

# Al-Ahly Mobile for Retail Users

## User Guide



## NBE Mobile User Guide

<b>Steps to log into NBE Mobile (Retail Customers)</b> .....	7
<b>Entry of User ID</b> .....	7
<b>Entry of password</b> .....	8
<b>Change of password</b> .....	9
<b>Terms and conditions</b> .....	9
<b>Selection of security image/phrase</b> .....	9
<b>Using Touch ID or Face ID (Biometric Authentication) to log into NBE Mobile</b> .....	9
<b>Using Touch ID or Face ID to log into NBE Mobile from NBE Mobile login page</b> .....	10
<b>Dashboard</b> .....	12
<b>My accounts</b> .....	12
<b>My net worth</b> .....	13
<b>Quick links</b> .....	14
<b>"Reminders" service</b> .....	14
<b>Main Menu</b> .....	16
<b>Account Menu</b> .....	16
<b>Current and Savings Accounts</b> .....	16
<b>Account Details</b> .....	17
<b>Account Activity</b> .....	18
<b>Cheque Status Inquiry</b> .....	21
<b>Cheques Under Collection</b> .....	22
<b>Open New Sub Account</b> .....	23
<b>Accounts Consolidated E-Statement</b> .....	24
<b>Certificates/ Deposits Menu</b> .....	25
<b>Certificates/ Deposits Details</b> .....	26
<b>Open Certificates/ Deposits</b> .....	27
<b>Certificates/ Deposits Activity</b> .....	29
<b>Redeem Certificates/ Deposits</b> .....	30
<b>Amend Certificates/ Deposits</b> .....	31
<b>Loans</b> .....	32
<b>Loan Details Inquiry</b> .....	32
<b>View Statement:</b> .....	33
<b>Loan Repayment Inquiry</b> .....	34
<b>Disbursement Inquiry</b> .....	35

<b>Schedule Inquiry .....</b>	<b>36</b>
<b>Credit and Payroll Cards .....</b>	<b>38</b>
<b>Credit Card Details .....</b>	<b>38</b>
<b>Activate Credit Card and Payroll Card .....</b>	<b>39</b>
<b>Credit Card Statement .....</b>	<b>40</b>
<b>Credit Card Activity Inquiry .....</b>	<b>40</b>
<b>Credit Card Unbilled Transactions Inquiry .....</b>	<b>41</b>
<b>Unsettled Transactions Inquiry .....</b>	<b>42</b>
<b>Credit Card Payment .....</b>	<b>42</b>
<b>Card Stop and Replacement .....</b>	<b>45</b>
<b>Request New PIN .....</b>	<b>47</b>
<b>Reset PIN Counter .....</b>	<b>48</b>
<b>Credit Card E-Statement .....</b>	<b>49</b>
<b>Debit Cards .....</b>	<b>49</b>
<b>Debit Card Activation .....</b>	<b>50</b>
<b>PIN Services .....</b>	<b>50</b>
<b>Card Stop and Replacement .....</b>	<b>51</b>
<b>Payments and Transfers .....</b>	<b>52</b>
<b>Favorites .....</b>	<b>53</b>
<b>Transfer Setups .....</b>	<b>53</b>
<b>Manage Payee .....</b>	<b>53</b>
<b>Add New Payee .....</b>	<b>54</b>
<b>View/ Edit Payee .....</b>	<b>56</b>
<b>Delete Existing Payee .....</b>	<b>58</b>
<b>Standing Instructions .....</b>	<b>59</b>
<b>Set Standing Instructions .....</b>	<b>59</b>
<b>View Existing Standing Instructions .....</b>	<b>60</b>
<b>Stop Existing Standing Instructions .....</b>	<b>62</b>
<b>Transfers .....</b>	<b>62</b>
<b>Make a transfer .....</b>	<b>63</b>
<b>Transfer to Existing Payee: .....</b>	<b>63</b>
<b>Own Account Transfers .....</b>	<b>65</b>
<b>One-time Transfer .....</b>	<b>66</b>
<b>Internal Transfer "Inside NBE" .....</b>	<b>66</b>

<b>Domestic Transfer “outside NBE”</b> .....	67
<b>Multiple transfers</b> .....	68
<b>Transactions inquiries</b> .....	69
<b>Donations:</b> .....	69
<b>Payment Services (Fawry)</b> .....	71
<b>View Bills</b> .....	71
<b>Add Bill</b> .....	71
<b>Manage Bills</b> .....	72
<b>Quick Bill Pay</b> .....	73
<b>Payment History</b> .....	74
<b>Prepaid cards</b> .....	74
<b>View card details</b> .....	75
<b>Inquire about prepaid card transactions:</b> .....	76
<b>Activate prepaid card:</b> .....	76
<b>Prepaid card PIN services:</b> .....	77
<b>Stop a prepaid card and issue a replacement for loss</b> .....	78
<b>Transfer to prepaid cards:</b> .....	79
<b>Personal financial management</b> .....	82
<b>View spends</b> .....	82
<b>View transactions</b> .....	83
<b>Transactions categorization</b> .....	83
<b>Split transactions</b> .....	85
<b>Manage transaction categories</b> .....	86
<b>Add categories</b> .....	87
<b>Edit category name</b> .....	87
<b>Budget</b> .....	88
<b>Create new budget</b> .....	89
<b>Mutual funds</b> .....	90
<b>Open an investment account:</b> .....	91
<b>Purchase of mutual funds</b> .....	91
<b>Redeem mutual funds</b> .....	93
<b>Investment details</b> .....	94
<b>View Transaction reports</b> .....	95
<b>View dividends report</b> .....	95
<b>Modify investment account</b> .....	96

<b>Apply for loan/credit card</b> .....	97
<b>Apply for a personal loan</b> .....	97
<b>Steps to apply for a loan via NBE Mobile</b> .....	99
Step 1 (uploading documents) .....	99
Step 2 (financial information) .....	99
Step 3 (loan requirements) .....	100
Step 4 (life insurance questionnaire) .....	101
Step 5 (personal information) .....	102
Step 6 (employment information) .....	103
<b>Applying for an auto loan</b> .....	104
<b>Steps to apply for a loan via NBE Mobile</b> .....	105
Step 1 (uploading documents) .....	105
Step 2 (financial information) .....	106
Step 3 (loan requirements) .....	107
Step 4 (personal information) .....	108
Step 5 (Employment information) .....	108
Step 6 (Review and tick for acceptance terms and conditions and submit the application) .....	109
<b>Apply for a credit card</b> .....	109
<b>Steps to apply for a credit card via NBE Mobile</b> .....	110
Step 1 (personal information) .....	110
Step 2 (job information) .....	111
Step 3 (financial information) .....	111
Step 4 (card information and features) .....	112
Step 5 (uploading documents) .....	112
Step 6 Review all information in the credit card application .....	113
Step 7 (Review and tick for acceptance terms and conditions and submit the application) .....	113
<b>Tracking a loan/credit card application</b> .....	114
<b>Token services:</b> .....	114
<b>Soft token App</b> .....	115
<b>Hard token services:</b> .....	117
<b>Edit personal information</b> .....	118
<b>Account settings</b> .....	119
<b>Personal Preferences</b> .....	119
<b>Primary account number</b> .....	119



<b>Biometric authentication</b> .....	120
<b>Settings</b> .....	122
<b>Security image and phrase</b> .....	123
<b>Change password</b> .....	124
<b>My limits</b> .....	125
<b>I-Score</b> .....	126
<b>I-Score Inquiry</b> .....	126
<b>I-Score view</b> .....	127
<b>Alerts and notifications</b> .....	127
<b>Alerts</b> .....	128
<b>Notifications</b> .....	129
<b>ATM/Branch Location</b> .....	129

### **Steps to log into NBE Mobile (Retail Customers)**

To access NBE Mobile service, please download NBE Mobile App. from Play Store available 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 User ID**

- Press "Login" at the top of the application screen.
- Select "Retail" to access the service for retail customers.
- Enter the user ID sent to your e-mail. You can also obtain the user ID by calling on 19623.
- Press "Login" to enter the password in order to access the service. (Kindly don't share your password with anyone)

☒ Retail ☐ Corporate

User ID

LOGIN

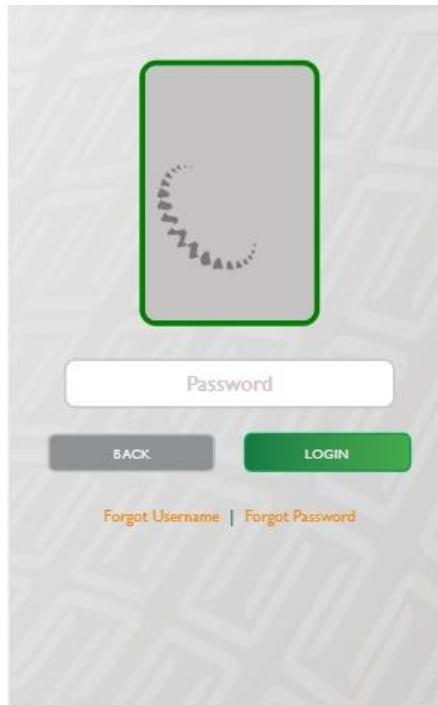
[Forgot Username](#) | [Forgot Password](#)

Enable Biometric Authentication Login ☐

### Entry of password

After that, the password screen appears, where you must ensure that you enter the exact password sent to your mobile phone number, taking into account the following:

- Enter the password in the same order received in the SMS (Kindly don't share your password with anyone)
- Stick to capital and small letters.
- Enter the special characters such as `_`, `%`, `#`, `$`, `@` as received and in the same order.
- Press "Login" at the bottom of the screen to access the service.



### Change of password

- The system displays the instructions for changing the password. Please read these instructions carefully and follow them (Kindly don't share your password with anyone)
- The password will be changed according to the relevant rules stated in the same screen.
- You can use the virtual keypad to enter the password.

### Terms and conditions

After verifying the user ID and entering the password, the screen displays the terms and conditions of the service. Please read these terms and conditions carefully, then press the button "Accept" on the bottom right corner of the screen.

### Selection of security image/phrase

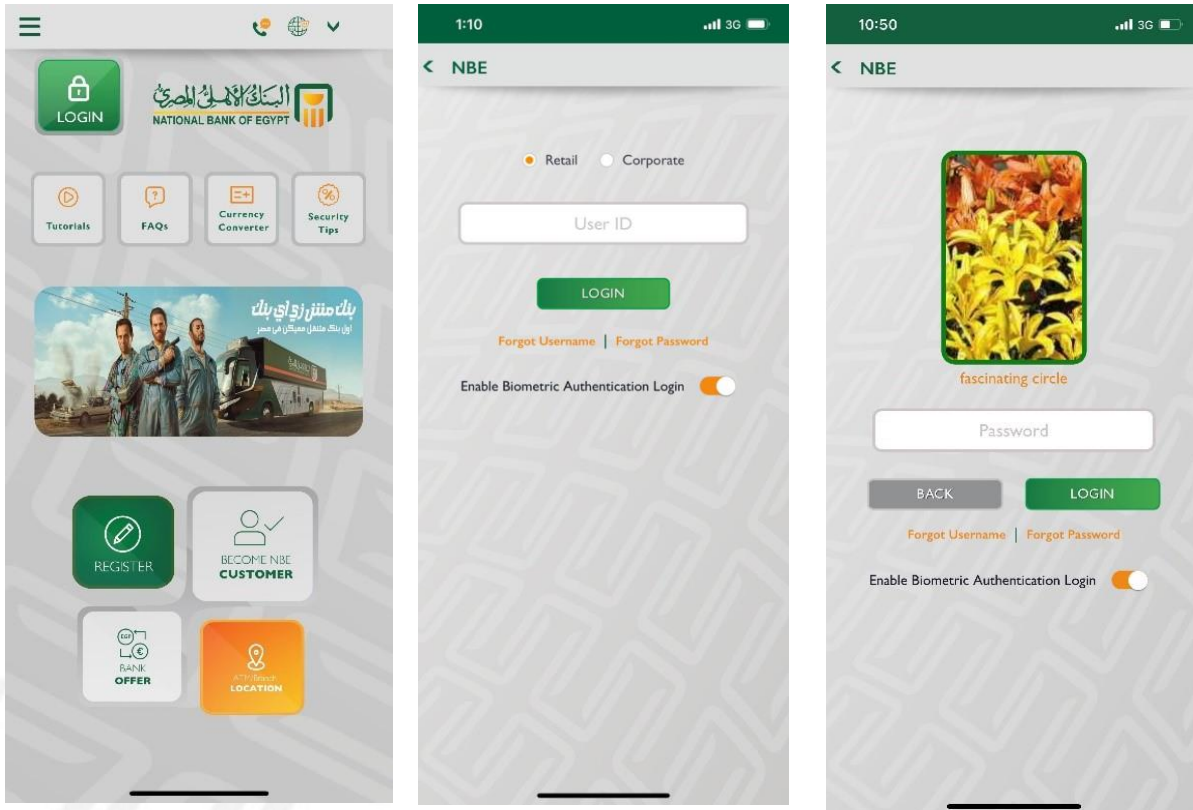
A screen to select the security login image/phrase appears. The security image/phrase can be changed by pressing "Change image" / "Change phrase", where multiple security images and phrases are displayed so that you can choose your preferred image/phrase, then press "Confirm".

### Using Touch ID or Face ID (Biometric Authentication) to log into NBE Mobile

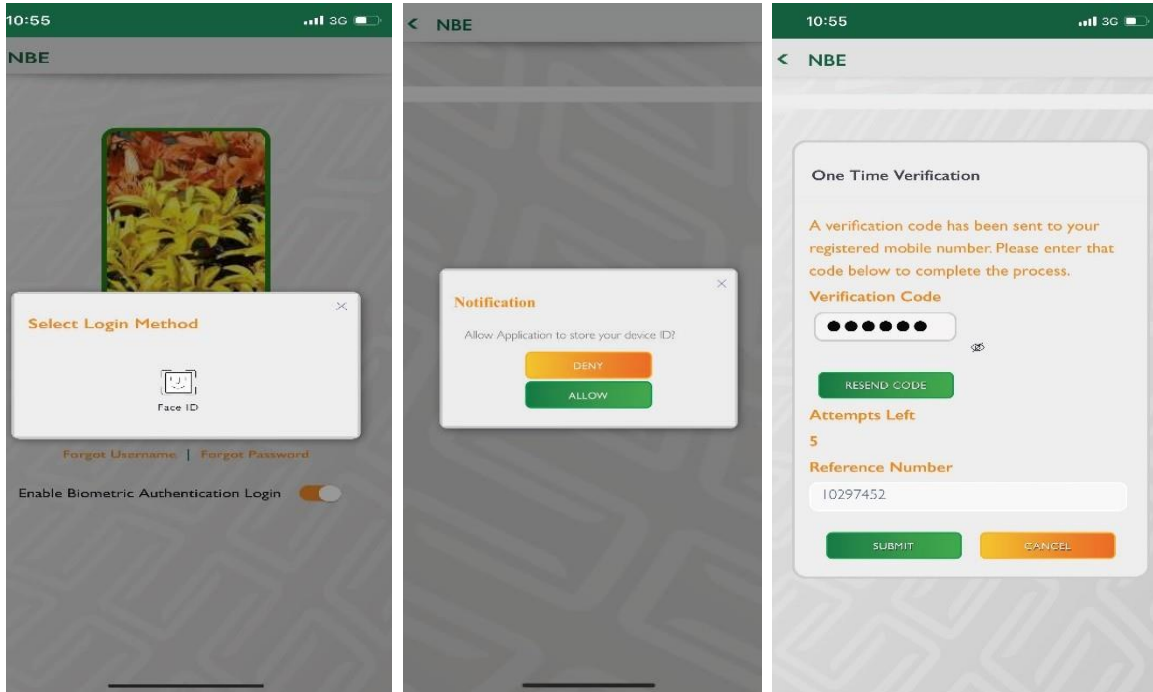
The customer may log into NBE Mobile using Touch ID and/ or Face ID if they are supported by the mobile phone/ tablet operating system.

## 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
- The OTP will be automatically verified 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 is selected by the customer, then service activation message will appear.
- If the OTP is entered 5 times incorrectly, the user will be blocked. For reactivation, call Al Ahly Phone 19623 or visit the nearest branch.
- When you click "Deny", you will go to the User's Dashboard.

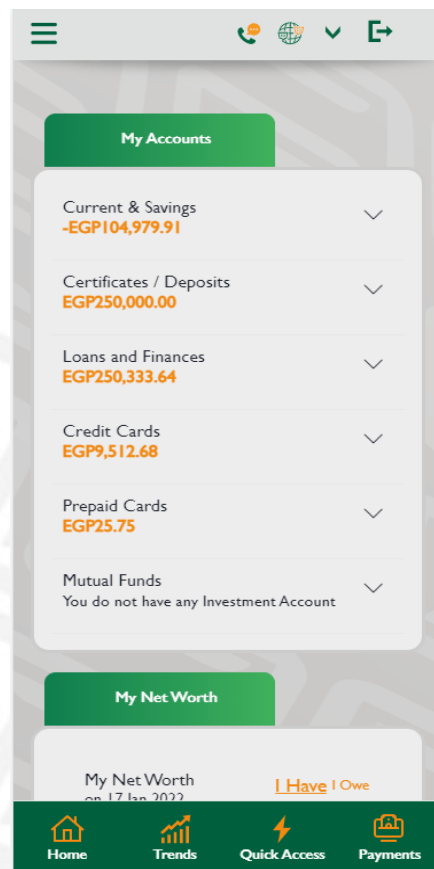
You may also activate the Biometric Authentication within the App through Main Menu > Account Settings > Personal preferences > Biometric Authentication > Enable Biometric Authentication "Face ID/ Touch ID" then enter password and click Proceed.

## Dashboard

Dashboard includes many Widgets that enable you to view your products and follow up your balances, most importantly:

### My accounts

This Widget enables you to see your products including accounts/ certificates and deposits/ loans and finances/ credit cards/ prepaid cards/ mutual funds. Upon tapping the arrow next to each product type, a summary of all your account or card numbers will be displayed.

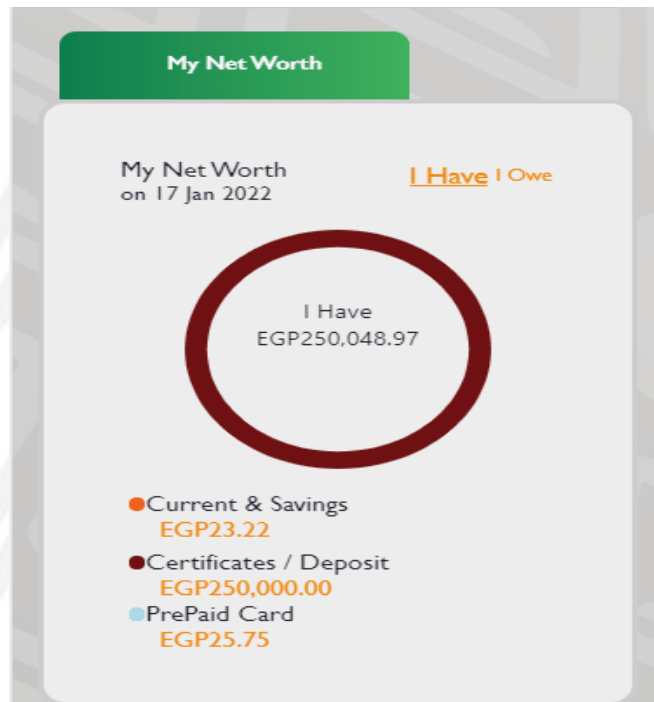


You can also directly access the product details via quick access menu next to each product.



### My net worth

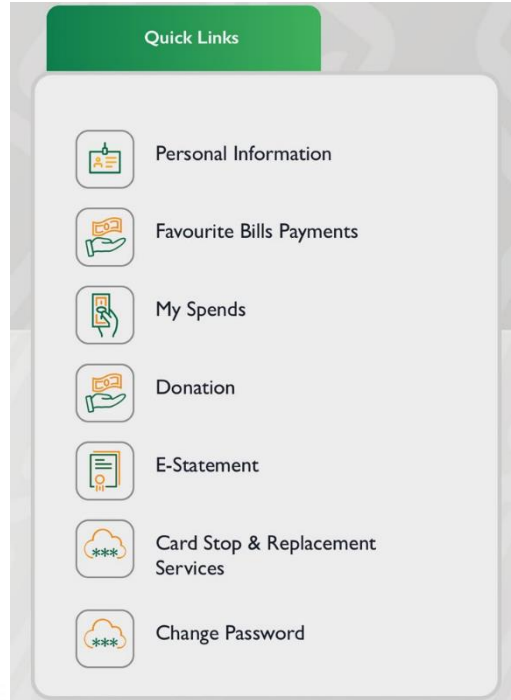
This Widget enables you to see an overview chart of your total assets and total liabilities (debit amount).



