

ggi7v-v1m62

category

Funds Transfer / RAAST

App Features / Functionalities

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questions/0/question

Is there a limit on the amount I can transfer through the mobile banking app?

Can I use the mobile app while I am overseas?

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questions/0/answer

Yes, 1 million is the current daily limit. Transfer limits vary based on your account type. Check the "Limits" section in the app.

Yes, the NUST mobile app can be accessed globally. Ensure you have internet connectivity and your registered mobile number.

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questions/1/question

How can I change limit of funds transfer?

What should I do if I forget my login password?

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questions/1/answer

To change your funds, transfer limit, go to the “My profile” section and select “Manage Limit” in the app, then select “Change Limit”
Tap on 'Forgot Password' on the login screen. Follow the steps to reset your password using your registered mobile number.

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questions/2/question

How can I add or update beneficiaries/ recipients of mobile banking app for funds transfer?

Can I reset my MPIN through the app?

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questions/2/answer

In the app, navigate to the “Transfer Funds” section and select “New Beneficiaries.” Here, you can choose to add a new b
Yes, after logging into the app, go to 'Profile' → 'Change MPIN' and follow the prompts to reset your MPIN securely.

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questions/3/question

How do I perform international transactions through mobile app?

What services are available under Bill Payment option?

questions/3/answer

One can enable international transactions by tapping on card management, select manage debit card and choose "international". You can pay utility bills, internet and mobile bills, and government fees using the 'Bill Payment' option in the app.

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questions/4/question

Does the app support contactless payments or digital wallets?

How can I recharge mobile balance or buy top-up?

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questions/4/answer

For contactless payments NUST Bank has a separate mobile app named as NUST Digital Wallets. Customers can download the app from the Google Play Store or the Apple App Store. Use the 'Mobile Top-Up' feature. Select your network, enter the mobile number and amount, and confirm with your MPIN.

questions/5/question

Is biometric login supported in the app?

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questions/5/answer

Yes, biometric login is supported. You can enable it under the 'Profile' section by turning on 'Fingerprint Login' for faster an

questions/6/question

Can I view my debit card details using the mobile app?

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questions/6/answer

You can view basic card details like the card status and activation options. For full card info, please contact the bank for s

questions/7/question

How can I report an issue or give feedback within the app?

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[questions/7/answer](#)

Go to the 'Contact Us' or 'Feedback' section in the app and submit your query or feedback. You can also email [support@M](#)

questions/8/question

How can I deactivate or delete my mobile banking account?

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questions/8/answer

For security reasons, deactivation or deletion requests must be submitted by calling the helpline at +92 (51) 111 000 494.

questions/9/question

Is the mobile app available in multiple languages?

questions/9/answer

Currently, the NUST mobile app supports English only. Multilingual support is being considered for future updates.