

# Al-Ahly Mobile for Corporate Users

## User Guide



## Al Ahly Mobile for Corporates

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## How to "login " for the Service for the first time:

Steps to login to NBE Mobile (Corporate Customers)

To access NBE Mobile service, please download NBE Mobile App. from Play Store for Android users and App Store for IOS users, as indicated in the below steps:

- Search for NBE Mobile on App Store to view results
- Download and install the App on your mobile phone
- **Entry of Corporate ID and User ID & selection of language**
  - Before logging into Ahly Mobile service, you can choose/change "Favorite language" (English/Arabic) from the language option at the top right corner of the screen, it is also possible. to change the language later after logging to the service.
  - Select "Corporate" to enter required data.
  - Enter Corporate ID (8-digit Customer ID or Corporate ID) as well as the User ID as delivered to the Customer's e-mail mentioned at the subscription application.
  - Click "Login" to access the Service.
- **Entry of password instructions**

A password screen appears, where the exact password indicated in the SMS message sent to the user's mobile phone shall be entered (This is in case of first login / Reset Password), **taking the following into consideration:**

  - Password consists of 8 up to 10 capital and small letters, numbers and symbols.
  - Enter the password in the same order indicated in the SMS message, and stick to capital and small letter case.
  - Enter the special characters (e.g. !, \_, % , # , \$ , @) as received and in the same order.
  - Click "Login" in the bottom left corner of the screen to confirm the password.

**Note: Do not share your Password / Username & OTP with any person.**

### Service terms and conditions:

After verifying the user ID and password, the Service Terms and Conditions screen appears. Please read these terms and conditions carefully, then press the button "Agree" in the bottom right corner of the screen.

- **Favorite image/ Favorite phrase**

A screen to choose the favorite login image/ favorite phrase appears. Choose your favorite image by tapping "Click Here" under the image. Images are displayed so that you can choose your favorite image/ favorite phrase. Click "Next" in the bottom right corner of the screen.
- **Change of login password**

The system displays the instructions of changing login password. Please carefully read these instructions and change passwords as instructed.

  - Change the password according to the relevant terms stated in the same screen. New login password shall consist of 8 up to 10 capital and small letters, numbers and symbols.
  - Click "Change" in the bottom right corner of the screen to complete password change process.

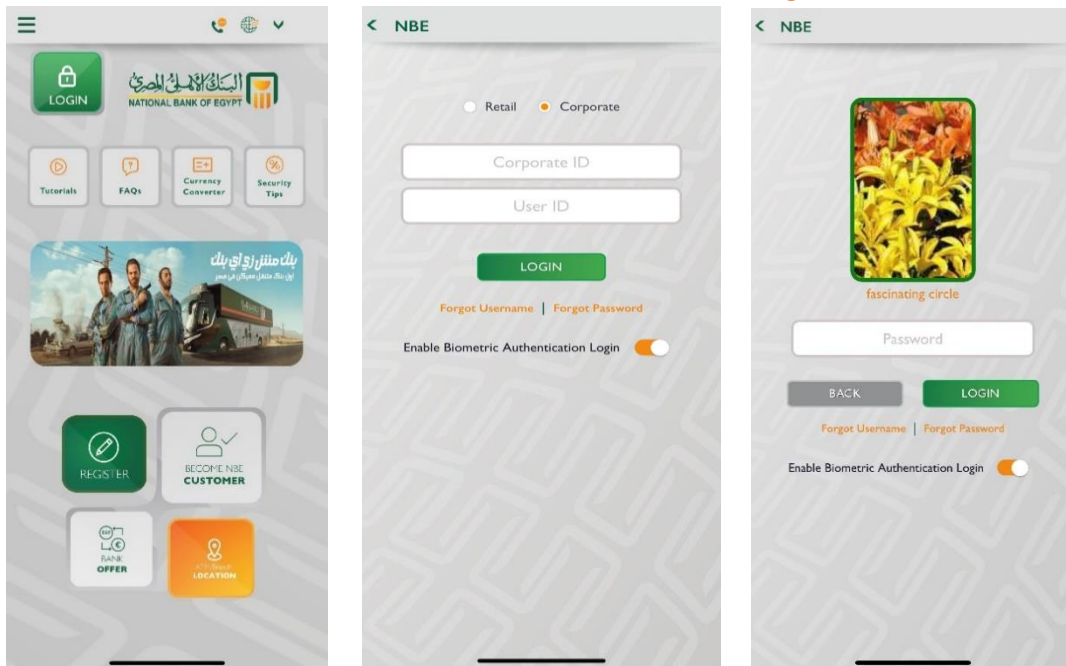
Accordingly, the Corporate User will be able to log into the Service Homepage.

- **Using Touch ID or Face ID (Biometric Authentication) to log into NBE Mobile:**

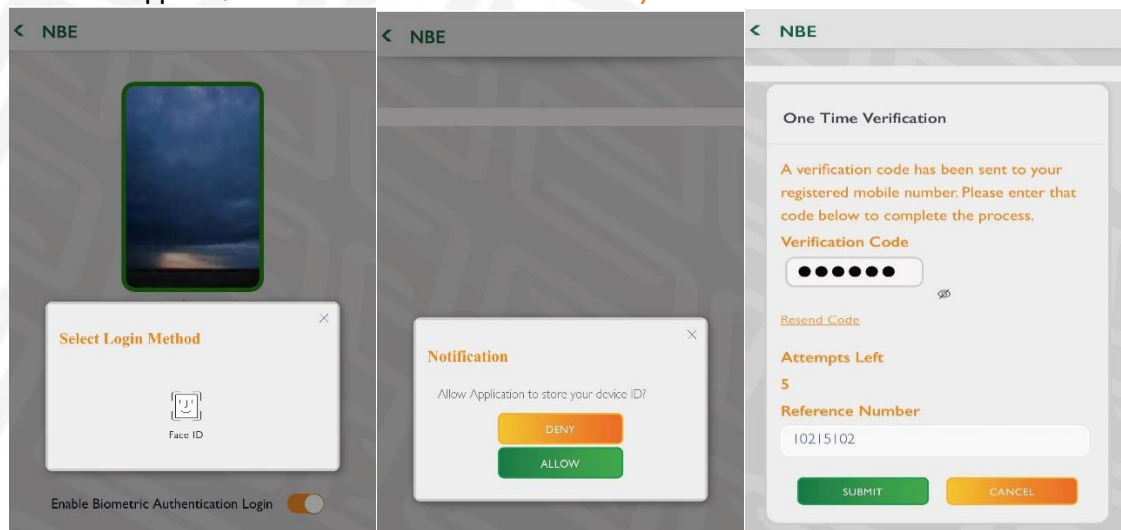
The customer may login to NBE Mobile using Touch ID and/ or Face ID if they are supported by the Mobile phone/ Tablet operating system.

- **Activate Using Touch ID or Face ID to log into NBE Mobile from NBE Mobile login page**

- Open NBE Mobile and click “Login”.
- Enter your User ID correctly.
- Click the button next to “Enable Biometric Authentication Login”



- Click “Login”.
- Make sure that security image and phrase appear and enter your password correctly, then click “Login”.
- Select Login Method “Touch ID / Face ID” then “Allow Application to store your device ID” notification appears, click “Allow” to continue or “Deny” to cancel.



- When you click "Allow", a screen will appear to verify the OTP sent to mobile phone/ e-mail.
- The OTP will be automatically read if NBE Mobile is installed on the same device that has NBE-registered phone number to which the OTP is sent. Otherwise, the customer will have 5 attempts maximum to enter the correct OTP in the relevant field on the screen, then click "Submit".
- When the OTP is correctly entered, Touch ID or Face ID will be activated
- If the OTP is entered 5 times incorrectly, the user will be blocked. For reactivation, visit the nearest branch.
- When you click "Deny", you will go to the User's Homepage "Dashboard " .

You may also reactivate the Biometric Authentication within the App through > Account Settings > Personal preferences > Biometric > Enable Biometric Authentication Login.

## Homepage ( Dashboard ):

Homepage contains many tools that allow for reviewing, revising and processing all the Corporate financial and non-financial transactions.

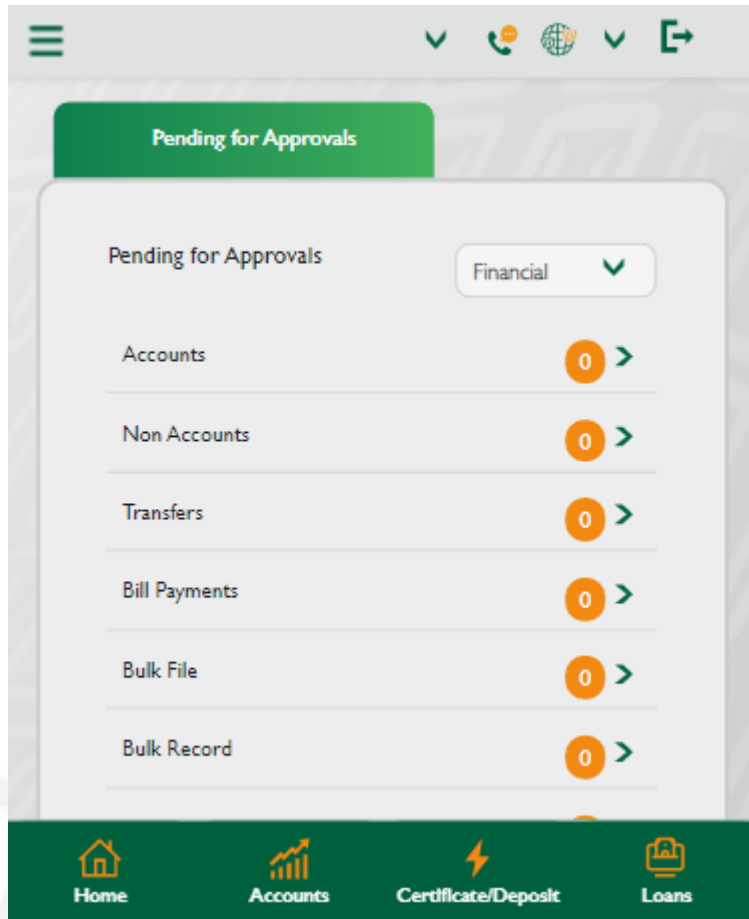
### • (Account Financial Summary ) Widget:

This widget displays a summary of all accounts (current account/ overdraft account), showing the following: (account number/ account type/ current balance (amount available for withdrawal + amount on hold)). Upon selecting a certain account, its details are displayed separately: (Account opening date/ account number/ account type/ account status/ account branch/ account name/ account currency/ current balance (available balance + amount on hold)/ amounts under collection/ utilized balance/ overdraft credit limit/ balance/ equivalent in EGP/ minimum balance required/ IBAN ).



- **Pending for approval widget (Checker's widget):**

This screen enables the Checker to review all financial and non-financial transactions processed by the Maker and pending the Checker's approval:



- **Financial Transactions**

This screen displays financial transactions processed by the Maker and pending to be approved/ rejected/ sent back to the Maker for modification, as follows:

- Account transactions (open certificates/ deposits/ mutual funds)
  - Payments (financial transactions transferred from the Corporate account to another NBE or non-NBE account in the local currency inside Egypt)
  - Bill payments (financial transactions made via Fawry Service)
- The following information is displayed for each transaction (transaction date, description, account details, amount, initiated by, reference number, transaction status)

- **Non-financial Transactions**

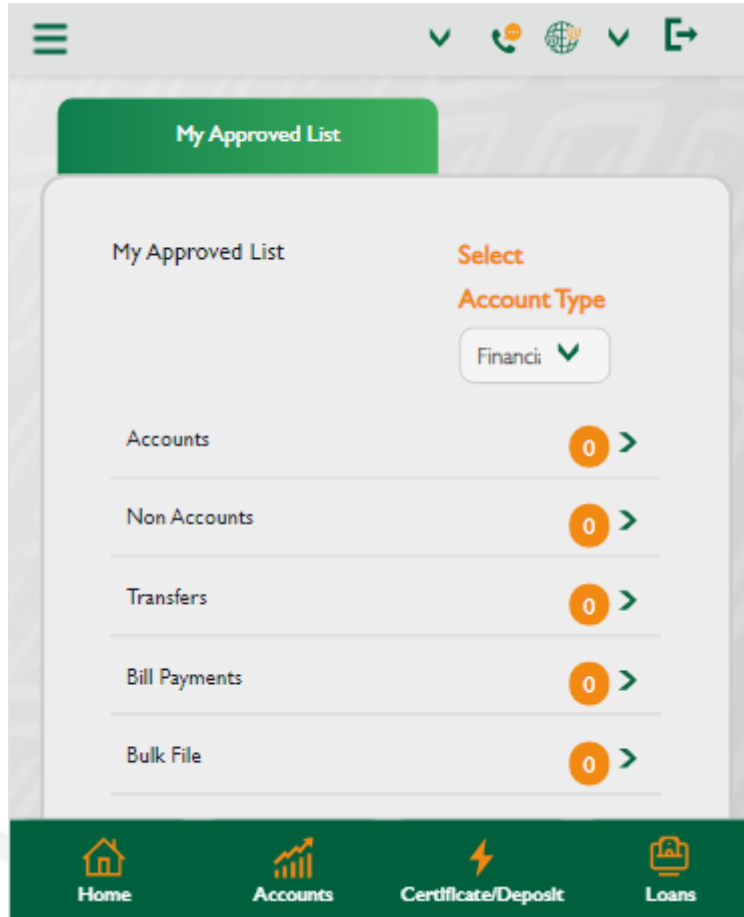
This screen displays non-financial transactions processed by the Maker and pending to be approved/ rejected/ sent back to the Maker for modification, as follows:

- Biller Maintenance (review the maintenance of Fawry Services payee)
  - Payee and Biller (add/ edit/ delete payee)
- The following information is displayed for each transaction (transaction date, description, account details, amount, initiated by, reference number, transactions status)



- **My approved list widget (Checker's widget):**

This screen enables the Checker to review all financial or non-financial transactions checked as “approved” or “rejected”:



- **Financial Transactions**

This screen displays transactions which are approved or rejected by the Checker, as follows:

- Account transactions (open certificates/ deposits/ mutual funds)
- Payments (financial transactions transferred from the Corporate account to another NBE or non-NBE account in the local currency inside Egypt)
- Bill Payments (financial transactions made via Fawry Service)

The following information is displayed for each transaction (transaction date, initiated by, description, account number, amount, reference number, transaction status)

- **Non-financial Transactions**

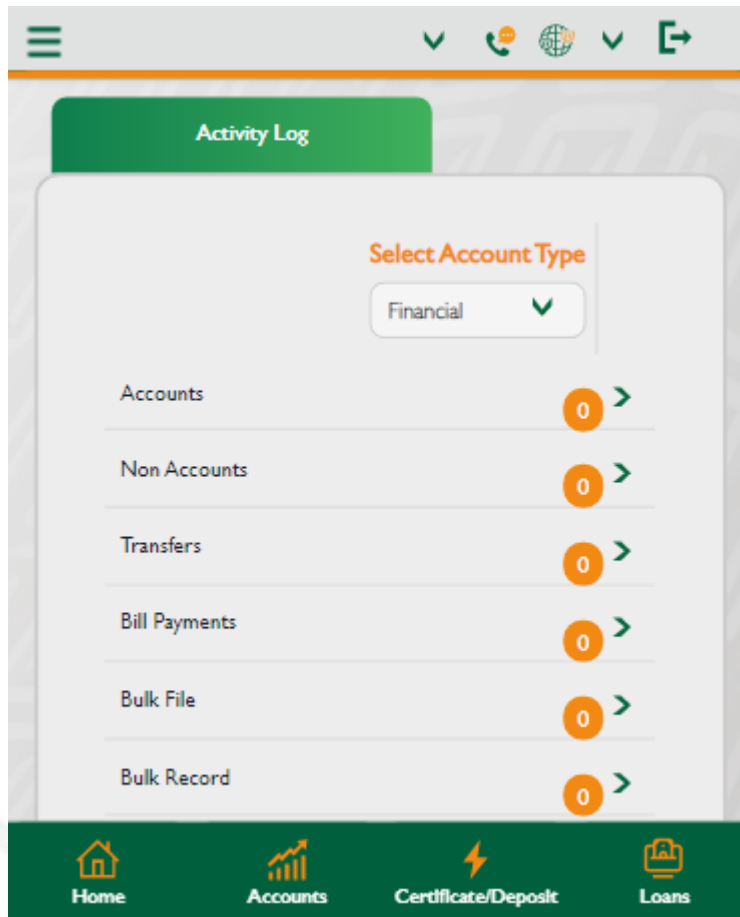
This screen displays non-financial transactions which are approved or rejected by the Checker, as follows:

- Biller Maintenance (review the maintenance of Fawry Services payee)
- Payee and Biller (add/ edit/ delete payee)

The following information is displayed for each transaction (transaction date, description, account details, amount, initiated by, reference number, transaction status)

- **Activity log widget (Maker's widget):**

This screen enables the Maker to review all financial or non-financial transactions checked as “approved” or “rejected” in the transactions sent back to the Maker for modification:



- **Financial Transactions**

This screen displays transactions which are approved, rejected or sent back for modification by the Checker, as follows:

- Account transactions (open certificates/ deposits/ mutual funds)
  - Payments (financial transactions transferred from the Corporate account to another NBE or non-NBE account in the local currency inside Egypt)
  - Bill Payments (financial transactions made via Fawry Service)
- The following information is displayed for each transaction (transaction date, initiated by, description, account number, amount, reference number, transaction status)

- **Non-financial Transactions**

This screen displays non-financial transactions which are approved, rejected or sent back for modification by the Checker, as follows:

- Biller Maintenance (review the maintenance of Fawry Services payee)
- Payee and Biller (add/ edit/ delete payee)

The following information is displayed for each transaction (transaction date, description, account details, amount, initiated by, reference number, transaction status)

## Accounts :

Accounts Menu includes customer products including Saving & current Accounts, certificates savings products and loans.