### Quick links

Quick links allow you to access the frequently used services, including:

- Personal information
- Favorite Bill Payment
- My Spends
- Donations
- E-Statement
- Stop Card Services
- Change password



### "Reminders" service

It is a new special service that enables you to set reminders with various frequencies through access to the "Reminders" service Widget from Home and follow these steps:

- Create
- Enter reminder's name
- Select start/ end dates/Frequency
- Enter the amount and select its currency

- Enter purpose of transaction

< NBE

Create new reminder

Reminder Name  
charge your mobile

Start Date  
31 Jan 2022

Frequency  
DAILY

End Date  
02 Feb 2022

Amount  
10000

Currency  
EGP

Purpose Of Transaction  
iPhone

SUBMIT CANCEL

Home Trends Quick Access Transfers

≡

LOGOUT

Reminders

C	charge your mobile	EGP10,000.00
	31 Jan 2022	
	iPhone	
S	School tuition	EGP6,000.00
	02 Feb 2022	
	first installment	

Create Bill Reminder

Loan Installment Calculator

Amount  
EGP10,000.00

Tenure (years)  
1

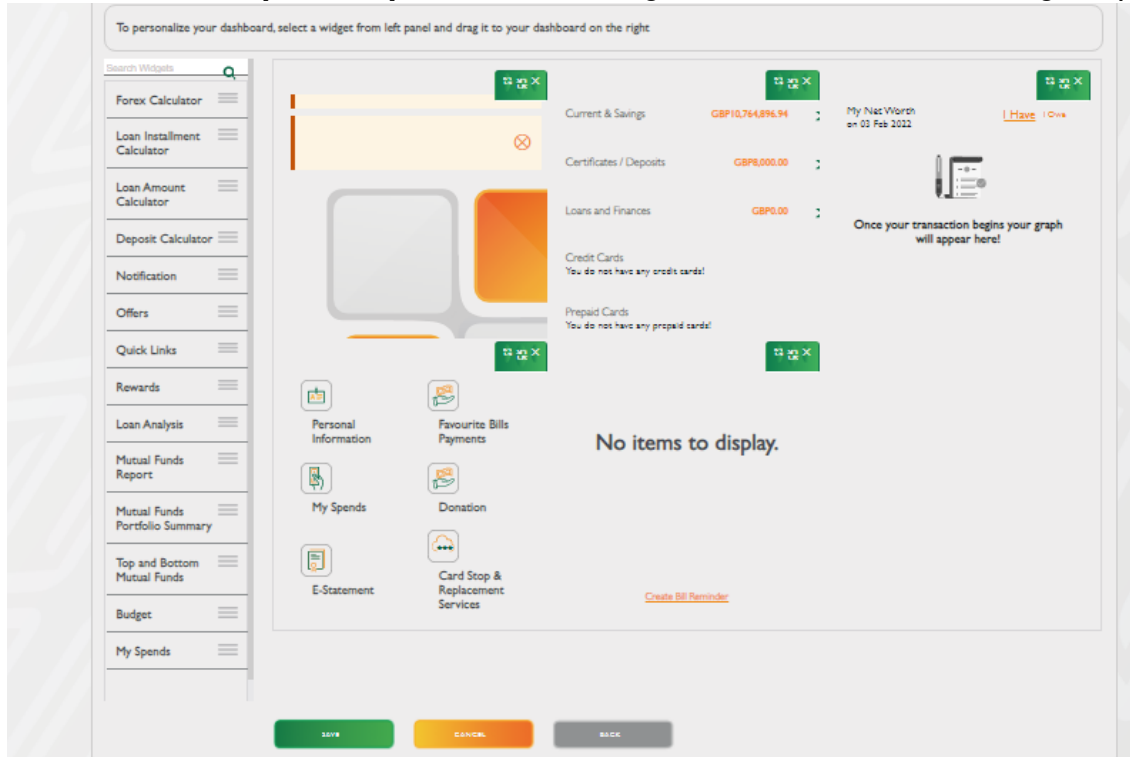
Interest  
1%

Loan Start Date

Home Trends Quick Access Transfers

You can also "remove/edit" any reminder by clicking on it and choosing to edit or remove it.

You may amend your Dashboard by having access to "Account Settings" then "Personalize Dashboard", **via Al Ahly Net only**, and select the Widgets that facilitate the Service usage for you.



## Main Menu

Main Menu contains all services you can use over NBE Mobile. All these services will be detailed herein as below:

## Account Menu

Account Menu includes customer products including current and savings accounts, certificates, savings products and loans. Our customers can view the details of these products by having access to the Main Menu and selecting "Accounts", then selecting the products to be inquired about. The details of these products are as follows:

### Current and Savings Accounts

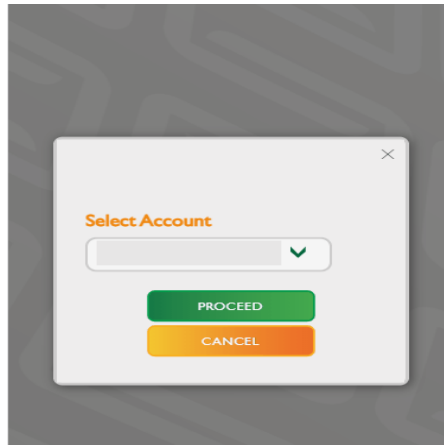
This menu enables you to view different accounts and relevant services, including:

- Account Details
- Account Activity
- Cheque Status Inquiry
- Cheques Under Collection
- Open A New Sub Account
- Consolidated e-statement

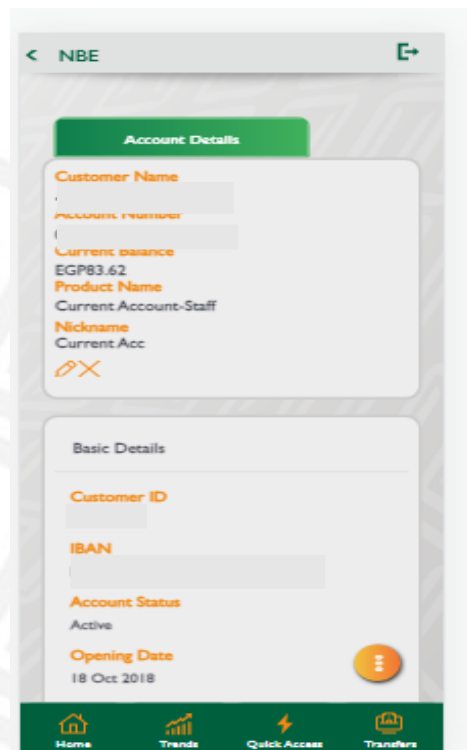
## Account Details

Through this screen, you may review and access your account details using one of the below ways:

- Select Main Menu > Accounts > Current and Savings > Saving & Current Account Details. Select the account to be inquired about from the drop down menu "Select Account", then click "Proceed".



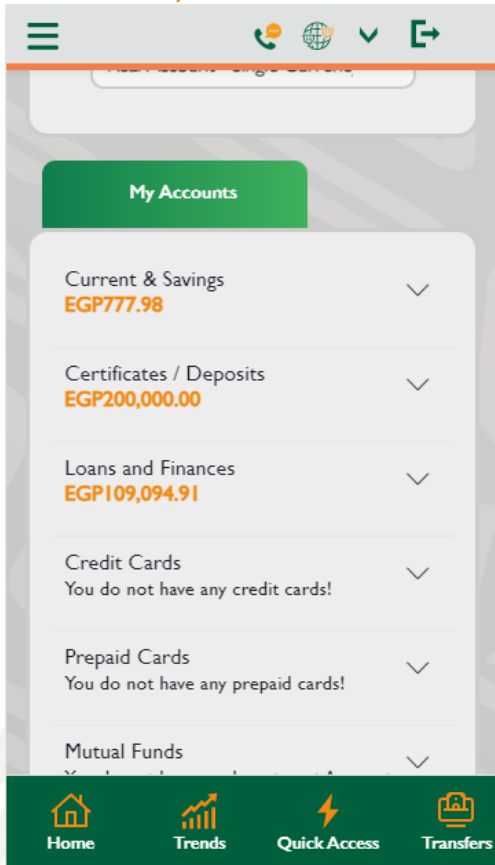
- Through Dashboard > My Accounts from the side menu, then click "Account Details". This service enables you to inquire about your account balances, account status, equivalent account amount in foreign currency, set-aside amounts as outlined in the above image.



## Account Activity

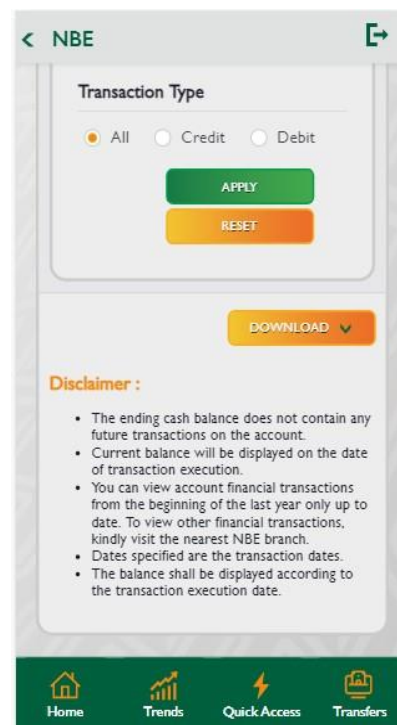
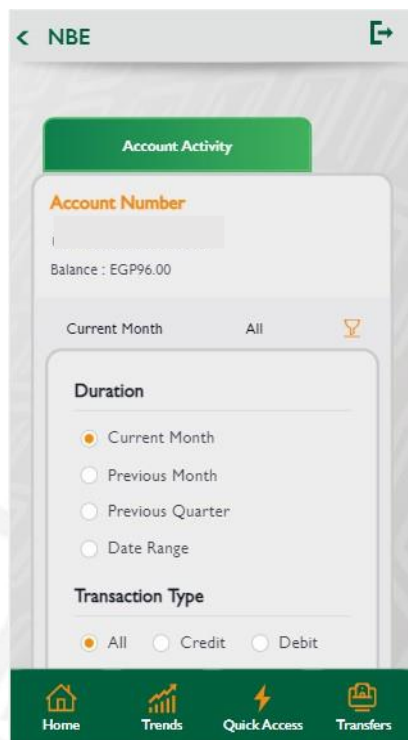
You can view your account activity through this screen using one of the below methods:

- Select Accounts from Main Menu > Current and Savings then click Account Activity
- Through Dashboard, click the quick access menu next to each account from "My Accounts" and click "Account Activity".

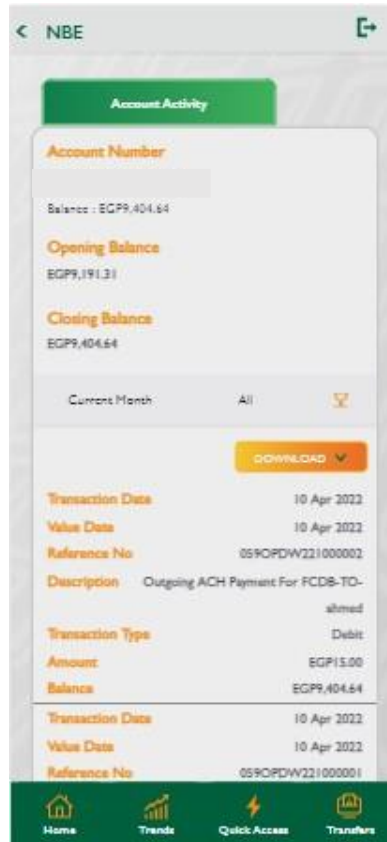


The system automatically displays the account activity for the current month and the customer's primary account. The Customer may customize search parameters by following these steps:

- Select the account you wish to view its data and select one of the search parameters:
  - Current month
  - Previous month
  - Previous quarter
  - Date Range (enter "from date" and "to date")
- Transaction type:
  - Debit transactions only (debit)
  - Credit transactions only (credit)
  - All debit and credit transactions



After clicking "Apply", the screen will display account number and currency, and financial transactions opening and closing balances, at the bottom of financial transactions as outlined below.



The Customer can also download a PDF statement of the viewed account activity by tapping "Download".

## Cheque Status Inquiry

Cheque Status Inquiry service is accessible through Main Menu > Accounts > Current and Savings > Cheque Status Inquiry;

The screenshot shows the 'Cheque Status Inquiry' form within the NBE app. At the top, there's a green header with 'NBE' and a back arrow. Below it, a green button labeled 'Cheque Status Inquiry' is visible. The form contains a section for 'Account Number' with a dropdown menu set to '- Current' and a balance of 'EGP21.37'. There are three radio buttons for 'Number' (selected), 'Range', and 'Status'. Below this is a 'Cheque Number' input field. At the bottom of the form are two buttons: 'SUBMIT' (green) and 'CANCEL' (orange). A disclaimer at the bottom of the form states: 'Always ensure that you have a record of cheque serial numbers for cheques you have issued. The more payments you make on Online Banking the fewer cheques are likely to go astray and need stopping.' The bottom navigation bar includes icons for Home, Trends, Quick Access, and Payments.

Or through Main Menu > Accounts > Side Menu > Cheque Status Inquiry

The screenshot shows the 'My Accounts' screen in the NBE app. It features a green header with 'My Accounts'. Below it, there's a section for 'Current & Savings' with a balance of '-EGP104,979.91'. A dropdown menu is open, showing options: 'Account Details', 'Activity Log', and 'Cheque Status Inquiry'. Other account details visible include 'EGP105,003.13 Overdraft', 'Savings' with a balance of 'EGP0.98', and 'Payroll'. The bottom navigation bar includes icons for Home, Trends, Quick Access, and Payments.

You can inquire about the cheques that you have issued through the following steps:

- Select the source account from the drop-down menu at the field "Account Number".
- Select the inquiry manner from the available options (cheque number/ specific range of cheque numbers/ cheque status)
- Enter cheque number/ specific range of cheque numbers/ status of cheques to be inquired about.

**Cheque Status Inquiry**

**Account Number**

Current

Balance : EGP21.37

☐ Number ☐ Range ☒ Status

**Cheque Type**

All

**SUBMIT**

**CANCEL**

- Always ensure that you have a record of cheque serial numbers for cheques you have issued.
- The more payments you make on Online Banking the fewer cheques are likely to go astray and need stopping.

Cheque Number	11
Status	Not Used
Amount	
Liquidation Date	
Remarks	Migration From Legacy

Home Trends Quick Access Payments

### Cheques Under Collection

To inquire about cheques under collection, go through Main Menu > Accounts > Current and Savings Accounts > Cheques Under Collection, then select the following:

- Account number
- Cheque currency
- From date – To date
- Amount from – Amount to

- Click "Submit" to display all cheques under collection in relation to the account.

11:37

< NBE

Cheque Under Collection

Account Number

Balance : EGP394.05

Cheque Currency

All

Cheque Status

All

From Date

To Date

Amount From

Amount To

SUBMIT

CANCEL

Home Trends Quick Access Transfers

### Open New Sub Account

This service enables you to open a new sub account, provided that both accounts are not of the same type or currency, or are of the same type but with different frequency of interest payment.

The service is accessible through Main Menu > Accounts > Current and Savings Accounts > Open New Sub Account. The account is opened according to the following parameters:

- “Select Product” the type of the relevant account (savings account/current account)
- Select the “city” and account “branch”
- “Select currency” as per the account type

- Tick for acceptance of "Terms and Conditions" and "Applicable charges"

The screenshot displays the 'Open New Sub Account' form in the NBE mobile app. The form includes the following sections:

- Select Product:** A dropdown menu with 'Current account' selected.
- Select Branch:** A dropdown menu with 'RED SEA' selected.
- City:** A dropdown menu with 'RED SEA' selected.
- Branch:** A dropdown menu with 'EL HARDAJA BRANCH' selected.
- Select Currency:** A dropdown menu with 'CAD' selected.
- Cheque Book Facility:** A toggle switch set to 'Yes'.
- Overdraft Allowed:** A toggle switch set to 'Yes'.
- Disclaimer:** A section titled 'Our valued customer:' followed by a list of terms and conditions.
- Terms and Conditions:** A checkbox that is checked.
- Applicable charges:** A checkbox that is checked.

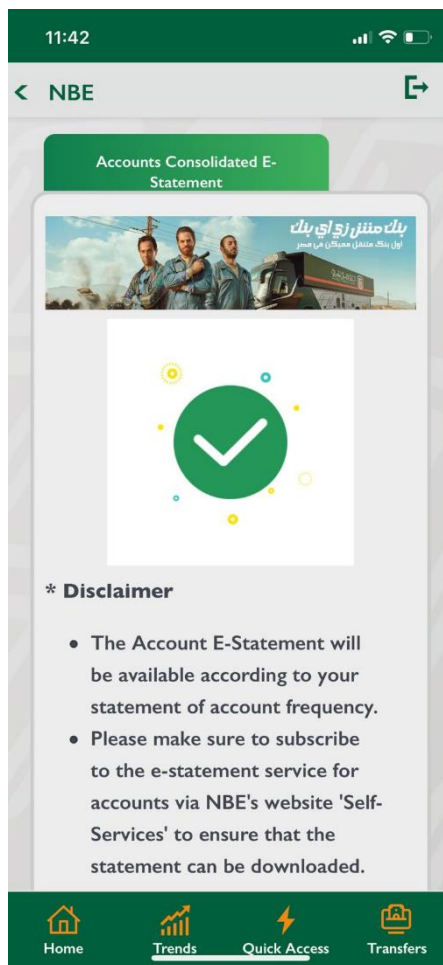
The bottom navigation bar shows icons for Home, Trends, Quick Access, and Transfers.

Then, click "Submit" to show the review screen for reviewing the entered information then click "Confirm".

### Accounts Consolidated E-Statement

The service is accessible through Main Menu > Accounts > Current and Savings Accounts > Consolidated E-Statement.

You can subscribe to the "Consolidated E-Statement" service via NBE website that enables the Customer to review a consolidated e-statement of all the Customer's accounts with NBE.



### Certificates/ Deposits Menu

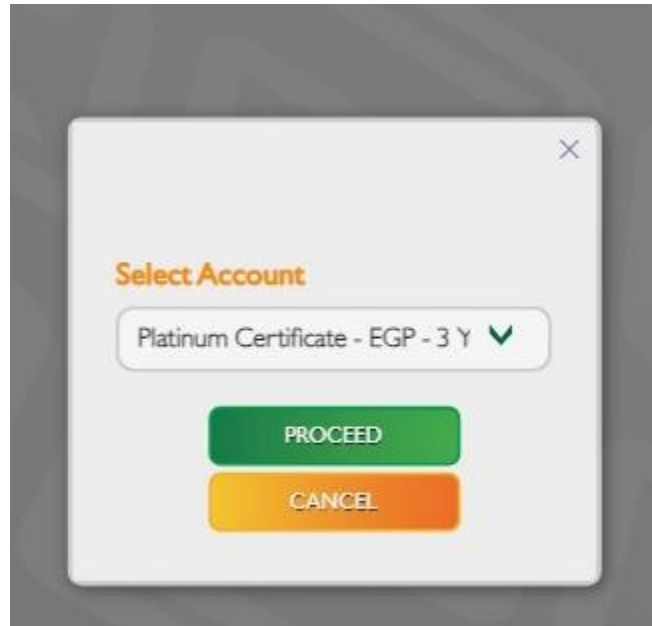
This menu enables you to view your deposits and certificates, and purchase/ amend/ redeem deposits and certificates. This Menu includes the following:

- Deposits/Certificates Details
- Open Deposits/Certificates
- Deposits/Certificates Activity
- Redeem Deposits/Certificates
- Amend Deposits/Certificates

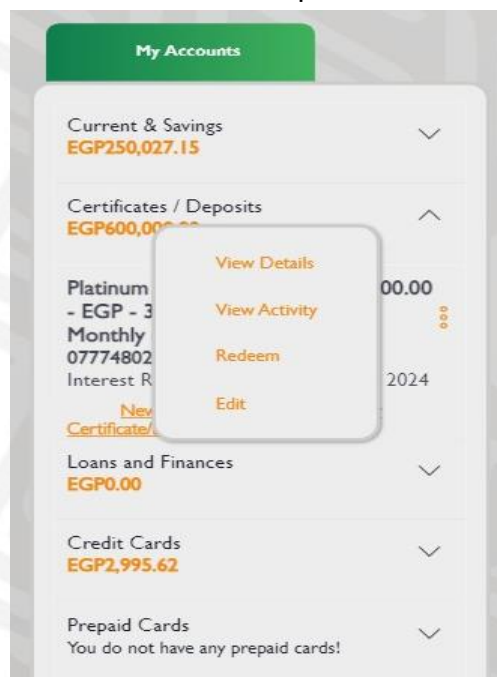
## Certificates/ Deposits Details

The screen displays detailed information on each certificate/ deposit separately. This screen is accessible either through:

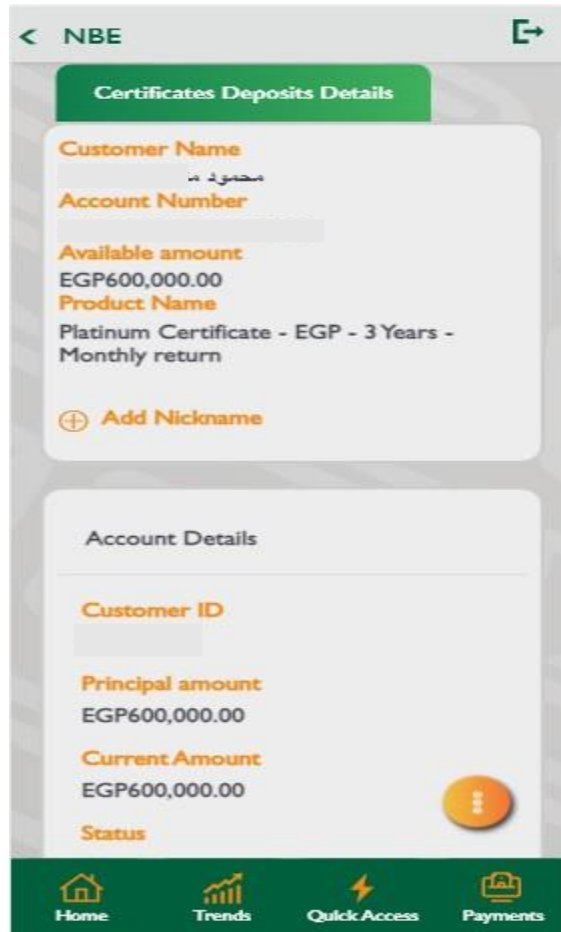
- Dashboard > My Accounts from side menu, then click "Certificates/ Deposits Details";



- Main Menu > Accounts > Certificates/ Deposits > Certificates/ Deposits Details, then select the certificate/ deposit to be inquired about from the drop-down menu as outlined below:



The system displays the details of certificate/ deposit, showing the following:



The screenshot shows the 'Certificates Deposits Details' screen in the NBE Mobile App. The screen is divided into two main sections: 'Certificates Deposits Details' and 'Account Details'.

