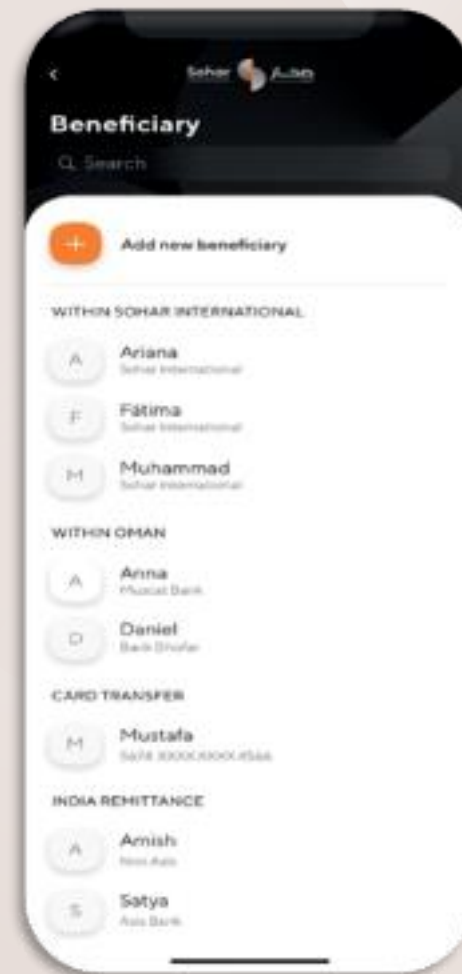


STEP 1



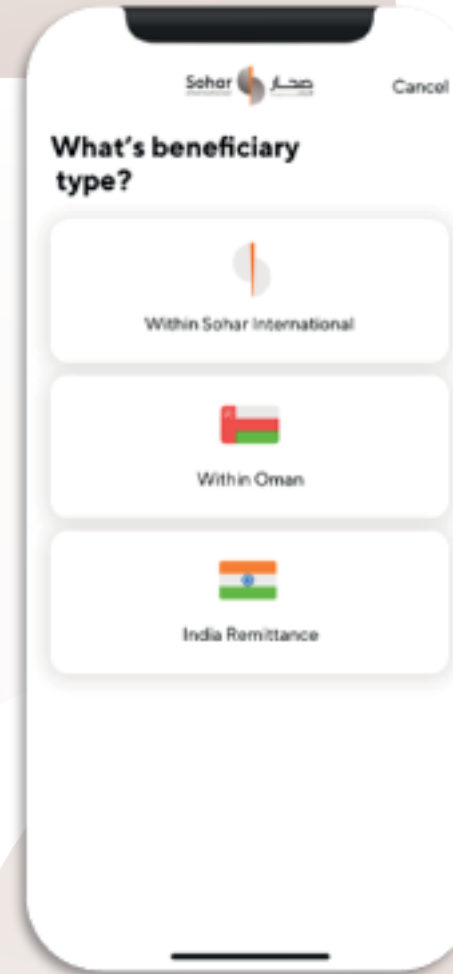
Go to Menu and
Select
Beneficiaries

STEP 2



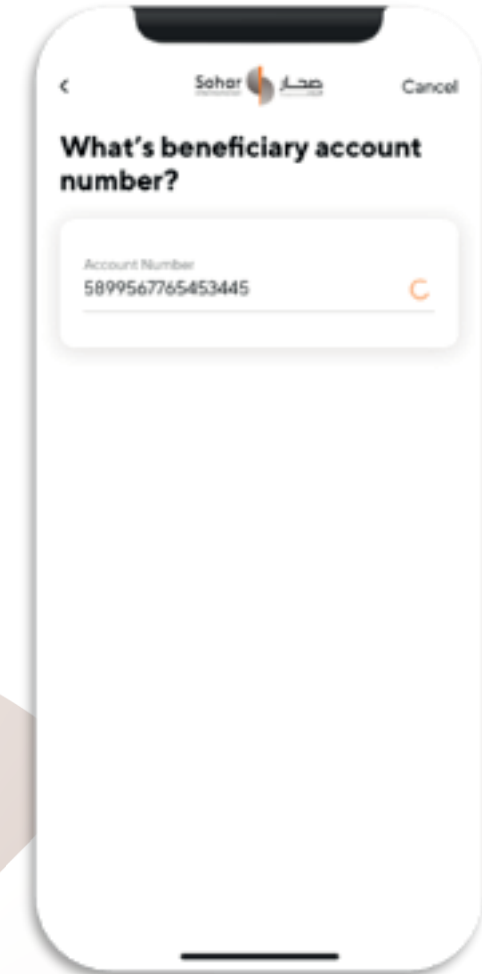
Select Add New Beneficiary

STEP 3



Select Within Sohar
International

STEP 4



Enter Beneficiary Account Number

ADD BENEFCIARIES FOR FUND TRANSFER WITHIN SOHAR INTERNATIONAL



STEP 5

The screenshot shows a mobile app interface for adding a beneficiary. At the top, there is a back arrow, the Sohar International logo, and a 'Cancel' button. The main heading is 'What's beneficiary account details?'. Below this, there are two input fields: 'Account Number' with the value '5899567765453445' and a green checkmark, and 'Account Holder' with the value 'Ariana Barros'. Below these fields, there is a prompt: 'Please edit or use suggested Beneficiary Nickname.' followed by a 'Nickname' field containing 'Ariana'. At the bottom, there is an orange 'Continue' button.

Enter Beneficiary Account Details

STEP 6

The screenshot shows a mobile app interface for confirming beneficiary information. At the top, there is a back arrow, the Sohar International logo, and a 'Cancel' button. The main heading is 'Confirm Information'. Below this, there is a summary box containing: 'Type: Within Sohar International', 'Account Number: 5899567765453445', 'Account Holder: Ariana Barros', and 'Nickname: Ariana'. At the bottom, there is an orange 'Continue' button.

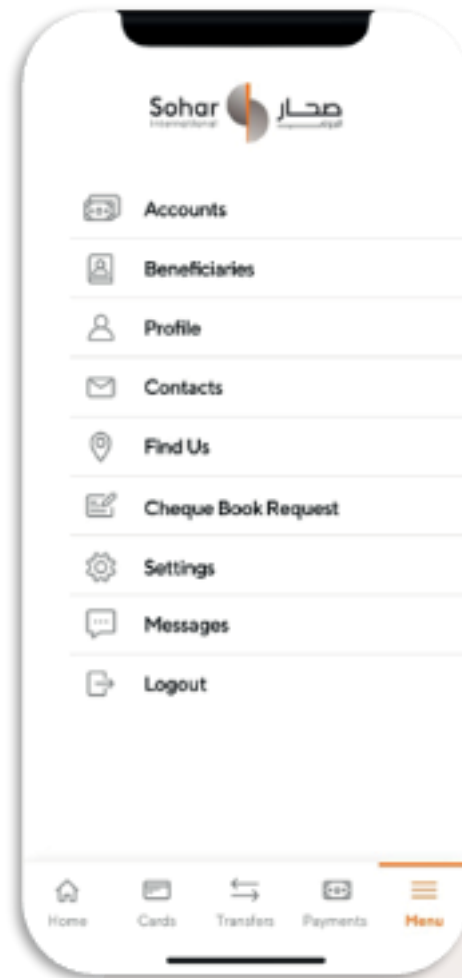
Verify details and Press Continue

STEP 7

The screenshot shows a mobile app interface displaying a list of beneficiaries. At the top, there is a green notification bar that says 'Beneficiary has been created.' Below this, there is a search bar with the text 'Search'. Below the search bar, there is an orange '+' button and the text 'Add new beneficiary'. The list is divided into three sections: 'WITHIN SOHAR INTERNATIONAL' with entries for Ariana, Fátima, and Muhammad; 'WITHIN OMAN' with entries for Anna and Daniel; and 'CARD TRANSFER' with an entry for Mustafa. Each entry includes a circular icon with a letter and the beneficiary's name and account details.

