

CANCELLATION POLICY FOR AANI INSTANT PAYMENTS

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- Transfer transaction once submitted may not be cancelled.
- Once the transfer request is submitted, it will be processed online and cancellation and/or amendment may not be possible.
- For assistance related to cancellation of a transfer transaction, please call ADIB on 600543216 (Local) or on +971-2-6100600 (International) or visit any branch.
- The cancellation request may require additional information and/or a written request.
- The cancellation request is subject to and dependent on the corresponding, intermediary, recipient and/or the beneficiary bank, hence ADIB can only facilitate the request to an extent possible.
- Once the transfer request is submitted, ADIB cannot take responsibility of cancellation, recall, and/or refund of the transfer amount.
- The cancellation request may take up to 30 working days to be processed.
- In case of any insufficient information, errors, or omissions an additional fee and charges may be applied and/or the transfer transaction processing may be delayed.