**Certificates Deposits Details:**

- Customer Name:** [Redacted]
- Account Number:** [Redacted]
- Available amount:** EGP600,000.00
- Product Name:** Platinum Certificate - EGP - 3 Years - Monthly return
- Add Nickname:** [Redacted]

**Account Details:**

- Customer ID:** [Redacted]
- Principal amount:** EGP600,000.00
- Current Amount:** EGP600,000.00
- Status:** [Redacted]

The bottom navigation bar includes icons for Home, Trends, Quick Access, and Payments.

### Open Certificates/ Deposits

This screen allows you to purchase certificates and book deposits via NBE Mobile. Click Main Menu > Accounts > Certificates/ Deposits > Open Certificates/ Deposits, then select the respective certificate/ deposit.

After "Open Certificates/ Deposits" screen is displayed, fill in the following mandatory fields:

- Source account
- Choose product

- Certificate/ Deposit amount
- Certificate / Deposit tenor
- Maturity instructions and payout account
- Tick for accepting the "Terms and Conditions" and "Applicable Charges", then click "Submit".

The screenshot displays the 'New Certificate/Deposit' interface within the NBE mobile application. The header shows 'NBE' with a back arrow and a share icon. The main title is 'New Certificate/Deposit'. Below this, the 'Certificate/Deposit Details' section contains the following elements:

- Source Account:** A dropdown menu with a green checkmark icon.
- Balance:** Displayed as 'EGPI.82'.
- Select Product:** A dropdown menu with the text 'Please Select' and a green checkmark icon.
- VIEW INTEREST RATE:** A green button.
- Certificate/Deposit Tenure:** Two radio button options: 'Certificate/Deposit Tenure' (selected) and 'Date'.
- Years, Months, Days:** Three input fields, each containing the number '0'.
- Maturity Details:** A section with a checkbox labeled 'Terms & Conditions'.

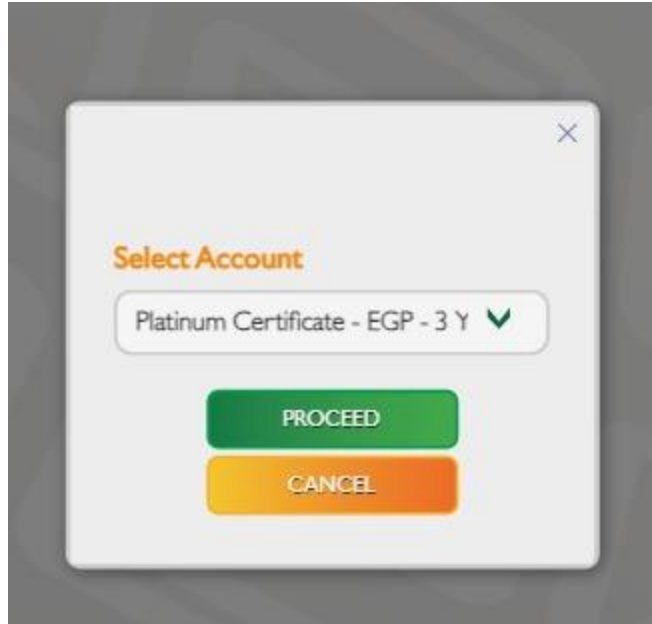
The bottom navigation bar features four icons: a house for 'Home', a bar chart for 'Trends', a lightning bolt for 'Quick Access', and a wallet for 'Payments'.

After tapping "Submit", click "Confirm" after reviewing the issuance information. A screen confirming the completion of opening the deposit/certificate is displayed.

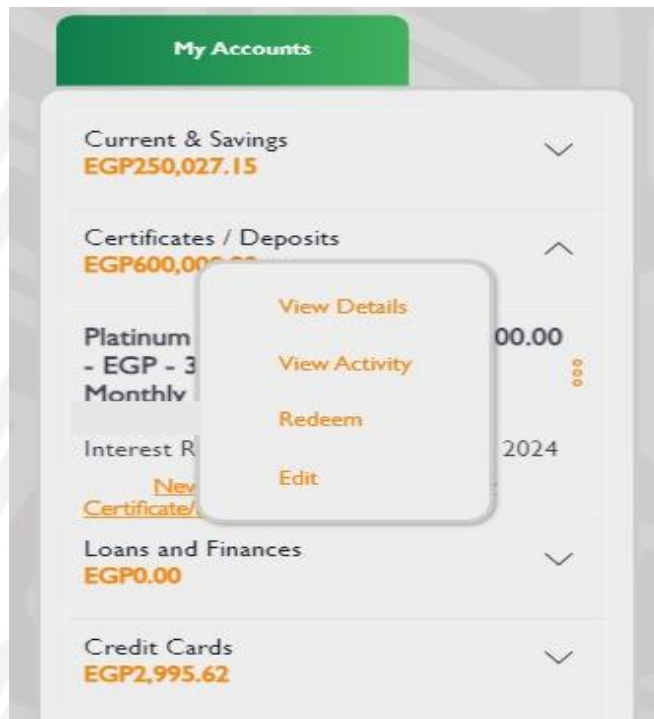
### Certificates/ Deposits Activity

This screen enables you to view certificate/ deposit activity. It is accessible either through:

- Main Menu > My Accounts from the side menu, then click "Certificate/ Deposit Activity" to display the activity of certificate/ deposit to be directly selected.

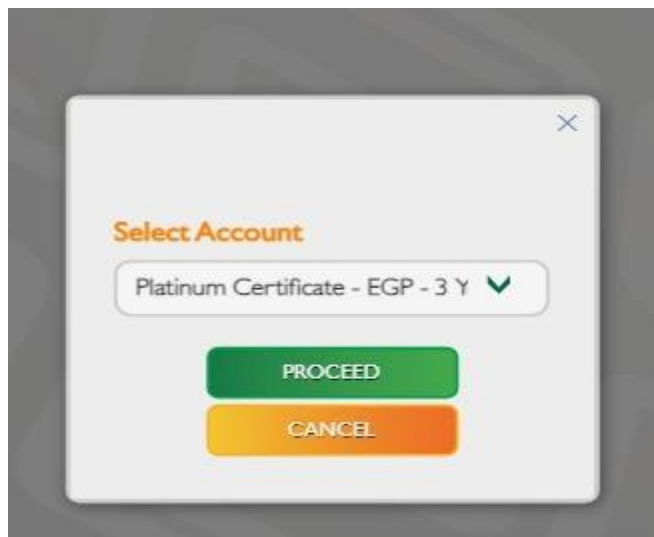


- Main Menu > Accounts > Certificates/ Deposits > Certificates/ Deposits Activity, then select the certificate/ deposit to be inquired about from the drop-down menu as outlined below:



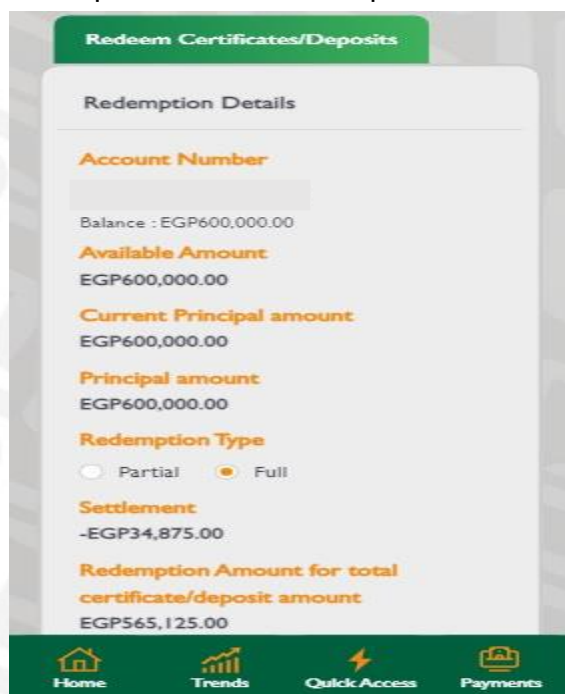
## Redeem Certificates/ Deposits

This screen allows certificate/ deposit redemption via NBE Mobile. Click Main Menu > Accounts > Certificates/ Deposits > Certificates/ Deposits Redeem, then select the relevant certificate/ deposit from the drop-down menu as outlined below:



A screen containing all certificate/ deposit information is displayed. This screen allows you to select the following:

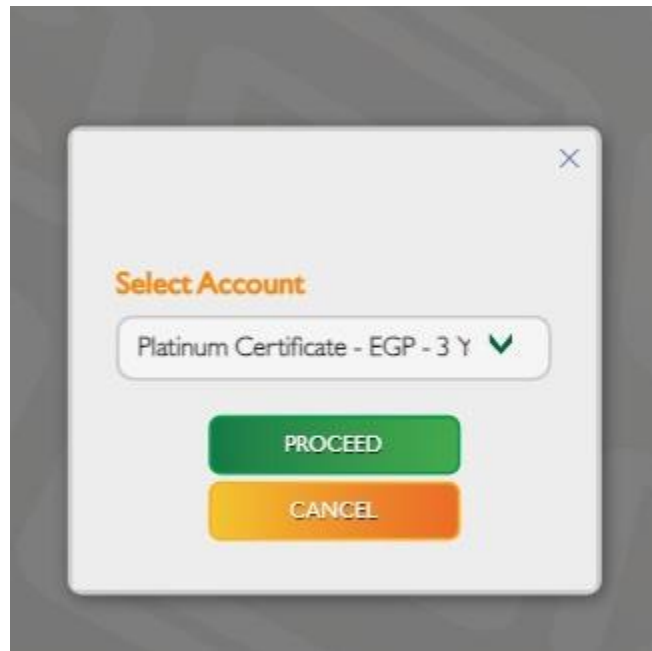
- Type of redemption "**partial/full**"
- Balance to be redeemed
- Payout account to receive the redemption amount of the deposit/certificate



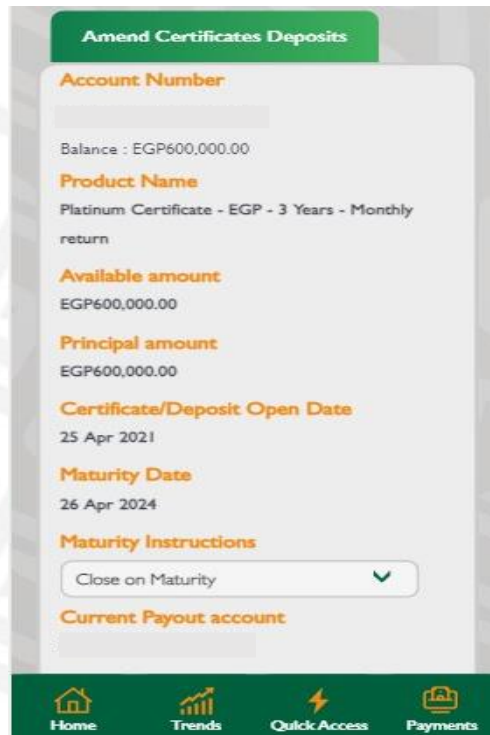
Afterwards, click "Redeem" then "**Confirm**" to execute the redemption.

### Amend Certificates/ Deposits

This screen allows amending certificates/ deposits/ savings products via NBE Mobile. Click Main Menu > Accounts > Certificates/ Deposits > Amend Certificates/ Deposits, then select the relevant certificate/ deposit from the drop-down menu as outlined below:



You can amend the maturity instructions to close it on maturity or renew the principal amount and pay out interest. You can also amend the payout account and click "Confirm" to execute the amendment.



## Loans

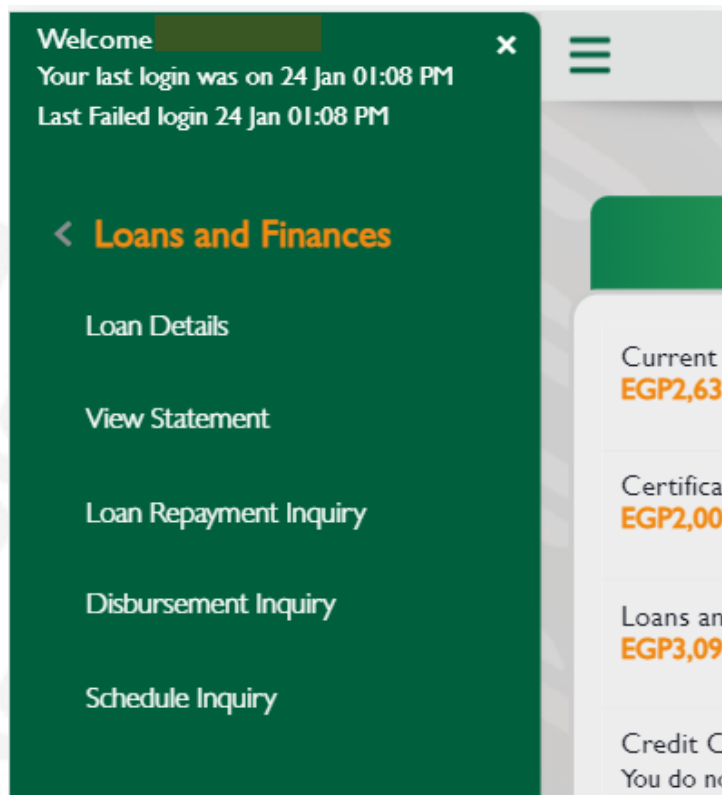
The service is accessible through Main Menu > Accounts > Loans and Finances, providing you with the following:

- Loan Details Inquiry
- View Statement
- Loan Repayment Inquiry
- Disbursement Inquiry
- Schedule Inquiry

### Loan Details Inquiry

You can inquire about loan/ finance details on this screen, by clicking Main Menu > Accounts > Loans and Finances > Loan Details.

Or from dashboard /Accounts / Loans and finances then choose loan number about which you need to inquire to find: finance amounts/ repayment/ installments/ late payment details are displayed.



### 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").

Activity Log	
Current Month	🔍
DOWNLOAD	
Transaction Date	01 Feb 2022
Value Date	
Description	الرصيد الافتتاحي / Opening Balance
Credit	EGP0.00
Debit	-
Balance	-EGP101,088.89
Transaction Date	01 Feb 2022
Value Date	31 Jan 2022
Description	استحقاق عوائد القرض
Credit	-
Debit	EGP1,168.29
Balance	-EGP102,257.18
Transaction Date	01 Feb 2022
Value Date	31 Jan 2022
Description	استحقاق عوائد القرض
Credit	-
Debit	EGP1,209.86



<

NBE



Disbursement Inquiry

Account Number

شخصى حكومة

Sanctioned Amount

EGP100,000.00

Disbursed Amount


EGP100,000.00


Date


Amount


23 May 2021

EGP100,000.00

Home

Trends

Quick Access

Transfers

### 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.

< NBE →

Schedule Inquiry

Select Account

✓

DOWNLOAD

Installment Summary

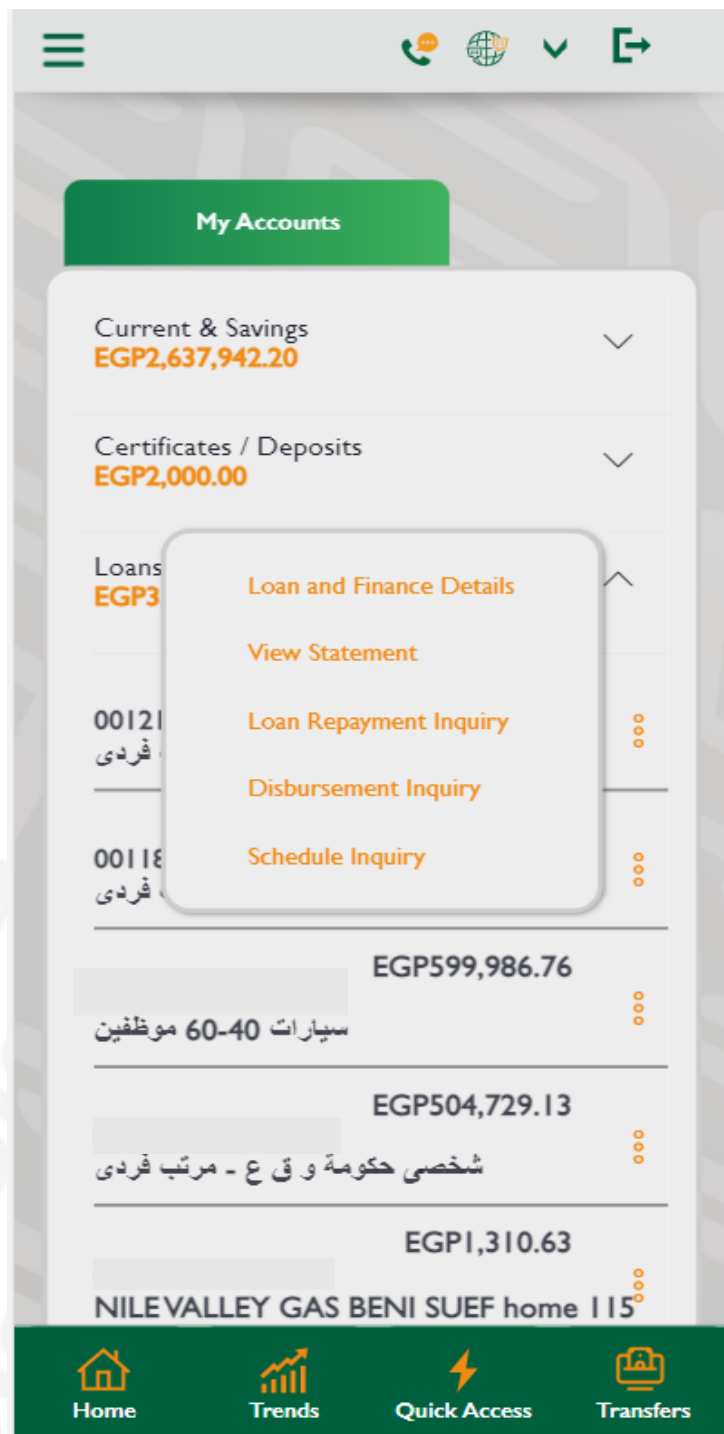
<b>First Installment</b>	<b>Last Installment</b>
29 Jun 2021	29 Nov 2028
<b>Total Installments</b>	<b>Installments Paid</b>
90	8
<b>Amount Paid Till</b>	
<b>Date</b>	
EGP43,449.68	

Payment Overview

● Paid Amount

Home
Trends
Quick Access
Transfers

All the above can be viewed through Dashboard > My Accounts > Loans and Finances, then click the side menu to show all the above mentioned options.



## Credit and Payroll Cards

You can “inquire about your credit card or payroll card” and process the following several services via NBE Mobile and Al Ahly Net:

- Credit Card Details
- Activate Credit Card
- Credit Card Statement
- Credit Card Payment
- Card Stop and Replacement
- Request New PIN
- Reset PIN Counter
- Credit Card E-Statement

## Credit Card Details

The service enables you to inquire about credit card details through Main Menu > Credit Cards > Card Details, to display all details as follows:

- Card's current balance
- Card's available balance
- Minimum amount due
- Due date
- Card credit limit
- Expiry date
- Card product

You can click “[Redeem Points](#)” to be directed to Al Ahly Points website to follow the necessary steps to inquire about your credit card points.

**Credit Card Details**

**Customer Name**

**Card Number**  
54

**Card Type**  
Primary

**+ Add Nickname**

**Credit Card Details**

**Additional Information**

**Validity From**  
01 Jan 2022

**Validity To**  
31 Dec 2024

**Product Name**  
MC STANDARD CREDIT

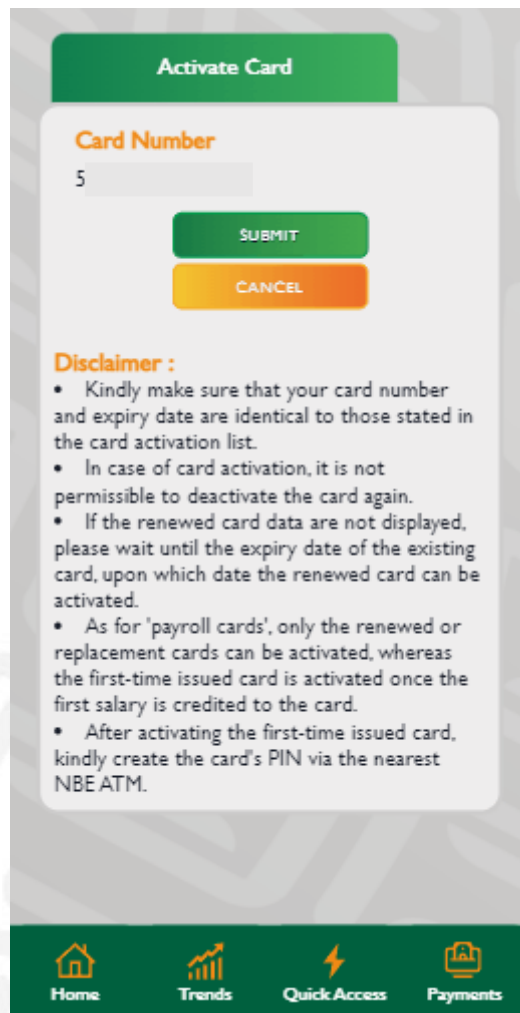
**Home Trends Quick Access Payments**

## Activate Credit Card and Payroll Card

"Activate Credit Card" service is accessible through Main Menu > Credit Cards > Activate Card.

First-time issued primary and supplementary credit cards or replacement cards and renewed cards are activated. Renewed/ replacement payroll cards only can be activated as indicated in the below steps:

- Select the card from the drop-down menu under “card number” field.
- Click “**Submit**”
- Review the information of submitted application, then click “**Confirm**”



**Activate Card**

**Card Number**

5

**SUBMIT**

**CANCEL**

**Disclaimer :**

- Kindly make sure that your card number and expiry date are identical to those stated in the card activation list.
- In case of card activation, it is not permissible to deactivate the card again.
- If the renewed card data are not displayed, please wait until the expiry date of the existing card, upon which date the renewed card can be activated.
- As for 'payroll cards', only the renewed or replacement cards can be activated, whereas the first-time issued card is activated once the first salary is credited to the card.
- After activating the first-time issued card, kindly create the card's PIN via the nearest NBE ATM.

