

AUB GLOBAL WALLET

FREQUENTLY ASKED QUESTIONS

What is Global Wallet?

Global Wallet is a new feature linked to your AUB debit card, that allows you to make purchases overseas at point-of-sale or online and withdraw cash from ATMs without incurring additional foreign currency conversion fees. You can access up to 3 currencies with this new feature.

For example, with Global Wallet turned on, if you are travelling to UK and have a Sterling Pound currency account with us, any Sterling Pound transactions or cash withdrawals will be debited directly from your Sterling Pound foreign currency account at no additional conversion fees.

If you don't have any foreign currency accounts yet, you can open one on the AUB mobile app or visit any of your branches.

How can I benefit from Global Wallet?

You can save on additional foreign currency conversion fees. Global Wallet is beneficial when you are:

- Travelling overseas for holidays, family visits or work,
- Making online purchases from international websites.

How many foreign currencies can I transact in?

You can transact in 3 foreign currency accounts: Euro, Sterling Pound, and US Dollar.

If you are an existing bank account holder, you can turn on Global Wallet by using AUB mobile app, Internet banking or visit any of AUB branches in Bahrain. Once it is turned on, your Global Wallet will be automatically linked to all your foreign currency accounts.

If you don't have any foreign currency accounts yet, you can open one on the AUB mobile app or visit any of your branches.

Will foreign currency transactions be debited directly from my foreign currency accounts automatically?

Yes, once you have turned on Global Wallet, your point-of-sale/online transactions and overseas ATM cash withdrawals will be automatically debited from your foreign currency account as long as there is sufficient balance.

Is there any minimum deposit required to turn on Global Wallet?

No, Global Wallet does not require any minimum deposit for your accounts to be linked to your AUB debit card. Simply turn it on using AUB mobile app or Internet banking to get started.

Are there any charges or transaction fees when using Global Wallet?

There are no third party or international transaction fees when utilizing your Global Wallet feature at point-of-sale or online shopping. There will also not be any foreign exchange conversion fees at any ATMs worldwide. Please refer to our current Schedule of Charges to view applicable international ATM withdrawal fees.

Please note that even after you have linked your AUB debit card to your Global Wallet, you may still be given an option for currency conversion during ATM cash withdrawals or POS transactions due to the Dynamic Currency Conversion (DCC) process imposed by other banks on overseas transactions. You should reject currency conversion options to avoid incurring additional fees/charges.

DCC is a service that may be offered by a merchant or acquirer that enables a cardholder – when travelling abroad or making a transaction that is not in their home currency (i.e AED) – to choose whether their transaction should be completed in either the local currency or their home currency (i.e AED). If home currency is selected, you will incur a Dynamic Currency Conversion (DCC) fee charged by the acquirer with the foreign currency cash withdrawal debited from your primary account.

Who can use Global Wallet?

As long as you hold an AUB debit card, you are eligible to use Global Wallet.

Which foreign currency accounts can be linked to Global Wallet?

You can link your foreign currency checking and savings accounts to Global Wallet. Once you turn on Global Wallet, the selected foreign currency accounts will be enrolled for Global Wallet.

Do I need to turn off Global Wallet after traveling?

You do not need to turn off Global Wallet after traveling. When you spend or withdraw Bahraini Dinar, the default Bahraini Dinar account will be debited when Global Wallet is enabled.

Do I need to manually select the foreign currency account each time when I transact in a different currency?

No, your debit card will automatically choose the right currency for you by matching the currency of the transaction or the withdrawal against the currency of the account. You do not need to switch between accounts of different currencies manually.

What happens if I have turned on Global Wallet and there are insufficient funds in my foreign currency account when making an overseas spending transaction or ATM cash withdrawal?

The transaction or withdrawal will be processed from your primary BHD account if you have insufficient funds in the foreign currency account. Remember to prepare sufficient funds in your foreign currency account before traveling or shopping!

What happens if my foreign currency account is blocked / inactive at the time of transaction or withdrawal?

The transaction or withdrawal will be defaulted to the primary BHD account to proceed the transaction or withdrawal (but exchange rate and any applicable fees, as applied by AUB at the time of processing, shall apply).

What happens if I transact in or withdraw a foreign currency that Global Wallet does not support?

Your primary AUB account will be debited. Exchange rates, as applied by AUB at the time of processing, shall apply.

Which account should I select on the overseas ATM's screen during an overseas cash withdrawal?

Some overseas ATMs may give you the option of choosing which account to withdraw cash from. On such screens, no matter which account type you select, (default account, savings account, or checking/currency account), the withdrawal will be processed from the foreign currency account linked to Global Wallet. You may still be given an option for currency conversion during ATM cash withdrawals or POS transactions due to the Dynamic Currency Conversion (DCC) process imposed by other banks on overseas transactions. You should reject currency conversion options to avoid incurring additional fees/charges.

How will the refund of an overseas spending transaction be handled?

When processing the refund, we will endeavor to credit the refund to the foreign currency account debited for the original transaction if the merchant using the same trace number made the refund and/or authorization code of the original transaction so that we are able to trace the original account details. If, however for any reason, we are unable to refund to the original foreign currency account, the refund will be credited to the default primary account, which may be different from the currency of the original foreign currency account. If Global Wallet is turned off or unavailable at the time of refund processing, currency conversion may be involved, and you may suffer an exchange loss as a result.

Are overseas spending transactions or ATM cash withdrawals made through Global Wallet really free of any charges?

AUB does not charge any foreign currency conversion fees for overseas spending transactions or ATM cash withdrawals made through Global Wallet. However, some overseas ATM operators may levy a fee for ATM usage or handling fee for your transaction which case your relevant foreign currency account will be debited for that fee. Please also refer to our current Schedule of Charges to view applicable international ATM withdrawal fees.

Is there a transaction limit for overseas spending transactions made through Global Wallet?

Overseas and local spending transactions share the same set of transaction limits, including the point-of-sale transaction limit and the online purchase limit.

How can I check the transactions or withdrawals made through Global Wallet?

You can easily keep track of all your transactions or withdrawals performed by accessing AUB mobile app or Internet banking platform, or by viewing your monthly statement.