

Samba SADAD Account: FAQs for Customers

What is a SADAD Account?

A SADAD Account is a new payment service from SADAD to help you pay for your online purchases in Saudi Arabia in a fast and secure manner.

What are the benefits of a SADAD Account?

You can now shop online and pay for your purchases directly from your account without a credit or debit card.

How can I use a SADAD Account?

- You need to have a Current or Savings account with Samba.
- Log in to your SambaOnline account. If you do not have a SambaOnline account, you can enroll now at www.samba.com
- To register, click on the SADAD Account link under the SADAD tab on SambaOnline. You will be required to create a Username and Password.
- After successfully creating a SADAD Account linked to your Current or Savings account, it will appear as one of your Samba accounts
- You can then transfer the required amount for shopping online to your SADAD Account from your Current or Savings account.

Can I register for a SADAD Account without a SambaOnline account?

No. You have to first enroll for a SambaOnline account on samba.com

Is there any registration fee for using the service?

No. Your SADAD Account is free of charge.

Can I see my SADAD Account transactions on my Current or Savings account statement?

No. Your SADAD Account transactions will not be reflected in your Current or Savings account statement. No physical or eStatements will be sent for SADAD Account transactions.

Where can I see my SADAD Account transactions and get support?

You can review transactions on the SADAD Account web pages under SambaOnline. You can also request for a refund, get service support and perform other tasks to manage your account.

Is there a limit on the amount I can transfer to my SADAD Account?

You can transfer any amount that you choose.

Can I transfer money from my SADAD Account back to my linked Current or Savings Account?

Yes, you can.

Is there a limit on the purchase amount I can make from my Samba Account?

You can make purchases worth up to SR 5,000 per transaction and up to a maximum of SR 25,000 per day.

Is there any limit on the number for transactions I can make with my SADAD Account?

You can make as many transactions as you want, subject to the daily limit mentioned above.

Can I make purchases if there is no balance in my SADAD Account?

No, you cannot. You need to transfer funds first from your Current or Savings Account before you can make an online purchase.