**Home Trends Quick Access Payments**

## Credit Card Statement

Through this menu, you can inquire about credit card activity as follows:

## Credit Card Activity Inquiry

This service enables you to inquire about the details of credit card activity through Main Menu > Credit Cards > Card Statements, then select the relevant credit card from the display options, specify the year and month and click "Submit". You can download the report in a PDF format.

Card Statement

Card Number

4

View Options

2021

▼

Statement

▼

Dec

▼

General Instructions

SUBMIT

DOWNLOAD

Card Number

49

Opening Balance

0

Closing Balance

7360

Total of Credit

1226.66

Total of Debit

8586.66

Due Date

27 Jan 2022

Credit Limit

12500

Home

Trends

Quick Access

Payments

## Credit Card Unbilled Transactions Inquiry

This service enables you to inquire about the details of credit card unbilled transactions through Main Menu > Credit Cards > Card Statements, then select the relevant credit card and unbilled transactions from the display options, and click "View" to display transaction details.

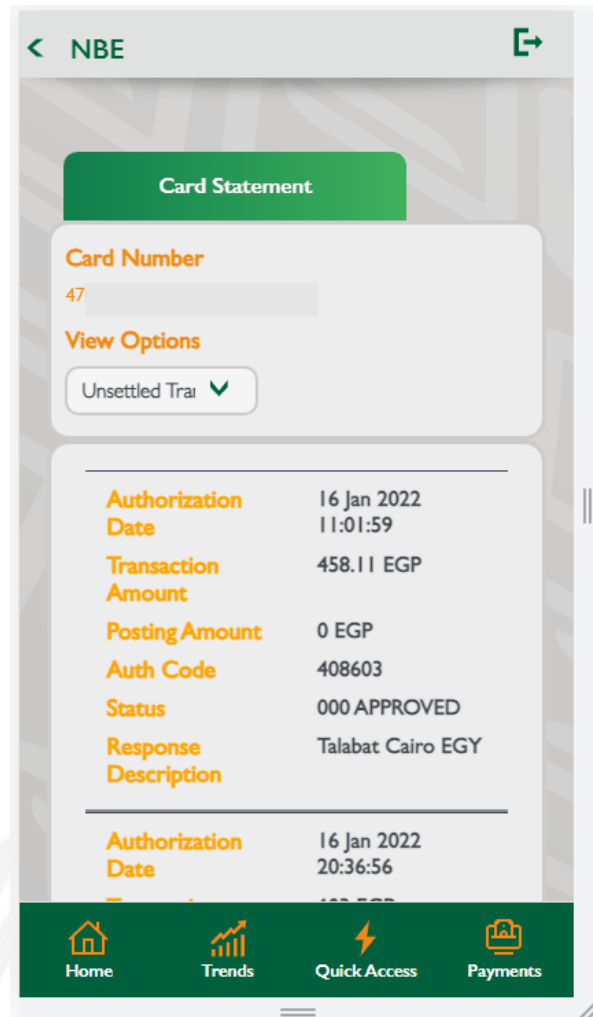
The screenshot shows the 'Card Statement' screen in the NBE mobile app. At the top, there's a green header with 'NBE' and a back arrow. Below it, a green button labeled 'Card Statement' is visible. Underneath, there's a section for 'Card Number' with a masked input field and a 'View Options' button. The 'View Options' button has a dropdown menu showing 'Unbilled Trar' with a green checkmark. Below this, a table displays transaction details:

Transaction Date	06 Jan 2022
Posting Date	06 Jan 2022
Description	EB- CC3660081175571 CARD PAYMENT:0773010
Debit	0
Credit	10
Currency	EGP
Posting Amount	10
Posting Currency	EGP

At the bottom of the table, there's a pagination bar showing 'Page 1 of 1' and navigation icons (K, <, >, X). The bottom navigation bar of the app is visible, with icons for Home, Trends, Quick Access, and Payments.

## Unsettled Transactions Inquiry

This service enables you to inquire about the details of unsettled transactions through Main Menu > Credit Cards > Card Statements, then select the relevant credit card and unsettled transactions from the display options, then click "View" to display transaction details.



## Credit Card Payment

"Credit Card Payment" service is accessible through Main Menu > Credit Cards > Credit Card Payment.

This service enables you to make your credit card payments through one of the following options:

- Minimum amount due:
  - Card's due minimum amount is displayed.
  - Select the source account from “**Select Account**”.
  - Tick for acceptance “Terms and Conditions” field.
  - Click “**Submit**”.
  - Review the transfer details then click “**Confirm**”.

**Credit Card Payment**

**Card Number**

**Source Amount to Pay**

☒ Minimum Amount  
☐ Total Amount   ☐ Amount

**Amount**  
 EGP25.00

**Source Account**

Balance : -EGP82,803.17

☐ **Terms & Conditions**

**Disclaimer :**

- Kindly note that the credit card payments are made via EGP accounts only.
- In case of selecting the payment of a given amount, make sure that you enter an amount not exceeding the card's due payment.

**SAVE**

Home Trends Quick Access Payments

- Total amount due:
  - Card's due total amount is displayed.
  - Select the source account from “**Select Account**”.
  - Tick for acceptance “Terms and Conditions” field.
  - Click “**Submit**”.
  - Review the transfer details then click “**Confirm**”.

< NBE

**Credit Card Payment**

**Card Number**

**Source Amount to Pay**

☐ Minimum Amount

☒ Total Amount ☐ Amount

**Amount**

EGP262.92

**Source Account**

Balance : -EGP82,803.17

☐ **Terms & Conditions**

**Disclaimer :**

- Kindly note that the credit card payments are made via EGP accounts only.
- In case of selecting the payment of a given amount, make sure that you enter an amount not exceeding the card's due payment.

SAVE

Home Trends Quick Access Payments

- Specific amount
  - Card's minimum amount due / total amount due is displayed.
  - The amount to be paid is entered provided that it does not exceed the Card's total amount due.
  - Select the source account from "Select Account".
  - Tick for acceptance "Terms and conditions" field.

- Click “Submit”.
- Review the transfer details then click “Confirm”.

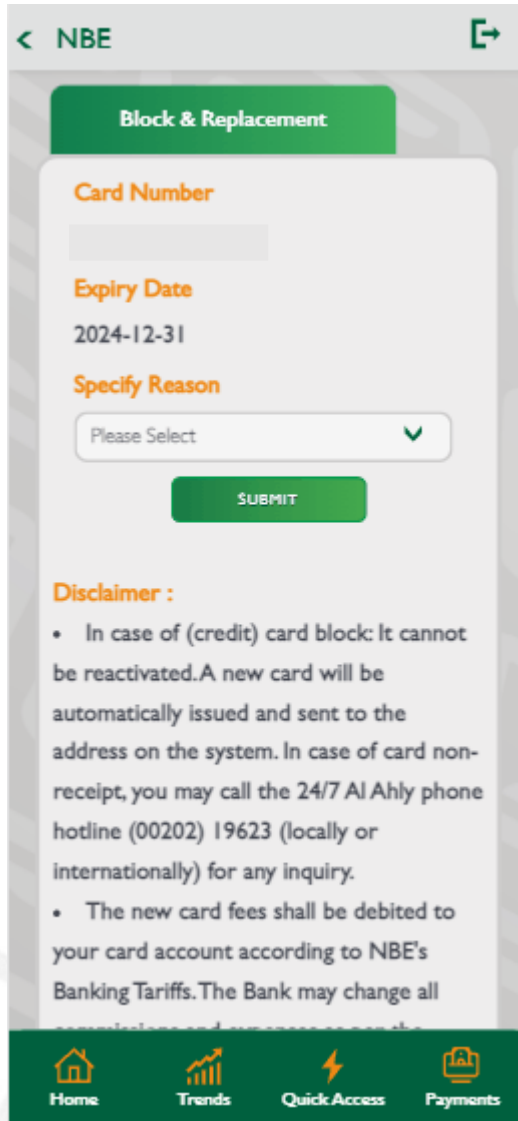
### Card Stop and Replacement

“Card Stop and Replacement” service is accessible through Main Menu > Credit Cards > Card Stop and Replacement.

This service enables you to stop your current card and issue a replacement credit card as indicated in the below steps:

- Select the card from the drop-down menu under the “Card Number” field.
- Select the replacement reason (Card Loss/ Steal/ Damage).

- Click “Submit”.
- Review the information of submitted application, then click “Confirm”.



< NBE

**Block & Replacement**

**Card Number**

**Expiry Date**

2024-12-31

**Specify Reason**

Please Select

**SUBMIT**

**Disclaimer :**

- In case of (credit) card block: It cannot be reactivated. A new card will be automatically issued and sent to the address on the system. In case of card non-receipt, you may call the 24/7 Al Ahly phone hotline (00202) 19623 (locally or internationally) for any inquiry.
- The new card fees shall be debited to your card account according to NBE's Banking Tariffs. The Bank may change all

Home Trends Quick Access Payments

Note that in case the payroll card is stopped, a replacement card is issued only by referring to the employer (authorized person) to take necessary actions.

## Request New PIN

The service of “Request New PIN” for your credit / payroll cards is accessible through Main Menu > Credit Cards > Request New PIN.

This service enables you to request a new PIN as indicated in the below steps:

- Select the card from the drop-down menu under “Card Number” field.
- Click “Submit”.
- Review the information of submitted application, then click “Confirm”.

< NBE

Reset PIN

Card Number

Expiry Date

2024-04-30

SUBMIT

**Disclaimer :**

- After applying for a new PIN, kindly create a new PIN for the card via the nearest NBEATM. Do NOT share the new PIN with any person; KEEP the new PIN secured.
- Please activate the card first prior to applying for a new PIN. Do NOT share PIN with any person.

Home Trends Quick Access Payments

Upon using “Request New PIN” service, you can create a new PIN via the nearest NBE ATM.

## Reset PIN Counter

The service is accessible through Main Menu > Credit Cards > Reset PIN Counter.

This service enables you to reset PIN counter as indicated in the below steps:

- Select the card from the drop-down menu under “Card Number” field.
- Click “Submit”
- Review the information of submitted application, then click “Confirm”.

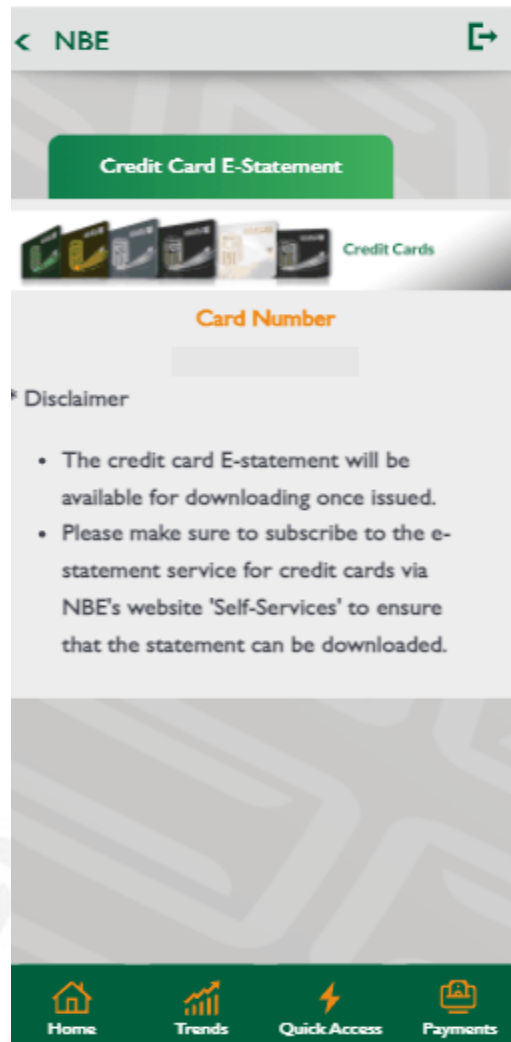
The screenshot shows the 'Reset PIN Counter' screen within the NBE mobile app. At the top, there is a green header with a back arrow, 'NBE', and a share icon. Below this is a green button labeled 'Reset PIN Counter'. The main content area is a light gray box containing a 'Card Number' field (with a dropdown arrow), an 'Expiry Date' field (showing '2024-04-30'), and a green 'SUBMIT' button. Below the form is a 'Disclaimer :' section with a bullet point: 'In case of resetting PIN counter; you may use the same old PIN of the card after processing your application.' At the bottom is a green navigation bar with four icons: Home, Trends, Quick Access, and Payments.

Upon using “Reset PIN Counter” service, you can use your same old PIN.

### Credit Card E-Statement

You can subscribe to “Credit Card E-Statement” service via NBE Mobile, allowing the Customer to inquire about the statement of each credit card separately.

The service is accessible through Main Menu > Credit Cards > Credit Card E-Statement.



### Debit Cards

NBE Mobile and Al Ahly Net services enable you to perform the following services via your debit cards:

- Activate Debit Card
- PIN Services
- Card Stop and Replacement

## Debit Card Activation

“Activate Debit Card” service is accessible through Main Menu > Debit Card > Activate Card.

This service enables you to activate your card and the renewed cards as indicated in the below steps:

- Select the service to be used (Activate new / renewed card)
- Select the card from the drop-down menu
- Click “**Submit**”
- Review the information of the submitted application, then click “**Confirm**”.

## PIN Services

“Debit Card PIN Services” is accessible through Main Menu > Debit Cards > Card PIN Services.

This service enables you to request a new PIN and reset your PIN counter as indicated in the below steps:

- Select the service to be used (Reset Card PIN/ Reset False PIN Attempts)
- Select the card from the drop-down menu under the “**Card Number**” field.
- Click “**Submit**”

- Review the information of submitted application, then click “Confirm”.

Upon using “Reset Card PIN” service, you can create a new PIN for your debit card via the nearest NBE ATM.

Upon using “Reset False PIN Attempts”, you can use your same old PIN.

### Card Stop and Replacement

“Card Stop and Replacement” service is accessible through Main Menu > Debit Cards > Card Stop & Replacement”.

This service enables you to stop your current card and issue a replacement debit card as indicated in the below steps:

- Select the card from the drop-down menu.
- Select the replacement reason (Card Loss/ Steal/ Damage).
- Select the place of receipt (Branch/ my address)
- Enter the address in Arabic in the address fields (Receipt Address 1, 2, 3)
- Click “Submit”.

- Review the information of submitted application, then click “Confirm”.

< NBE

Customer Name  
AHMED

Name on Card  
AHMED

Primary Account  
11

Card Number

Product Type  
Classic debit card- Master card

Expiry date  
Mar 2025

Card status  
Active

Card Number  
5

Replacement reason  
Please select

Delivery Location  
☒ Branch
 ☐ My Address

Home Trends Quick Access Payments

## Payments and Transfers

“Transfers” services are accessible through Main Menu, including the following services:

- Favorites
- Transfer Setups
- Transfers
- Transactions Inquiries

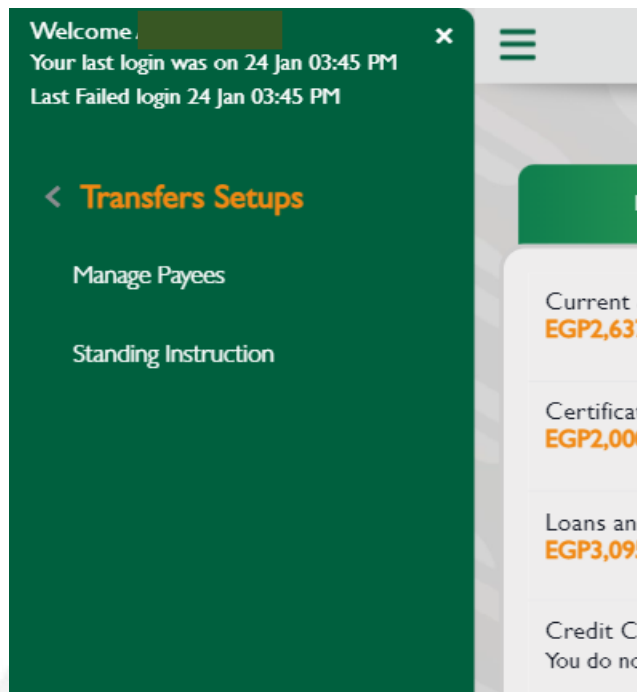
## Favorites

This screen is accessible through Main Menu > Payments and Transfers > Favorites

All favorite transfers and transfer templates are displayed to the Customer for direct transfer or transaction deletion from Favorites menu.

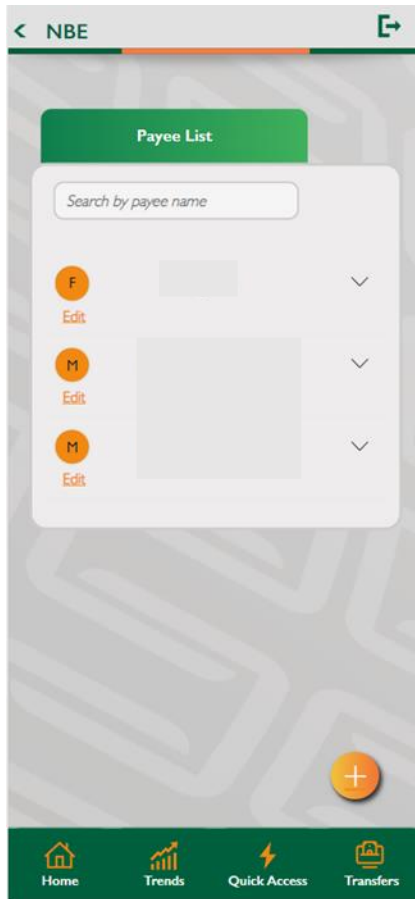
## Transfer Setups

This menu enables you to have access to “Manage Payee” and “Standing Instructions”. The service is accessible through Main Menu > Payments and Transfers > Transfer Settings > Manage Payee. “Payee List” or “Add New Payee” is displayed and the service enables you to Amend/ Delete Registered Payee.



## Manage Payee

The service is accessible through Main Menu > Payments and Transfers > Transfer Setups > Manage Payee. You can inquire about or search for a registered payee or add a new payee by clicking "+". The service enables you to Amend/ Delete Registered Payee.



### Add New Payee

You can add a new Payee to make internal and domestic transfers, provided that the Payee account is entered first by clicking “Add new payee”, and as indicated in the below steps after selecting Internal Transfers “inside NBE”/ Domestic Transfers “outside NBE”:

#### Add Internal Payee:

- Enter Payee name
- Select the Payee photo
- Enter the Payee account number & confirm it
- Enter the name of account holder
- Enter e-mail
- Enter nickname

- Then click “Save”

The screenshot displays the 'Add Payee' interface within the NBE mobile application. The form is titled 'Bank Account' and includes the following fields: 'Payee Name', 'Payee Photo', a selection for 'Internal', 'Domestic', or 'International', 'Account Number', 'Confirm Account Number', 'Account Name', 'Payee E-mail', and 'Nickname'. Below the form are 'SAVE' and 'CANCEL' buttons. The bottom navigation bar features icons for 'Home', 'Trends', 'Quick Access', and 'Transfers'.

Review the entered information and click “Confirm” then authenticate using Soft Token / Hard Token to save the payee.

### Add Domestic Payee:

- Enter Payee name
- Select the Payee photo
- Enter and confirm the Payee account number (you can transfer to account number/ Credit Card or Mobile Wallet)
- Enter the name of account holder
- Payee E-mail
- Select the bank and branch

- Enter nickname
- Click “Save”

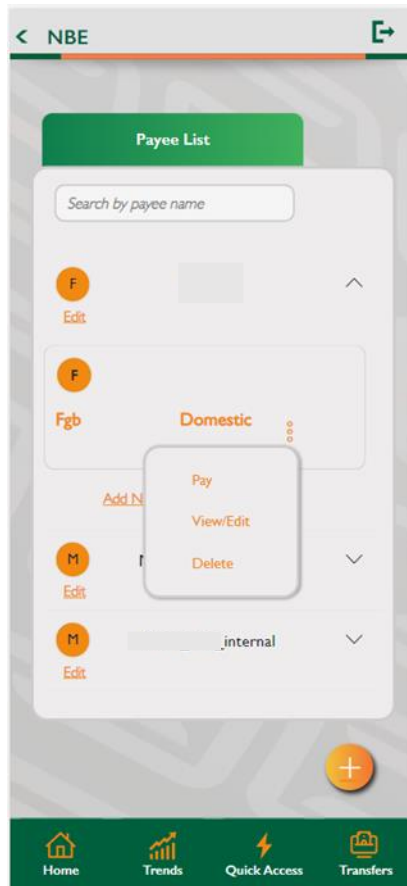
Review the entered information and click “Confirm” then authenticate using Soft Token / Hard Token to save the payee.

In case of making internal or domestic transfers, the transaction is approved through a Hard Token/ Soft Token.