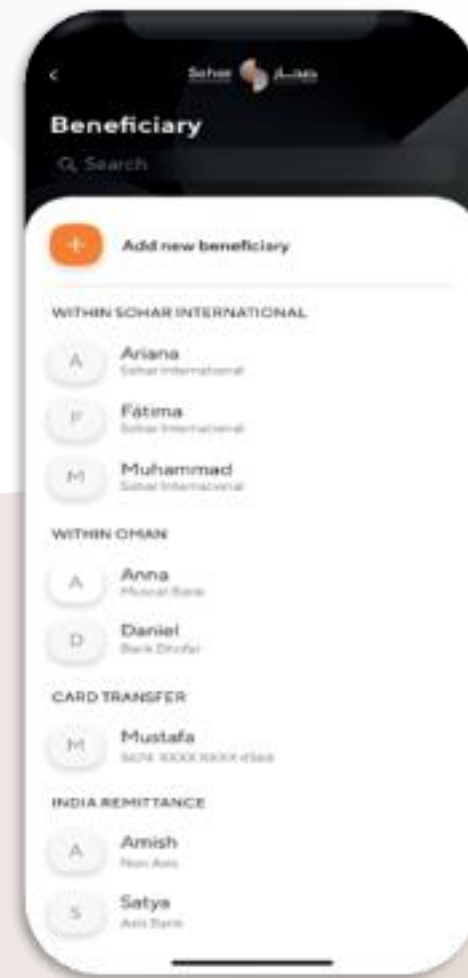
ADD BENEFCIARIES FOR FUND TRANSFER THROUGH CARDS

STEP 1



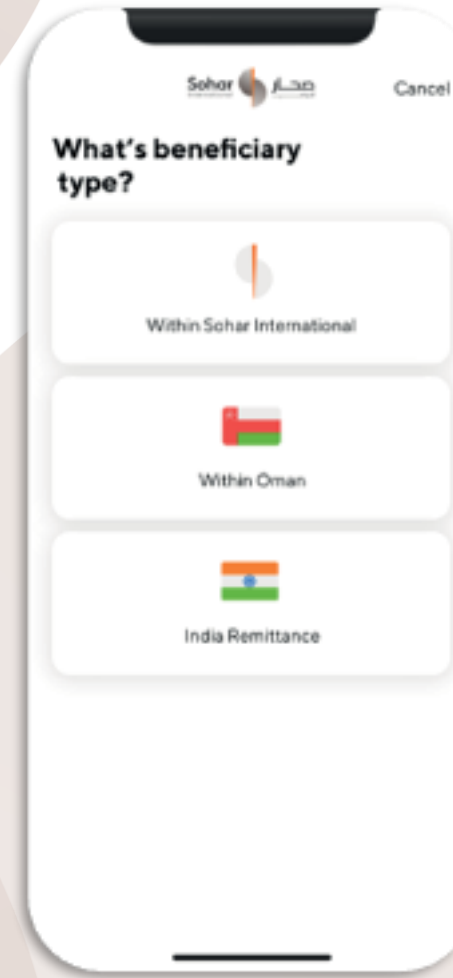
Select Menu and Click Beneficiaries

STEP 2



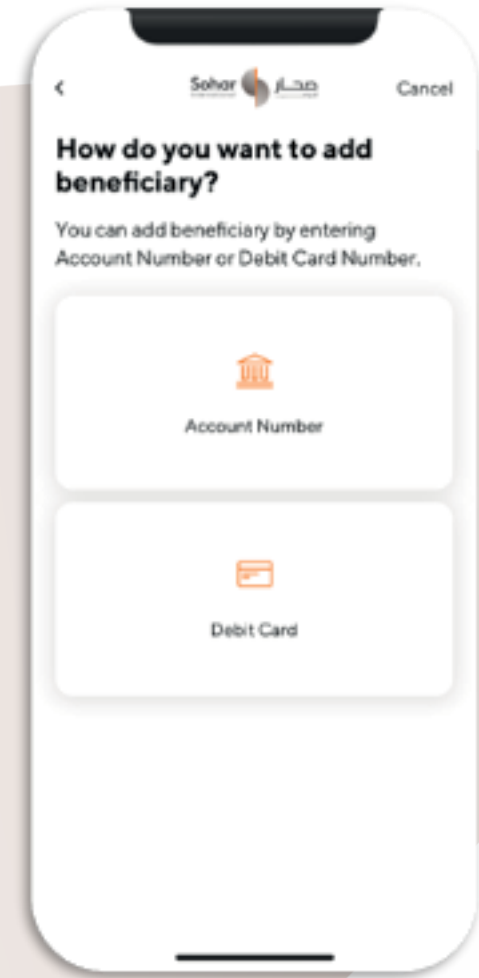
Select Add New Beneficiary

STEP 3



Select Beneficiary Type

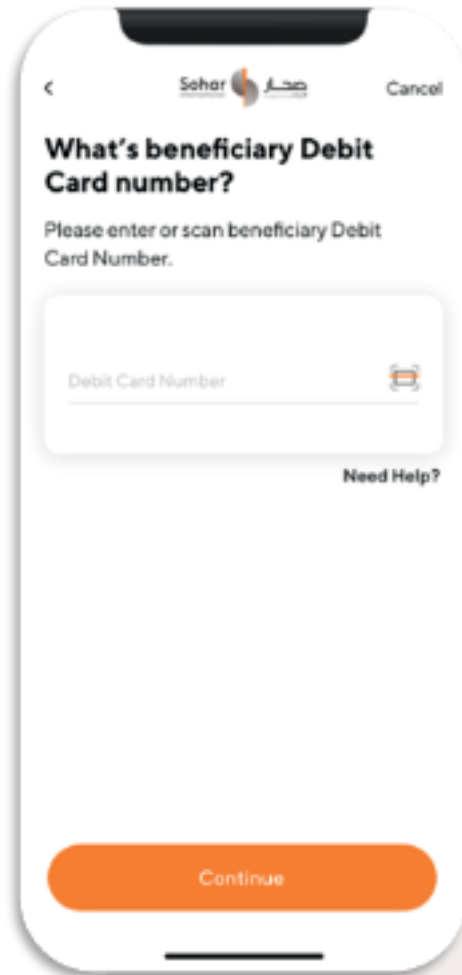
STEP 4



Select Debit Card

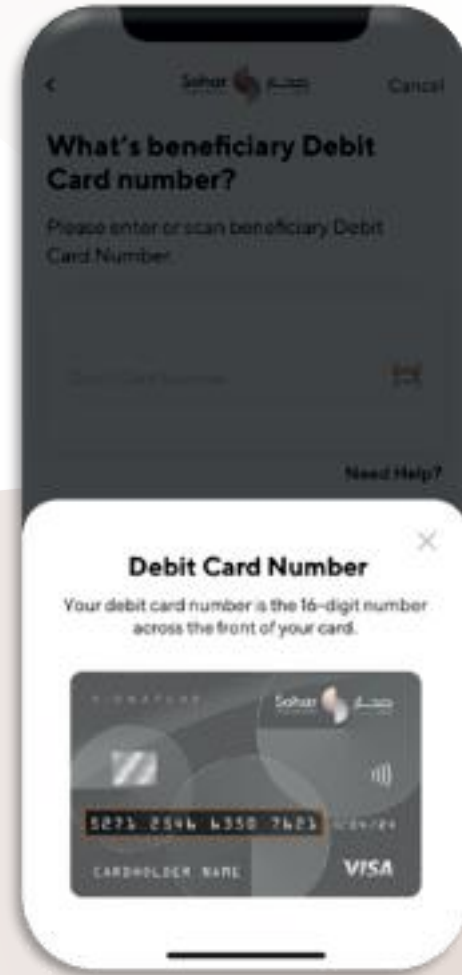
ADD BENEFEICIARIES FOR FUND TRANSFER THROUGH CARDS NUMBER

STEP 5

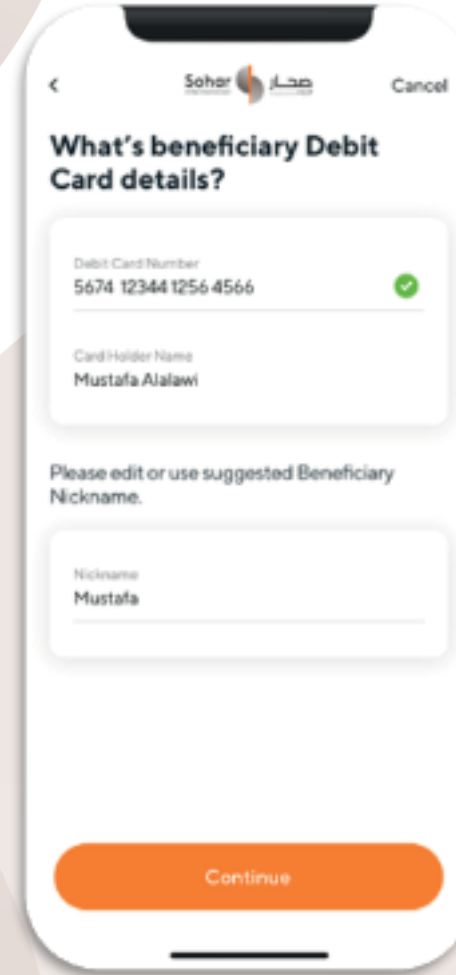


Enter beneficiary card number

STEP 6

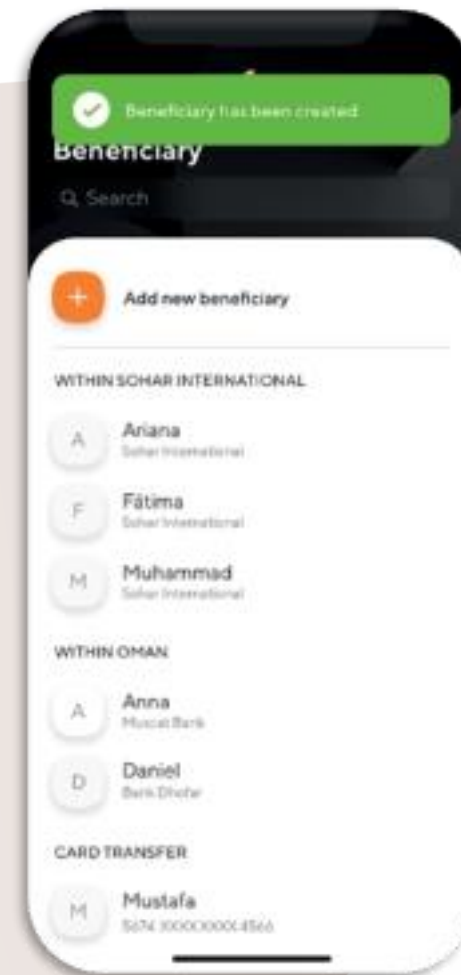


STEP



Press Continue

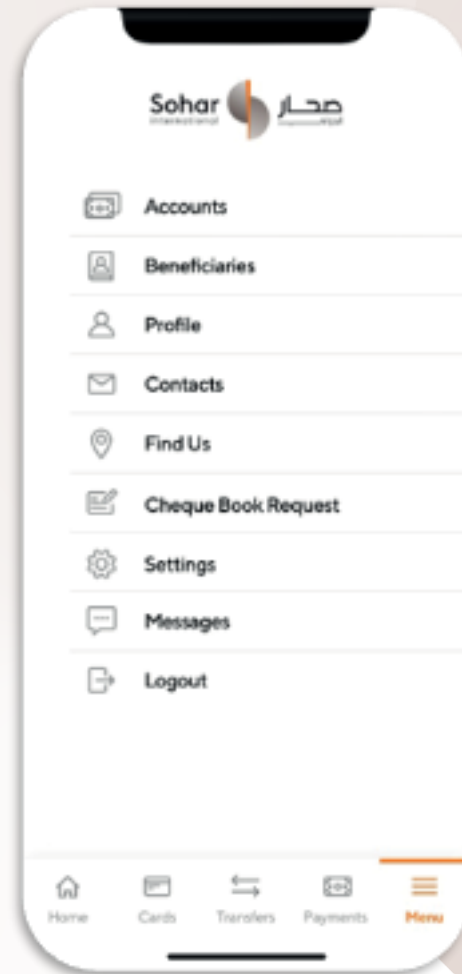
STEP 8



ADD BENEFCIARIES FOR FUND TRANSFER FOR ACCOUNT WITHIN OMAN

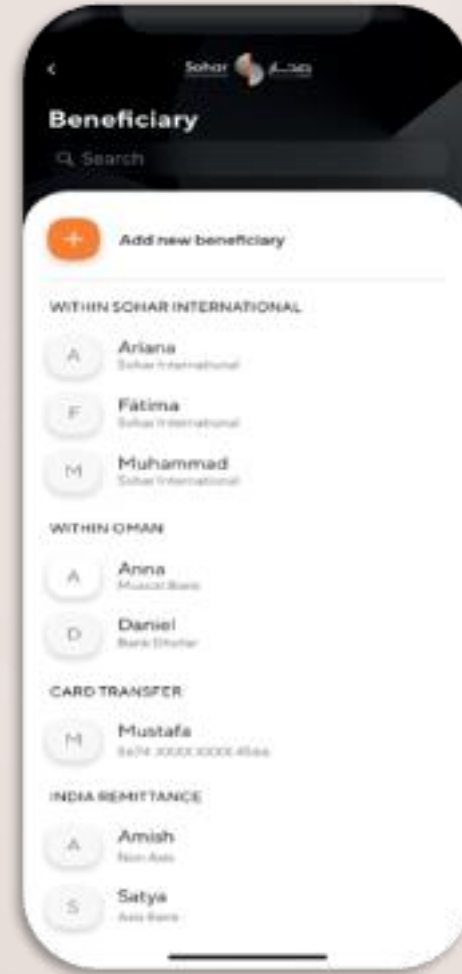


STEP 1



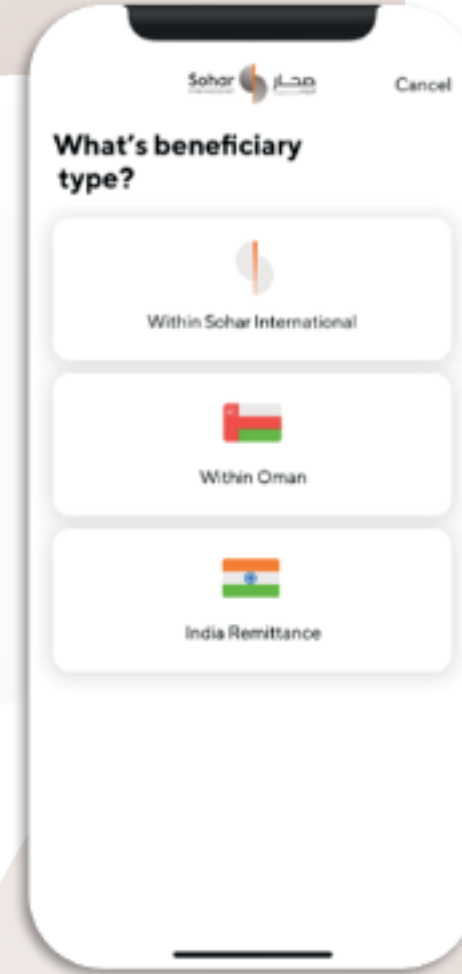
Select Menu and Click Beneficiaries

STEP 2



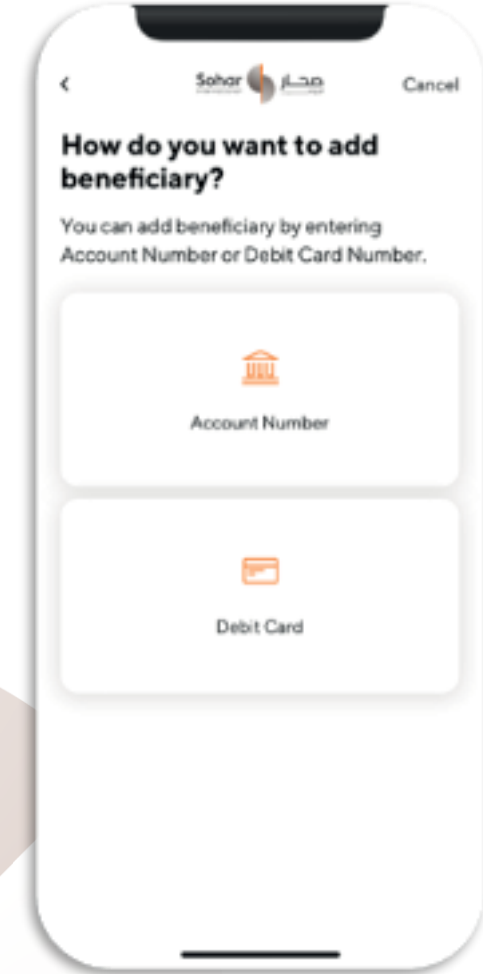
Select Add new beneficiary

STEP 3



Select Beneficiary Type

STEP 4



Select Account Number

ADD BENEFCIARIES FOR FUND TRANSFER FOR ACCOUNT WITHIN OMAN



STEP 5

The screenshot shows a mobile app interface for adding a beneficiary. At the top, there is a back arrow, the Sohar logo, and a 'Cancel' button. The main heading is 'What's beneficiary account details?'. Below this, there are four input fields: 'Account Number', 'Bank' (with a dropdown arrow), 'Account Holder', and 'Nickname'. A fifth field for 'Mobile Number (Optional)' is also present. At the bottom, there is a prominent orange 'Continue' button.