### • **Accounts:**

This Menu enable you to view different accounts & relevant services including:

- Account Details
- Account Activity
- Cheque status inquiry
- Cheque under collection

### ○ **Account Details**

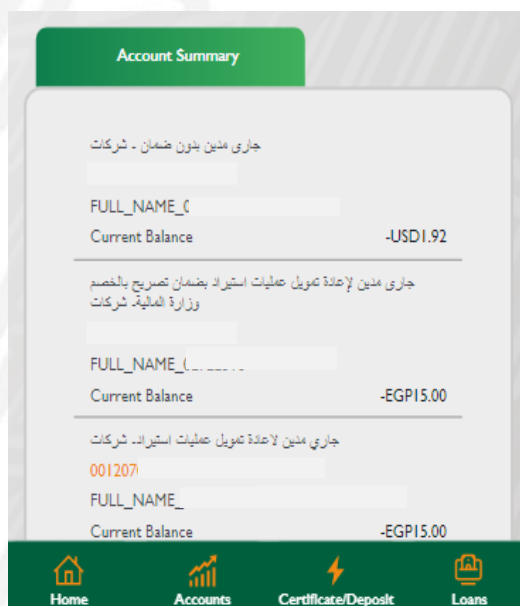
This screen displays a summary of all accounts (current account/ overdraft account), showing the following: (Account number/ account type/ current balance (amount available for withdrawal + amount on hold)).

This service is accessible through:

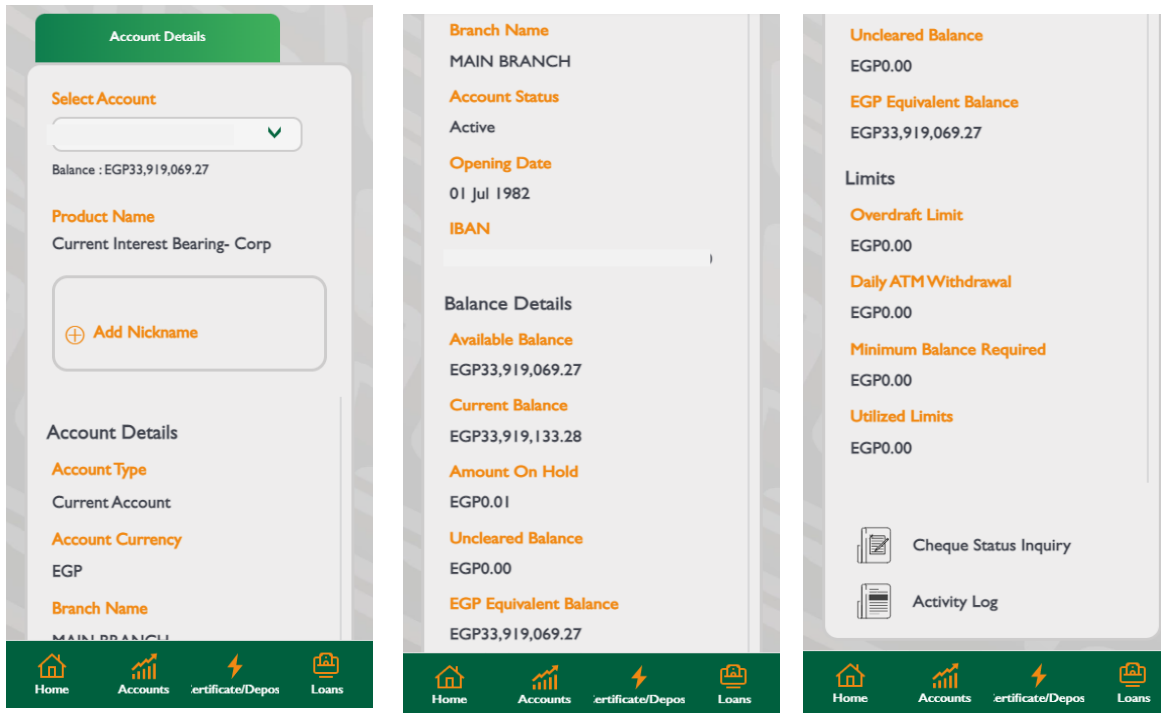
- Dashboard > Account Financial Summary > click “Accounts”



- or Main Menu > Accounts >Accounts> Account Details > Account Summary



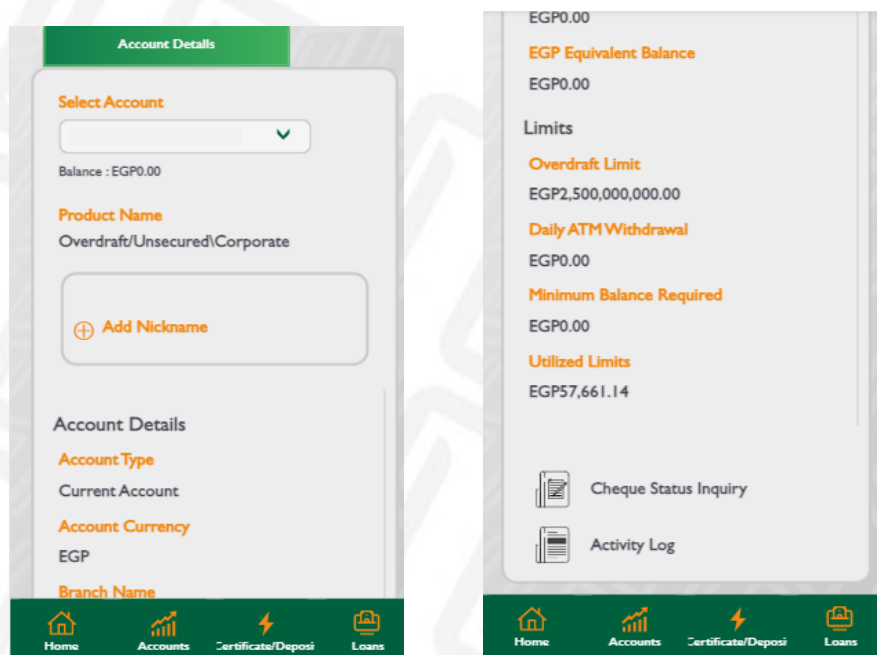
Upon selecting a certain account, its details are displayed separately: (Account opening date/ account number/ account type/ account status/ branch name/ product name/ account currency/ current balance (available balance + amount on hold / amount on hold/ Uncleared Balance/ utilized balance limit / overdraft limit/ balance/ EGP equivalent balance / minimum balance required/ IBAN).



### Account Activity:

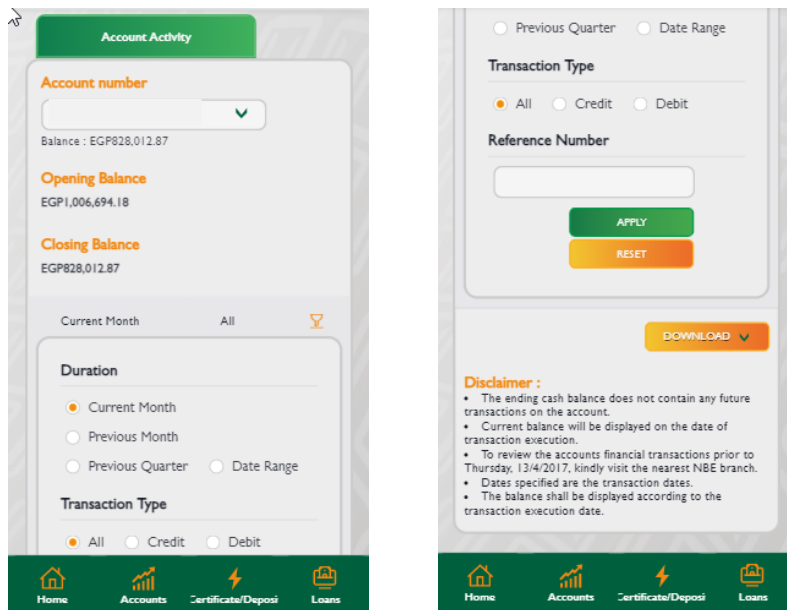
This screen displays the account activity which is accessible either by:

- Access to Account Details via Account Financial Summary, then click “Activity log” at the bottom of “Account Details” page where the relevant account is selected.





- Main Menu > Accounts > Accounts> Account Activity



The image shows two screenshots of the National Bank of Egypt mobile app interface for the 'Account Activity' screen.

**Left Screenshot:**

- Account Activity** (Header)
- Account number**: [Dropdown menu with a green checkmark]
- Balance**: EGP828,012.87
- Opening Balance**: EGP1,006,694.18
- Closing Balance**: EGP828,012.87
- Current Month** (Selected) | **All** | **Filter** (Icon)
- Duration**:
  - ☒ Current Month
  - ☐ Previous Month
  - ☐ Previous Quarter
  - ☐ Date Range
- Transaction Type**:
  - ☒ All
  - ☐ Credit
  - ☐ Debit
- Bottom Navigation Bar**: Home, Accounts, Certificate/Deposit, Loans

**Right Screenshot:**

- Previous Quarter** | **Date Range** (Radio buttons)
- Transaction Type**:
  - ☒ All
  - ☐ Credit
  - ☐ Debit
- Reference Number**: [Text input field]
- Buttons**: **APPLY** (Green), **RESET** (Orange)
- Disclaimer**:
  - The ending cash balance does not contain any future transactions on the account.
  - Current balance will be displayed on the date of transaction execution.
  - To review the accounts financial transactions prior to Thursday, 13/4/2017, kindly visit the nearest NBE branch.
  - Dates specified are the transaction dates.
  - The balance shall be displayed according to the transaction execution date.
- Bottom Navigation Bar**: Home, Accounts, Certificate/Deposit, Loans

The system automatically displays the Account Activity of the current month and the Customer's primary account. The Customer may modify search parameters by following these steps:

- **Account Selection Account number:**
  - Select the account you wish to view its details and select one of these search parameters:
  - Select search duration:
    - Current month/ Previous month / Previous Quarter
    - Date Range ("from date" and "to date")
  - Search by transaction reference number.
- **Transaction Type:**
  - Debit transactions only (debit)
  - Credit transactions only (credit)
  - Both debit and credit transactions
- **Sorting:**

Financial transactions are sorted by:

  - Value date (transaction actual execution date)
  - Balance " Post-transaction balance"
  - Sorting order: displays sorted information in a descending or an ascending order.

### Account Activity details

You can view account number, account currency, opening balance and closing balance of financial transactions. Account's financial transactions are viewed as follows: (transaction date/ value date/ transaction reference number/ transaction description/ debit amount (debit)/ credit amount (credit)/ post-transaction balance ).

The viewed account activity can be downloaded in PDF/ CSV/ MT940 format when you click “Download”.

### ○ Cheque Status Inquiry

This service enables you to inquire about the cheques that you have issued. The service is accessible through Main Menu > Accounts > Accounts > Cheque Status Inquiry

Inquiries can be based on **the following search parameters:** -

- Select source "account" from which cheques are issued
- Select from these search parameters (cheque number/ specific range of cheque numbers (from - to)/ cheque status)

Then click "Submit" to display the issued cheque status under the relevant account, along with the following details (cashing date/ cheque status/ cheque amount/ cheque number).

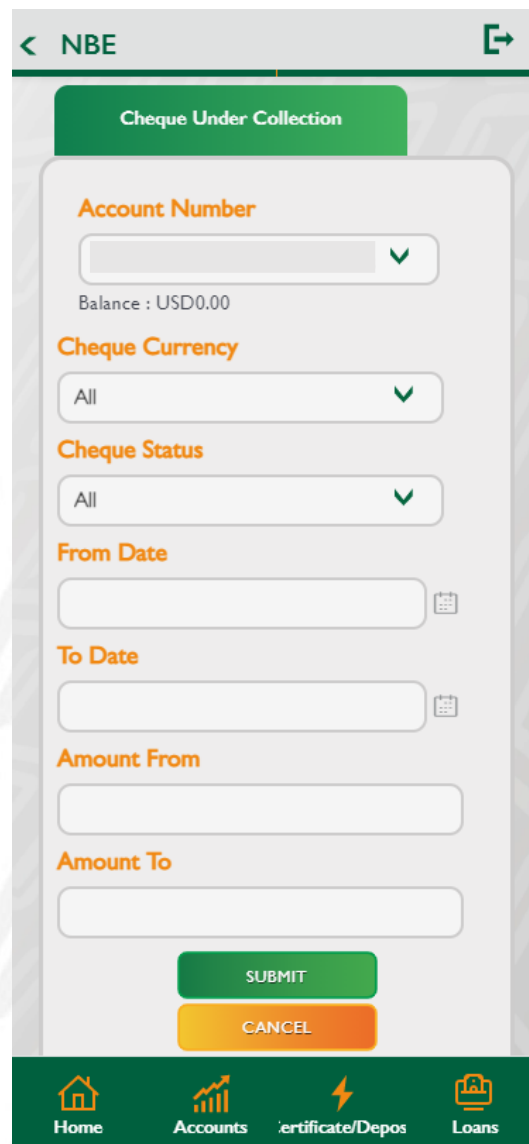
### ○ Cheques Under Collection:

The service shows all cheques under collection for the account to be inquired about. The service is accessible through Main Menu > Accounts > Accounts > Cheques Under Collection

Inquiries can be based on the following search parameters:

- Select the "account" to be inquired about
- Select one of the displayed parameters (cheque currency / cheque status/ from date – to date/ amount from – amount to).

Click "Search" to display all the account's cheques under collection along with the following information (cheque collection date/ cheque status/ cheque amount/ ACH place/ debit account number/ cheque number/ reference number).



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Cheque Under Collection

**Account Number**

▼

Balance : USD0.00

**Cheque Currency**

▼

**Cheque Status**

▼

**From Date**

📅

**To Date**

📅

**Amount From**

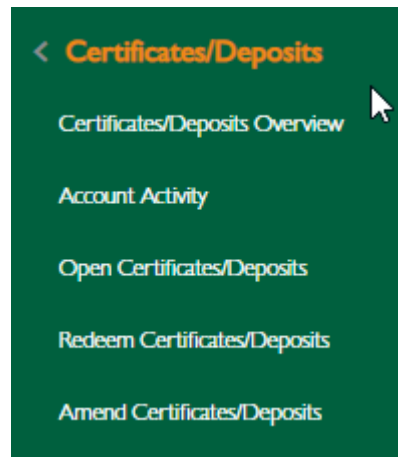
**Amount To**

SUBMIT  
CANCEL

🏠 Home
📈 Accounts
⚡ Certificate/Depos
🏦 Loans

## • Certificates and Deposits

The service allows you to view/ purchase/ redeem/ amend deposits and certificates. This service is accessible through Main Menu > Accounts > Certificates/ Deposits.



### ◦ Certificates and Deposits Overview

It is a screen displaying detailed information about time deposit total balances/ financial position. You can view the details of any certificate/ deposit by tapping it. You can also use the deposit calculator for interest calculation.



