



NBF Benefits Platform

Access and redeem your exclusive lifestyle benefits

nbf.ae     

Powered by
thrive

Seamless Access to Exclusive Lifestyle Privileges

Eligible National Bank of Fujairah customers can unlock, manage, and enjoy premium lifestyle benefits through an intuitive, centralized digital platform.



Powered by
thriWe

How Your Membership Is Activated

Important: Your membership validity period officially begins the moment your account is activated.



NBF Assigns

NBF assigns a unique membership ID to eligible customers.

System Registers

Your details (name, email, mobile number) are securely registered on the platform.

Account Active

Your account goes live and is ready for login.

Logging Into the Platform

1. Visit the NBF Benefits Platform login portal.

2. Enter your registered email address.

3. Enter the One-Time Password (OTP) sent directly to your inbox.

4. Enter your personalized benefits dashboard.

Note: Platform access is strictly limited to registered and eligible users.





Your Command Center: The Benefits Dashboard

Upon login, your personalized dashboard displays your entire portfolio of available privileges.



Airport Transfers



Padel Tennis Sessions



Valet Parking



Marquee Events
(Coming soon)

Reserving Your Complimentary Padel Tennis Session

1. Select Padel Tennis from the central dashboard.
2. Choose your preferred participating venue.
3. Select your desired date and time slot.
4. Submit your booking request.



- Digital Delivery: You will receive an immediate request acknowledgement, followed by official booking confirmation within 48 hours.



- Physical Requirement: You must present both your booking confirmation email and a valid ID upon arrival at the venue.



Airport Transfer Scope: Domestic vs. International

Domestic Transfers

Coverage Area

Available anywhere within the UAE.

Supported Hubs

All UAE Airports

Booking Process

Identical for both tiers.

International Transfers

Coverage Area

Available in selected premium global hubs.

Supported Hubs

Saudi Arabia: Riyadh, Jeddah, Medina, Dammam

India: Delhi, Mumbai, Bangalore, Pune,
Hyderabad, Kolkata, Chennai

UK: London Airports

France: Paris Charles de Gaulle

Booking Process

Identical for both tiers.

The Airport Transfer Booking Timeline



Select Transfer > Enter Pickup/Drop-off > Select Date/Time > Submit

Seamless Arrivals: Complimentary Valet Parking



1. The Arrival

Visit a participating lifestyle location (directory available on platform).

2. The Handover

Hand over your vehicle to the designated valet attendant.

3. The Verification

Present your eligible NBF Bank Card.

4. The Receipt

Receive your official valet barcode ticket.

Tracking and Managing Your Itinerary

The Booking History portal provides a complete, transparent view of all your platform activity, allowing you to manage your schedule effortlessly.

Upcoming Bookings

Completed Bookings

Cancelled Bookings

View and manage
future reservations.

Review past
services.

Audit retracted
requests.

Cancellation Windows and Quota Policies

Green Zone (> 24 Hours Before Service): Safe Cancellation.

Open your Booking History, select the booking, and click 'Cancel' with no penalty.

Red Zone (< 24 Hours Before Service): Penalty Risk.

Late cancellations within this window may result in quota utilisation, permanently deducting from your available benefits limit.

Action Steps



1. Open Booking History



2. Select Booking






3. Click Cancel

Understanding Your Account Status





Reactivated / Active Status

-  Platform login fully operational.
-  All lifestyle benefits can be actively redeemed.
-  Remaining previously allocated quota applies automatically.



Deactivated Membership

-  Platform login remains accessible for history review.
-  **Benefits cannot be booked or redeemed.**

The Platform Ecosystem: The Benefit Lifecycle





At Your Service: Dedicated Support

For seamless assistance with platform access, booking modifications, or general inquiries, our dedicated teams are ready to assist.



Relationship Manager

National Bank of Fujairah



Technical & Booking Support

Powered by Thriwe

Thank you for exploring the NBF Benefits Platform. Your premium lifestyle awaits.

THANK YOU!

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