Enter beneficiary account details

STEP 6

The screenshot shows the 'Confirm Information' screen. It features a back arrow, the Sohar logo, and a 'Cancel' button. The heading is 'Confirm Information'. Below the heading, the following details are displayed: 'Type: Within Oman', 'Account Number: 5899567765453445', 'Bank: Muscat Bank', 'Account Holder: Anna Barros', 'Nickname: Anna', and 'Mobile Number: +968 24 559800'. An orange 'Continue' button is located at the bottom.

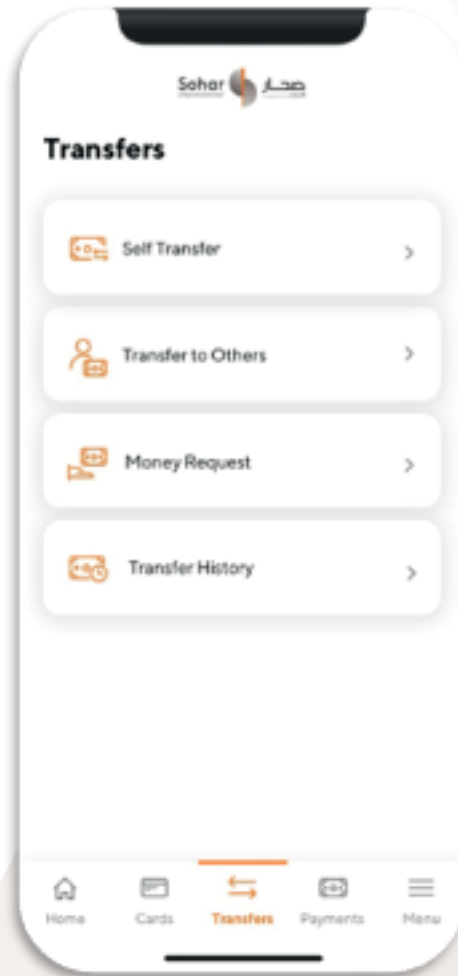
Verify details and Press Continue

STEP 7

The screenshot shows the 'Beneficiary' list screen. At the top, there is a green notification bar that says 'Beneficiary has been created'. Below this, there is a search bar with a magnifying glass icon and the word 'Search'. An orange '+' button is followed by the text 'Add new beneficiary'. The list is divided into three sections: 'WITHIN SOHAR INTERNATIONAL' (listing Ariana, Fátima, and Muhammad), 'WITHIN OMAN' (listing Anna and Daniel), and 'CARD TRANSFER' (listing Mustafa). Each entry includes a circular icon with a letter and the beneficiary's name and account details.