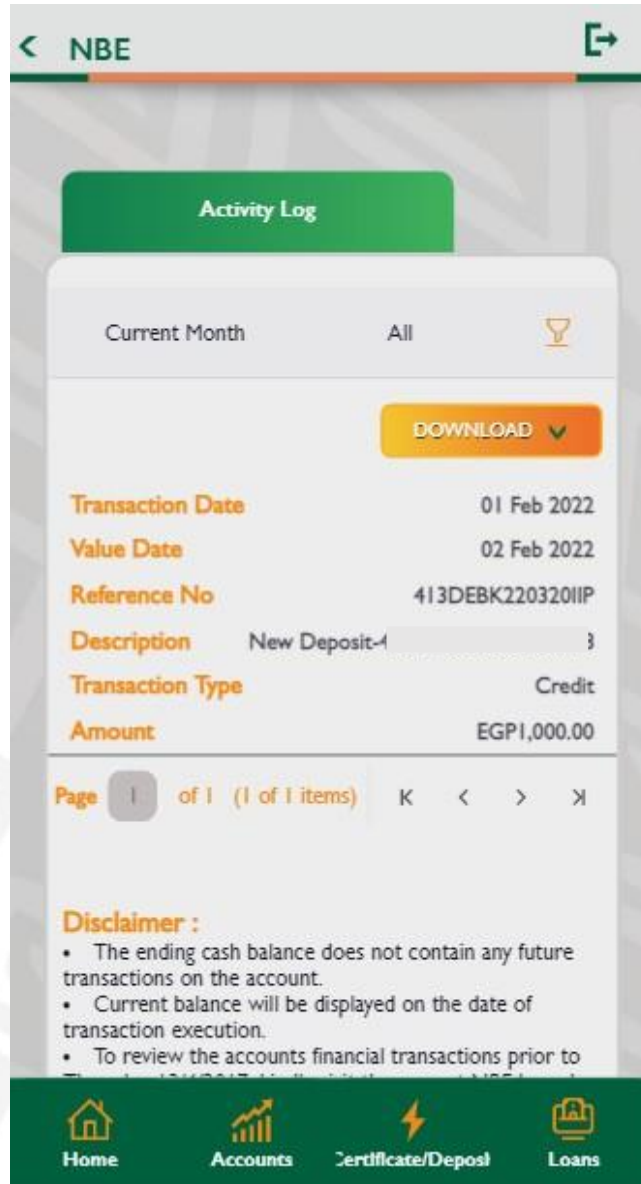


### o Activity log

This service shows Certificate/ Deposit Activity according to the following parameters:

- Select Certificate/ Deposit “ **Account Number.**”
- Select “**View options**” (current month/ previous month/ previous 3 months/ specific period)
- Select “**Transaction**” Type” (All/ Credit/ Debit)

You can also search by transaction reference number, then click “**Search**” to display (date/ transaction description/ reference number/ transaction type/ amount)



## ○ Open Certificates/ Deposits

The service allows opening various certificates and deposits. The service is accessible through Main Menu > Accounts > Certificates/ Deposits > Open Certificates/ Deposits.

**Opening Certificates/ Deposits is done when you fill in the following mandatory fields:**

- Select “Source account”
- “Select Product”
- Enter " Certificate/ Deposit Amount"
- Enter “Certificate / Deposit tenure” in case of selecting term deposits
- Select “Maturity instructions” and “Payout Account”
- Tick for acceptance “Terms and Conditions” and “Applicable Charges”, then click "Submit".
- Click "Confirm" after reviewing the issuance information. A screen confirming the completion of opening the deposit/certificate is displayed.

In case the transaction has to be processed by the Maker and approved by the Checker, go to page No. 8 to review how to approve financial and non-financial transactions ( pending for approval widget).

In case the transaction has to be processed via Hard Token, please visit [NBE official website](#) to see [Hard Token user guide](#)

### o Redeem Certificates/ Deposits

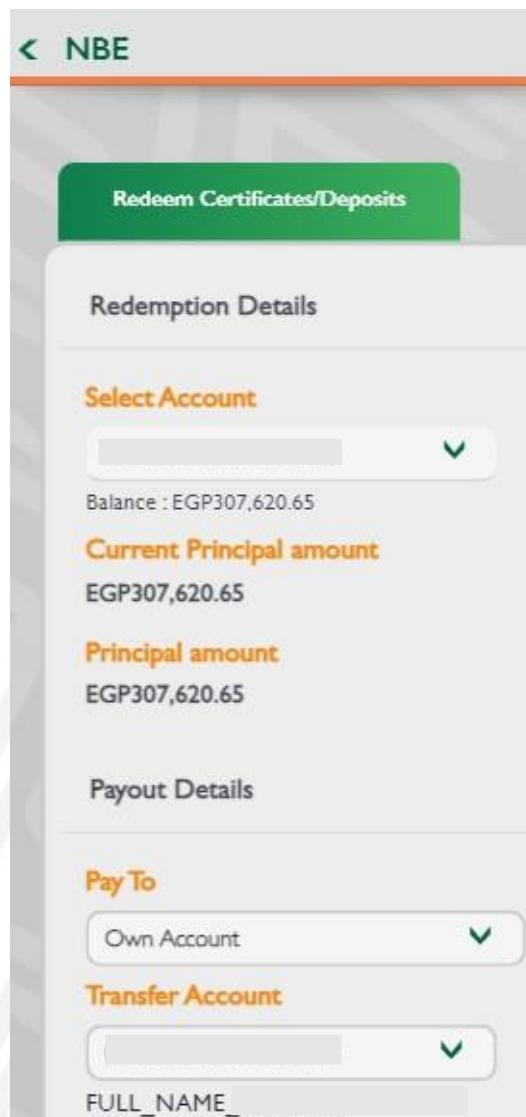
The service allows for redeeming certificates and deposits. The service is accessible through Main Menu > Accounts > Certificates/ Deposits > Redeem Certificates/ Deposits.

Select the certificate/ deposit to be redeemed and all relevant details are displayed.

**Certificate/ deposit redemption is made when you fill in the following mandatory fields:**

- Select “Redemption Type” "partial/full"
- Enter “Redemption Amount” in case of partial redemption
- Select destination account “Transfer Account” to receive the redemption amount of certificate or deposit.
- Tick for acceptance “Terms and Conditions” and “Applicable charges”.

Click “Redeem Certificate / Deposits” then click “Confirm” after reviewing redemption data. Then, a screen confirming the completion of deposit/certificate redemption is displayed.



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Redeem Certificates/Deposits

Redemption Details

Select Account

Balance : EGP307,620.65

Current Principal amount  
EGP307,620.65

Principal amount  
EGP307,620.65

Payout Details

Pay To  
Own Account

Transfer Account

FULL\_NAME\_

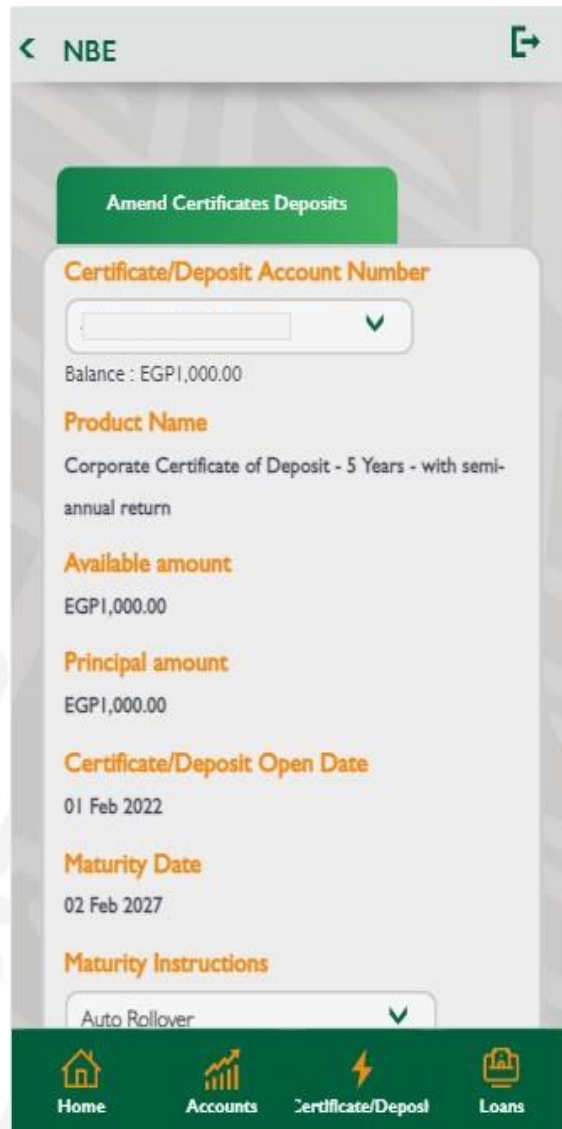
In case the transaction has to be processed by the Maker and approved by the Checker, go to page No. 8 to review how to approve financial and non-financial transactions ( pending for approval widget).

In case the transaction has to be processed via Hard Token, please visit NBE official website to see Hard Token user guide

### o Amend Certificates/ Deposits

This service allows amending certificates/ deposits/ savings products. The service is accessible through Main Menu < Accounts > Certificates/ Deposits > Amend Certificates/ Deposits, **then according to the following parameters:**

- Select “Certificate / Deposit Account Number” to be amended
- Select “Maturity Instructions”: close / renew
- Select destination account “Transfer Account ”
- Tick for acceptance “Terms and Conditions” and “ Applicable Charges”, then click “Confirm” to execute amendment.
- Click "Confirm" after reviewing the amendment information.



NBE

Amend Certificates Deposits

Certificate/Deposit Account Number

Balance : EGP1,000.00

Product Name

Corporate Certificate of Deposit - 5 Years - with semi-annual return

Available amount

EGP1,000.00

Principal amount

EGP1,000.00

Certificate/Deposit Open Date

01 Feb 2022

Maturity Date

02 Feb 2027

Maturity Instructions

Auto Rollover

Home Accounts Certificate/Deposit Loans

In case the transaction has to be processed by the Maker and approved by the Checker, go to page No. 8 to review how to approve financial and non-financial transactions ( pending for approval widget).

In case the transaction has to be processed via Hard Token, please visit NBE official website to see Hard Token user guide



## • Loans and Finances

The service provides you with “Loan Details Inquiry”, “View Statement”, “Loan Repayment Inquiry”, “Disbursement Inquiry”, and “Schedule Inquiry”.

The service is accessible through Main Menu > Accounts > Loans and Finances > Overview

or Dashboard > Account Financial Summary > Loans and Finances

Click “Download” to download a summary of all loans and finances.

0.00%
<b>Outstanding</b>
EGP12,000,000,000.00
قرض بدون ضمان - عادي
<b>Interest Rate</b>
3.00%
<b>Outstanding</b>
EGP1,014,081,479.41
قرض بدون ضمان - عادي
<b>Interest Rate</b>
0.00%
<b>Outstanding</b>
EGP12,000,000,000.00
قرض بدون ضمان - عادي
<b>Interest Rate</b>
2.50%
<b>Outstanding</b>
EGP25,098,958,333.33
قرض بدون ضمان - عادي
<b>Interest Rate</b>
5.00%
<b>Outstanding</b>
EGP5,003,472,222.22
<a href="#">Download</a>
<a href="#">View all</a>
<a href="#">Home</a> <a href="#">Accounts</a> <a href="#">Certificate/Deposi</a> <a href="#">Loans</a>

### Overview

This screen displays loan/ finance details, loan amount calculator, loan instalment calculator, Loan summary etc. Access to Loan Details displays (Account Details/ Finance Amount Details/ Repayment Details/ Instalment Details/ Past-due amounts)



### ○ View Statement

This screen displays all details of loan/ finance statement like (transaction date - value date – Balance- etc.). Inquiries can be based on the following search parameters:

- Select loan account number to be inquired about.
- Select search period (current month/ previous month/ previous 3 months/ enter specific period ("from date" and "to date").

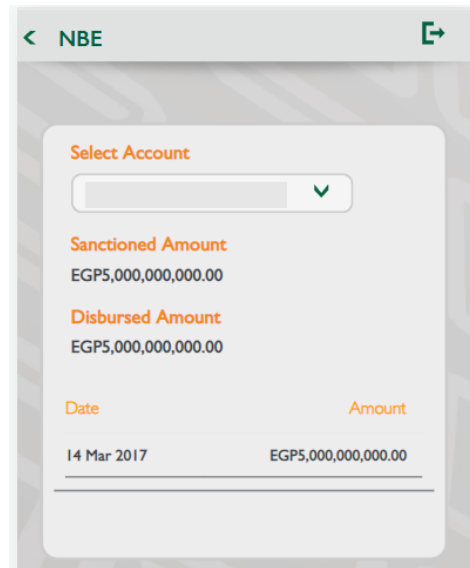
### ○ Loan Repayment Inquiry

This screen enables you to inquire about loan repayment as indicated in the below steps:

- Select "loan Account" from the drop down menu
- Select one of the displayed parameters (repaid amount, enter "from date" and "to date"), or click on "search" to show all history of payment transactions

### Disbursement Inquiry

On this screen, you can inquire about the disbursed amount and disbursement date by selecting the account to be inquired about.



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Select Account

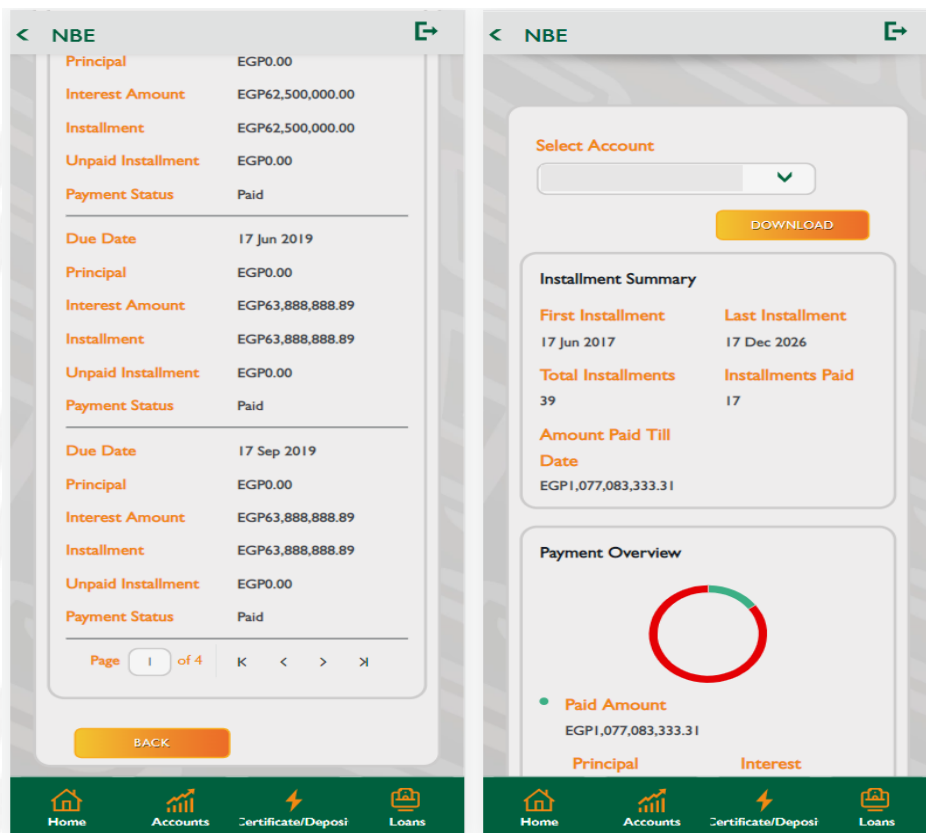
Sanctioned Amount  
EGP5,000,000,000.00

Disbursed Amount  
EGP5,000,000,000.00

Date	Amount
14 Mar 2017	EGP5,000,000,000.00

### Schedule Inquiry

On this screen, you can inquire about the all installments schedule of the selected loan/ finance by displaying installment number/ due date / payment status.



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Principal	EGP0.00
Interest Amount	EGP62,500,000.00
Installment	EGP62,500,000.00
Unpaid Installment	EGP0.00
Payment Status	Paid
Due Date	17 Jun 2019
Principal	EGP0.00
Interest Amount	EGP63,888,888.89
Installment	EGP63,888,888.89
Unpaid Installment	EGP0.00
Payment Status	Paid
Due Date	17 Sep 2019
Principal	EGP0.00
Interest Amount	EGP63,888,888.89
Installment	EGP63,888,888.89
Unpaid Installment	EGP0.00
Payment Status	Paid

Page 1 of 4 K < > X

BACK

< NBE

Select Account

DOWNLOAD

Installment Summary

First Installment	Last Installment
17 Jun 2017	17 Dec 2026
Total Installments	Installments Paid
39	17
Amount Paid Till	
Date	
EGP1,077,083,333.31	

Payment Overview

Paid Amount  
EGP1,077,083,333.31

Principal Interest

Home Accounts Certificate/Deposi Loans



## Payments and Transfers

“Payments and Transfers” menu allows you to access the following services:

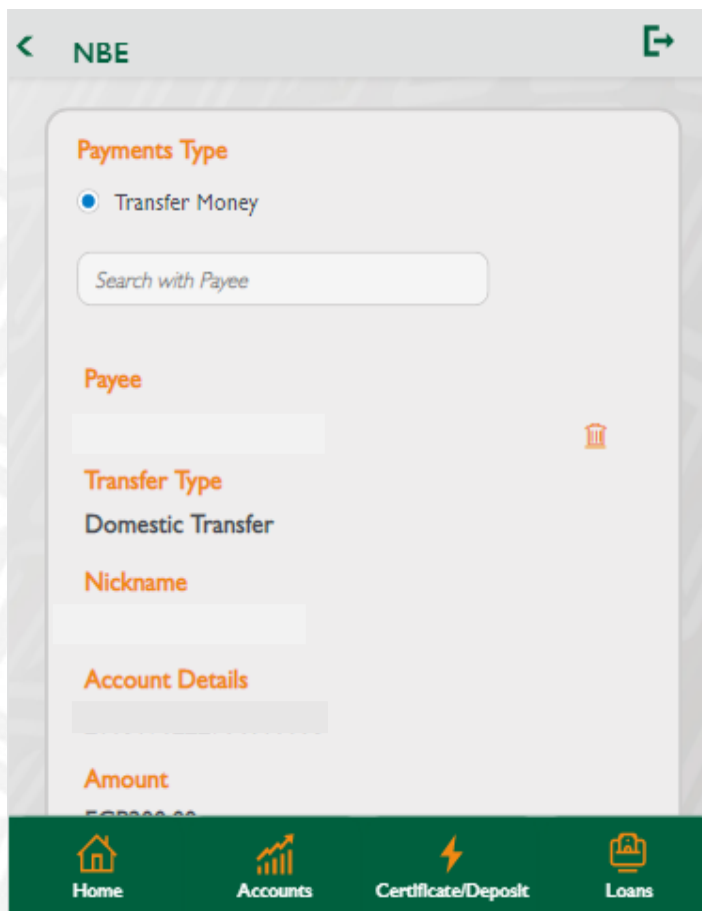
- View and reassign “Favorite Transfers” at your discretion
- Manage Payee (Add Payee/ Search Payee/ Delete or Edit Payee)
- Inquire about Standing Instructions & Set standing instructions
- Make all types of transfers
  - Corporate Own Account Transfers
  - Make transfers to a payee (Internal Transfer “inside NBE”/ Domestic Transfer “outside NBE in Egypt”)
  - Make a **one-time transfer** by Account Number directly (with no need to enter the payee information)
  - Make multiple transfers
- Inquire about transfers processed via internet banking and mobile banking " Payment Status Inquiry "

### • Favourites

After making the transfer, "Favourite Transfers" service enables you to add a transfer to “Favourites” menu for faster processing in the future, if needed.