### View/ Edit Payee

Payee Menu is accessible through Main Menu > Payments and Transfers > Transfer Setups> Manage Payee, and you can inquire about a Registered Payee as indicated in the below steps:

- Search for the payee
- Select the payee to be inquired about
- Click the arrow next to the payee, then click the side menu next to Payee Type to select View/ Edit

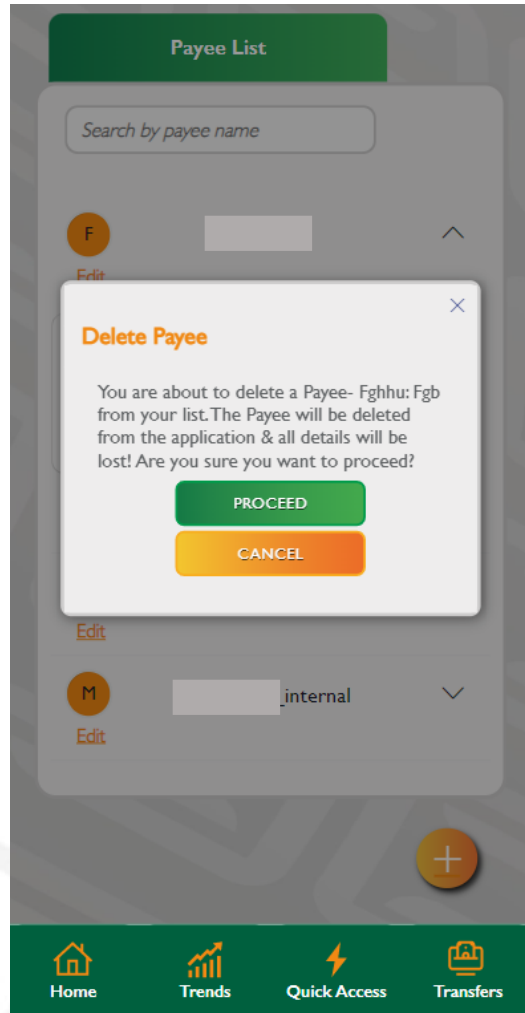


After viewing the payee to be inquired about, the "Payee Details" is accessible when you click "View" to display (payee name, payee photo, account name, nickname, payee type, account number). You can tap "Edit Photo" by clicking "Edit Payee"

## Delete Existing Payee

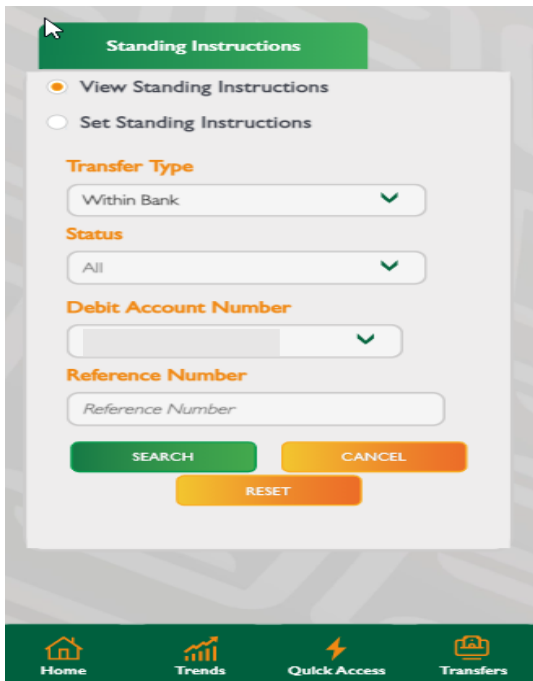
The service enables you to delete Existing Payee as indicated in the below steps:

- Select the payee and click the arrow next to the Payee then the side menu of Payee Type and select “Delete”.



Review page is displayed to confirm and click “Proceed or cancel”

The service is accessible through Main Menu > Payments and Transfers > Transfer Settings > Standing Instructions , to display “Existing Standing Instructions” or “Create New Standing Instructions”. The service also allows you to “Stop Standing Instructions” before the execution expiry date.



### Set Standing Instructions

You can place standing instructions to make own account transfers and internal transfers, provided that the Payee account is registered first then the next steps are to be followed:

- Select the destination account “transfer to” within the Bank (among own accounts/ to another customer's account)
- 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
  - How many times to execute instructions “instance”

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 of “**Terms and Conditions**” & “**Applicable Charges**”.
- Select “**Save**”.

Review the entered information and click “**Confirm**” to save the standing instructions.  
In case of making internal transfers, the transaction is approved via the Hard Token/ Soft Token.

### View Existing Standing Instructions

You can view standing instructions for own account transfers or internal transfers, as indicated in the below steps:

- Select the “**Debit Account Number**” to be inquired about
- Select the “**Status**” of registered standing instructions (All/ Active/ Closed)

☒ View Standing Instructions  
☐ Set Standing Instructions

**Transfer Type**  
 Within Bank

**Status**  
 All

**Debit Account Number**  
 [Empty Field]


**Reference Number**  
 Reference Number

SEARCH CANCEL  
 RESET

**Amount** EGP500.00  
**Reference Number** 13510  
**Transfer To** [Empty Field]  
**Frequency** Every day  
**Start Date** 02 Feb 2022  
**End Date** 01 May 2022  
**Status** Active

View  
 Stop

Home Trends Quick Access Transfers

After viewing the standing instructions to be inquired about, “Standing Instruction Details” is accessible by tapping  (View) . the page displayed: The source account, destination account, amount, execution start date, execution expiry date, frequency, number of payments, payment history executed under the selected standing instruction.

Standing Instruction

**Payee Account Number**  
 [Empty Field]

**Transfer From**  
 [Empty Field]

**Amount**  
 EGP500.00

**Branch Code**  
 135

**Execution Details**

**Start Date**  
 02 Feb 2022

**End Date**  
 01 May 2022


**Frequency**  
 Every day

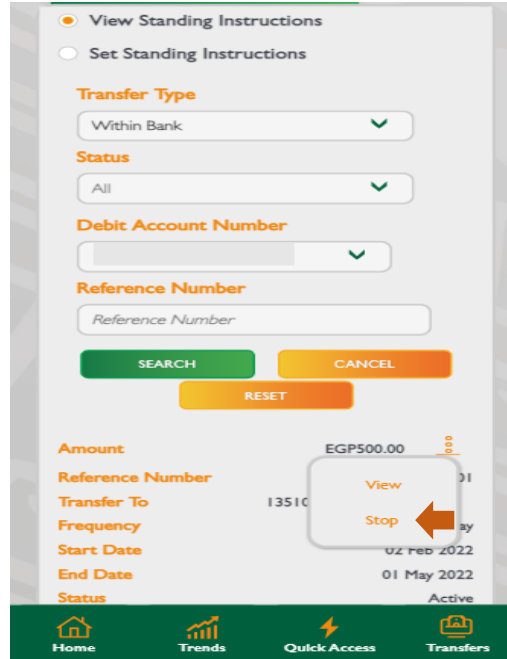
**No. of Payments**  
 89

Home Trends Quick Access Transfers

### Stop Existing Standing Instructions

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

- Select Stop Standing Instructions through inquiry about the standing instruction to be stopped, then click (  ) which is displayed next to each entered instruction. You either select “Stop” or access Standing Instruction Details and select “Stop”.



- Review page is displayed to confirm and click “Stop”.

### Transfers

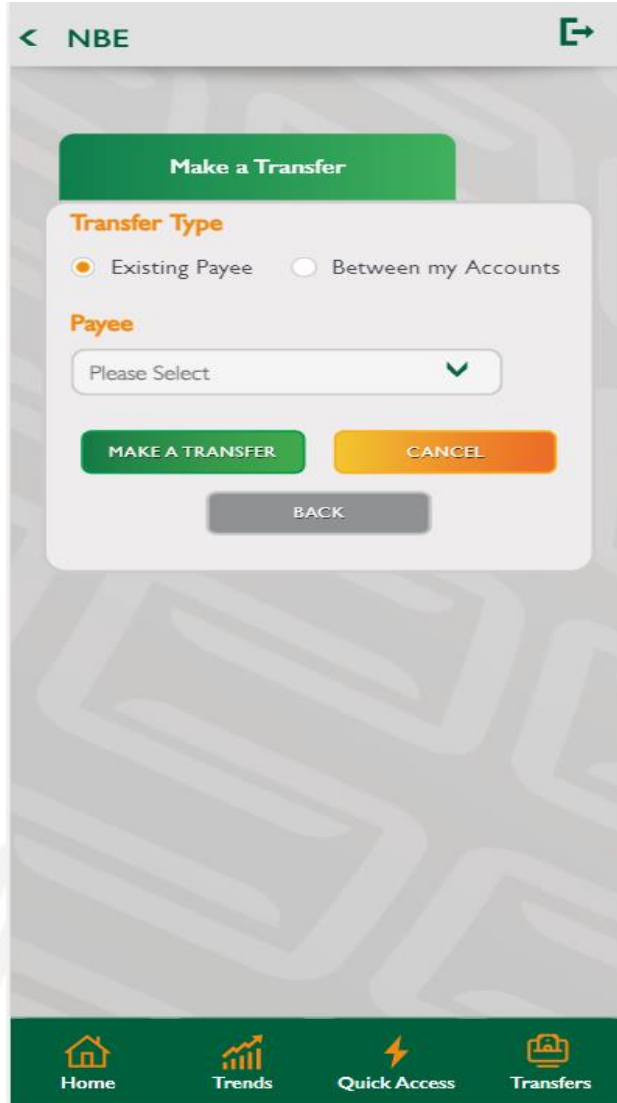
Transfer menu provides you with the following services:

- Make a transfer: Making internal/ domestic transfers to a previously added Payee
- Transfers to mobile Phone Number (available for Al Ahly Platinum Customers only).
- One-time transfer
- Multiple transfers

## Make a transfer

The service is accessible through Main Menu > Payments and Transfers > Transfers > Make a transfer

- Select either: Existing Payee / Between my Accounts



### Transfer to Existing Payee:

- Select Payee
- Select source account number
- Enter transfer amount
- Enter transfer purpose
- Select the type of Payee account (in case of domestic transfer you can transfer to account number/ Credit Card or Mobile Wallet)
- Tick for acceptance of Terms and Conditions/ Applicable Charges.
- Click “**Make a transfer**”

- The screen of confirming transfers is displayed to click “Confirm”.

The image displays two screenshots of the NBE mobile application interface for confirming a transfer.

**Left Screenshot:** The screen is titled "NBE" and shows the "Transfer From" section. It includes a dropdown menu for "Payee" (set to "Existing Payee"), a field for "Account Number" (starting with "I"), "Payee Type" (DOMESTIC), "Account Name" (Fgvhbb), "Bank Details" (CIBEEGCXXXX, 0001, البنك التجارى الدولى CIB, GIZA), "Network Type" (ACH NETWORK), and a "Transfer From" dropdown (set to "Wizo 8"). The balance is shown as EGP2,635,682.20.

**Right Screenshot:** The screen is titled "NBE" and shows the "ACH NETWORK" transfer details. It includes a "Transfer From" dropdown (set to "8 - Wizo 8"), the balance (EGP2,635,682.20), an "Amount" field (set to EGP), a "Time of transfer" dropdown (set to "Now"), a "Purpose of transfer" field, and a "Payee Account Type" dropdown (set to "Account Transfer"). There are checkboxes for "Terms & Conditions" and "Applicable charges". At the bottom, there are buttons for "MAKE A TRANSFER", "CANCEL", and "BACK".

In case of making internal transfers or domestic transfers, the transaction is approved via the Hard Token/ Soft Token.

The image shows the "NBE Token Verification" screen. It features a "One Time Password" field with a "SUBMIT" button and a "CANCEL" button. Below the field, there are instructions: "Please follow the steps to generate an OTP (One Time Password)". The instructions are:

- Open your Hard / Soft Token and Enter the PIN code.
- If using Hard Token Kindly press '1' to generate OTP code.
- If using soft token press OTP to generate OTP.
- Enter the OTP code displayed on the Hard / Soft Token screen in the OTP Field.

## Own Account Transfers

- Select the destination account: Transfer to
- Select source account number: Transfer from
- Enter amount
- Enter Note if there's any
- Tick for acceptance of Terms and Conditions/ Applicable Charges.
- Click “**Make a transfer**”
- Then the screen of confirming transfers is displayed to click “**Confirm**”.

The screenshot shows the 'Make a Transfer' screen in the NBE mobile app. The screen is titled 'NBE' at the top left and 'Make a Transfer' at the top right. Below the title, there are two radio buttons for 'Transfer Type': 'Existing Payee' and 'Between my Accounts'. The 'Between my Accounts' option is selected. Below this, there are two dropdown menus for 'Transfer To' and 'Transfer From', both showing a balance of 'EGP0.00'. Below these, there is a dropdown menu for 'Amount' showing 'EGP'. To the right of the 'Amount' dropdown is a link that says 'Check transfer available limits'. Below the 'Amount' dropdown, there are two radio buttons for 'Time of transfer': 'Now' and 'Later'. Below these, there is a text input field for 'Note'. At the bottom of the form, there are two checkboxes: 'Terms & Conditions' and 'Applicable charges'. At the very bottom of the screen, there are two buttons: 'MAKE A TRANSFER' and 'CANCEL'. Below these buttons is a navigation bar with four icons: 'Home', 'Trends', 'Quick Access', and 'Payments'.

You can make own account transfers and exchange currencies from only foreign currency accounts to EGP account but not vice versa.

## One-time Transfer

The service is accessible through Main Menu > Payments and Transfers > Transfers > One-time Transfer

The Customer selects either domestic or internal transfer.

### Internal Transfer "Inside NBE"

- Enter and confirm account number
- Account name
- Select the source account
- Enter transfer amount
- Enter the e-mail of payee
- Enter feedback
- Tick for acceptance "Terms and Conditions"/ "Applicable Charges".
- Click **"Make a transfer"**
- Then the screen of transfer confirmation is displayed to click **"Confirm"**.

< NBE

One Time Transfer

Payment Type  
[Internal](#) | [Domestic](#) | [International](#)

Account Number

Confirm Account Number

Account Name

Transfer From

Balance : EGP394.05

Amount

[Check transfer available limits](#)

Time of transfer  
☒ Now ☐ Later

Home Trends Quick Access Transfers

< NBE

Amount

[Check transfer available limits](#)

Time of transfer  
☒ Now ☐ Later

Payee E-mail

Purpose of transfer

☐ [Terms & Conditions](#)

☐ [Applicable charges](#)

MAKE A TRANSFER CANCEL

BACK

Home Trends Quick Access Transfers

## Domestic Transfer “outside NBE”

- Enter and confirm account number (you can transfer to account number/ Credit Card or Mobile Wallet)
- Account name
- Enter the e-mail of payee
- Select bank and branch
- Select the source account
- Enter transfer amount
- Enter Purpose of transfer (account number/ Credit Card or Mobile Wallet)
- Select the type of Payee account (in case of domestic transfer you can transfer to account number/ Credit Card or Mobile Wallet)
- Tick for acceptance "Terms and Conditions"/ "Applicable Charges".
- Click “**Make a transfer**”
- Then the screen of transfer confirmation is displayed to click “**Confirm**”.

In case of making internal transfers or domestic transfers, the transaction is approved via the Hard Token/ Soft Token.

"One-time Transfer" service enables the Customer to add the payee directly to the payee menu.

### Multiple transfers

This screen enables you to make more than one (internal/ domestic) transfer in one step at quicker pace. The service is accessible through Main Menu > Payments and Transfers > Transfers.

You can select the payee and enter all transaction information, then click “Save” and add the remaining transactions in the same manner, then click “Submit All”.

Note that you can use “Save and Copy” option for the purpose of using the transaction information upon adding another transaction.

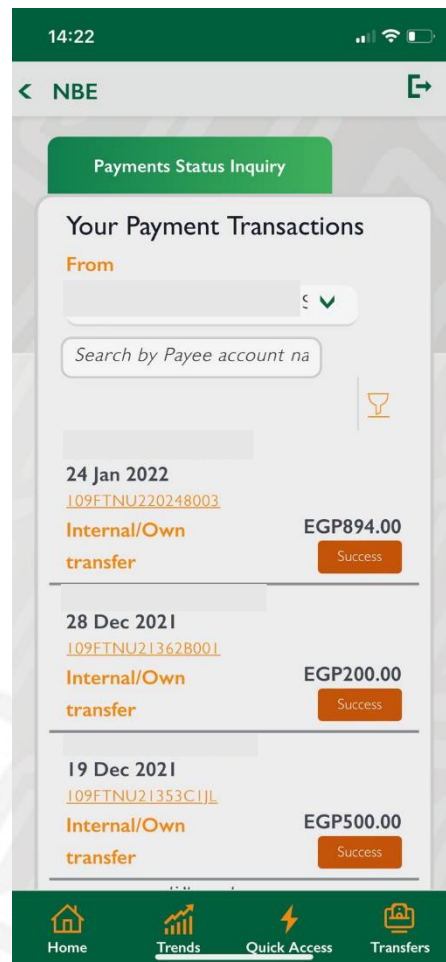
After adding all transactions to be processed, tick for acceptance "Terms and Conditions" and "Applicable Charges", then click “Submit”. Subsequently, check and review all transactions then click “Confirm”. Authentication is made via Hard Token/ Soft Token for processing transactions.

You can then review the details of transactions that have been executed to check if they are accepted / rejected when you click “Click Here”.

## Transactions inquiries

You can access this service by going to the main menu>Payments and Transfers>Transactions Inquiries>Payment Status Inquiry. This screen enables you to:

- Inquire about payments by selecting the account number from the drop down menu and clicking on the transaction that you wish to inquire about.
- View all the details and status of a transaction.
- Download the transaction e-receipt in PDF format and print it.
- Search by selecting transaction date/amount/ reference number.



## Donations:

You can access this service from the main menu>Donation>Donation Transfer

- Choose the donation recipient from the drop down menu.
- Select the source account.
- Enter the donation amount.
- Enter reason of transfer.
- Tick for acceptance terms and conditions/ Applicable charges.

- Click on “Transfer”.
- When the transfer confirmation screen is displayed, click on “Confirm”.

< NBE

Donation Transfer

**Payee**  
57357 - مستشفى اورام الاطفال

**Account Number**  
[Empty field]

**Transfer Type**  
DONATION

**Donation Entity Name**  
57357 - مستشفى اورام الاطفال

**Source account**  
[Dropdown menu]

Balance : EGP0.00

**Amount**  
EGP [Dropdown] EGP50.00 [Input]

[View Limits](#)

**Reason of transfer**  
[Text input]

☒ Terms & Conditions

☒ Applicable charges

TRANSFER

CANCEL

Home Trends Quick Access Payments

The transaction is authenticated using the hard token/soft token

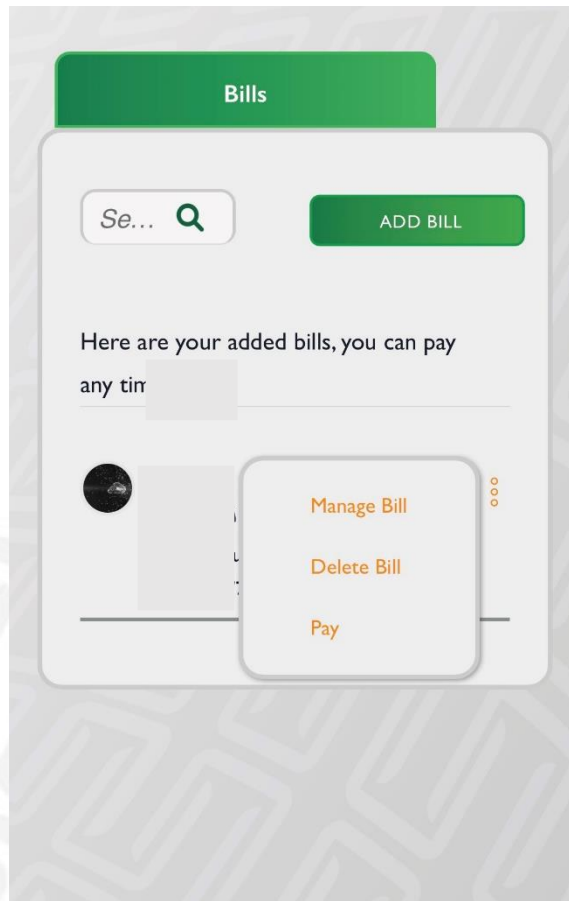
## Payment Services (Fawry)

This menu enables you to pay different bills using “Fawry Services”. You can also add a bill to make recurrent payments easier. This menu includes:

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

### View Bills

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



### Add Bill

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

- Select service (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

3:03

**Add Bill**

**Category**  
Telecom & Internet

**Location**  
Etisalat

**Bill Name**  
Etisalat Topup

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

**Mobile Number**

SAVE  
CANCEL  
BACK

Home Trends Quick Access Transfers

### Manage Bills

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

3:03

**Manage Bills**

**Select Bill**  
Telecom & Internet

**Category**  
Telecom & Internet

**Location**  
Etisalat

**Bill Name**  
Etisalat Topup

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

**Mobile Number**

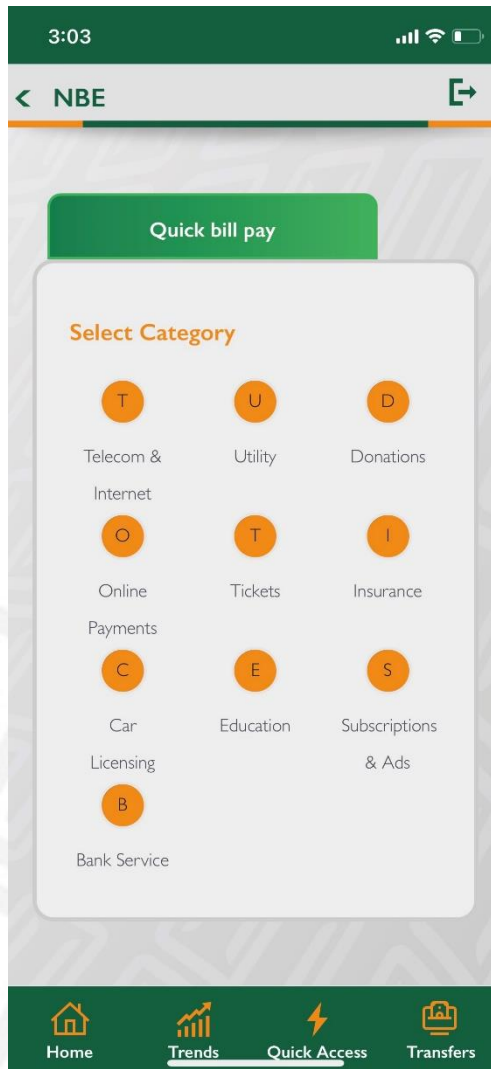
SUBMIT  
DELETE  
CANCEL

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:

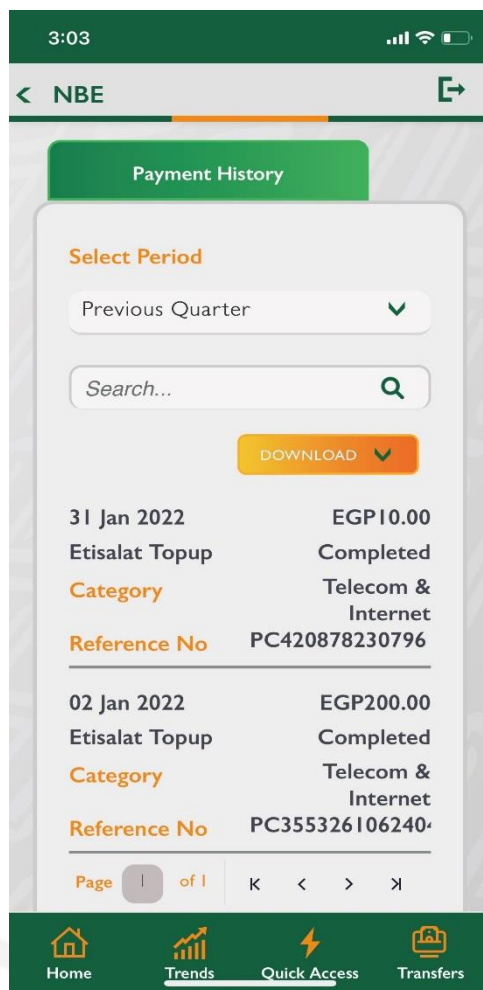
- Select service (telecom and internet, donations, etc.)
- Select service provider (company or service provider, for example: mobile operators, universities, etc.)
- Select type of service (for example: bill payment, balance recharge, etc.)
- Add reference number/telephone number as applicable
- Select source account
- Select/enter amount
- Tick for acceptance terms and conditions/ Applicable charges.



