

Your Step by Step Guide

Follow these simple steps when using
our alternative channels

Register to Internet and Mobile Banking

Download our Mobile Banking app (search 'CBQ') or access cbq.qa/login to complete these 5 simple steps:

1. Select 'Register'
2. Enter the Qatari ID and mobile number attached to your CB account
3. Enter the One Time Password sent to your mobile
4. Select a username and password
5. Accept terms and conditions

Now bank online at a time and place convenient for you.

Transfer to new beneficiaries

1. Select 'Transfers'
2. Select 'International' or 'Local'
3. Select 'Manage beneficiaries'
4. Select 'Add new beneficiary'
5. Enter beneficiary details and click 'Add'
6. Click 'Confirm beneficiary'
7. Enter the One Time Password sent to your mobile

You can now transfer to this beneficiary using Internet and Mobile Banking as well as our ATMs.

Transfer money internationally or locally through Internet or Mobile Banking

1. Select 'Transfers'
2. Select 'International' or 'Local'
3. Select your beneficiary
4. Choose an account to be debited
5. Choose the currency
6. Enter the amount
7. Click 'Confirm and Transfer'

Need to increase your daily transfer limit? Call the Contact Center at +974 4449 0000.

Transfer money internationally or locally through the ATM

1. Insert your debit card and enter your PIN code
2. Select 'Other' and then select 'Fund Transfers'
3. Select 'Local/International Transfer'
4. Choose the account to be debited
5. Select the type and beneficiary
6. Select the currency
7. Enter the amount and confirm

Transfer money between your accounts through Internet and Mobile Banking

1. Click 'Transfers'
2. Select 'Transfer between your accounts'
3. Select your accounts
4. Enter the transfer amount
5. Click 'Make transfer'

Transfer money between your accounts through our ATMs

1. Insert your debit card and enter your PIN code
2. Select 'Other' and then select 'Transfer'
3. Select 'Local/International Transfer'
4. Choose the account to be debited
5. Enter the transfer amount and confirm

Note: transferring funds between your accounts using our ATMs can only be done to other Commercial Bank accounts linked to your debit card.

Transfer money between your accounts through Telephone Banking

1. Call +974 4449 0000 and enter your account details or Qatari ID number
2. Select 'Accounts'
3. Select 'Make a funds transfer'
4. Select your accounts
5. Enter the transfer amount and confirm

Pay your bills through Internet and Mobile Banking

Follow these simple steps to pay your Ooredoo bill. All the steps are virtually the same for Kahramaa, Vodafone, Schools and other companies available to you online.

1. Click 'Payments'
2. Select 'Telecom'
3. Select 'Ooredoo'
4. Select 'Bill enquiry and payments'
5. Select 'Add new bill' and fill in the details of your bill
6. Select 'Make payment' and enter the amount
7. Click 'Confirm'

Your saved bill will be instantly available for future payments.

Make cash deposits using our cash deposit machines in over 50 locations across Qatar

1. Insert your Debit card
2. Enter the PIN
3. Choose 'Deposit'
4. Insert your money in the ATM cash deposit slot
5. Choose the account to be credited
6. Collect your receipt

Withdraw cash up to QAR 10,000 through our ATMs

1. Insert your debit card in the ATM machine
 2. Select 'Fast cash'
 3. Select the amount you need
- Or
4. Select 'Other'
 5. Select 'Withdrawal'
 6. Select your accounts
 7. Enter the amount

Activating your Debit and Credit Cards through Internet Banking

1. Go to 'Card services'
2. Click 'Debit card services' or 'Credit Card services'
3. Click 'Activate' on 'Card summary' and 'Proceed'
4. Enter your card's last 4 digits and expiration date
5. Enter the One Time Password sent to your mobile
6. Click 'Confirm'

Activating your Debit and Credit Cards with Mobile Banking

1. Click on the cards with the 'Activate' function on the home screen or go to 'Services' and select 'Debit Card services' or 'Credit Card services'
2. Enter your card's last 4 digits and expiration date
3. Enter the One Time Password sent to your mobile
4. Click 'Confirm & Activate'

Activating your Debit and Credit Cards using Telephone Banking

1. Call +974 4449 0000
2. Select your language
3. You will be informed that you have a card to activate
4. Press 1
5. Enter your card's last 4 digits

Blocking your Debit or Credit Card using Internet or Mobile Banking

1. Go to 'Card Services' or 'Services'
2. Choose Debit or Credit card services
3. Click on 'Block card'
4. Choose 'Block permanently' (where required)
5. Enter the One Time Password sent to your mobile

Replacing your Debit or Credit card using Internet or Mobile Banking

You must block your card before requesting for a replacement.

1. Go to 'Card Services' or 'Services'
2. Choose Debit or Credit card services
3. Click on 'Replace card'
4. Enter the One Time Password sent to your mobile
5. Click 'Confirm'

Requesting a new PIN using Internet or Mobile Banking

1. Go to 'Card Services' or 'Services'
2. Click Credit Card or Debit Card Services
3. Click 'Re-issue PIN'
4. Choose reason for PIN re-issuance
5. Select place of delivery
6. Enter the One Time Password sent to your mobile

Your new PIN will be sent to your chosen place of delivery.

Collect new cards using the Commercial Bank Instant Card Machine

1. Enter the Reference Number and Authorisation code received by SMS
2. Enter your One Time Password received by SMS after completing Step 1
3. Create a 4 digit PIN of your choice
4. Please re-enter your PIN for verification
5. Collect your activated card

Cheque Deposit Box

1. Complete the cheque deposit slip
2. Put the cheque deposit slip through the time stamp machine
3. Retain the pink copy for your records
4. Insert the cheque(s) and white copy inside the envelope with your details

The Cheque Deposit box is available at Grand Hamad, Al Sadd, D-Ring and Airport branch currently.