

# EASY PAYMENT PLAN - EPP

المواكب  
AL MAWAKEB



Dubai Islamic Bank



بنك دبي الإسلامي

# Details of the DIB Easy Instalment Plan (EPP)

1. DIB EPP program is available on all DIB credit and charge cards.
2. DIB have an open program with all the merchants and does not require an agreement or system integration to initiate an Easy Payment Plan with the merchants.
3. Minimum ticket size: AED 1,000.
4. Online Purchases & POS purchases can be converted into EPP.
5. No Cash transaction can be converted into EPP.
6. Nominal monthly charges will be charged to the customer, as per EPP plan chosen. It will be directly charged to customer by the Bank at the time of booking.
7. Charges will be displayed at the time of booking on self-service channels (DIB online or mobile banking) and will be communicated directly to the customer while booking through Phone Banking.
8. Early Settlement Fee: Nil
9. Transaction conversion to EPP should be done before statement is generated (72 Hrs. before statement is generated).

# Customer experience

Once the transaction is done, customer can convert the transaction into EPP through any of the following channels

- Online Banking
- Mobile Banking
- Sending an SMS “EPP” to 4224
- Calling DIB call center number 04-6092222