This service is accessible through Main Menu > Payments and Transfers > Favourites.

You can search by the payee name entered in the relevant field to display the Transfer, then click “Transfer” to go to “Transfers” screen and follow the steps to successfully complete the transfer.



The screenshot shows the "NBE" mobile app interface. At the top, there is a back arrow and the "NBE" logo, followed by a share icon. The main content area is titled "Payments Type" and features a radio button for "Transfer Money". Below this is a search bar labeled "Search with Payee". The "Payee" field is empty, with a trash icon to its right. The "Transfer Type" is set to "Domestic Transfer". The "Nickname" field is empty. The "Account Details" field is empty. The "Amount" field is partially visible at the bottom. At the bottom of the screen is a navigation bar with four icons: Home, Accounts, Certificate/Deposit, and Loans.

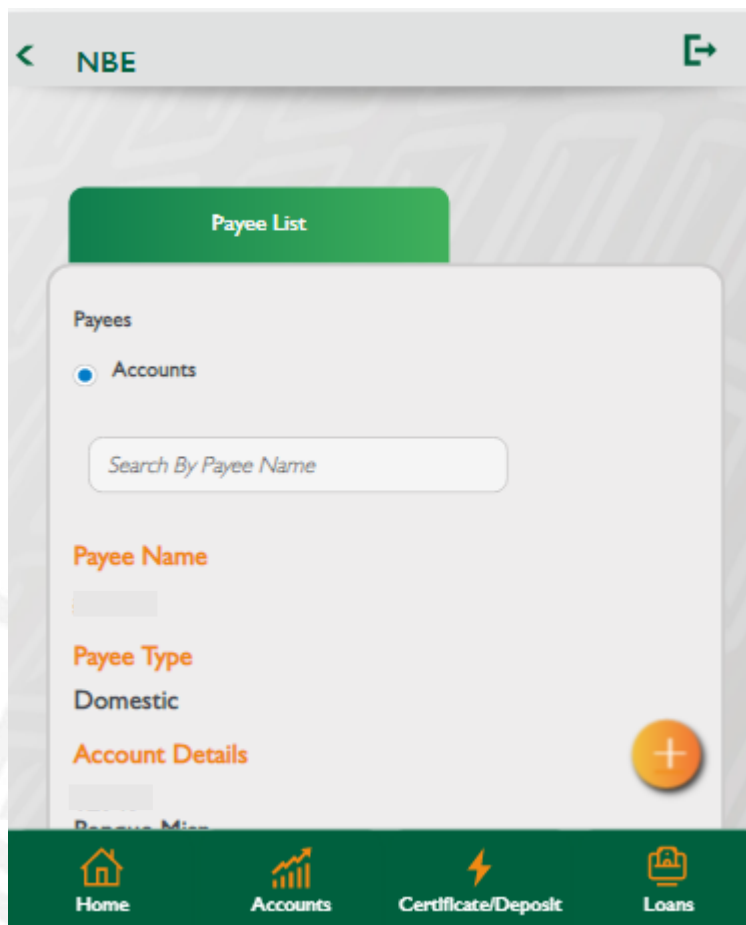
## • **Transfer setups**

This service allows for (Add Payee, Edit/ Delete Payee, Inquire about Existing or Registered Payee) and (Set Standing Instructions/ Inquire about Standing Instructions, Stop Standing Instructions).

This service is accessible through Main Menu > Payments and Transfers > Transfer setups > Manage Payee or Standing Instructions.

### ○ **Manage Payee:**

This service enables you to search for an “Existing Payee” by the Payee’s name entered in the relevant field and all the payee’s information is displayed. You can edit the entered information or delete a payee. You can also add new payee, as indicated below:



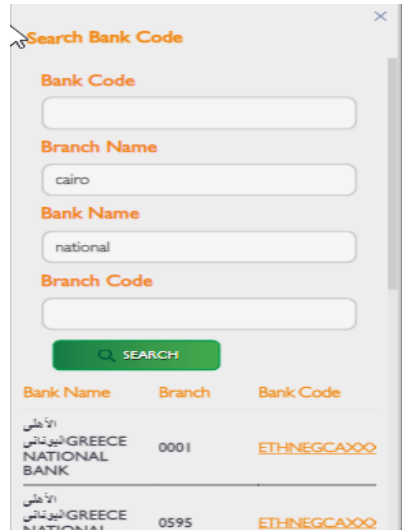
## o Add Payee

The service enables you to add a payee when you click “Add” through the following:

- Select the Payee Type (Internal “inside NBE”/ Domestic “outside NBE”/ International)
- Enter the information indicated on screen:
  - “Payee Name” (enter the selected name)
  - “Payee Photo” (upload payee’s photo)
  - “Account number” (enter internal payee’s 19-digit account number, or domestic payee’s account number or IBAN. You can also enter the credit card number of Domestic Payee)
  - Confirm “Account Number”
  - Enter the payee’s name in “Account Name” field as established at the Bank. In case of a Domestic Payee, enter the payee’s name in English to ensure that transfer is successfully processed.
  - Enter the “payee’s e-mail” in “Payee E-mail” field which is used to send transfer notification to the payee.
  - Enter the payee’s nickname in “Nickname” field at your discretion.
  - Select “Visibility Type” (Public / Private) where the payee will be viewed by other corporate users in case of selecting “Public” or the payee will be viewed by only you in case of selecting “Private”.

Click “Save” to go to the next screen “Review Screen”, then follow the steps to add the payee

- In case of adding a Domestic Payee, select payee bank when you click “Select bank and branch” to search for payee bank on the relevant screen (you must search by 2 fields together and it is preferred to make a search by bank name and branch name)



Bank Name	Branch	Bank Code
الأهلي GREECE NATIONAL BANK	0001	ETHNEGCAXX
الأهلي GREECE NATIONAL	0595	ETHNEGCAXX

**In case the transaction has to be processed by the Maker and approved by the Checker, go to page No. 8 to review how to approve financial and non-financial transactions ( pending for approval widget).**

**In case the transaction has to be processed via Hard Token, please visit [NBE official website](#) to see [Hard Token user guide](#)**

### o Delete / Edit Payee

On “Manage Payee” screen, search for the payee’s name to be deleted, then click “Delete” or “Edit” payee by entering the aforementioned information in case of adding a payee.

The screenshot displays the 'Payee Details' screen. At the top, there is a green header with the text 'Payee Details'. Below this, the form contains several fields: 'Payee Name' with an edit icon, 'Payee Photo' with a circular placeholder containing the letter 'A', 'Domestic', 'Account Name', and 'Account Number'. The bottom of the screen features a dark green navigation bar with four icons: a house for 'Home', a bar chart for 'Accounts', a lightning bolt for 'Certificate/Deposit', and a wallet for 'Loans'.

In case the transaction has to be processed by the Maker and approved by the Checker, go to page No. 8 to review how to approve financial and non-financial transactions ( pending for approval widget).

In case the transaction has to be processed via Hard Token, please visit [NBE official website](#) to see [Hard Token user guide](#)



## ○ Standing Instructions

This service allows for “Inquiry about Existing Instructions”, “Place New Standing Instructions “ and “Stop Existing Standing Instructions” prior to the execution expiry date. The service is accessible through Main Menu > Payments and Transfers > Transfer setups > Standing Instructions.



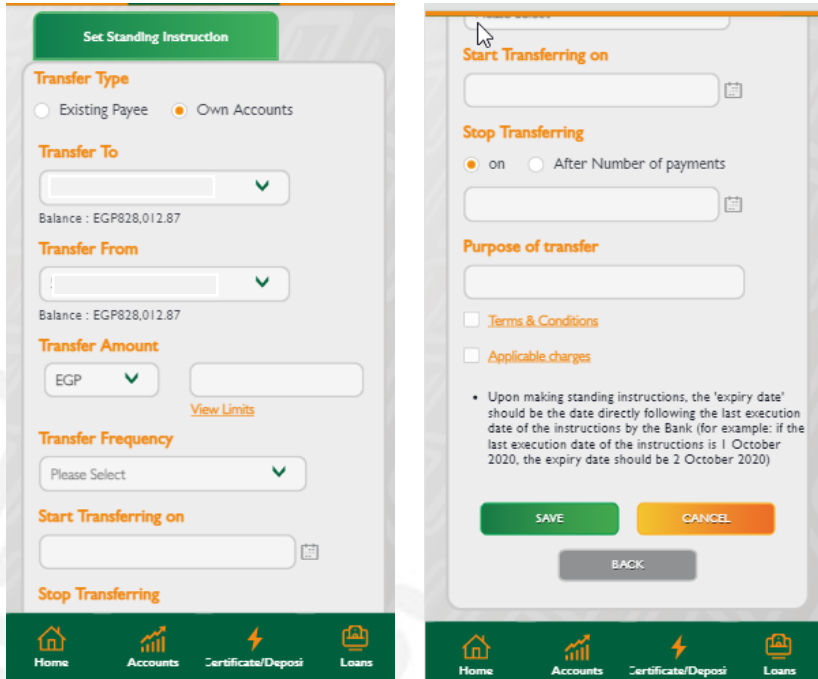
## ▪ Set Standing Instructions

This service enables you to place standing instructions to make own account transfers and internal transfers, provided that the payee account is entered first. The service is accessible through Main Menu > Payments and Transfers > Transfer setups > Standing Instructions> Set Standing Instruction

**Follow the below steps:**

- Select transfer type “Existing Payee ” or “ Own Accounts ”
- Select the source account “Transfer From ”
- Enter transfer "Amount"
- Select the "Transfer Frequency" (on a daily, weekly, monthly, bimonthly, quarterly, semi-annual, or annual basis)
- Select “Start Transferring Date”
- Select “Stop Transferring “:
  - Stop Transferring Date
  - Or
  - stop “After Number of payments “, How many times to execute instructions.

Make sure to enter the "expiry date" as the date of the day directly following the last date of executing the instructions by the Bank (for example: if the last date of executing the instructions is 1 October 2020, the expiry date should be 2 October 2020).
- Enter the “Purpose of transfer “.
- Tick for acceptance “Terms and Conditions” and “Applicable Charge”, then click “Save”.
- Review the entered information and click “Confirm” to save the standing instructions.



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**In case the transaction has to be processed via Hard Token, please visit NBE official website to see Hard Token user guide**

## View Existing Standing Instructions

This service enables you to view standing instructions for own or internal account transfers. The service is accessible through Main Menu > Payments and Transfers > Transfer setups > Standing Instructions. Inquiries are based on the following search parameters:


- Select the "Debit Account Number" to be inquired about
- Select the "status" of instructions (All/ Active/ Closed)

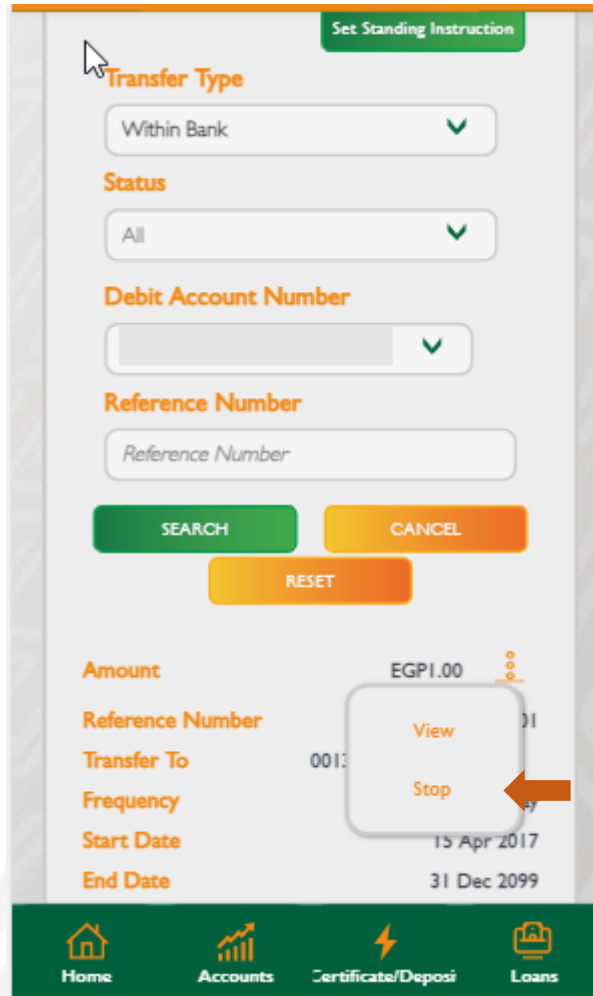
After viewing the standing instructions to be inquired about, "Standing Instruction Details" is accessible by tapping (View), the screen displayed (The source account, destination account, amount, execution start date, & expiry date, frequency, number of payments, statement of transactions executed under the selected standing instruction).

Sr. No.	Value Date	Status	Rejection Reason
1	20 Oct 2019	Completed	
2	17 Oct 2019	Completed	
3	16 Oct 2019		

## ▪ **Stop Existing Standing Instructions**

The service enables you to stop the standing instructions entered prior to the expiry date through:

- Selecting Stop Standing Instructions by inquiring about the standing instruction to be stopped, and clicking (  ) which is displayed next to every existing instruction. You either select “Stop” or access Standing Instruction Details to select “Stop”.
- Review page is displayed to confirm and click “Stop”.



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In case the transaction has to be processed via Hard Token, please visit **NBE official website** to see **Hard Token user guide**

- **Make Transfer**

- **Corporate Own Account Transfers**

- Make a Transfer

Transfer Type

☐ Existing Payee

☒ Between my Accounts

Transfer To

▼

Balance : EGP0.00

Transfer From

▼

Balance : EGP943.00

Amount

EGP ▼

EGP100.00


[Check transfer available limits](#)


Time of transfer


☒ Now


☐ Later

Note

☐ [Terms & Conditions](#)
- Home

Accounts

Certificate/Deposits

Loans

**In case the transaction has to be processed via Hard Token, please visit NBE official website to see Hard Token user guide**



## ▪ Transfer to Payee

- Select the "payee" from payee menu to display payee's information (Internal Payee or Domestic Payee) which has previously been added.
- Select source account "Transfer from"
- Enter transfer "Amount"
- Enter the "Purpose of Transfer" in the relevant field
- In case of making a transfer to a domestic payee please Select the type of payee account (Account transfer / credit card payment/ wallet transfer)
- Tick for acceptance the "Terms and Conditions" and "Applicable Charges", then click " Make a Transfer ".
- Review the entered information and click "Confirm" to process the transfer.

The screenshot displays the 'Make a Transfer' screen in a mobile application. At the top is a green header with the text 'Make a Transfer'. Below it, the 'Transfer Type' section has two radio buttons: 'Existing Payee' (selected) and 'Between my Accounts'. The 'Payee' section features a dropdown menu with a green checkmark. Below this is a circular icon with 'CW' and a text input field. The 'Account Number' section has a text input field. The 'Payee Type' section has a dropdown menu. The 'Account Name' section shows the text 'hassan I'. The 'Payee Email' section has a text input field. The 'Amount' section includes a currency dropdown set to 'EGP' and a text input field showing 'EGP100.00'. A link 'Check transfer available limits' is visible below the amount field. At the bottom is a green navigation bar with four icons: Home, Accounts, Certificate/Depos, and Loans.

In case the transaction has to be processed by the Maker and approved by the Checker, go to page No. 8 to review the mechanism of approving financial and non-financial transactions.