The transaction is authenticated using the hard token/soft token.

### Payment History

This screen enables you to view executed transactions of mobile balance recharge/donations/bills that you have paid.



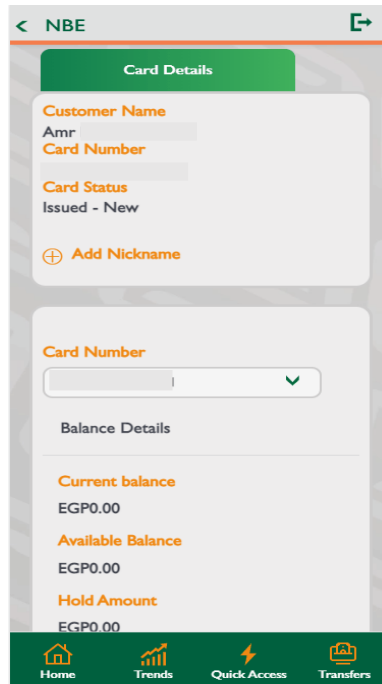
### Prepaid cards

You can inquire about your prepaid cards and enjoy several card services as follows:

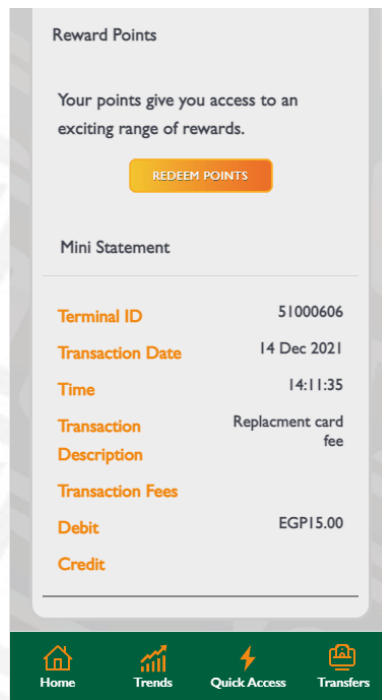
- View card details
- Inquire about prepaid card transactions
- Activate prepaid card
- Prepaid card PIN services
- Stop prepaid card and issue replacement for lost
- Transfer to prepaid cards

### View card details

This service enables you to inquire about the details of a prepaid card by going to the main menu>Prepaid Cards>Card Details to view all the following details (Available balance>amount on hold>issuing branch>expiry date>card type)



A summary card statement is viewed.



### Inquire about prepaid card transactions:

This service enables you to inquire about prepaid card transaction details by going to the main menu>Prepaid Cards>Card Statement to view the details of transactions after selecting the card and “From” and “To” dates. You can download the report in PDF format.

< NBE

Card Statement

Card Number

From Date

01 Dec 2020

To Date

31 Dec 2020

SUBMIT

DOWNLOAD

Statement

Terminal Id	0
Transaction Date	29 Dec 2020
Time	20:28:33
Description	

Home Trends Quick Access Payments

### Activate prepaid card:

This service enables you to activate a new or renewed card by going to the main menu>Prepaid Cards>Card Activation then doing the following steps:

- Select service (activate new/renewed card)
- Select card to be activated and move to the review screen
- Review transaction
- Confirm transaction

< NBE

**Card Activation**

**Customer Name**

**Name on Card**

**Card Number**

**Product Type**  
Generic Meeza classic

**Expiry date**  
Sep-2022

**Status**  
Active

**Card Number**

**Service**

☐ Activate New Card

☒ Activate Renewed Card

SUBMIT

Home Trends Quick Access Payments

### Prepaid card PIN services:

This service enables you to reset PIN or reset counter of failed attempts to access the service by going to the main menu>Prepaid Cards>Card PIN Services, then doing the following steps:

- Select service (reset PIN/reset counter of failed attempts)
- Select card and move to the review screen

- Review transaction
- Confirm transaction

### Stop a prepaid card and issue a replacement for loss

This service enables you to stop a prepaid card and have a replacement card issued by going to the main menu>Prepaid Cards>Card Stop & Replacement, then follow below steps:

- Select card
- Select the reason of stopping the card from the menu
- Choose city
- Choose a branch to receive the card from and move to the review screen

- Review transaction
- Confirm transaction

**Card Stop & Replacement**

**Customer Name**  
PETER

**Name on Card**  
PETER

**Card Number**  
[Masked]

**Product Type**  
Generic Meeza classic

**Expiry date**  
Sep-2022

**Status**  
Active

**Card Number**  
[Masked]

**Replacement reason**  
Lost

**Delivery Location**  
CAIRO

**Home Trends Quick Access Payments**

**Generic Meeza Classic**

**Expiry date**  
Sep-2022

**Status**  
Active

**Card Number**  
[Masked]

**Replacement reason**  
Lost

**Delivery Location**  
CAIRO

**City**  
CAIRO

**Branch**  
MAIN BRANCH

شارع تريقف 24  
وسط البلد  
القاهرة  
مصر

**SUBMIT CANCEL**

**Home Trends Quick Access Payments**

### Transfer to prepaid cards:

This service enables you to recharge the prepaid card from the account or another prepaid card by going to the main menu>Prepaid Cards>Recharge, then doing the following steps:

- In case of transferring from an account:
  - Select "Transfer from an account"
  - Select the source account
  - Select the card to be recharged
  - Enter amount
  - Enter transaction remarks
  - Review and tick for acceptance terms and conditions
  - Click on "Submit".

- Review transaction
- Confirm transaction

- In case of transferring from another prepaid card:
  - Select “Transfer from another card”
  - Select the source card
  - Select the card to be recharged
  - Enter amount
  - Enter transaction remarks
  - Review and tick for acceptance terms and conditions
  - Click on “Submit”.

- NBE

Transfer to Prepaid Card

Select

☐

Transfer From Account

☒

Transfer from Other Prepaid Card

Source Card Number

EGP481.10

Destination Card Number

EGP136.00

Amount

EGP100.00

Note


Transfer

☒


[Terms and Conditions](#)

Disclaimer :


Please be informed that you can transfer funds to/between prepaid cards




Home



Trends



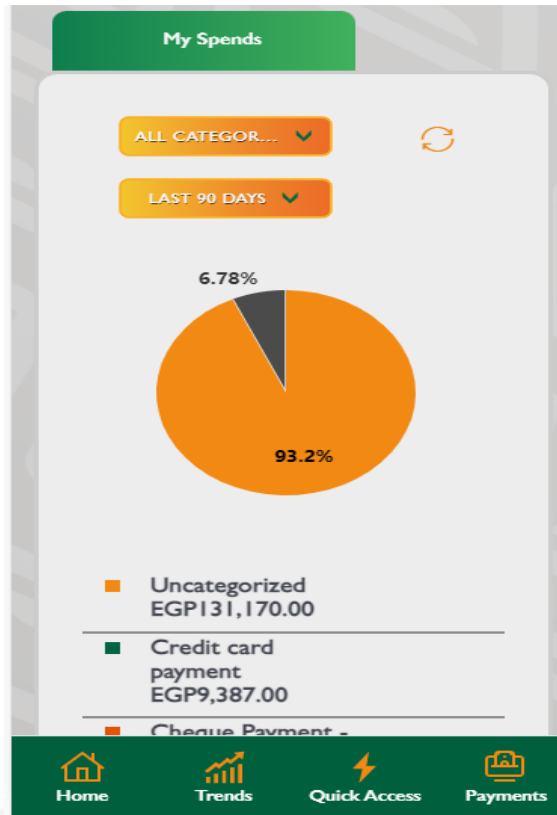
Quick Access



Payments

## Personal financial management

This service enables you to track your spends and classify each transaction by a category of your choice. You can view your transactions during the last 90, 60 or 30 days or view the transactions of the current month. You can view a pie chart that demonstrates a percentage of each category based on the total transactions spends during the relevant period, the categories chosen, and top two categories of your spends. You can also set up a budget for a certain category to track spends classified under this category only.



## View spends


You can access this service from the main menu>Personal Financial Management>Spends>View Transaction to view and track spends from your personal accounts as shown below:

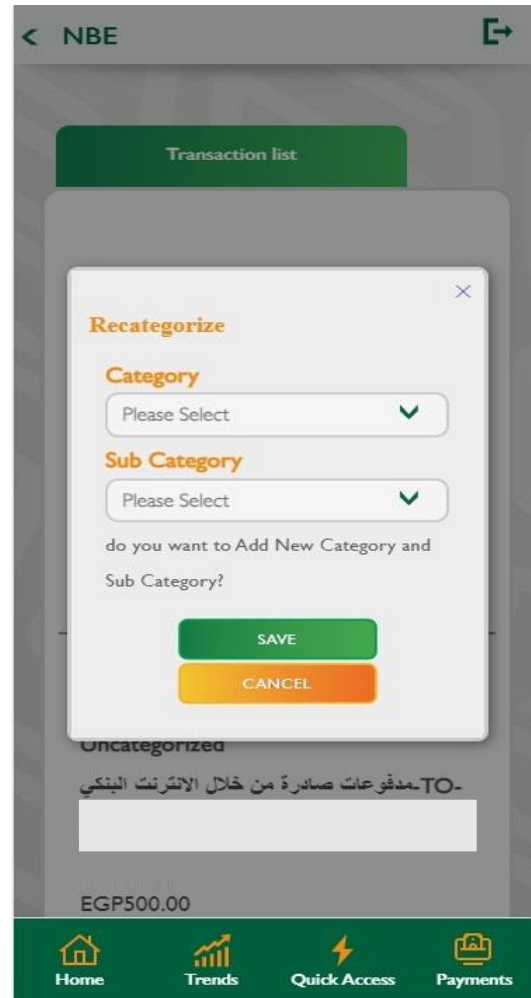
### View transactions

You can access this service from the main menu>Personal Financial Management>Spends>View Transactions. This screen enables you to view all debit transactions of all accounts. You may select a single account and period to view the relevant transactions. You may also select a specific category/sub-category to view transactions as you wish.




### Transactions categorization

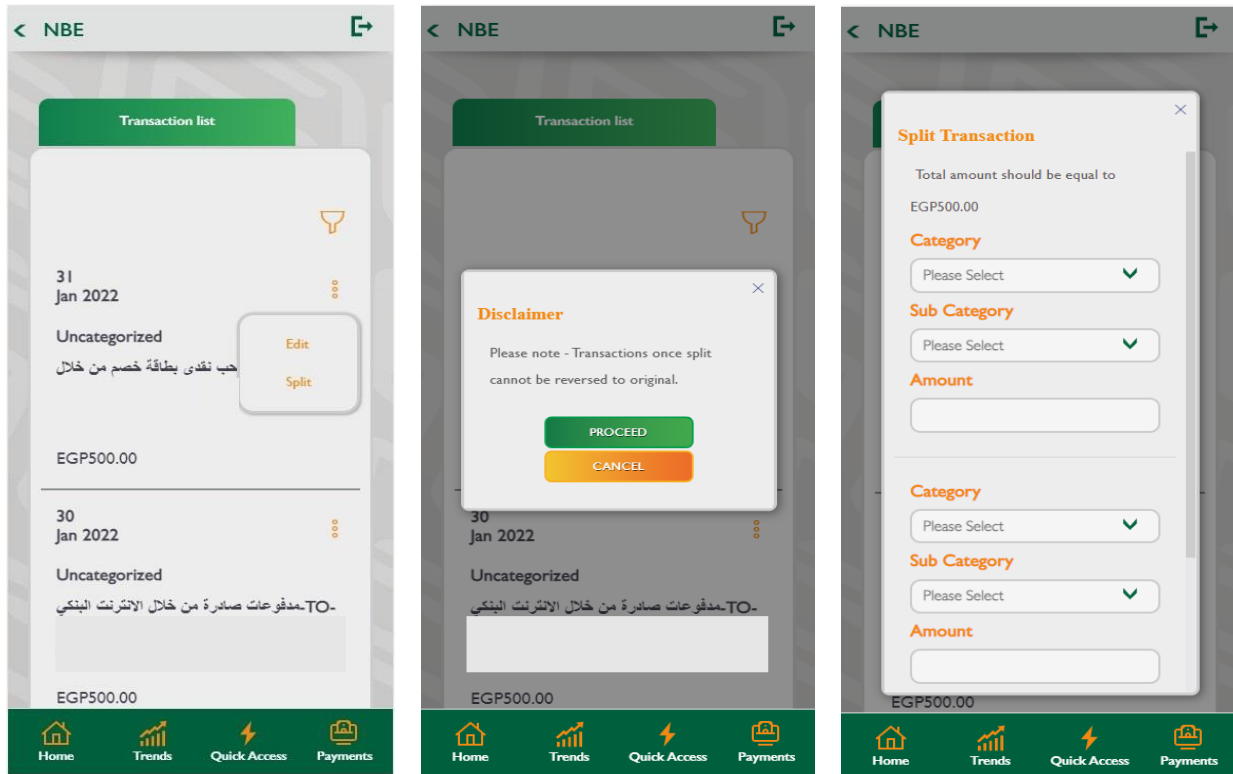
You can access this service from the main menu>Personal Financial Management>Spends> Transactions are classified into categories of your choice by clicking on Edit Category from symbol  to view the screen of selecting the category and sub-category from the drop down menu on the screen.



Please note that you may not cancel the categorization of a transaction after being categorized but you can re-categorize the transaction into new categories.

## Split transactions

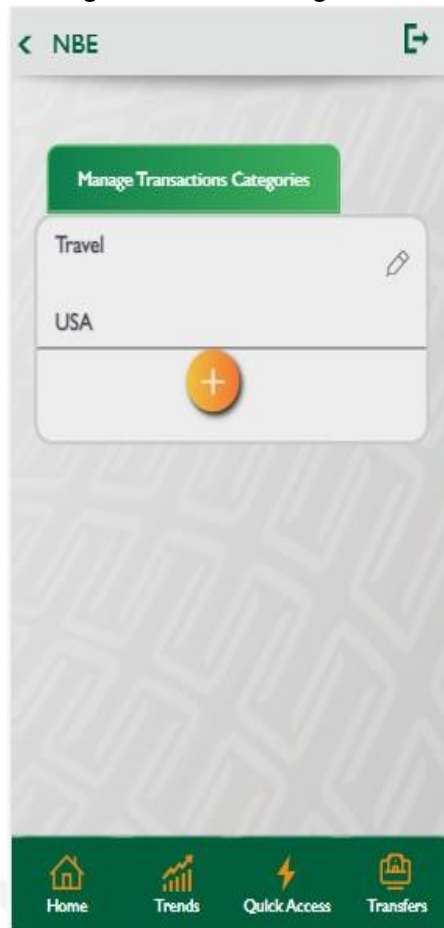
Financial transactions can be split and you can choose the appropriate categories to your preference by clicking on "Split Transaction" from symbol  to view the screen of selecting the category and sub-category from the drop down menu on the screen. The amount to be split is entered, on condition that the total amounts split are equal to the total original amount of the transaction.



Please note that you may not delete the splitting of transactions or split amounts previously split but you can modify split amounts and re-categorize them.

### Manage transaction categories

You can access this service from the main menu>Personal Financial Management>Spends>Manage Categories icon or main menu>Personal Financial Management>Spends>Manage Categories. You may add new main and sub-categories for the categorization of financial transactions that you need to track easily to your preference. The categories and sub-categories added by the customer are viewed on the Manage Categories screen. You may also add new categories and edit categories and sub-categories which were previously added.

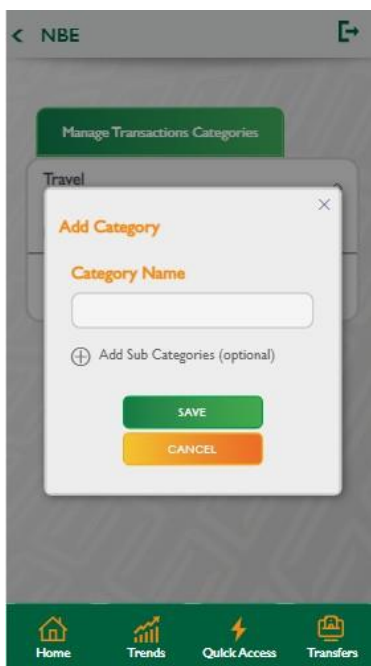


You may add new categories by clicking on Categories by clicking on symbol  or by clicking on symbol .

### Add categories

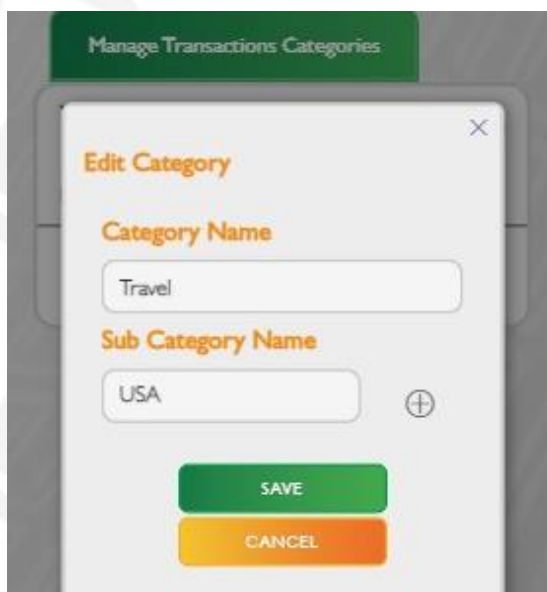
A screen to enter the category name and sub-category name “optional” is displayed, click on “Save” to have the category shown afterwards on the “Manage Categories” screen. Categories can be selected to classify financial transactions through the “Spends” screen.

Please note that you may not add or delete main or sub-categories again, but you may edit only the name of the category and sub-category.



### Edit category name

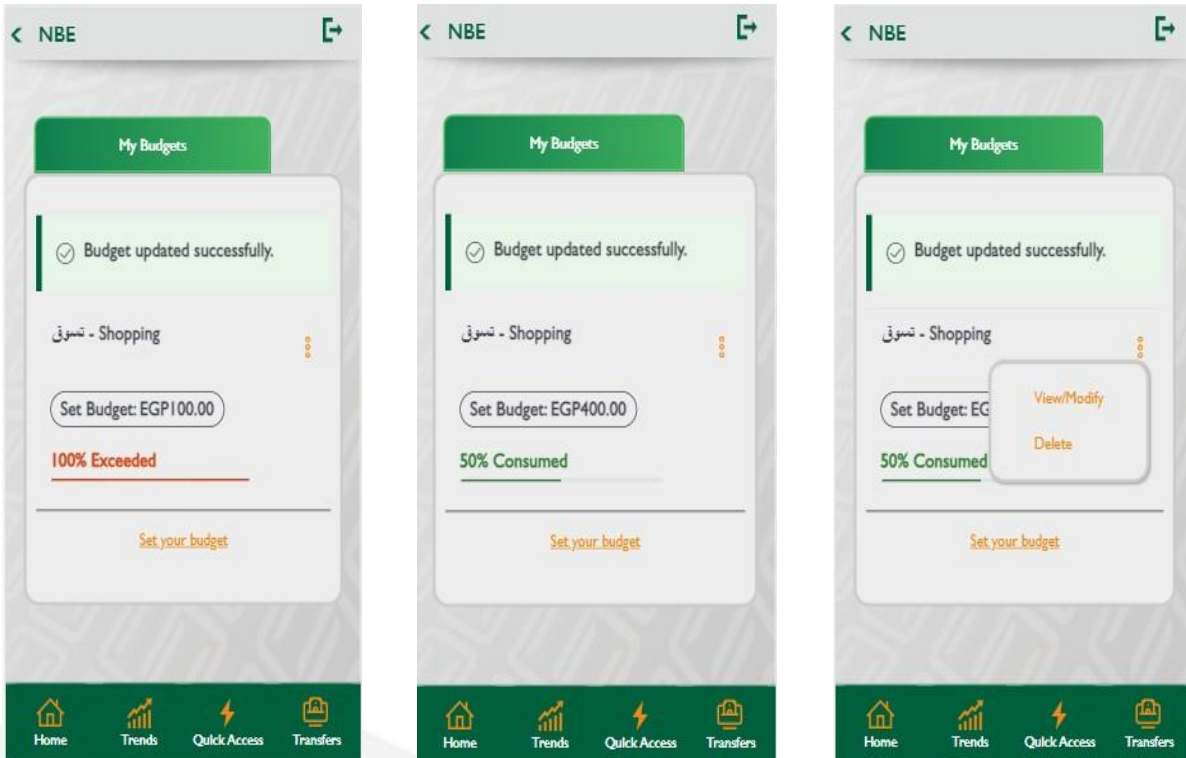
You can change the category name by clicking on “Edit Category” from symbol . A screen will be displayed to enter the new name of the category or sub-category, then click on “Save” to edit the name successfully.