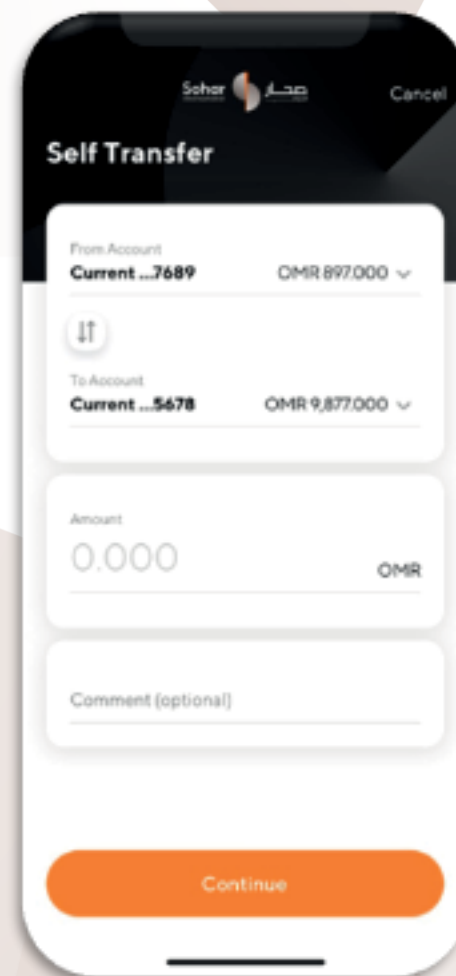
SELF TRANSFER

STEP



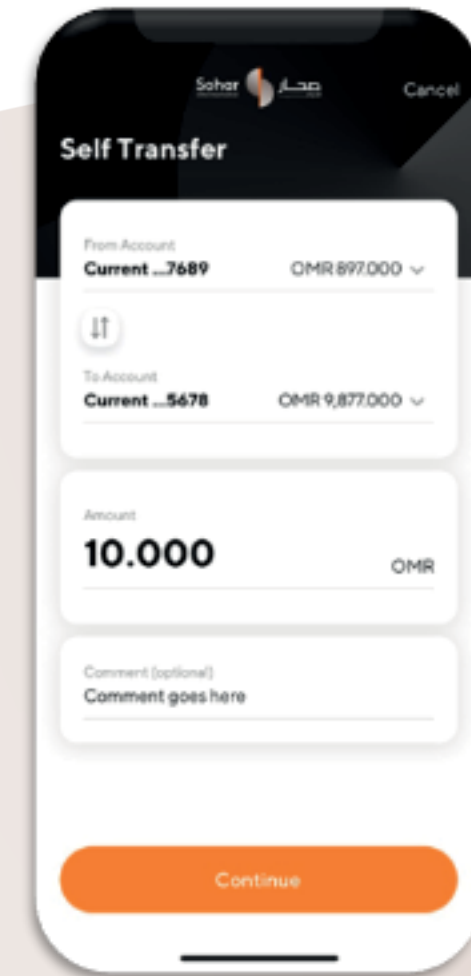
Select Transfer
and Click Self
Transfer

STEP 2



Select which accounts
you want to transfer
From/To

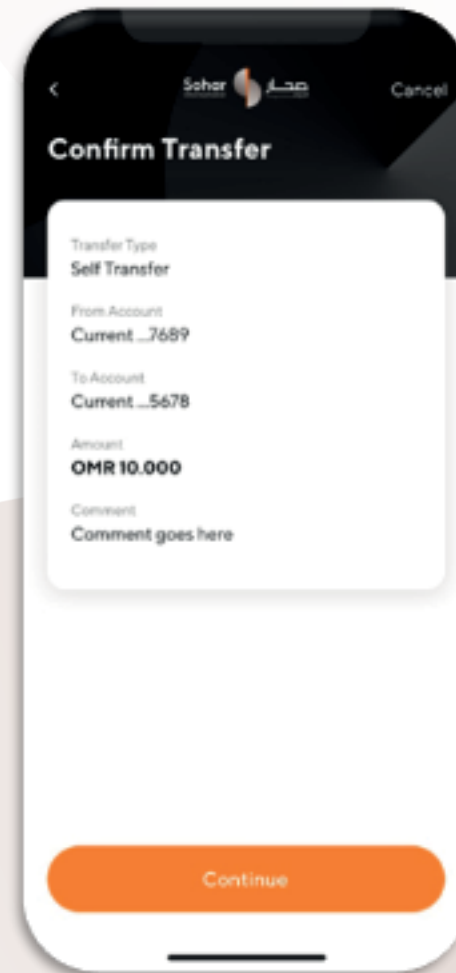
STEP 3



Enter amount you
want to transfer

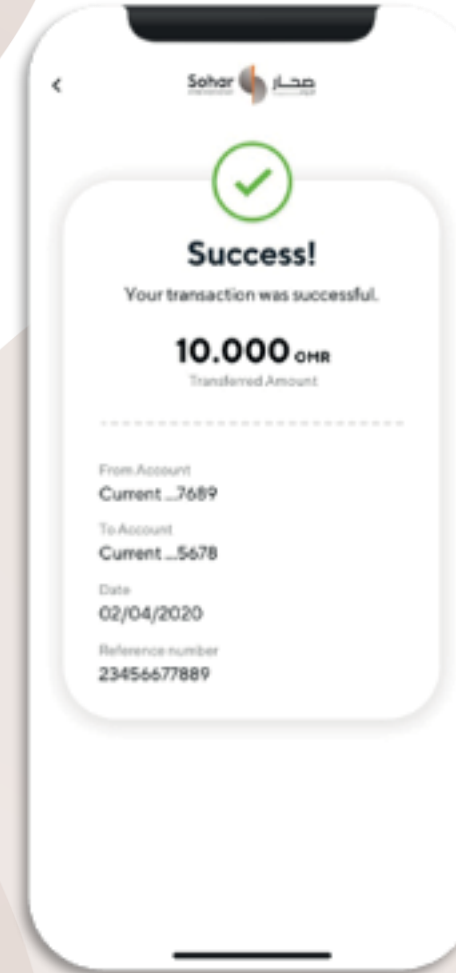
SELF TRANSFER

STEP 4

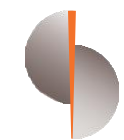


Verify details and
Press Continue

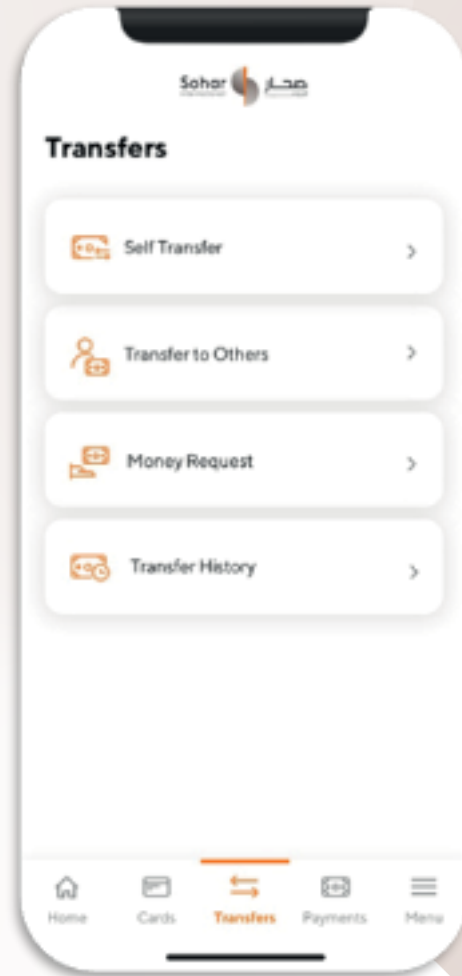
STEP 5



FUND TRANSFER TO OTHERS THROUGH ACCOUNT NUMBER

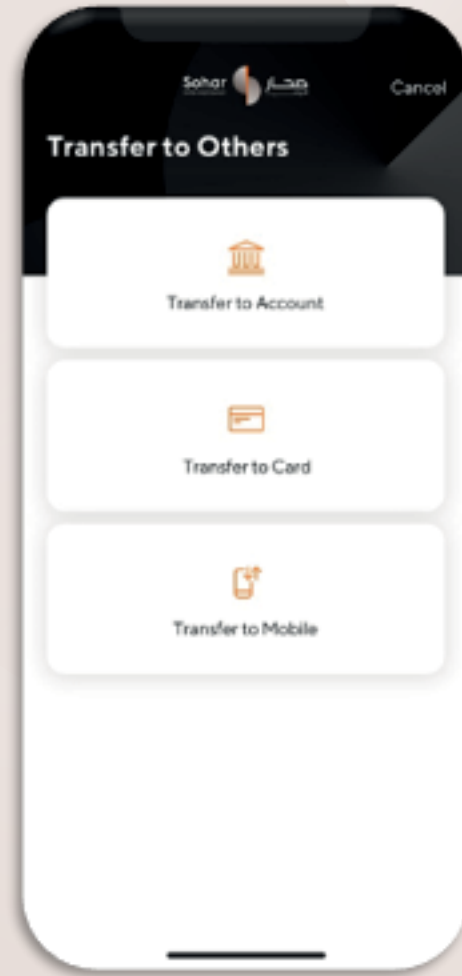


STEP 1



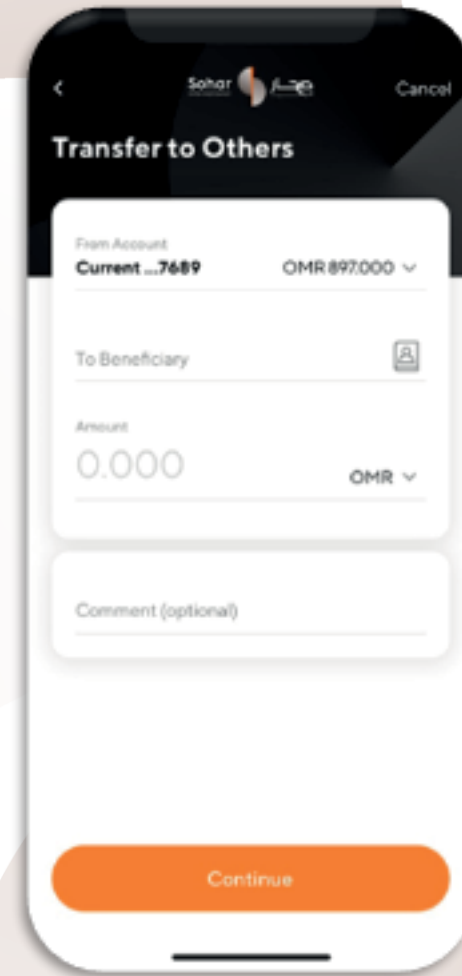
Select Transfer and Click Transfer to Others

STEP 2



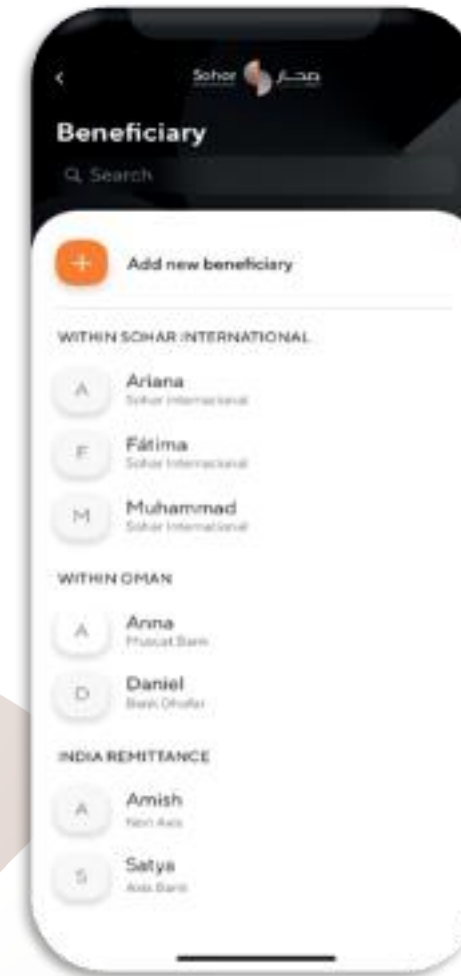
Select Transfer to Accounts

STEP 3



Select beneficiary

STEP 4



FUND TRANSFER TO OTHERS THROUGH ACCOUNT NUMBER



STEP 5

From Account
Current ...7689 OMR 897,000

To Beneficiary
Ariana

Amount
60.000 OMR

Comment (optional)
Comment goes here

Continue

Enter the transfer amount

STEP 6

Transfer Type
Within Sohar International

From Account
Current ...7689

To Beneficiary
Ariana

Beneficiary Account
5899567765453445

Amount
OMR 60.000

Transfer Charges
OMR 1.000

Charges Account
Current ...7689

Comment
Comment goes here

Continue

Verify information and Press Continue

STEP 7

Success!
Your transaction was successful.