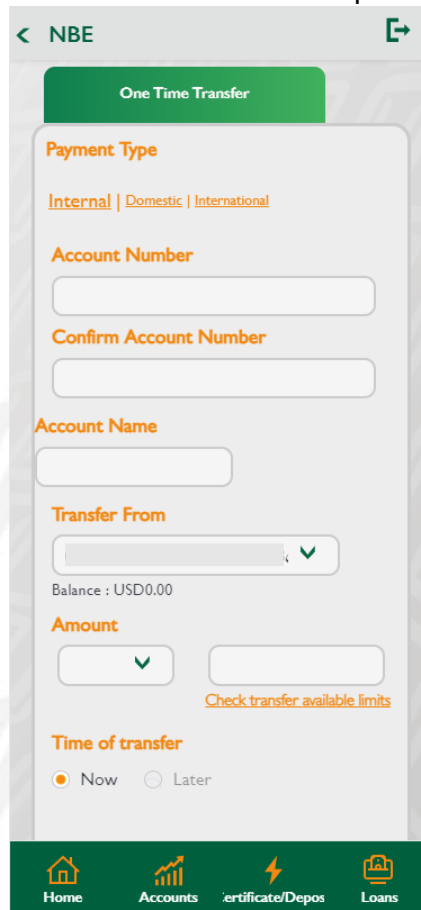
In case the transaction has to be processed via Hard Token, please visit NBE official website to see Hard Token user guide

This service enables you to make a transfer directly to the account number with no need to save the payee's information first, through Main Menu > Payments and Transfers > Transfers > One-time Transfer. Select the transfer Type (**Internal** "inside NBE"/ **Domestic** "outside NBE")

#### ▪ Internal Transfer

This service enables you to make a transfer to an internal account number "inside NBE" directly with no need to Save the payee's information first, as indicated below:

- Enter 19-digit "Account Number"
- "**Confirm Account Number**"
- Enter the payee's name in "**Account name**" field as established at the Bank. In case of a Domestic Payee, enter the payee's name in English to ensure that transfer is successfully processed.
- Select the source account "**Transfer From**"
- Enter transfer "**Amount**"
- "**Subsequent transfer feature is temporarily unavailable**"
- Enter the "**payee's e-mail**" which is used to send transfer notification to the payee.
- Fill in "**purpose of transfer**" field.
- Tick for acceptance the "**Terms and Conditions**" and "**Applicable Charges**", then click "**make a transfer**".
- Review the entered information and click "**Confirm**" to process the transfer.



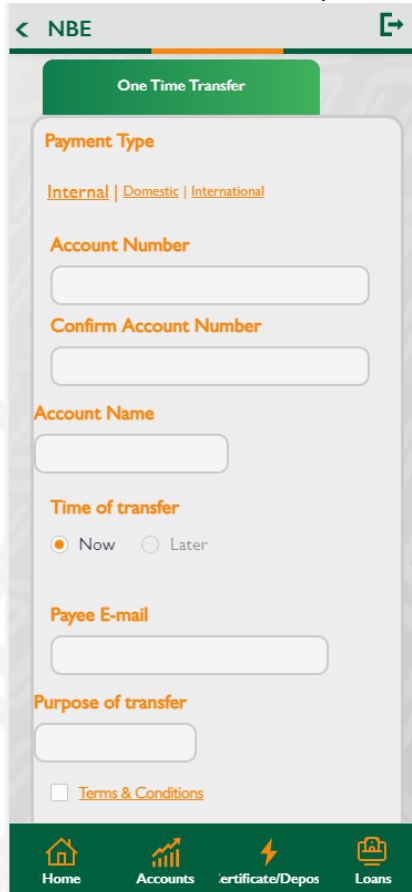
**In case the transaction has to be processed by the Maker and approved by the Checker, go to page No. 8 to review the mechanism of approving financial and non-financial transactions.**

**In case the transaction has to be processed via Hard Token, please visit NBE official website to see Hard Token user guide**

### ▪ Domestic Transfer

This service enables you to make a transfer to a domestic account number “outside NBE” directly with no need to save the payee’s information first, as indicated below:

- Enter the Domestic Payee’s “**Account Number**” or “**IBAN**”. You can also enter the credit card number of Domestic Payee or E-Wallet number
- “**Confirm Account Number**”
- Enter the payee’s name in “**Account Name**” field as established at the Bank. In case of a Domestic Payee, enter the payee’s name in English to ensure that transfer is successfully processed.
- Select the source account “**Transfer From**”
- Enter transfer “**Amount**”
- “**Subsequent transfer feature is temporarily unavailable**”
- Enter the “**Payee E-mail**” in “E-mail” field which is used to send transfer notification to the payee.
- Select payee bank “**Bank Code**” when you click “Select bank and branch” to search for payee bank on the relevant screen (you must search by both fields and it is preferred to make a search by bank name and branch name)
- Fill in “**Purpose of transfer**” field.
- Select the “**Payee Account Type**” (Account transfer / credit card payment/ wallet transfer)
- Tick for acceptance the “**Terms and Conditions**” and “**Applicable Charge**”, then click “**Make a transfer**”.
- Review the entered information and click “**Confirm**” to process the transfer.



**In case the transaction has to be processed by the Maker and approved by the Checker, go to page No. 8 to review the mechanism of approving financial and non-financial transactions.**

**In case the transaction has to be processed via Hard Token, please visit NBE official website to see Hard Token user guide**

## o Multiple transfers

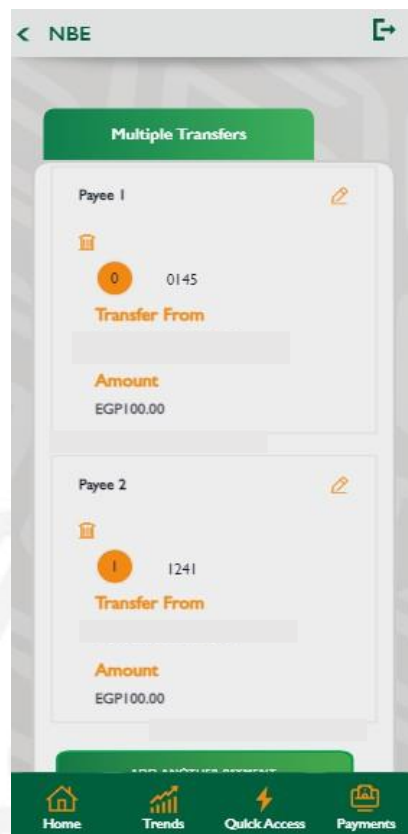
This service enables you to execute more than one “internal” transfer within NBE/“domestic” transfer outside NBE faster and in one step only. You can access this service from the Main Menu > Payments and Transfers > Transfers > Multiple Transfers

Through the following steps:

- Select “Payee”.
- Select source account “Transfer from”.
- Enter “Amount”.
- Enter “Reason of Transfer”.
- Add the remaining transactions in the same manner then click on “Save” and tick for acceptance “Terms and conditions” and “Applicable charges”.

Note: You can also select “Save and Copy” to use the transaction information in adding another transaction.

Review all shown transactions then click on “Confirm”.



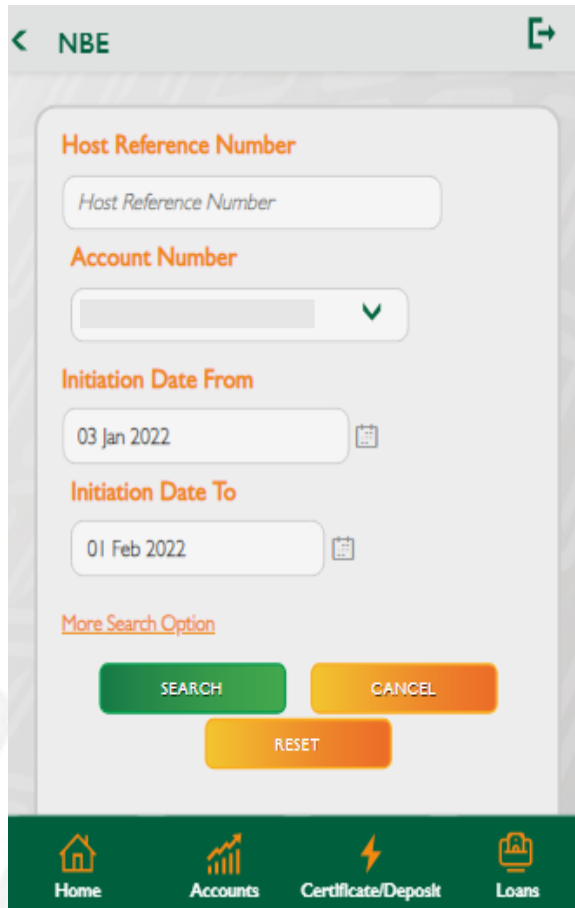
In case the transaction has to be processed by the Maker and approved by the Checker, go to page No. 8 to review how to approve financial and non-financial transactions ( pending for approval widget).

In case the transaction has to be processed via Hard Token, please visit NBE official website to see Hard Token user guide

## • **Transactions inquiries**

You can view the status of transactions carried out via Al Ahly Net/NBE Mobile by going to the Main Menu>Payments and Transfers>Transactions Inquiries

- Select “**Account Number**”.
- You can specify “time period/minimum and maximum transaction amount”.
- Click on the transaction **reference number** to view the transaction details (reference number/source account number/transaction amount/transaction charges/payee account number/payee name/transaction status). You can print a transfer receipt.



The screenshot shows the 'NBE' mobile application interface for 'Transactions Inquiries'. The screen has a light gray background with a white central form area. At the top of the form, there is a back arrow and the 'NBE' logo. The form contains the following fields and controls:

- Host Reference Number:** A text input field with a placeholder 'Host Reference Number'.
- Account Number:** A dropdown menu with a green checkmark icon.
- Initiation Date From:** A date picker field showing '03 Jan 2022'.
- Initiation Date To:** A date picker field showing '01 Feb 2022'.
- More Search Option:** A link text below the date fields.
- Buttons:** Three buttons at the bottom of the form: a green 'SEARCH' button, an orange 'CANCEL' button, and an orange 'RESET' button.

At the bottom of the screen is a dark green navigation bar with four icons and labels: 'Home' (house icon), 'Accounts' (bar chart icon), 'Certificate/Deposit' (lightning bolt icon), and 'Loans' (loan icon).



## Donations:

This service enables you to make donations to different entities. You can access this service from the Main Menu>Donations>Donation transfer

Or go to the Main screen >Donation Transfer

### Through the following steps:

- Select "Payee" i.e. donation entity
- Select source account "Account Number "
- Enter the donation "Amount".
- Enter "Reason of transfer".
- Tick for acceptance the "Terms and Conditions" and "Applicable charges".

Click on "Pay". A page will be displayed to review all entered information then click on "Confirm".

The screenshot displays the 'Donation Transfer' interface within the NBE mobile application. The form is titled 'Donation Transfer' and includes the following fields and options:

- Payee:** A text input field.
- Account Number:** A text input field.
- Transfer Type:** A dropdown menu set to 'DONATION'.
- Donation Entity Name:** A text input field containing 'Magdy Yacoub'.
- Source account:** A dropdown menu with a green checkmark icon.
- Balance:** Displayed as 'EGP901,263.28'.
- Amount:** A dropdown menu set to 'EGP' and a text input field containing 'EGP50.00'. A 'View Limits' link is present below the input field.
- Reason of transfer:** A text input field containing 'donation'.
- Terms & Conditions:** A checkbox that is checked.
- Applicable charges:** A checkbox that is checked.
- Buttons:** A green 'PAY' button and an orange 'CANCEL' button.

The bottom navigation bar features four icons: Home, Accounts, Certificate/Deposi, and Loans.

In case the transaction has to be processed by the Maker and approved by the Checker, go to page No. 8 to review how to approve financial and non-financial transactions ( pending for approval widget).

In case the transaction has to be processed via Hard Token, please visit NBE official website to see Hard Token user guide

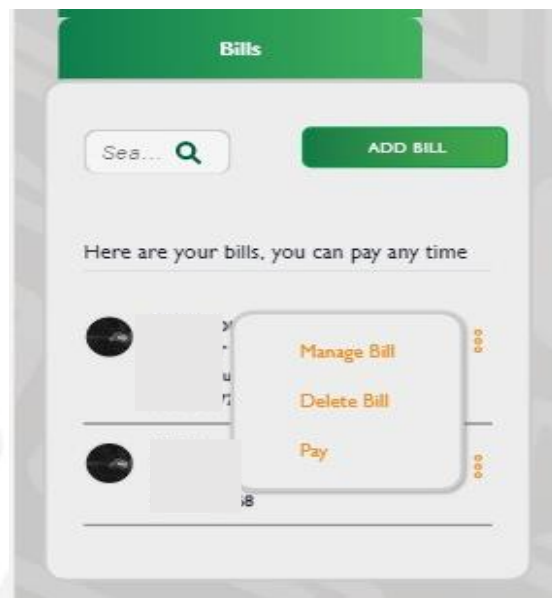
## Payment Services (Fawry):

This service enables you to pay different bills. You can also add a bill to make recurrent payments easier. You can access this service from the Main Menu> Fawry Services. **The following services are displayed:**

- Bills
- Add Bill
- Manage Bills
- Quick Bill Pay
- Payment History

- **view Bills**

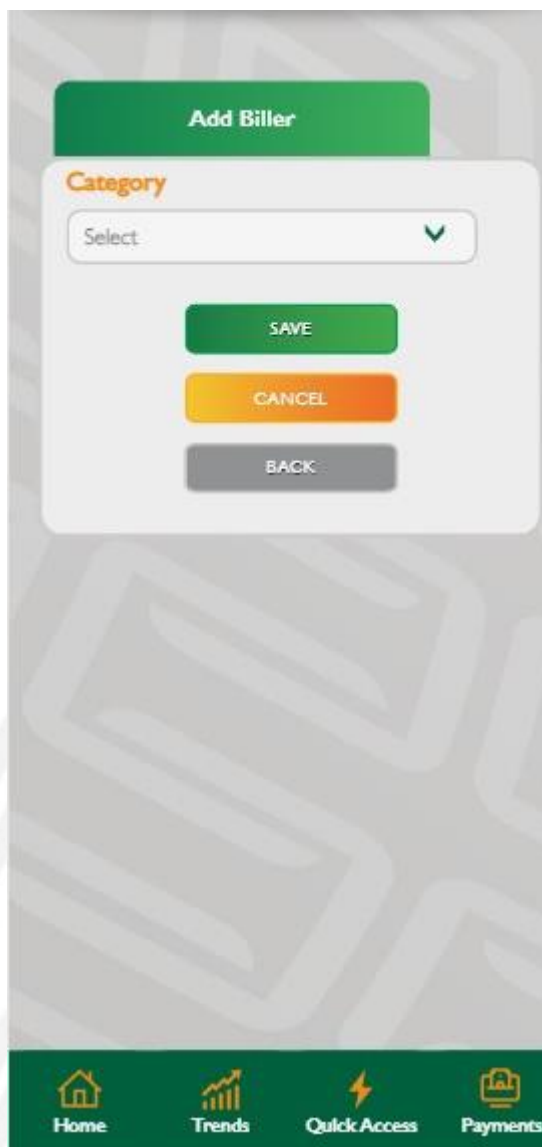
This screen enables you to pay, amend or delete bills that were previously added to the service, or add other bills.



### • **Add Bill**

This screen enables you to add bill to donation recipient/balance recharge /other services by adding information for easier payment of bills later through the following steps:

- Select service “**Category**” (telecom and internet, donations, etc.)
- Select “**service provider**” (company or service provider, for example: mobile operators, universities, etc.)
- Select “**type of service**” (for example: bill payment, balance recharge, etc.)
- Add “**name of bill**”/donation recipient/balance recharge of your choice.
- Add reference number/phone number as applicable according to the required service

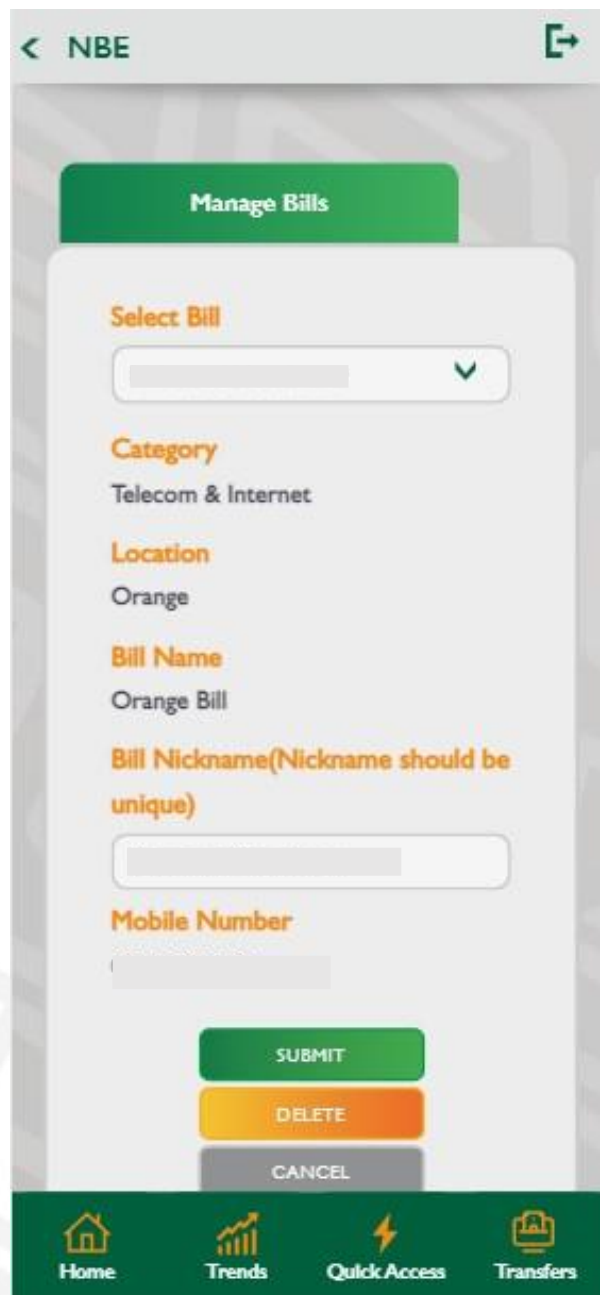


**In case the transaction has to be processed by the Maker and approved by the Checker, go to page No. 8 to review how to approve financial and non-financial transactions ( pending for approval widget).**

**In case the transaction has to be processed via Hard Token, please visit NBE official website to see Hard Token user guide**

- **Manage Bills**

This screen enables you to delete/amend previously added bills to donation recipients/balance recharge.