## Budget


You can access this service from the main menu>Personal Financial Management>Budget or from the main menu>Personal Financial Management>Transaction analysis, then click on the Budget Widget side menu and select “Manage Budget” or “Create Budget”. Through this screen, you can create a budget for a specific category to track spends under this category through a chart that is displayed to show whether or not you have exceeded budget limits and the percentage of spends under this category through the following steps:

- create a budget by clicking on “create new budget”
- You can view/modify or delete a budget that was created by clicking on the “Quick Access Menu”

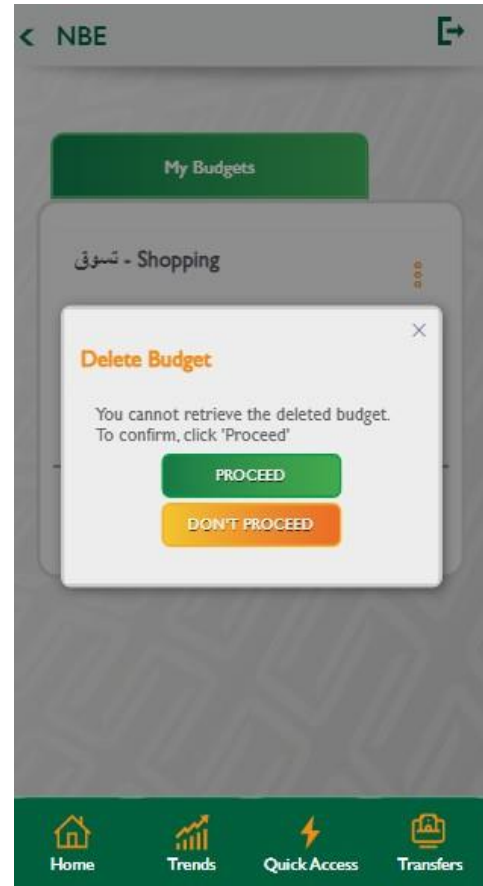
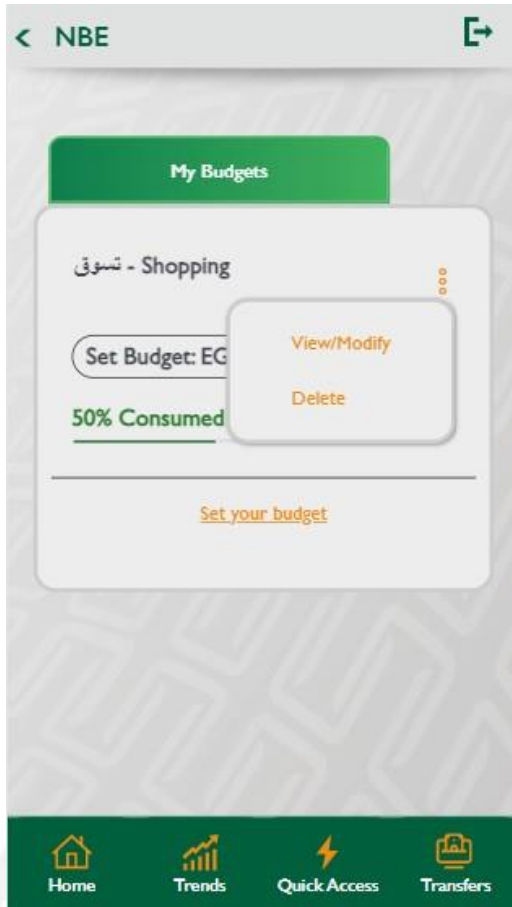


### Create new budget

In case of creating a new budget, click on “**create new budget**”, a screen is displayed to select the category from the drop down menu and enter the amount and frequency for tracking spends whether current-month, repeated (monthly), or a specific duration budget up to three years.

You can view or modify the budget by clicking on the “**Quick Access Menu**” . A screen is displayed to modify the amount or frequency of a Budget.

In case you wish to delete a budget, click on the “Quick Access Menu” then select “Delete”, a warning will be displayed, then click on “Proceed”.



## Mutual funds

This menu enables you to inquire about existing certificates or “purchase or redeem different certificates of mutual funds”. It also enables you to print different reports on mutual fund transactions and dividends. This menu consists of the following:

- Open investment account
- Purchase mutual fund
- Redeem mutual fund
- Investment details
- Reports
- Modify account

### Open an investment account:

You can go to the main menu>Mutual Funds>Place Orders>Purchase Mutual Fund to open an investment account in order to be able trade in mutual fund certificates through the following steps:

- Click on open an investment account
- Select the accounts that you wish to use
- Select the primary account for receiving the coupons of mutual fund certificates
- Review and confirm the transaction

The screenshots show the 'Open Investment Account' process in the NBE mobile app. The process consists of three steps: 1. Personal Details, 2. Account Details, and 3. Select Primary Account.

**Step 1: Personal Details**

Full Name  
FULL\_NAME  
NEXT  
CANCEL

**Step 2: Account Details**

Account Number  
Account Currency  
EGP  
NEXT  
CANCEL

**Step 3: Select Primary Account**

Account Number  
Account Currency  
Account Type  
Account  
Description  
Current Account  
FULL\_NAME  
NEXT  
CANCEL

### Purchase of mutual funds

You can go to the main menu>Mutual Funds>Place Orders>Purchase Mutual Fund to purchase mutual fund certificates through the following steps:

- Select a mutual fund and click on purchase
- Choose the source account
- Enter the number of units to be purchased

- Review and tick for acceptance terms and conditions
- Confirm transaction

< NBE

Purchase Order

✓ 2

Fund Details Order Details

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

**Latest Price**  
281.28161  
▲ 0.20795(0.073984%)

**Investment Account ID**  
[Dropdown Menu]

**Pay From**  
[Dropdown Menu]

Balance : EGP5,288.00

Transaction

**Order Units**  
5

Home Trends Quick Access Payments

< NBE

**Pay From**  
[Dropdown Menu]

Balance : EGP5,288.00

Transaction

**Order Units**  
5

Min. Units: 5

Amount: EGP1,406.41 Charges: EGP0.00  
Markup Percent:0  
Note: Amount Debited will be tentative

**Cut Off Period**  
Time : 12:00 PM  
Date : 23 Jan 2022

☐ [I agree to the Terms and Conditions](#)

SUBMIT  
CANCEL  
< BACK

Home Trends Quick Access Payments

After confirming the transaction, the purchase order status and purchased certificate number will be displayed.

### Redeem mutual funds

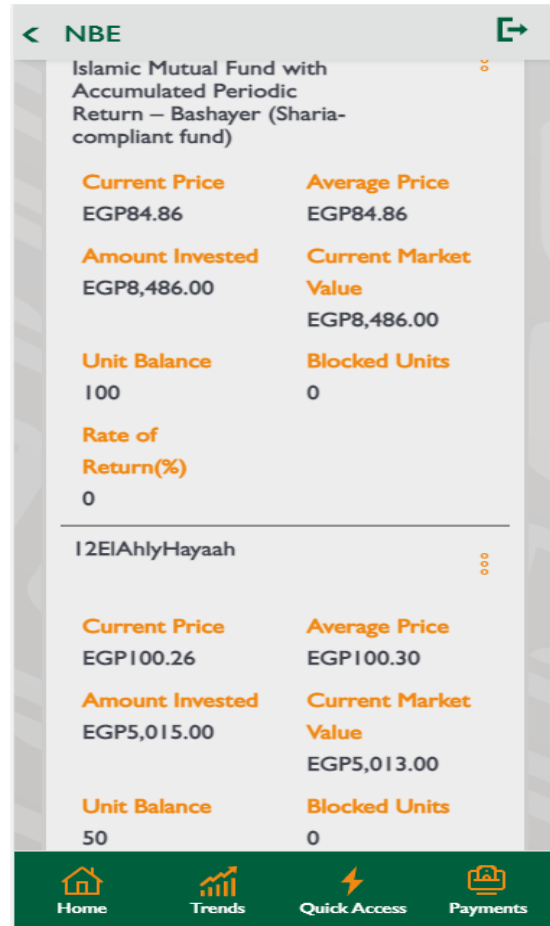
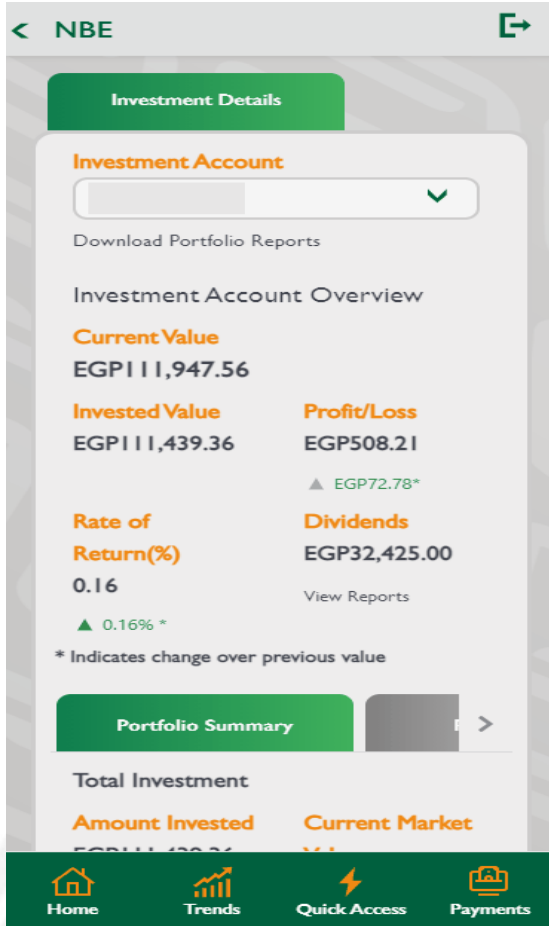
You can go to the main menu>Mutual Funds>Place Orders>Redeem Mutual Fund. This service enables you to redeem mutual fund certificates which were previously purchased through the following steps:

- Select the mutual fund to redeem certificates and click on redeem
- Choose the destination account
- Enter the number of units to be redeemed
- Terms and conditions
- Confirm transaction

After confirmation, the redemption order status will be displayed.

## Investment details

This service enables you to inquire about the details of existing mutual fund certificates by going to the main menu>Mutual Funds>Investment Details>to view all the details. You can quickly access the purchase and redemption screen via the “Quick Access Menu” next to each mutual fund



### View Transaction reports

This service enables you to view and print reports on mutual fund certificate transactions by going to the main menu>Mutual Funds>Reports>Transactions Report to view all details after entering the following parameters:

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

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

The screenshot shows the 'Transaction Report' search form. It includes a search bar, a dropdown for 'Investment Account', a dropdown for 'Fund Name' (set to 'All Funds'), a dropdown for 'Transaction Type' (set to 'All'), a date picker for 'From Date' (set to '01 Jan 2022'), and a date picker for 'To Date' (set to '20 Jan 2022'). At the bottom are buttons for 'SEARCH', 'CANCEL', and 'CLEAR'. The bottom navigation bar shows 'Home', 'Trends', 'Quick Access', and 'Payments'.

The screenshot shows the results of the transaction report. It displays two transactions for the fund 'I2ElAhlyHayaah'.

Date	20 Jan 2022
Fund Name	I2ElAhlyHayaah
Transaction Type	Redeem
Units	50
Dividend Per Unit	
Transaction Amount	EGP5,013.00
Date	20 Jan 2022
Fund Name	NBE and Al Baraka Bank Islamic Mutual Fund with Accumulated Periodic Return – Bashayer (Sharia-compliant fund)
Transaction Type	Purchase
Units	100
Dividend Per Unit	
Transaction Amount	EGP8,507.22
Date	13 Jan 2022
Fund Name	I2ElAhlyHayaah
Transaction Type	Purchase
Units	100
Dividend Per Unit	
Transaction Amount	EGP10,030.00

Page 1 of 1

The bottom navigation bar shows 'Home', 'Trends', 'Quick Access', and 'Payments'.

### View dividends report

This service enables you to view and print reports on mutual fund certificate transactions by going to the main menu>Mutual Funds>Reports>Dividends Report to view all details after entering the following parameters:

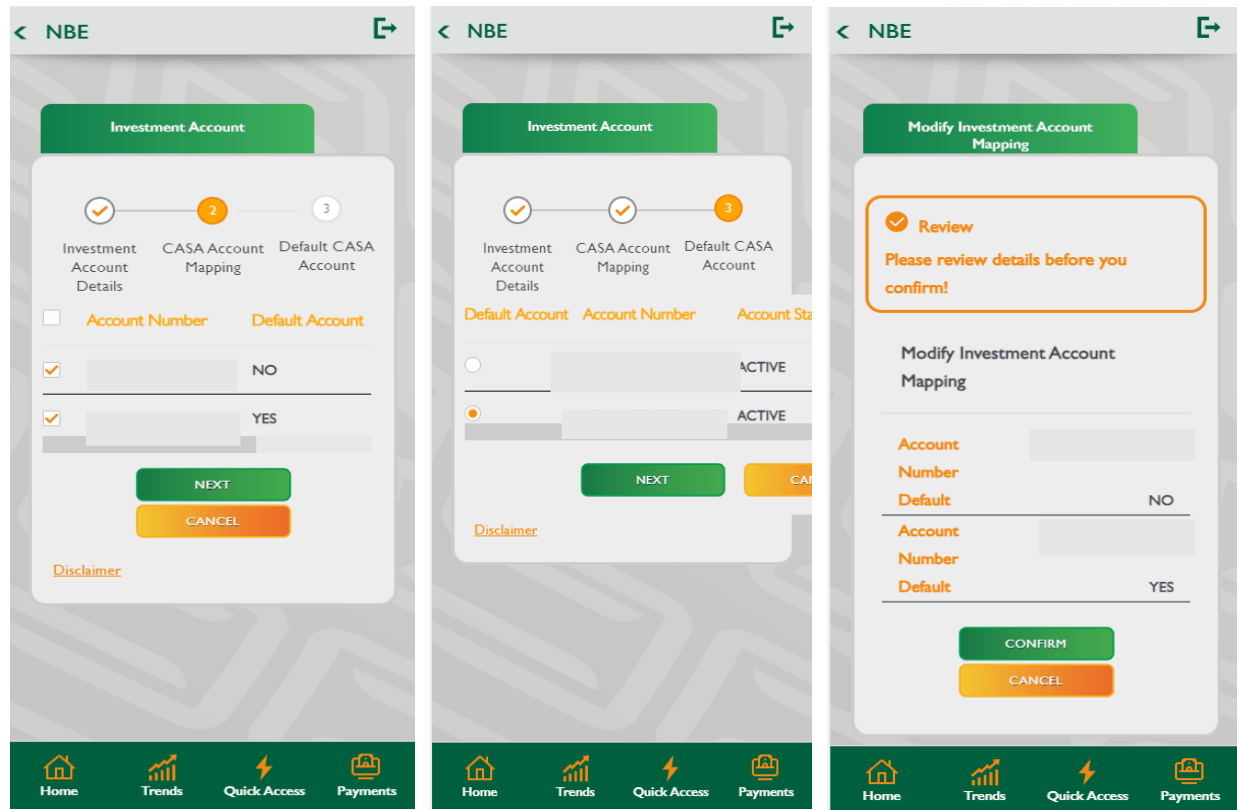
- Select a mutual fund from the menu

- Start/end date
  - Search
- You can view the details and the report can be downloaded in PDF format

### Modify investment 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 as follows:

- Select the accounts to be used from the menu
- Choose the primary account
- Review information
- Confirm transaction



## Apply for loan/credit card

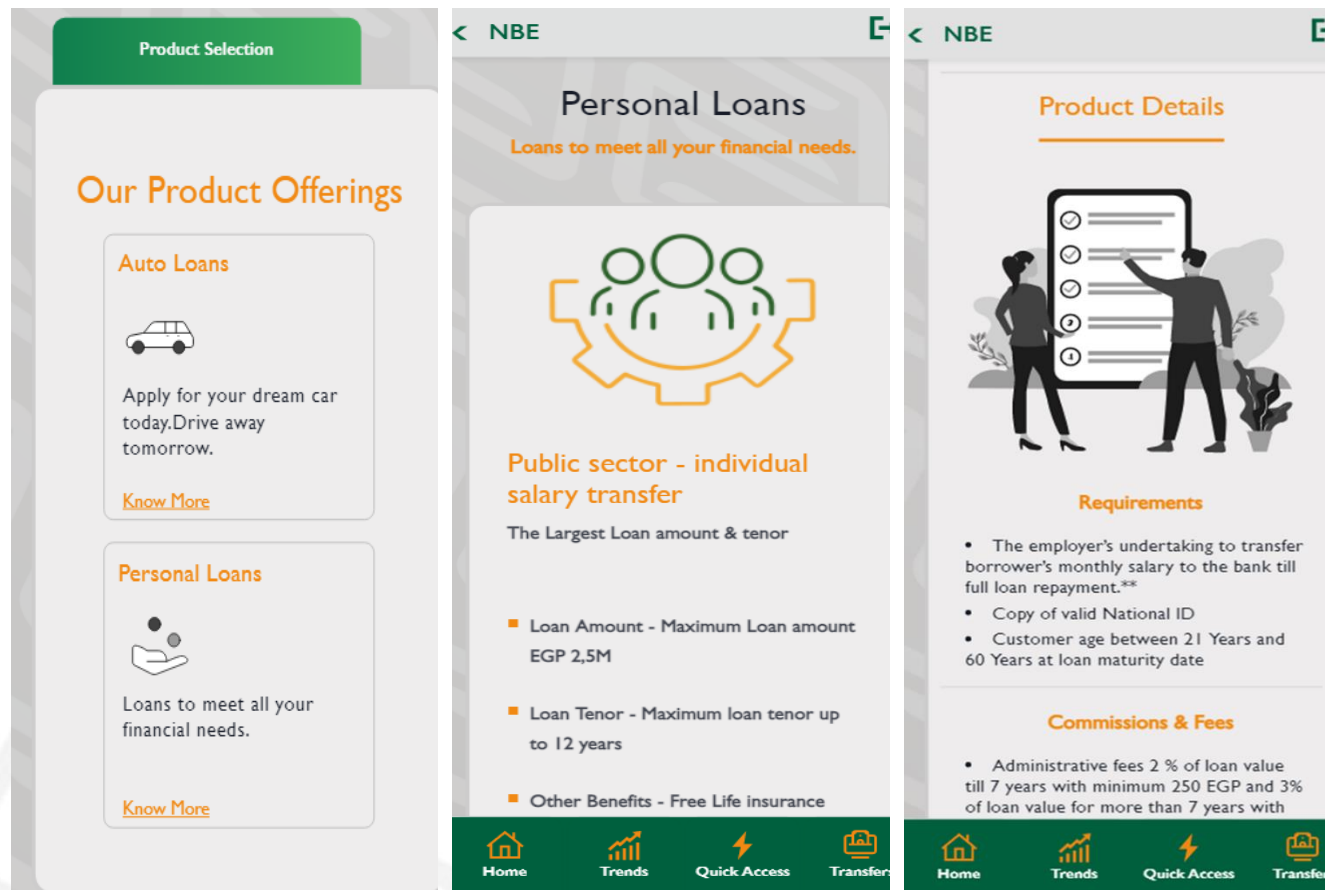
You can apply for a loan/credit card from this menu and view the application status after submitting it or view saved applications for tracking purposes.

### **Apply for a personal loan**

You can go to the main menu>Apply for Loan/Credit Card, then select Apply Now>Loans>Personal Loans and do the following steps:

- Select a suitable loan based on your job from the loans menu
- You can compare between different types of loans up to three loans (for example: government sector loan without salary transfer and government sector loan with installment transfer)

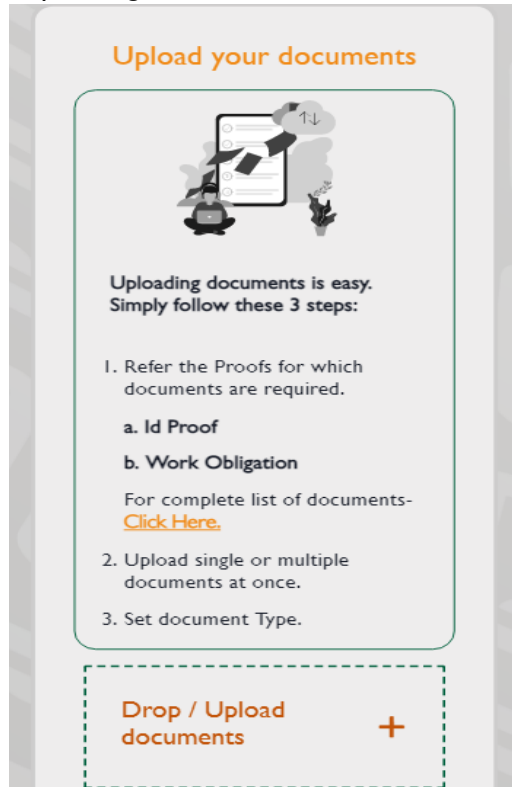
- After selecting a loan, click on “Apply” to view the loan terms and conditions, required documents and loan commissions and charges.
- In case the loan documents include an employer undertaking, you can download the required documents by clicking on “Download Documents” to be completed and used upon submitting the loan application.