60.000 OMR
Transferred Amount

To Beneficiary
Ariana

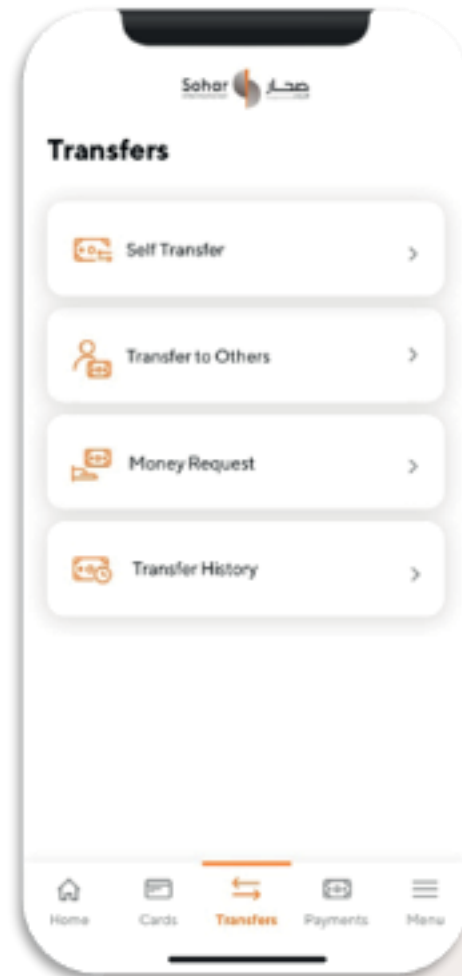
Beneficiary Account
5899567765453445

Date
02/04/2020

Reference number
23456677889

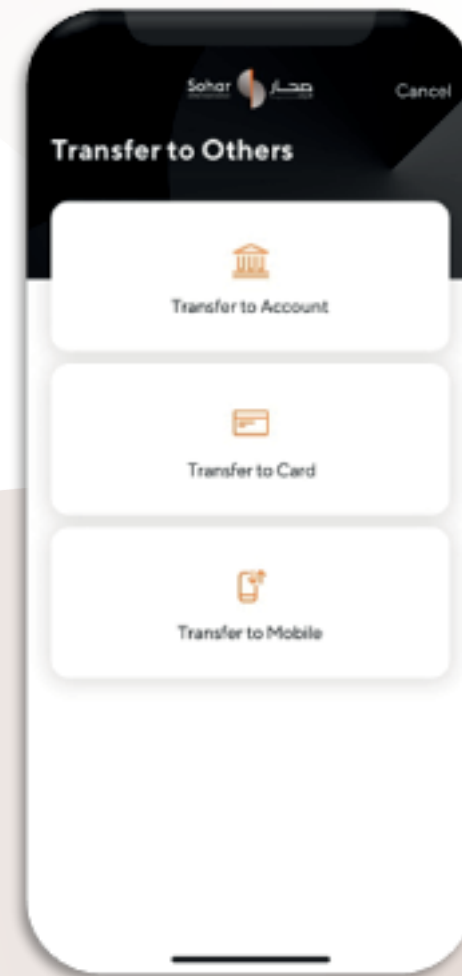
FUND TRANSFER THROUGH CARD NUMBER

STEP 1



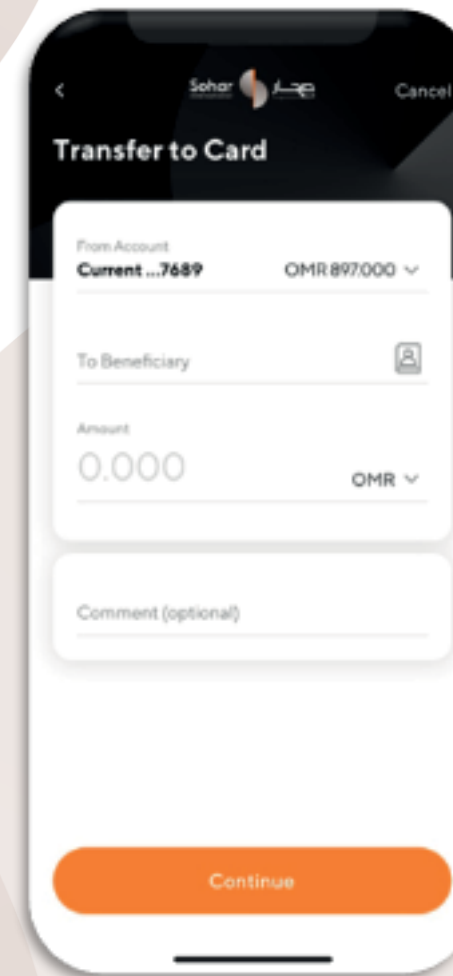
Select Transfer and Click Transfer to Others

STEP 2



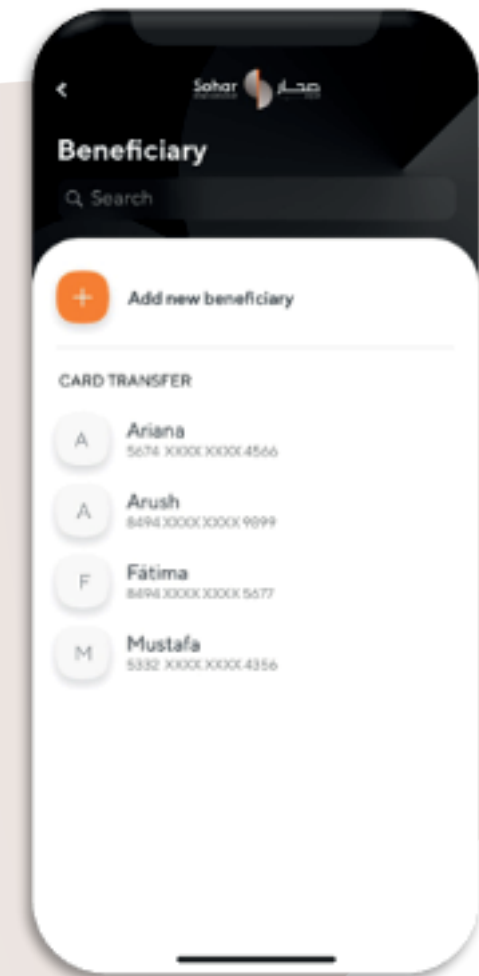
Select Transfer to Card

STEP 3



Select beneficiary

STEP 4



FUND TRANSFER THROUGH CARD NUMBER

STEP 5

Sohar

Transfer to Card

From Account
Current ..7689 OMR 897.000

To Beneficiary
Arush

Amount
30.000 OMR

Comment (optional)
Comment goes here

Continue

Enter the transfer amount

STEP 6

Sohar

Confirm Transfer

Transfer Type
Card Transfer

From Account
Current ..7689

To Beneficiary
Arush

Beneficiary Card Number
8494 567 6788 9899

Amount
OMR 30.000

Transfer Charges
OMR 1.000

Charges Account
Current ..7689

Comment
Comment goes here

Continue

Verify information and Press Continue

STEP 7

Sohar

Success!