< NBE

**Manage Bills**

**Select Bill**

**Category**

Telecom & Internet

**Location**

Orange

**Bill Name**

Orange Bill

**Bill Nickname(Nickname should be unique)**

**Mobile Number**

SUBMIT  
 DELETE  
 CANCEL

Home Trends Quick Access Transfers

### • Quick Bill Pay

This screen enables you to directly and quickly pay bills/donations/balance recharge which were not previously added through the following steps:

- Select service “Select category” (telecom and internet, donations, etc.)
- Select “Service Provider” (company or service provider, for example: mobile operators, universities, etc.)
- Select “Type of Service” (for example: bill payment, balance recharge, etc.)
- Add reference number/phone number as applicable.
- Select “Source account”.
- Enter amount.
- Tick for acceptance “Terms and Conditions” and “Applicable charges” then click on “Submit”.
- A page will be displayed to review all entered information then click on “Confirm”.



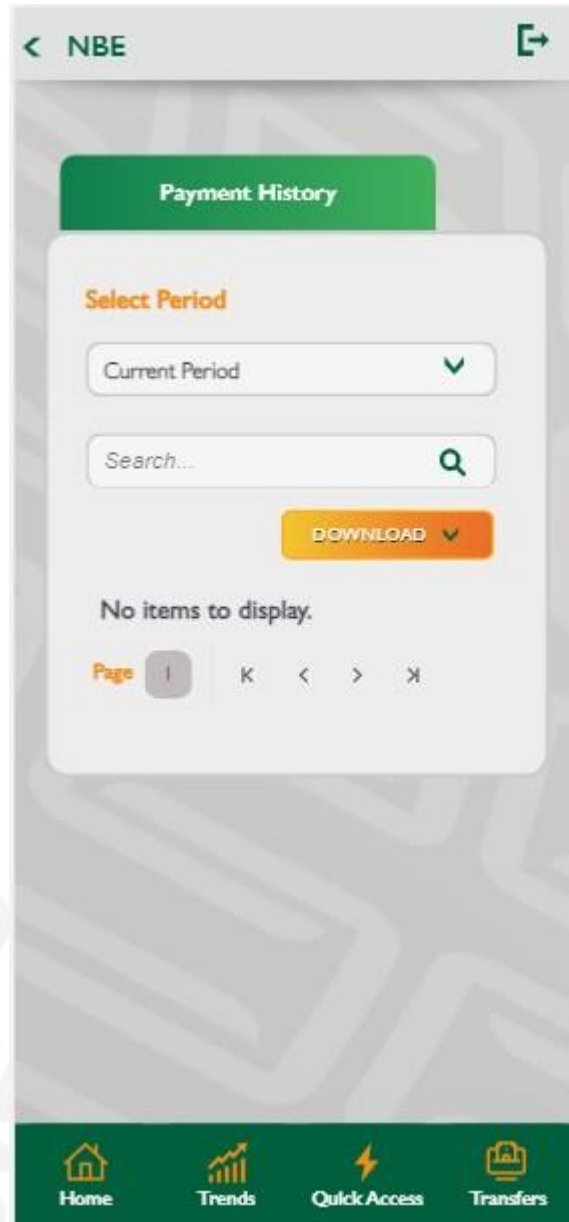
**In case the transaction has to be processed by the Maker and approved by the Checker, go to page No. 8 to review how to approve financial and non-financial transactions ( pending for approval widget).**

**In case the transaction has to be processed via Hard Token, please visit NBE official website to see Hard Token user guide**



### • Payment History

This screen enables you to view executed transactions of mobile balance recharge/donations/bills that you have paid. Specify a period for transactions and the transaction details will be shown (date/service provider/service/bill amount/source account/transaction reference number/status).

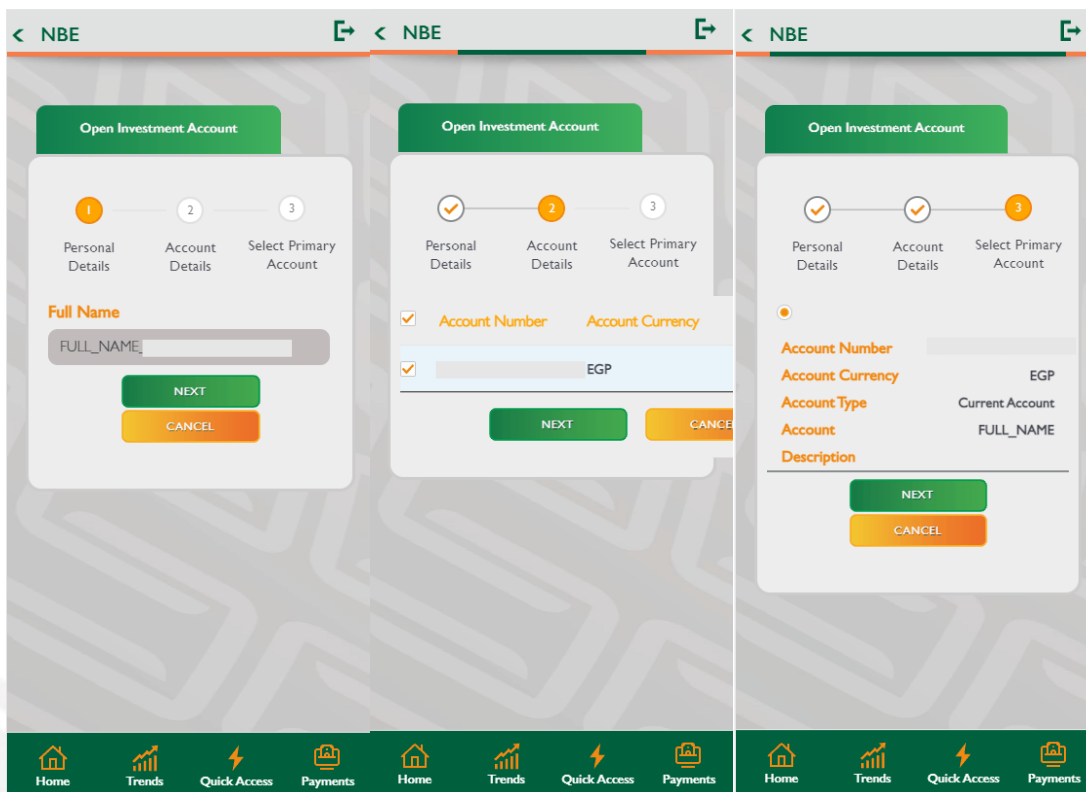


This service enables you to “**inquire about the balance of existing certificates**” or “**purchase and redeem certificates of different mutual funds**”. An investment account must be opened to be able to trade in mutual funds. The service also enables you to print different reports on mutual fund transactions and dividends.

**To open an investment account, follow the following steps:**

Go to the main menu>Mutual Funds>Place Orders>Purchase Mutual Fund.

- Click on “**Open an Investment Account**”.
- Select the “**Account Number**” to be used.
- Select the “**primary account number**” which will receive the mutual fund coupons and appear as a default on the Purchase Mutual Fund and Redeem Mutual Fund screens.
- Review the information then click on “**Confirm**” to confirm the transaction.



## • Overview

This screen shows the total existing mutual fund certificates (whether issued by the branch or via Al Ahly Net/NBE Mobile). Current value /Mutual Fund Name/Number of Units are shown.

- **Place orders**

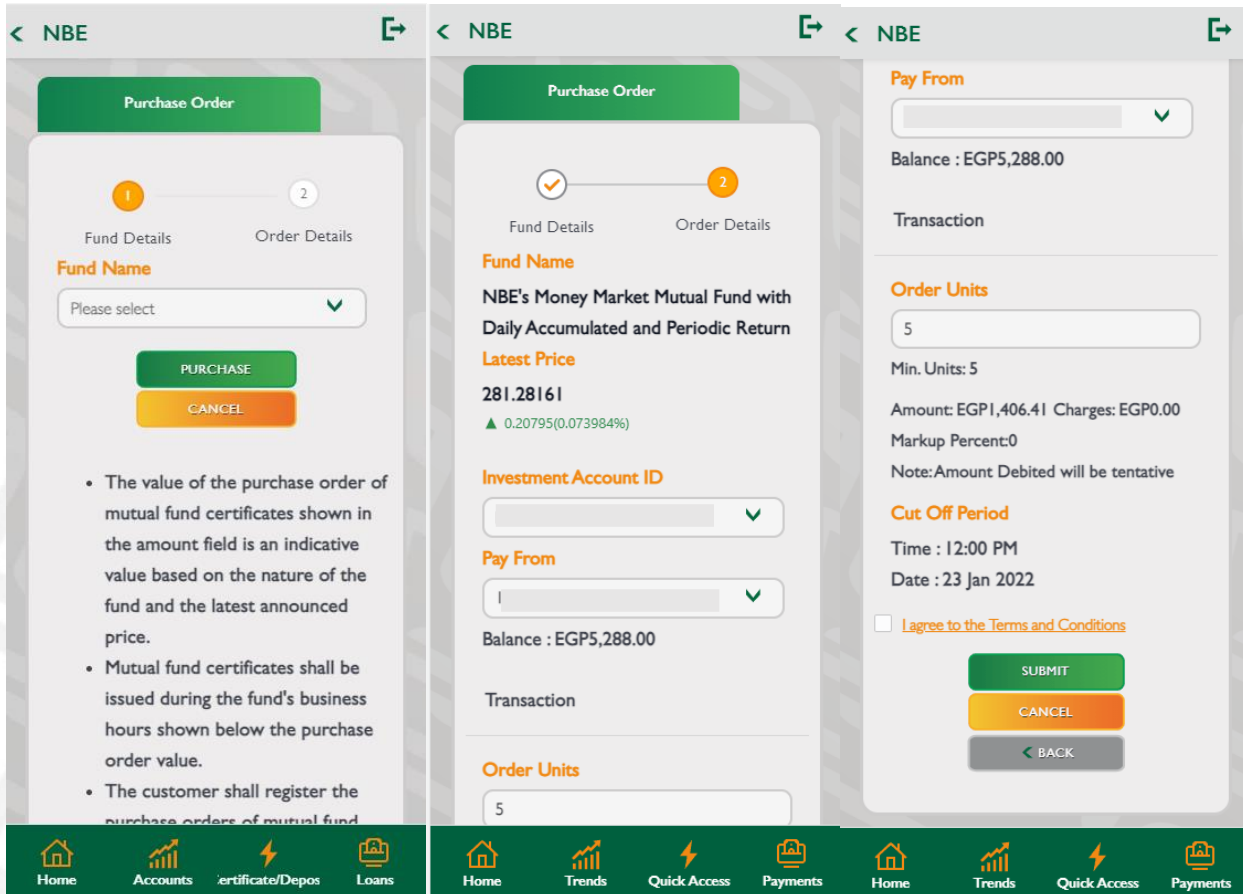
This service enables you to purchase or redeem mutual fund certificates. You can access this service from the main menu>Mutual Funds>Place Orders.

- **Purchase mutual fund:**

This service enables you to purchase mutual fund certificates through the following steps:

- Select the “**mutual fund**” to be invested in and click on “**Purchase**”.
- Select the “**account number**” to be debited.
- Enter the “**number of units**” to be purchased.
- View and tick for acceptance “**Terms and Conditions**”.
- Confirm the transaction by clicking on “**Submit**”.

The review screen will be displayed. After reviewing all entered information, click on “**Confirm**”. The purchase order status and number of purchased certificate will be shown.



The screenshots illustrate the 'Purchase Order' process in the NBE mobile app. The first screen shows the 'Fund Details' step with a dropdown for 'Fund Name' and 'PURCHASE'/'CANCEL' buttons. The second screen shows the 'Order Details' step with fields for 'Fund Name', 'Latest Price', 'Investment Account ID', 'Pay From', and 'Order Units'. The third screen shows the 'Pay From' section with 'Balance', 'Transaction', 'Order Units', and a checkbox for 'Agree to the Terms and Conditions'.

**In case the transaction has to be processed by the Maker and approved by the Checker, go to page No. 8 to review how to approve financial and non-financial transactions ( pending for approval widget).**

**In case the transaction has to be processed via Hard Token, please visit NBE official website to see Hard Token user guide**

## o Redeem mutual fund:

This service enables you to redeem mutual fund certificates which were previously purchased whether via Al Ahly Net/NBE Mobile or the branch through the following steps:

- Select the “mutual fund” to redeem certificates and click on “Redeem”.
- Choose the account to be credited.
- Enter the number of units to be redeemed.
- View and tick for acceptance “Terms and Conditions”.
- Confirm the transaction by clicking on “Submit”.
- The review screen will be displayed. After reviewing all entered information, click on “Confirm”.

The first screenshot shows the 'Redeem Order' screen with a progress bar at step 1. It includes a search bar for funds, a dropdown for 'Investment Account', and a dropdown for 'Fund Name'. The second screenshot shows the 'REDEEM' screen with a progress bar at step 2. It displays a table of mutual fund certificates with columns for 'Avg. Purchase Price', 'Total Units', 'Redeemable Units', 'Blocked Units', 'Current Market Value for all Units', and 'Units'. The third screenshot shows the 'Redeem Order' screen with a progress bar at step 2. It displays a table of mutual fund certificates with columns for 'Fund Name', 'Latest Price', 'Units Available for Redemption', 'Market Value for all Units', 'Select Account', 'Balance', 'Units to Redeem', and 'Min. Units'.

**In case the transaction has to be processed by the Maker and approved by the Checker, go to page No. 8 to review how to approve financial and non-financial transactions ( pending for approval widget).**

**In case the transaction has to be processed via Hard Token, please visit NBE official website to see Hard Token user guide**

The image displays two side-by-side screenshots of the NBE mobile application interface, showing investment details for different accounts.

**Left Screenshot: Investment Details**

- Investment Account:** A dropdown menu with a green checkmark icon.
- Download Portfolio Reports** button.
- Investment Account Overview** section:
  - Current Value:** EGP111,947.56
  - Invested Value:** EGP111,439.36
  - Profit/Loss:** EGP508.21 (Change: ▲ EGP72.78\*)
  - Rate of Return(%):** 0.16 (Change: ▲ 0.16%\*)
  - Dividends:** EGP32,425.00 (View Reports)
- \* Indicates change over previous value**
- Portfolio Summary** button.
- Total Investment** section:
  - Amount Invested:** EGP111,439.36
  - Current Market Value:** EGP111,947.56

**Right Screenshot: Islamic Mutual Fund with Accumulated Periodic Return – Bashayer (Sharia-compliant fund)**

- Current Price:** EGP84.86
- Average Price:** EGP84.86
- Amount Invested:** EGP8,486.00
- Current Market Value:** EGP8,486.00
- Unit Balance:** 100
- Blocked Units:** 0
- Rate of Return(%):** 0
- 12EI Ahly Hayaah** (Fund Name)
- Current Price:** EGP100.26
- Average Price:** EGP100.30
- Amount Invested:** EGP5,015.00
- Current Market Value:** EGP5,013.00
- Unit Balance:** 50
- Blocked Units:** 0

**Bottom Navigation Bar (Common to both):**

- Home:** House icon
- Trends:** Bar chart icon
- Quick Access:** Lightning bolt icon
- Payments:** Wallet icon



## • Reports :

This service enables you to view and print the transactions reports and dividends reports of mutual fund certificates.

### ○ View transactions report:

This service enables you to view and print the transactions reports of mutual fund certificates **via the following parameters:**

- Select a “mutual fund” from the menu.
- Select “type of transaction” (all transactions - purchase - redemption).
- Select “Start/end date”.
- Click on “Search”.

