

## 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 the Corporate Digital Gateway platform or 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 the main features of E-SADAD?**

- ✓ 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.
- ✓ Insurance and chamber of commerce fees.
- ✓ Purchasing internet packages.
- ✓ Others.

**6. How can I register to E-SADAD on Corporate Gateway?**

Before you start paying your bills through E-SADAD, you need to register your company by following the below steps:

- Sign into the Corporate Digital Gateway Platform
- Choose Payments → E-SADAD Corporate Registration
- Select your account number (CIF) and click Submit
- Approve the registration by the authorized signatory

**7. How can I pay bills through E-SADAD?**

- Sign in to the Corporate Digital Gateway Platform
- Choose Payments → Make a Payment → Bill Payment → E-SADAD Payment
- 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 "Submit"
- Approve the payment by the authorized signatory

**8. 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 our Corporate Business Center or your Relationship Manager.

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

After submitting and authorizing the payment, go to "Payments" on the Corporate Digital Gateway Platform and select "Bill Payment". Your most recent bill payment will appear along with its status. If the status shows "Processed by Bank", then the payment is successfully completed and the bill is settled.

**10. Can I pay the bill partially?**

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