Definition of Dormant Accounts

Dormant account:
An account with no withdrawal, deposit, transfer, electronic or authenticated balance inquiry during a year for the current accounts, and two years for saving accounts, through FABMISR branches, ATMs, internet banking and call centers.

Dormant customers
Those are customers whose all accounts are inactive

Active account:
An active account is the one where at least one transaction was made whether withdrawal, deposit, transfer, or inquiry, within a year for current accounts, and two years for saving accounts, through FABMISR branches, ATMs, internet banking and call centers.

How to activate dormant accounts:
1. If there are other active accounts:
You can activate the dormant account by calling the call centers, visiting the nearest FABMISR branch or through internet banking
2. in case all accounts are dormant:
You can reactivate dormant accounts by visiting the nearest FABMISR branch.

Please note that you will be notified monthly by text message on your registered number with us for a period of three months before your account is considered dormant, and the above does not apply to credit facilities accounts, credit cards, prepaid cards, Certificates of Deposit and Time Deposits.
The bank will continue to cash any drawn checks and Process any standing instructions on the dormant accounts, and this is not considered as activation of the accounts.