Transaction Report

Search

Investment Account

Fund Name

All Funds

Transaction Type

All

From Date

01 Jan 2022

To Date

20 Jan 2022

SEARCH

CANCEL

CLEAR

Report Details

Download

Date

Fund Name

Transaction Type

Units

Dividend Per Unit

Transaction Amount

20 Jan 2022

I2EIAhlyHayaah

Redeem

50

EGP5,013.00

Date

Fund Name

Transaction Type

Units

Dividend Per Unit

Transaction Amount

20 Jan 2022

NBE and Al Baraka Bank Islamic Mutual Fund with Accumulated Periodic Return – Bashayer (Sharia-compliant fund)

Purchase

100

EGP8,507.22

Date

Fund Name

Transaction Type

Units

Dividend Per Unit

Transaction Amount

13 Jan 2022

I2EIAhlyHayaah

Purchase

100

EGP10,030.00

Page

1 of 1

Home

Trends

Quick Access

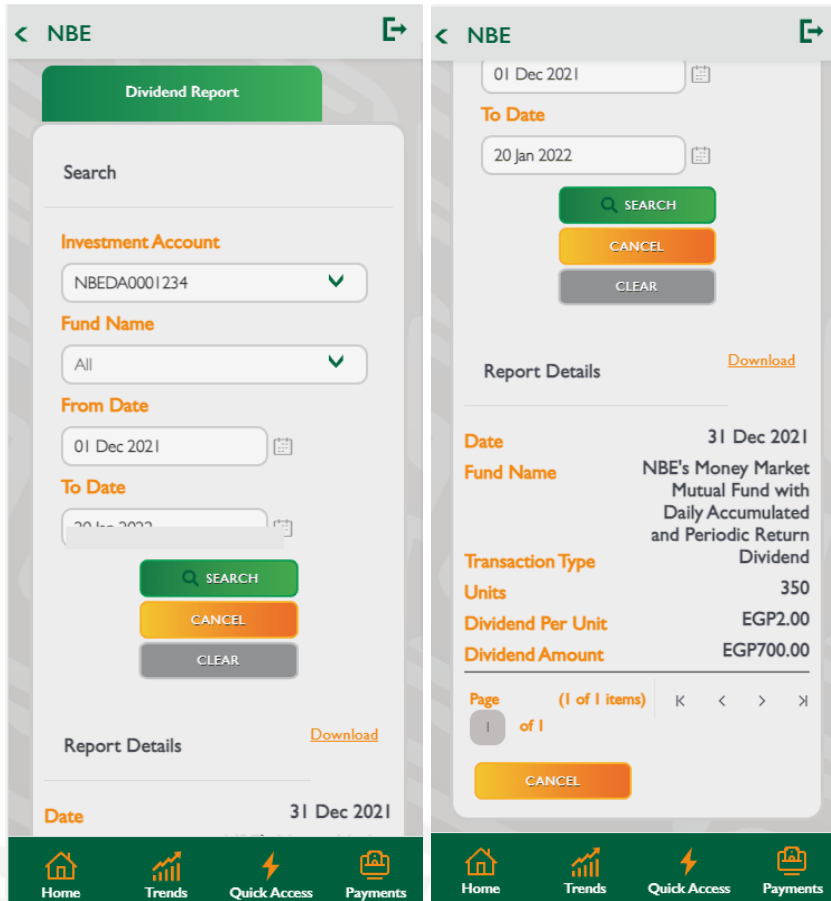
Payments

You can view the details and download the report in PDF format.

### ○ View dividends report:

This service enables you to view and print the dividends reports of mutual fund certificates **via the following parameters:**

- Select a “Mutual Fund” from the menu.
- Select “Start/End date”.
- Click on “Search”.



**Dividend Report**

Search

**Investment Account**  
NBEDA0001234

**Fund Name**  
All

**From Date**  
01 Dec 2021

**To Date**  
20 Jan 2022

SEARCH  
CANCEL  
CLEAR

**Report Details** [Download](#)

**Date** 31 Dec 2021

**Fund Name** NBE's Money Market Mutual Fund with Daily Accumulated and Periodic Return

**Transaction Type** Dividend

**Units** 350

**Dividend Per Unit** EGP2.00

**Dividend Amount** EGP700.00

Page 1 of 1 (1 of 1 items) K < > X

CANCEL

You can view the details and the report can be downloaded in PDF format.

### • **Modify account:**

This service enables you to add/delete the accounts linked to the investment account. It also enables you to modify the primary account to which the coupons of mutual fund certificates are credited **through the following steps:**

- Select the “**Account Number**” to be used from the menu.
- Select the “**Primary Account Number**” for receiving the coupons of mutual fund certificates.

Review the information then click on “**Confirm**” to confirm the transaction.

The image displays three sequential screenshots of the NBE mobile application interface, illustrating the process to modify an investment account mapping.

**Screenshot 1: Investment Account Mapping Setup**  
 The screen shows a progress bar with three steps: 1. Investment Account Details (completed), 2. CASA Account Mapping (active), and 3. Default CASA Account (pending). Under step 2, there are two options: "Account Number" (selected with a checkbox) and "Default Account". Below these, there are two rows of input fields with "NO" and "YES" labels. At the bottom, there are "NEXT" and "CANCEL" buttons, and a "Disclaimer" link.

**Screenshot 2: Investment Account Mapping Confirmation**  
 The screen shows the same progress bar. Under step 2, there are two radio button options: "Default Account" and "Account Number". Below these, there are two rows of input fields with "ACTIVE" labels. At the bottom, there are "NEXT" and "CANCEL" buttons, and a "Disclaimer" link.

**Screenshot 3: Modify Investment Account Mapping Review**  
 The screen shows a "Review" step with a warning message: "Please review details before you confirm!". Below this, there is a section titled "Modify Investment Account Mapping" with two rows of input fields labeled "Account Number" and "Default", with "NO" and "YES" labels. At the bottom, there are "CONFIRM" and "CANCEL" buttons.

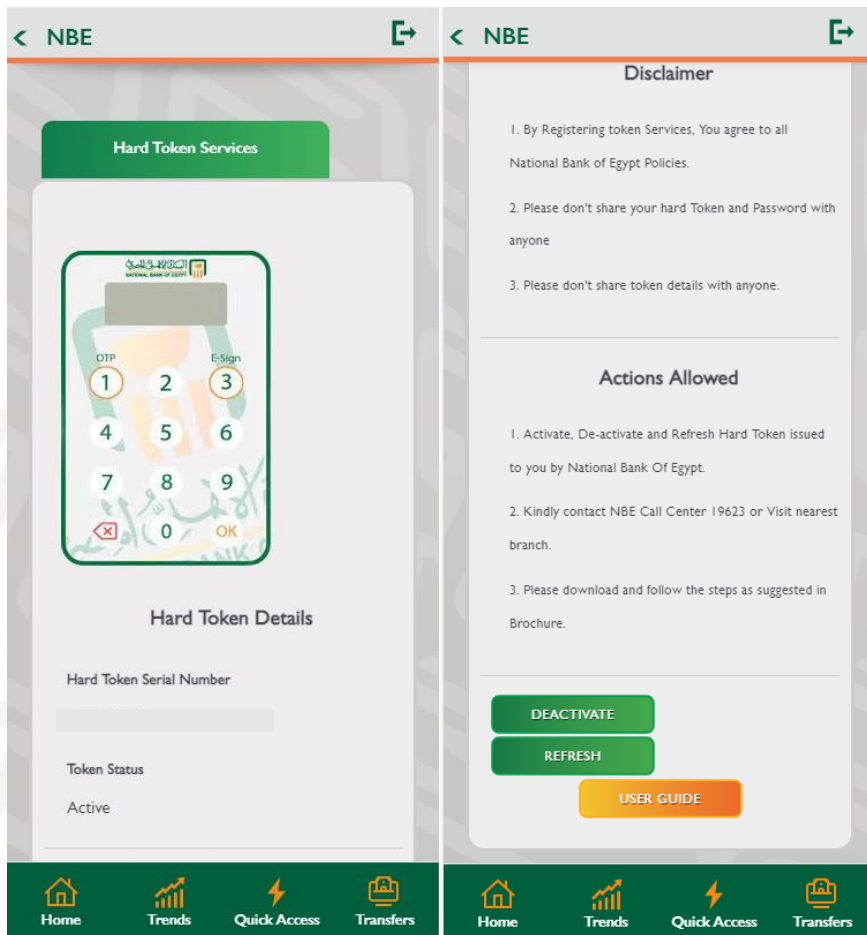
## Hard Token services:

These services enable you to enjoy the token services through Al Ahly Net and NBE Mobile. You can access these services from the Main Menu>Token Services>Hard Token Services>Hard Token Service.

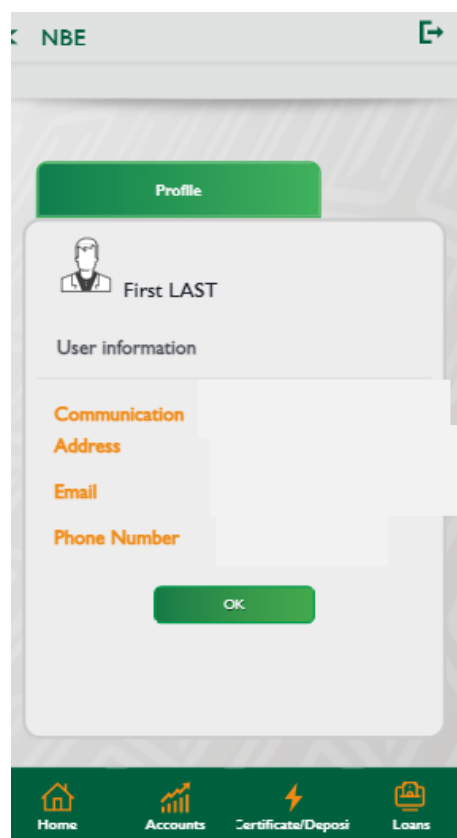
### You can perform the following steps:

- “**Activate**” the hard token after receiving it from the branch.
- “**Deactivate**” the hard token if it is lost.
- “**Refresh the hard token**”.
- Available services are displayed so that you can choose the action to be taken (**Activate/Deactivate/ Refresh**).

You can go to the Hard Token User Guide to review the steps of using the hard token in carrying out transactions.



This screen allows you to review the user's personal information. It is accessible through Main Menu > Personal Information, displaying User's name, communication address, e-mail, and mobile phone number.



## Account Settings :

This service enables you to set your personal profile on Al Ahly Net service through the following:

- Personal Preferences
- Change Password
- My Limits

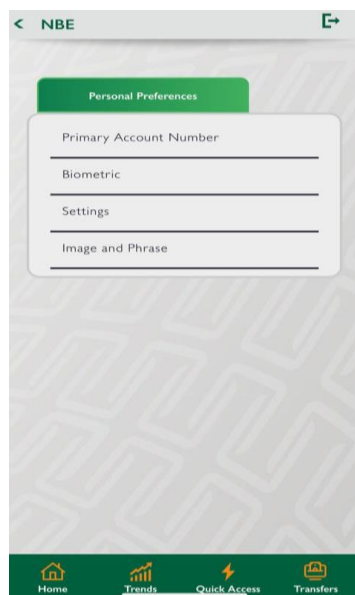




## - **Personal Preferences**

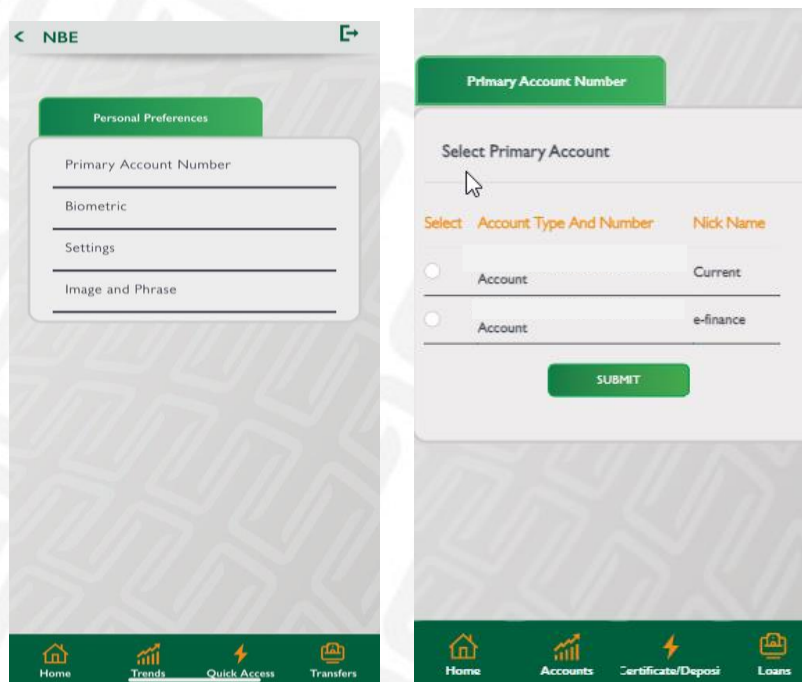
This service enables you to set up the primary account number, control the service login biometric authentication, cancel Al Ahly Mobile login using Touch ID/Face ID( biometric authentication) via Al Ahly Net, and change security image and phrase.

You can access this service from the Main Menu> Account settings > Personal Preferences



## - **Primary account number**

This service enables you to set up a primary account for all financial transactions without having to select a primary account upon carrying out each transfer by going to the Main Menu> Account settings > Personal Preferences>Primary Account Number, then select the preferred account and click on “Confirm”.



## ○ Biometric

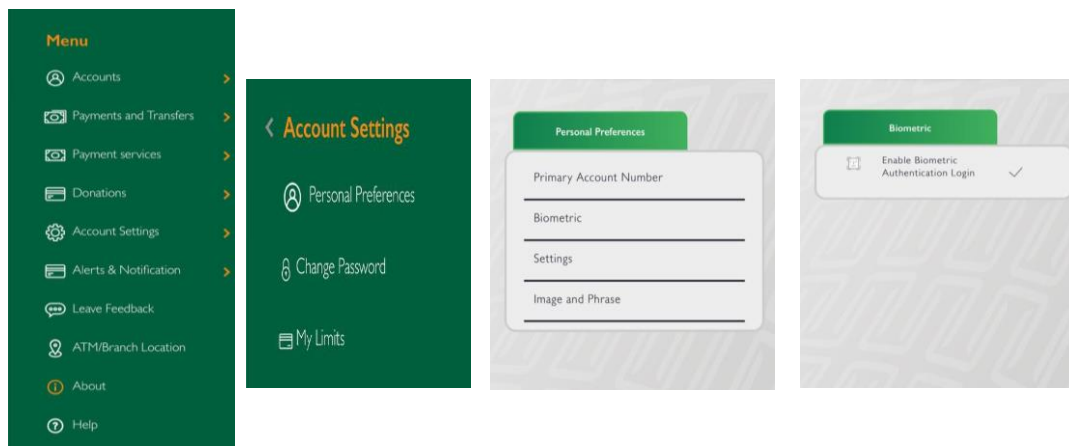
You can control the service login biometric authentication settings.

### ▪ Enable Biometric authentication login :

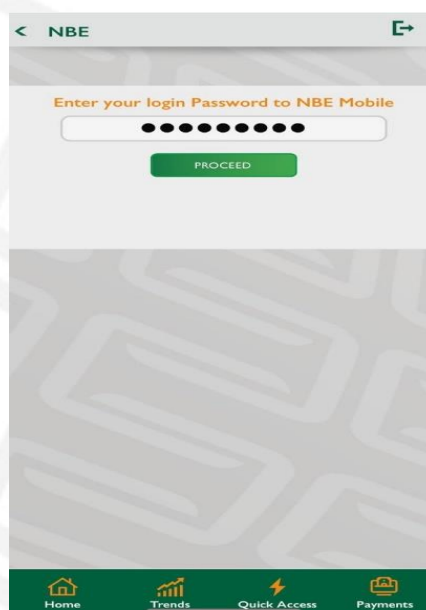
You can activate login using biometric authentication (Touch ID/Face ID).

Go to the Main Menu> Account Settings > Personal Preferences> Biometric.

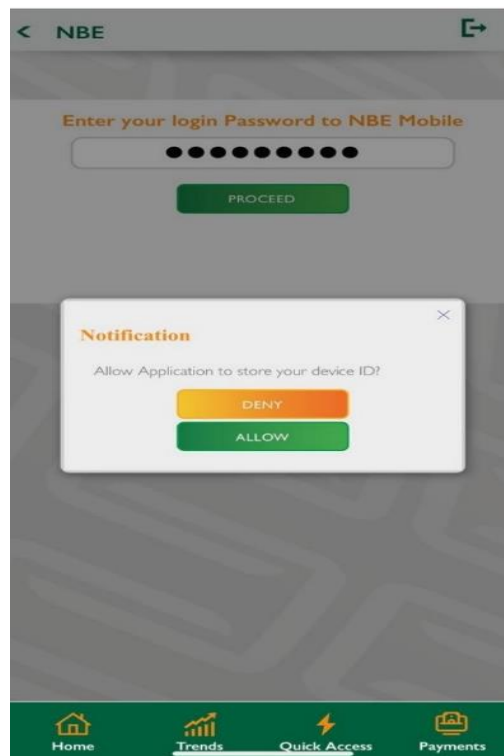
- Then click on Enable Biometric Authentication (Touch ID/Face ID)



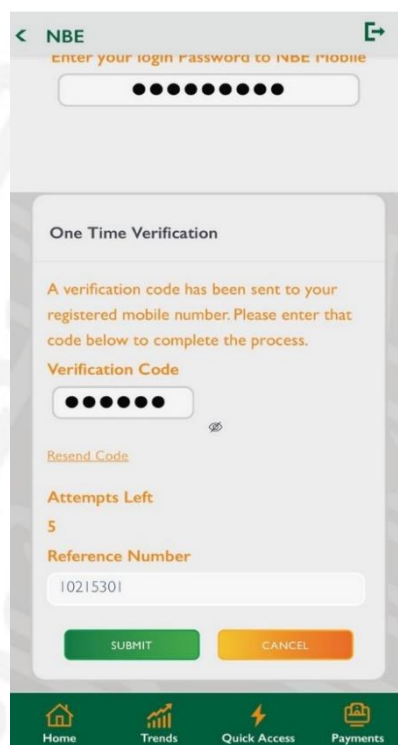
- A screen will be displayed to enter the password of AI Ahly Net/NBE Mobile user ID.