Your transaction was successful.

30.000 OMR
Transferred Amount

To Beneficiary
Arush

Card Number
8494 567 6788 9899

Date
02/04/2020

Reference number
23456677889

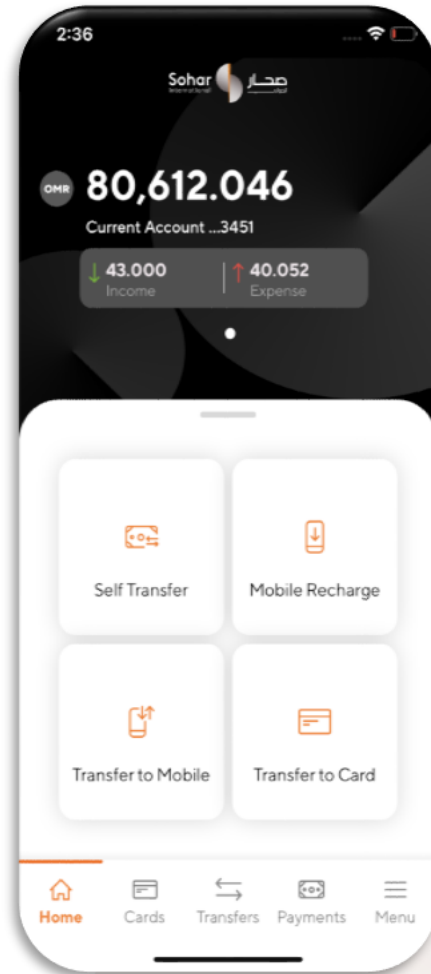


PAY YOUR UTILITY BILLS

Make payments towards your water & electricity, telephone, internet bills and more, with ease.

