

Frequently Asked Questions about E-SADAD:

1. What is E-SADAD?

E-SADAD is the National Electronic System for bill presentment and payment. It allows you to Inquire about, manage, and pay bills 24/7 without any commissions.

2. What are E-SADAD benefits?

E-SADAD enables you to pay any of your bills such as general utility bills, telecommunication bills, etc. instantly from your mobile banking application, without the need to visit the bank or service provider. Additionally, E-SADAD encourages the use of electronic payments in Palestine, which supports the transition to digital economy.

3. What are E-SADAD main features?

- ✓ Free.
- ✓ Easy to use.
- ✓ Secure payment platform.
- ✓ Convenient payments anytime, anywhere.
- ✓ Saves time and cost.
- ✓ Supports various bill types.

4. Are there any commissions when paying via E-SADAD?

No, E-SADAD service is entirely free, with no commissions charged for inquiries or payments.

5. What types of bills can I pay through E-SADAD?

- ✓ Utility bills such as electricity, water, and internet.
- ✓ University fees.
- ✓ Insurance and chamber of commerce fees.
- ✓ Loan installments for lending institutions.
- ✓ Prepaid services.
- ✓ Purchasing internet packages.
- ✓ Buying electronic products.

6. How can I pay bills through E-SADAD?

- Sign in to “Arabi Mobile” app.
- Choose E-SADAD.
- Select the biller or service provider you wish to pay.
- After selecting the service, enter your service specific identification number.
- Ensure the required details are entered correctly and click “Pay”.
- A verification message will appear on the screen when the process is completed successfully.

7. What do I do if the amount was deducted from my account but there was no update on the bill status (Paid bill)?

If the amount was deducted from your account but the bill status has not been updated to “Paid”, please contact the bank.

8. How can I verify the success of a bill payment transaction?

After completing the payment,

- You will receive an SMS message on your mobile confirming the deducted amount to settle a bill.
- You can perform the inquiry again to verify the payment.

9. Can I pay the bill partially?

Yes, you can, but only if the issuing party allows for bills to be paid partially.