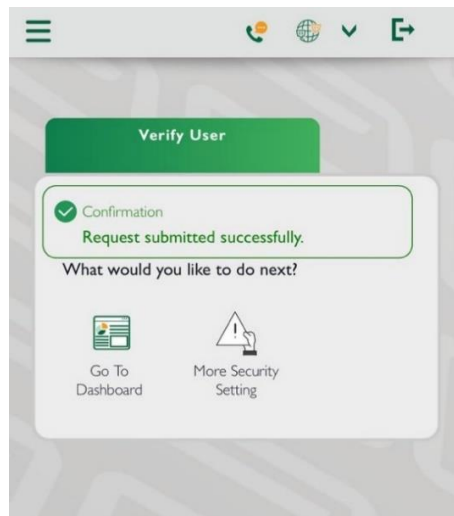
- Allow the application to store your device ID. A screen will be displayed to verify the OTP sent to your mobile phone.



- The OTP will be automatically read in case NBE Mobile application is used on the same device that has the mobile phone number registered with the Bank and to which the OTP was sent, or you will have to enter the OTP into the relevant field on the screen with a maximum limit of 5 attempts. Then click on "Submit".



- In case the OTP is correctly entered, confirm the touch ID/face ID. A message will appear to confirm service activation.

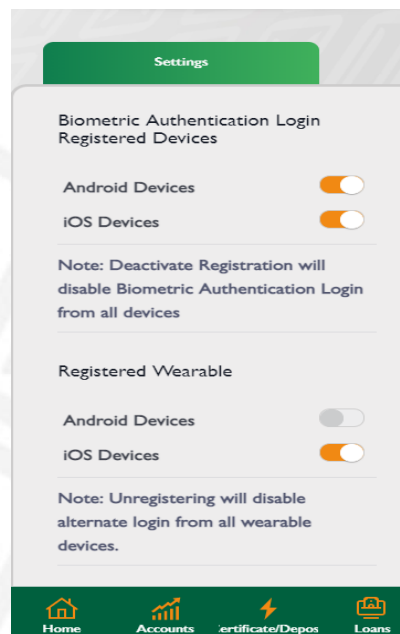


- In case the OTP is entered incorrectly 5 times, the user will be suspended. To reactive the user, visit the nearest branch.
- In case of clicking on “Deny”, you will be directed to the dashboard.

### ○ Settings

This service enables you to cancel NBE Mobile login using Touch ID/Face ID via Al Ahly Net.

Click on the button next to the mobile operating system type to cancel activation of login using Touch ID/Face ID on all devices supported by the selected operating system.



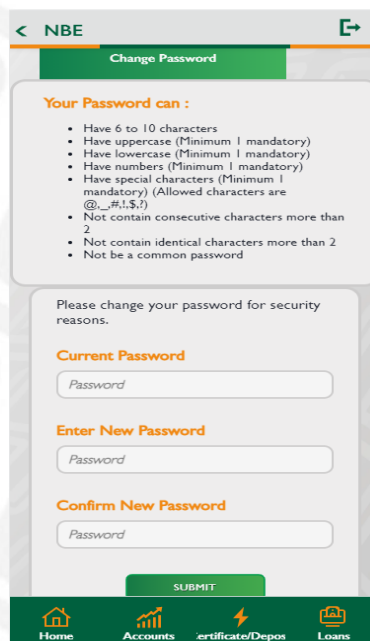
This service enables you to change the image and phrase displayed upon logging into the system to ensure that you have correctly entered your User ID in order to validate the website used in logging into the service.

Click on “**Change Image**” and “**Change Phrase**” to view all the available images and phrases to choose from.



### • **Change password:**

This screen enables you to change the login password by entering the old password and new password, then click on “**Change Password**”





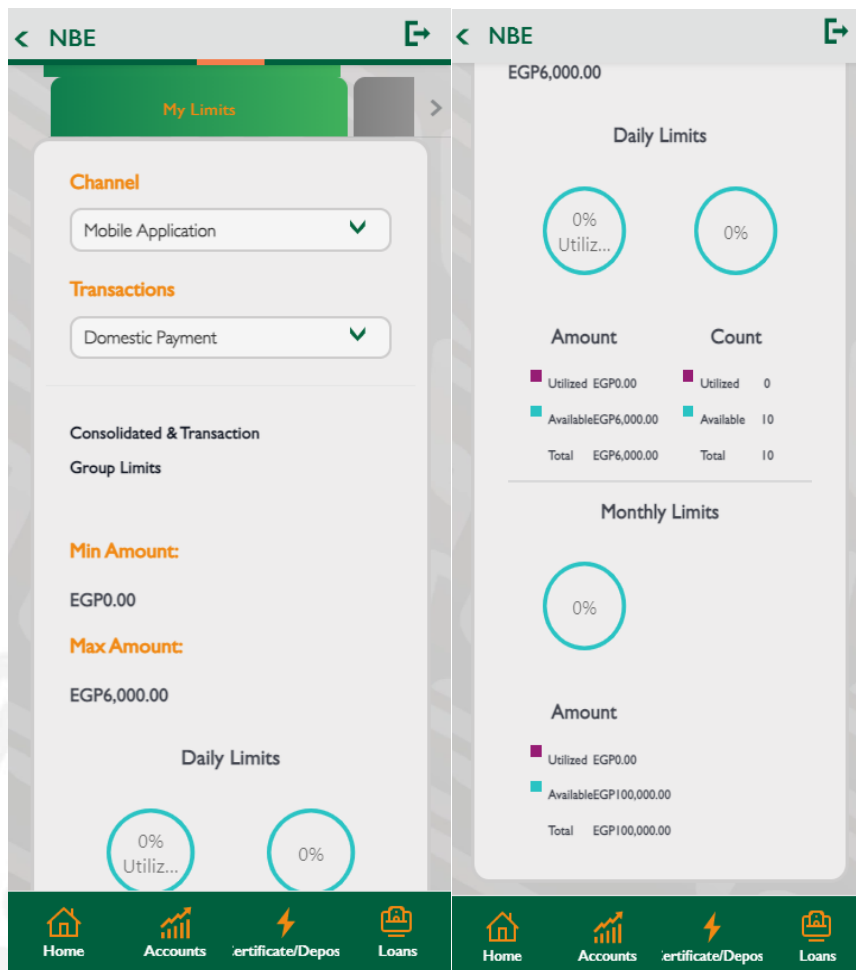
- **My limits:**

This service enables you to view a user's transfer limits within the company or the limits of the company as a whole.

- **To view a user's limits:**

- Select delivery "channel" (internet, mobile, ...).
- Select type of "transactions" to be viewed.

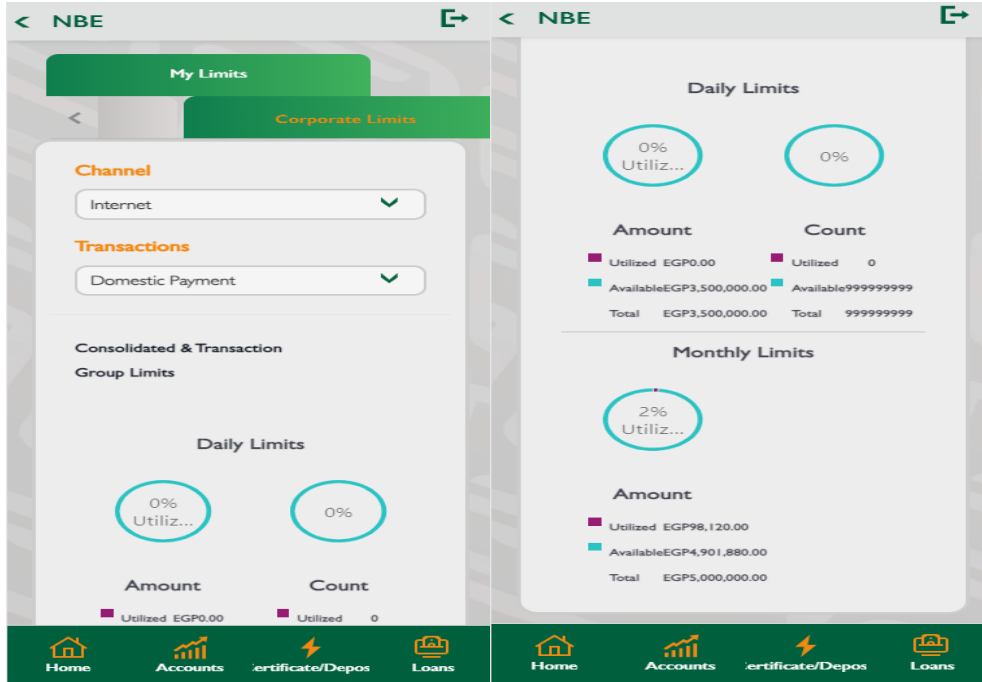
The daily and monthly financial limits for the delivery channel and transaction type are displayed



■ **To view the company's limits**

- Select delivery "channel" (internet, mobile, ...).
- Select type of "transactions" to be viewed.
- Select limits of selected transaction type, then select " consolidated group and group of transactions".
- Select limits of the consolidated group and group of transactions.

The daily and monthly financial limits for the delivery channel and transaction type are displayed.



## Alerts and notifications:

This service allows you to receive the alerts and notifications of Al Ahly Net and NBE Mobile by going to the Main Menu > Alerts & Notifications.

- **Alerts**

You can now view bank transaction alerts via “Alerts and Notifications” from the Main Menu, then select “Alerts” which includes all alerts of your financial and non-financial transactions carried out via any of NBE’s electronic channels (Al Ahly Net/NBE Mobile). In addition, all these alerts are sent to your email registered with the Bank.

You can also choose and delete alerts from the alerts screen by clicking on “Delete” at the top of the screen.



- **Notifications**

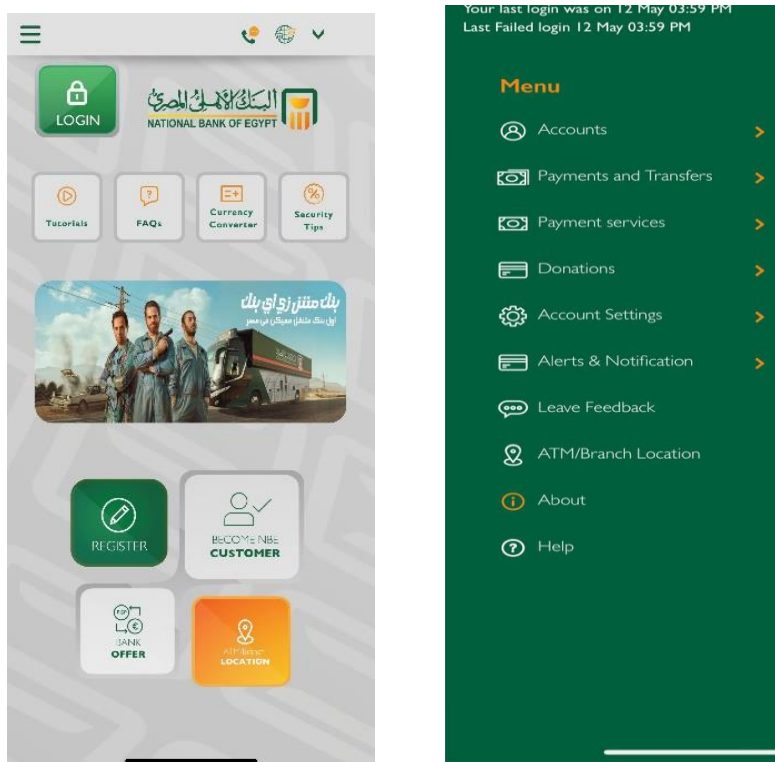
This service enables you to receive notifications directly from NBE to be on top of all new and special products and services tailored to your needs as NBE will send different notifications to you. You can also choose and delete notifications from the notifications screen by clicking on “Delete” at the top of the screen.

You can also add a window for “Notifications” on your dashboard by redesigning your dashboard. Go to the side menu, click on “Settings”, then “Personalize Dashboard”.



This service enables you to search for and locate the nearest NBE branches and ATMs by searching by area or for the nearest branch or ATM. You can view the addresses of branches and ATMs and locate them on the map.

You can reach this screen through clicking ATMs / Branches on the Main page **or** through Main Menu.

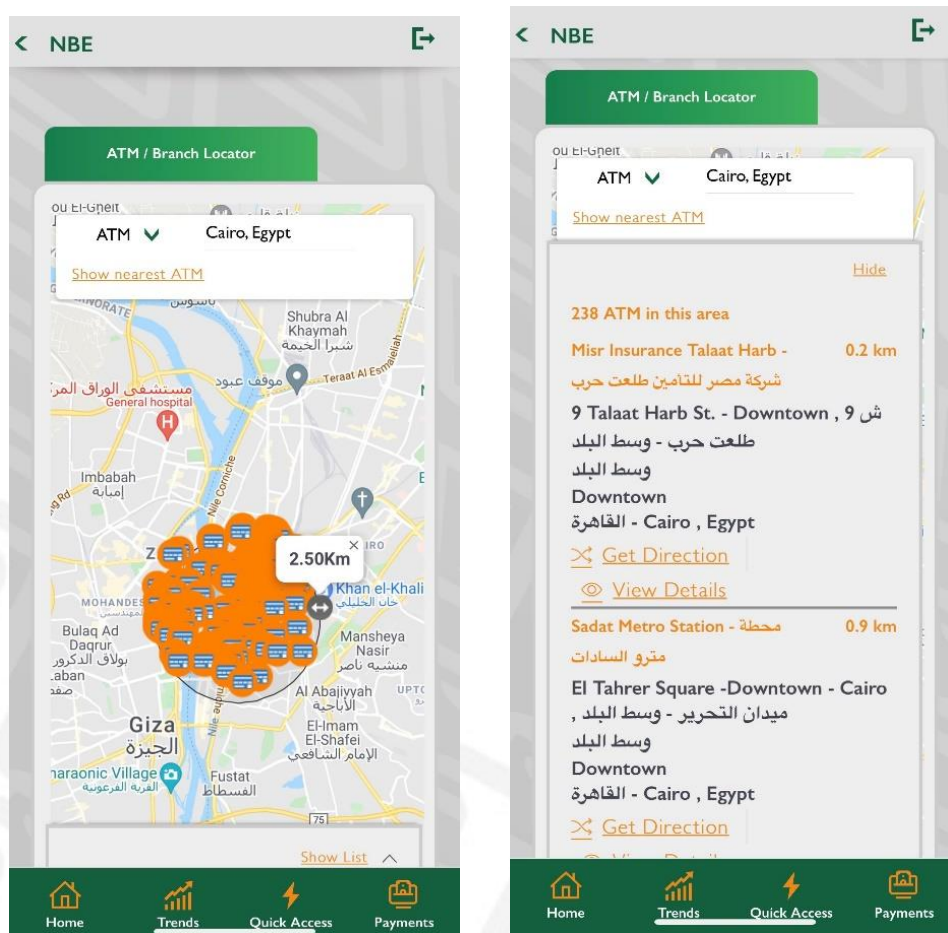




### • Search for ATMs

- Select “ATMs” from the drop down menu.
- Enter the required search area in the relevant field.
- Options will be shown to click on the required search area.
- All ATMs within this area will be shown on the map.
- Upon clicking on any marker on the map, the name and address of and distance to the ATM will be shown.

You can view the ATM details by clicking on “Show Menu” at the bottom of the screen and the following will be shown : ( Number of ATMS in the area / ATM address / Distance/ Directions (directions to reach the ATM using the map)



### • Search for NBE branches:

- Select “**Branches**” from the drop down menu.
- Enter the required search area in the relevant field.
- Options will be shown to click on the required search area.
- All branches within this area will be shown on the map.
- Upon clicking on any marker on the map, the name and address of and distance to the branch will be shown.

You can view the ATM details by clicking on “**Show Menu**” at the bottom of the screen and the following will be shown : ( Number of Branches in the area / Branches address / Distance/ Directions (directions to reach the branch using the map) )