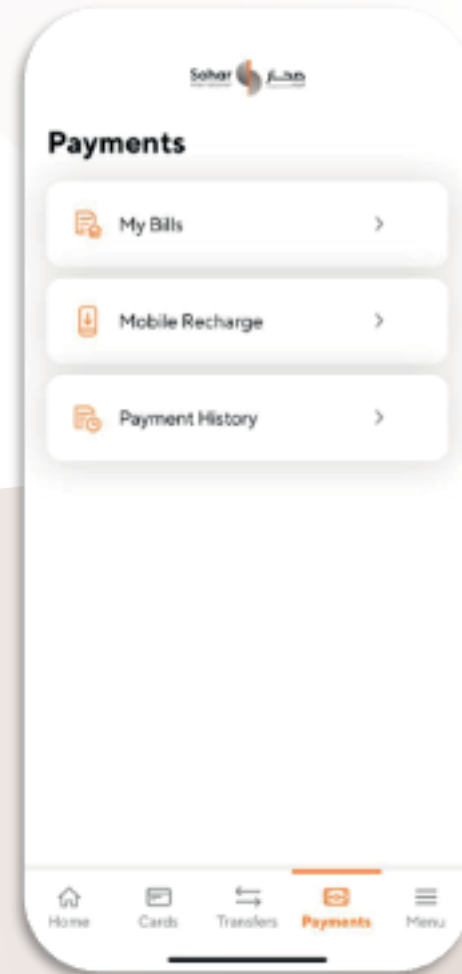
ADD NEW BILLER

STEP 1



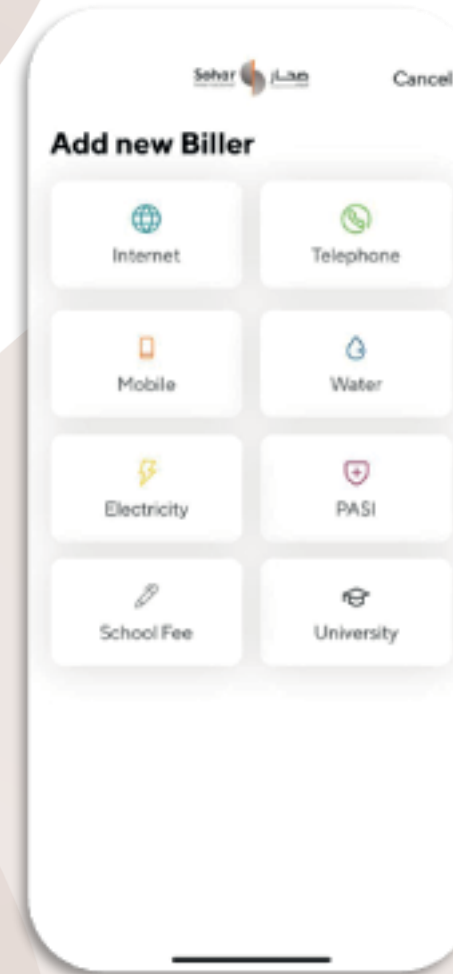
Select Payments

STEP 2



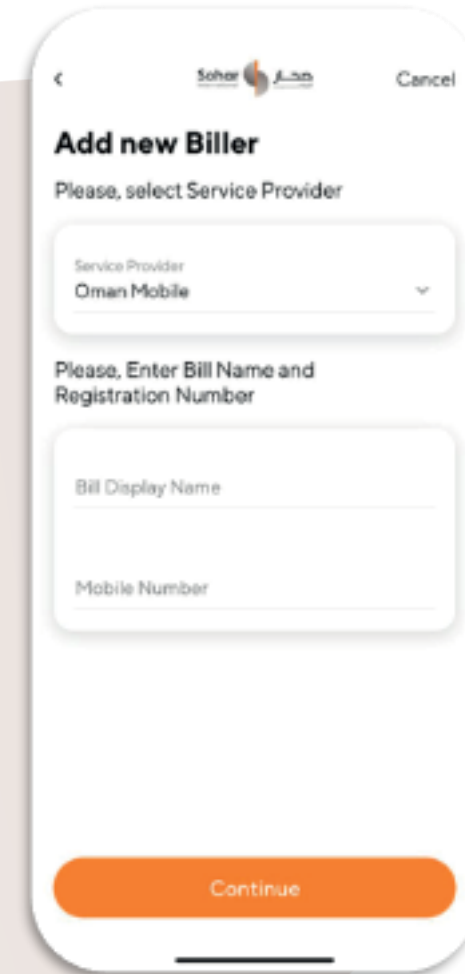
Select My Bills

STEP 3



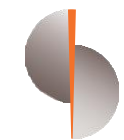
Select the biller

STEP 4

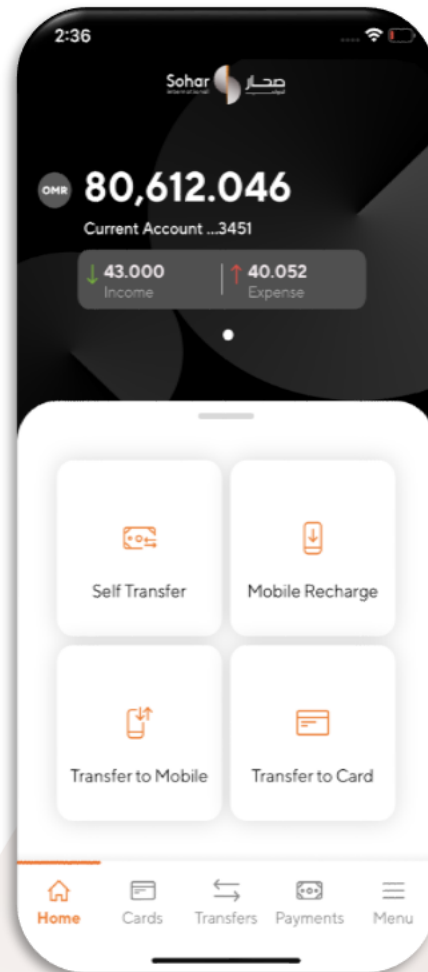


Enter Biller details

PAY YOUR UTILITIES BILLS

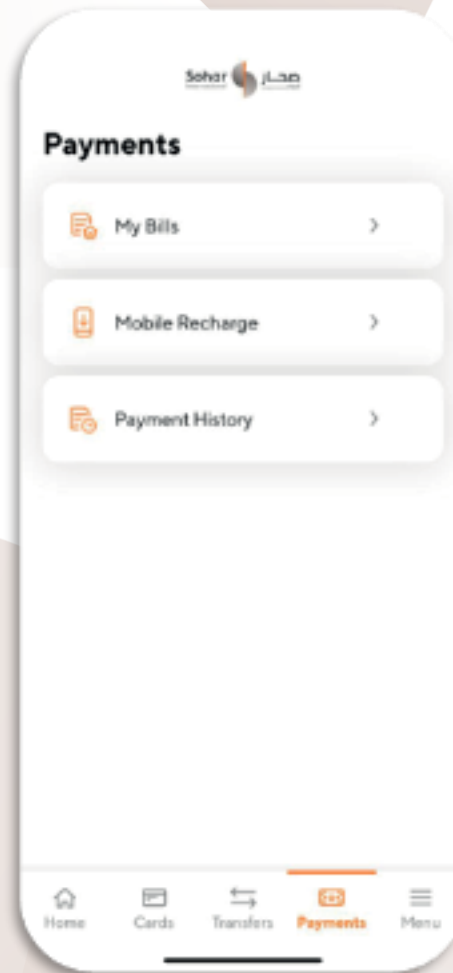


