

Frequently Asked Questions

What is Open Banking?

Open Banking is a banking practice to create an ecosystem that enables financial data ownership among customers in a secure way. It paves the way for new business models based on sharing consented data to provision specific banking services through Third Party Providers (TPPs) to propose innovative and customized financial services and products.

What are our Open Banking APIs?

- Account Access consents: This Product is intended to describe the APIs required for inquiring and managing account access consents information.
- Accounts: This Product is intended to describe the APIs required for inquiring about accounts information
- Balances: This Product is intended to describe the APIs required for inquiring about account's balances information.
- Transactions: This Product is intended to describe the APIs required for inquiring about account's transactions information.

What are the roles a TPP can perform?

A Third-Party Provider (TPP) can be an Account Information Service Provider (AISP) or a Payment Initiation Service Provider (PISP) or both

What types of account can be used for open banking?

Retail Accounts: Accounts used for the execution of payment transactions provided by PASPs to individuals Examples include Current, Savings, Credit Card, Pre-paid, Electronic Money, Charge Card
Corporate Accounts: Accounts used for the execution of payment transactions provided by PASPs to Businesses. Examples include Current, Savings, Credit Card, Pre-paid, Electronic Money, Charge Card

What type of balances are returned in the balance endpoint?

The mapping between NEM and balances microservice is the following: For Current Account Current Balance will be translated to Interim Booked Available Balance will be translated to Interim Available For Credit Cards Current Balance will be translated to Closing Available Balance will be translated to interim Available

How can I access Implementation Guidelines for the APIs?

As a TPP, in order to access our Implementation Guidelines for APIs, you need to be enrolled with Open Banking (Enrolling into Open Banking API Guide and registered with SAMA.)

As a TPP, is there somewhere I can test prototype Open Banking Solutions?

Yes, neotek have a test facility our getting started for a step by step guide on how to start testing with our Sandbox APIs.

Do you have some Personal & Business Current Accounts test accounts available for testing?

Yes. Testing data is provided to the approved consumers for Sandbox environment.

I am getting an SSL Handshake Error when trying to invoke /token or resource endpoints.

Check if you are using the correct network certificate, that was communicated during the onboarding process, signed by Open Banking Authority to establish the MTLS connection.

I am getting a 401 unauthorized response when invoking /token endpoints

Make sure you have registered in neotek Developer Portal and provided all onboarding prerequisites.

Do you support CIBA (client initiated back-channel authentication)?

Yes, It is supported.

Which signing algorithm can I use?

For AIS and PIS, only PS256 signing algorithm is accepted. For Authorization APIs, only PS512 signing algorithm is accepted.

How do I deregister one of my apps or delete my account from the Developer Portal?

Get in touch with our team through our Support page.

What do the following exception codes relate to?

APIs for version 3 now return granular error codes. All previous APIs return standard HTTP codes. The HTTP codes used within Nationwide Open Banking APIs are:

- 400 (Bad Request)
- 401 (Unauthenticated/Unauthorized)
- 404 (Not Found)
- 403 (Forbidden)
- 429 (Too Many Requests)
- 500 (Internal Server Error)
- 503 (Services unavailable or too busy)

For more details, refer to the detailed API specifications available on neotek Developer Portal.

How can I get a summary of your technical documentation, including future APIs?

A summary of our technical documentation can be found on Future plans.

For contacting details we have support email: [OpenBankingSupport@neo-tek.com]

Hours of operation (including out of hours support) 24/7