ACCOUNT DETAILS CHANGE FORM

Shukur card issued by ruya (Ruya Community Islamic Bank LLC)
Please complete in BLOCK CAPITALS using black ink and tick ☐ the boxes that apply.

1. ACCOUNT HOLDER DETAILS

Account holder name (exactly as shown in the Shukur app)	Request reference	Date (DD/MM/YYYY)
Shukur account number (as shown in the Shukur app)		
Current registered mobile number (as in the Shukur app)	Current registered email (as in the Shukur app)	
Verification ☐ **I have checked that this mobile number and email match my Shukur app profile.**		

2. REQUESTED CHANGE — TICK ONE

I want to change: ☐ New mobile number ☐ New email address ☐ Both

New mobile number (if changing)	New email address (if changing)
Re-enter new mobile number	Re-enter new email address

Write the new number/address twice, exactly the same, so a single misread digit cannot lock you out of one-time passcodes.

Reason for the change (optional)

3. SUPPORTING DOCUMENTS

Supporting documents are optional for this request. A photo of the front of your Emirates ID, and for a new mobile number proof that the number is in your name, let support verify the change faster.

Provided: ☐ Attached to my email ☐ Enclosed with the signed copy / none

No.	Document enclosed	What it shows
1		
2		
3		

Shukur is not a bank. The Shukur card and account are provided by ruya, the regulated issuing bank and account provider. ruya holds customer funds in accordance with applicable law. Network International supports payment processing and Mastercard is the card scheme.

4. DECLARATION

I confirm that I am the account holder named above, that the information given in this form is true and complete, and that I request Shukur and ruya to update the registered contact details on my account as indicated.

I understand that the change is applied only after Shukur support has verified this signed form, that support may call my current registered mobile number to confirm the request before passing it to ruya, and that notices go to my current details until then.

I understand that one-time passcodes and account notices will go to the new mobile number / email address once the change is applied, and that I am responsible for keeping those channels secure.

☐ **I have read and agree to the declaration above.**

5. ACCOUNT HOLDER SIGNATURE

Sign, write your full name and date this form by hand, then photograph or scan it and send it to Shukur support.

Account holder signature	Full name in BLOCK CAPITALS	Date (DD / MM / YYYY)
		____ / ____ / _____

Send the signed form with any supporting documents to support@shukur.com

FOR SHUKUR / RUYA USE ONLY

Signature verified	Identity / documents verified	Change applied by	Applied on (date)

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