STEP 1



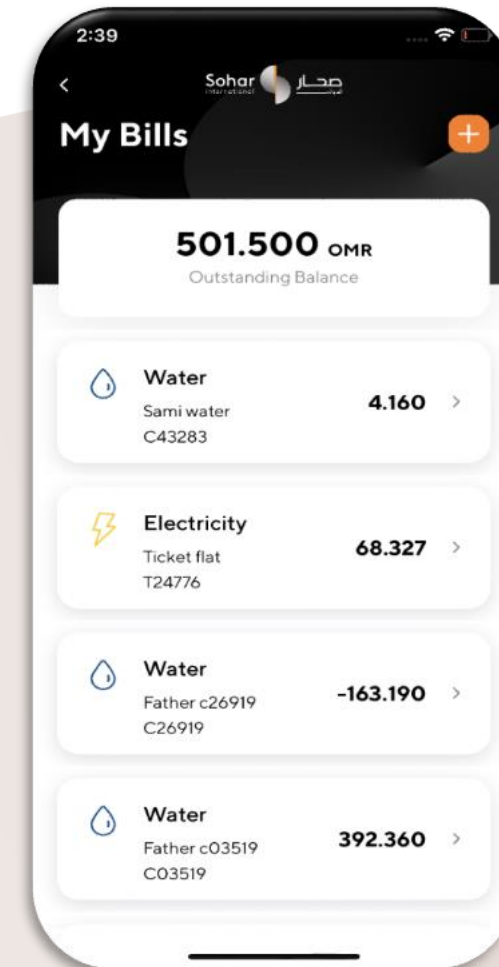
Select Payments

STEP 2



Select My Bills

STEP 3

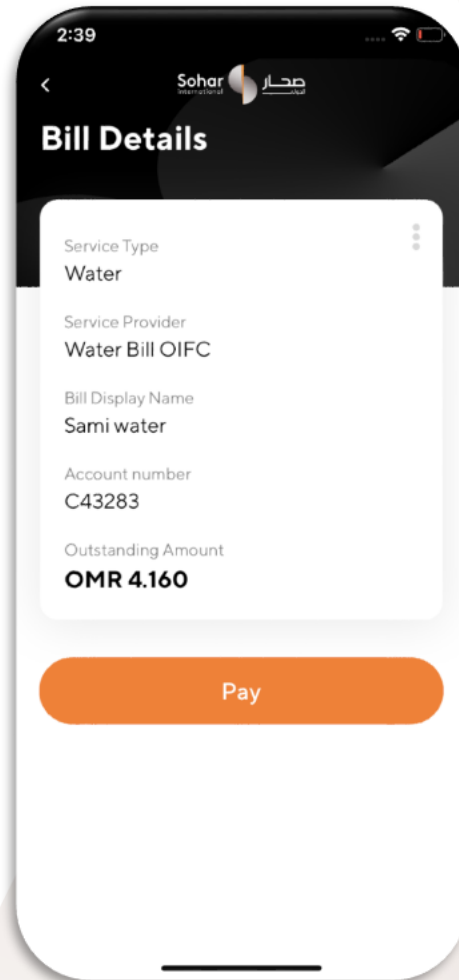


Select the Bill You want to pay

PAY YOUR UTILITIES BILLS

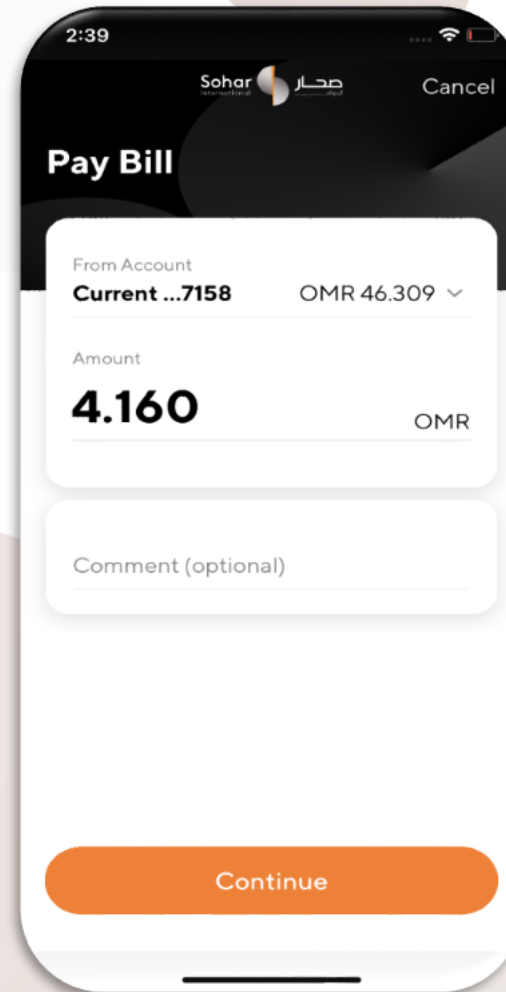


STEP 4



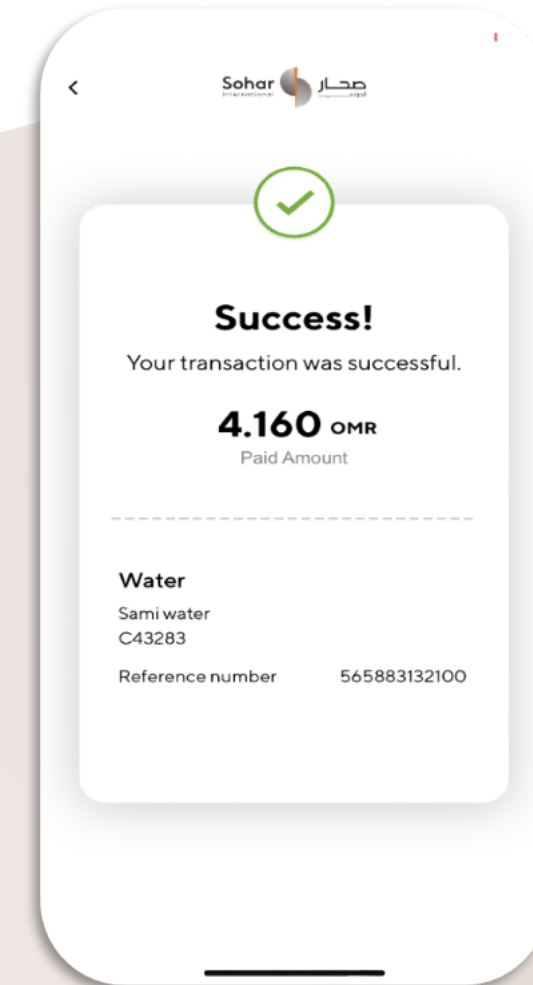
Click Pay

STEP 5



Enter the Payment
Amount

STEP 6



+ 968 24730000
soharinternational.com