## Steps to apply for a loan via NBE Mobile

### Step 1 (uploading documents)

- Upload the required files
- Specify the type of each file after uploading it and click on Continue



### Step 2 (financial information)

- Enter your financial information
  - Income information (gross monthly income/net monthly income/etc.)
  - Information on property (Possessions information)

- Information on financial obligations (Debts information)

< NBE

### Financial Profile

Provide your financial details to proceed.

Please make sure all fields marked with \*\* are filled in correctly

**Income Information**

Income earned per month.

Gross Amount	Net Amount
EGPI,111.00	EGPI1,111.00

**Add Possessions information**

☒ I have no possessions

**Add Debts information**

☒ I have no debts

CONTINUE

Home Trends Quick Access Transfers

#### Step 3 (loan requirements)

- Enter the required information
  - Purpose of loan
  - Choose the city of the branch to open the loan account
  - Specify the branch that you wish to deal with taking into consideration that the loan procedures will be handled by such branch
  - Specify the method of repayment

- Specify the loan tenor and amount, then click on “Continue”

**Personal Loan Requirements**  
Provide your loan details to proceed.  
Please make sure all fields marked with \*\* are filled

Loan Details

**Loan Purpose**  
loan

**Preferred Loan Branch City\*\***  
CAIRO ✓

**Preferred Branch\*\***  
MAIN BRANCH ✓

شارع شريف 24  
القاهرة مصر

**Payment Method**  
Debit From Current Ac ✓

Step 4 (life insurance questionnaire)

- Answer the questionnaire

< NBE >

**Life Insurance Questionnaire**

Please Answer Below Questions

1. Did you undergo a surgery for the last 3 months, please mention it and its specific date?  
☐ Yes ☒ No
2. Have you ever suffered or are suffering now from any tumors, cancers, diseases of lymph nodes or blood diseases?  
☐ Yes ☒ No
3. Do you suffer from any genetic diseases, birth defects or any kind of physical disabilities?  
☐ Yes ☒ No
4. Have you received or are receiving now any disability

Home Trends Quick Access Transfers

Step 5 (personal information)

- Review your personal information. If you wish to update your information, please go back to your profile page to modify the information.

### Personal Information

Please Review fields with \*\* mark carefully, if there is any information updating is needed please go to customer profile to update it

Primary Details

**Title\*\***

السيد

**First Name**

**Last Name**

**Middle Name**

**Date of Birth**

20 Mar 1989

**Gender**

Home Trends Quick Access Transfers

## Step 6 (employment information)

- Review your job information and make the necessary modifications if any.

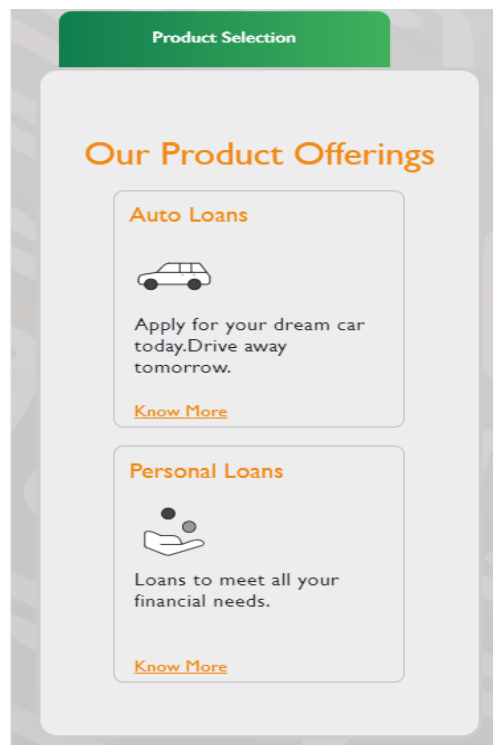
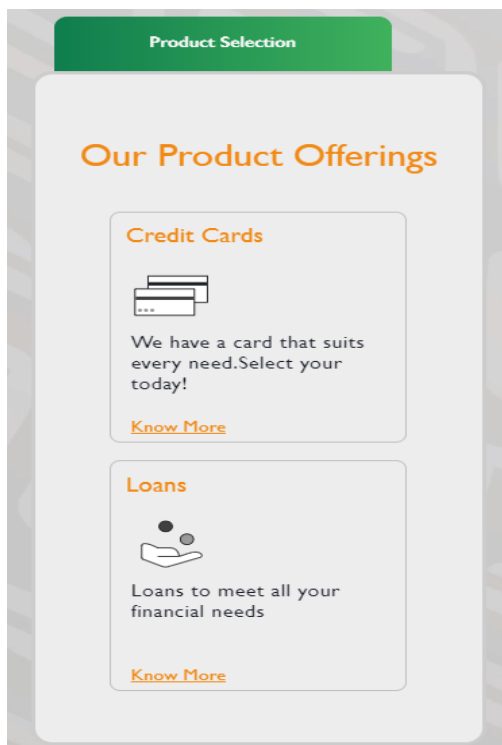
The screenshot shows the 'Employment Information' form in the NBE mobile app. The form is titled 'Employment Information' and includes instructions: 'Please specify your current employment status.' and 'Please Review fields with \*\* mark carefully.' The form contains the following fields:

- Income Type:** A dropdown menu with 'Salary' selected.
- Company/Employer Name:** A text input field containing 'البنك الأهلي المصري'.
- Employment Sector\*\*:** A dropdown menu with 'Banks' selected.
- Work Start Date\*\*:** A date input field showing '02 Feb 2010'.
- Employment Status\*\*:** A dropdown menu with 'Employed' selected.
- Work Address:** A text input field containing 'NBE'.

The bottom navigation bar of the app is visible, showing icons for Home, Trends, Quick Access, and Transfers.

### Applying for an auto loan

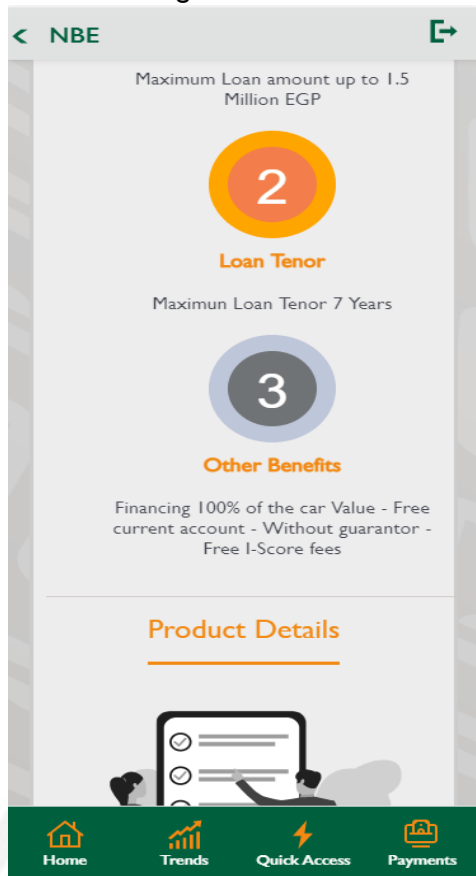
You can go to the main menu>Apply for Loan/Credit Card, then select Apply Now>Loans>Auto Loan and do the following steps:



- Select a suitable loan based on your job nature from the available loans menu
- Compare between different types of loans up to three loans



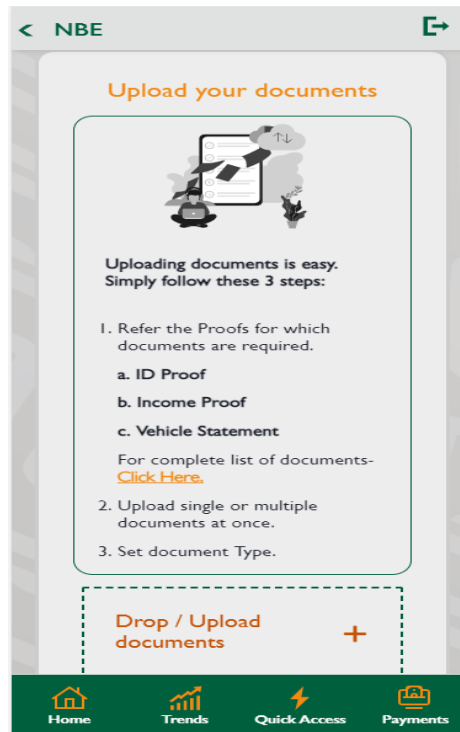
- After selecting a loan, click on “Apply” to view the loan terms and conditions, required documents and loan commissions and charges



### Steps to apply for a loan via NBE Mobile

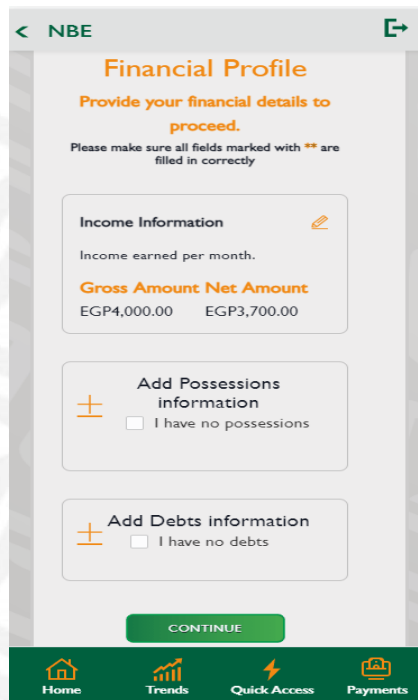
#### Step I (uploading documents)

- Upload the required files
- Specify the type of each file after uploading it and click on Continue



#### Step 2 (financial information)

- Enter your financial information
  - Income information (gross monthly income/net monthly income/etc.)
  - Information on property (Possessions information)
  - Information on financial obligations (Debts information)



### Step 3 (loan requirements)

- Enter the required information
  - Choose the city of the branch to open the loan account
  - Specify the branch that you wish to deal with taking into consideration that the loan procedures will be handled by such branch
  - Specify the method of repayment
  - Specify the loan tenor and amount, then click on “Continue”

< NBE

### Auto Loan Requirements

Please make sure all fields marked with \*\* are filled in correctly  
Provide your loan details to proceed.

**Vehicle Details**

**Brand\*\***  
فيات

**Model\*\***  
تيجو

**Show Room Name\*\***  
سيارات

**Manufactured Year**  
2022

**Car price**  
EGP  
EGP320,000.00

**Loan Details**

Home Trends Quick Access Payments

< NBE

### Loan Details

**Preferred Loan Branch City\*\***  
Please Select City

**Down Payment Amount\*\***  
EGP25,000.00

**Payment Method**  
Cash

**Salary Transfer\*\***  
installment transfer

**Owns a car\*\***  
No

**Reference Person Name\*\***  
احمد محمد

**Reference Person Telephone Number\*\***  
+2

**Loan tenor\*\***

Home Trends Quick Access Payments

#### Step 4 (personal information)

- Review your personal information. If you wish to update your information, please go back to your profile page to modify the information

**Personal Information**

Please Review fields with \*\* mark carefully, if there is any information updating is needed please go to customer profile to update it

Primary Details

**Title\*\***  
السيد

**First Name**  
مينا

**Last Name**

**Middle Name**

**Date of Birth**  
24 Jun 1992

**Gender**

Home Trends Quick Access Payments

#### Step 5 (Employment information)

- Review your job information and make the necessary modifications if any

**Employment Information**

Please specify your current employment status.

Please Review fields with \*\* mark carefully.

**Income Type**  
Salary

**Company/Employer Name**  
NBE

**Employment Sector\*\***  
Private sector

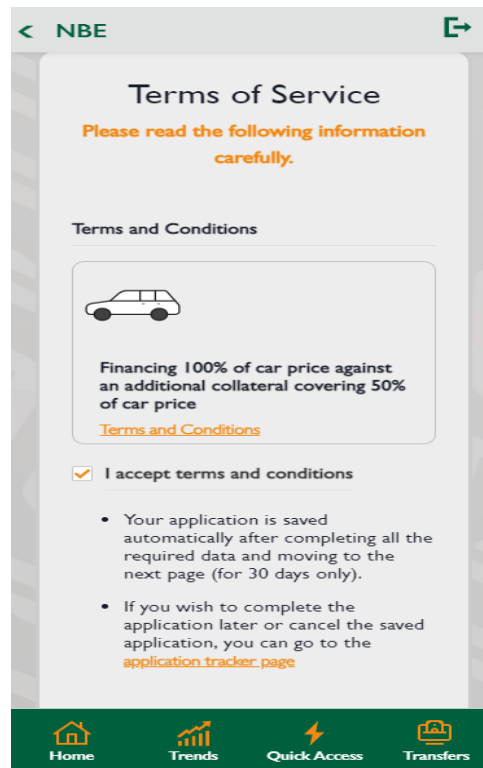
**Work Start Date\*\***  
01 Jan 2020

**Employment Status\*\***  
Employed

**Work Address**  
E\_ADDRESS101574081,E\_ADD  
RESS201574081,E\_ADDRESS30

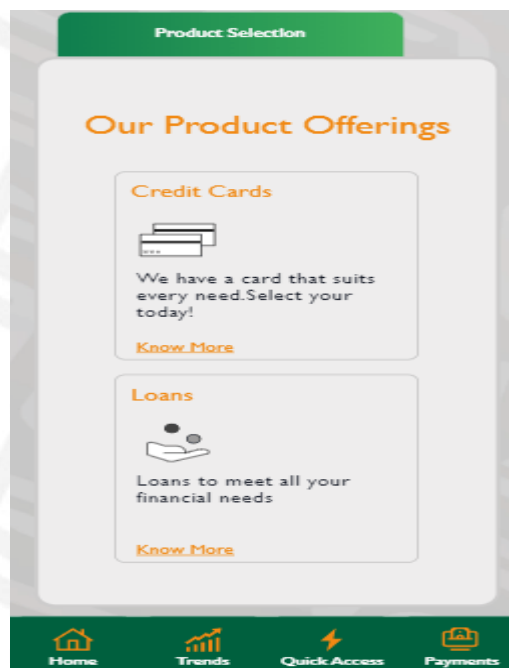
Home Trends Quick Access Transfers

Step 6 (Review and tick for acceptance terms and conditions and submit the application)

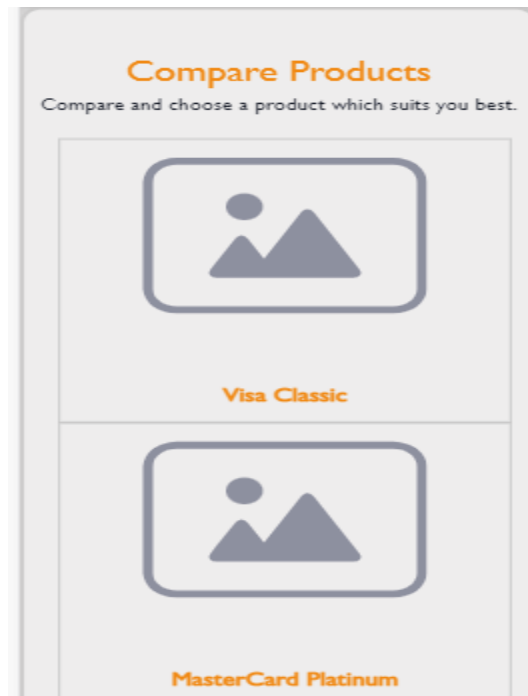


### Apply for a credit card

You can go to the main menu>Apply for Loan/Credit Card, then select Apply for Credit Cards and do the following steps:



- Select a suitable card for you from the available cards menu
- Compare between different types of cards up to three cards (for example: Visa Classic and Platinum MasterCard)



### Steps to apply for a credit card via NBE Mobile

Step 1 (personal information)

- Review your personal information. If you wish to update your information, please go back to your profile page to modify the information.

1 2 3 4 5  
Personal Informat... Employ... Financial Profile Card Preferen... Upload Docum...

### Personal Information

Primary Details

**Title\*\***  
السيد

**First Name**  
أحمد

**Last Name**  
[Field]

**Middle Name**  
a

**Date of Birth**  
13 Feb 1969

### Step 2 (job information)

- Review your job information and make the necessary modifications if any

Personal Informat... Employ... Informat... Financial Profile Card Preferen... Upload Docum.

### Employment Information

Please specify your current employment status.

**Business sector**  
Please Select ✓

**Job Code**  
Please Select ✓

**Join date\*\***  
[Date Picker]

**Company/Employer Name**  
قوة القوت

### Step 3 (financial information)

- Enter your personal income and click on Continue

Personal Informat... Employ... Informat... Financial Profile Card Preferen... Upload Docum.

### Financial Profile

Provide your financial details to proceed.

**Add Income Information**

**CONTINUE**

- Please make sure that the personal income is entered correctly and in accordance with the attached documents.
- Your application is saved automatically after completing all the required data and moving to the next page (for 30 days only).
- If you wish to complete the application later or cancel the saved application, you can go to

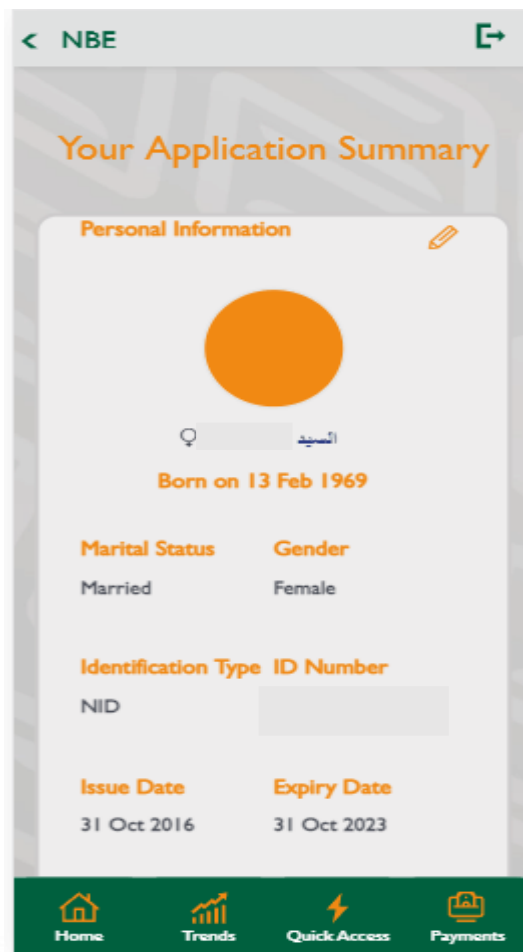
#### Step 4 (card information and features)

- Enter the required information
  - Requested credit limit
  - Specify the requested program
  - Select your choice (salary transfer/without salary transfer)
  - Choose the city of the branch at which the credit card will be issued
  - Specify the branch that you wish to deal with taking into consideration that the branch that you specify is the nearest branch to you

#### Step 5 (uploading documents)

- Upload the required files
- Specify the type of each file after uploading it and click on “Continue”


Step 6 Review all information in the credit card application and click on “Continue”. You can go back to the previous step to modify any information



< NBE

### Your Application Summary

**Personal Information**







السيدة

Born on 13 Feb 1969

<b>Marital Status</b>	<b>Gender</b>
Married	Female

<b>Identification Type</b>	<b>ID Number</b>
NID	

<b>Issue Date</b>	<b>Expiry Date</b>
31 Oct 2016	31 Oct 2023

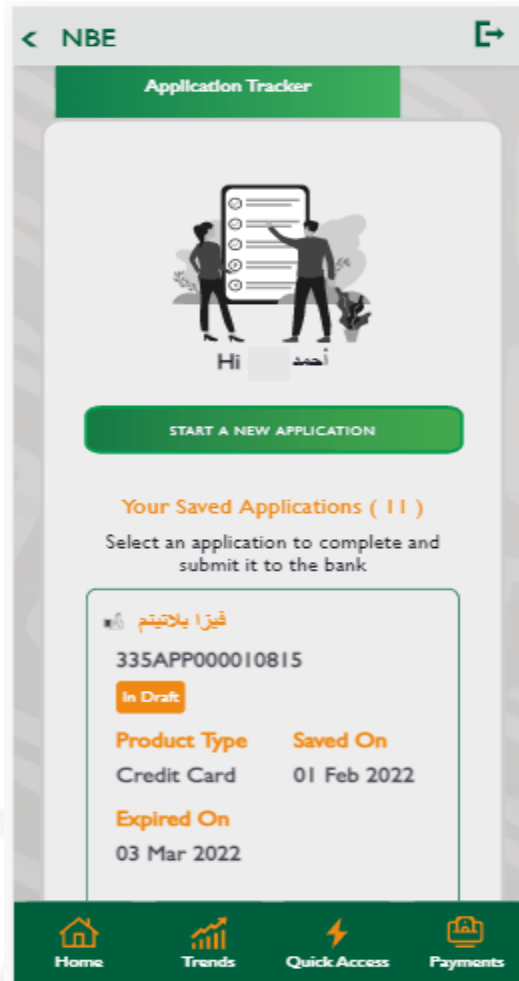
 Home
  Trends
  Quick Access
  Payments

Step 7 (Review and tick for acceptance terms and conditions and submit the application)

## Tracking a loan/credit card application

This service enables you to track your loan/credit card application across different stages by going to the main menu>Apply for Loan/Credit Card>Track your Application.

To view the application status as per the latest update to the application by the Bank.



## Token services:

All financial transactions carried out outside your accounts are authenticated by one of the following methods:

- Soft token
- Hard token

### Soft token App

You can access the service through the main menu> Token Services> Soft Token services> Soft Token Activation and then do the following steps:

- Select Soft Token Activation.
- A one-time password (OTP) is sent to your mobile phone/email registered with the Bank. (Kindly don't share the OTP with anyone)
- Tick for acceptance terms and conditions.
- Click on "Submit"

- Download the IOS/Android soft token application which can be directly downloaded from Google Play/App Store.
- Activate the soft token as follows:

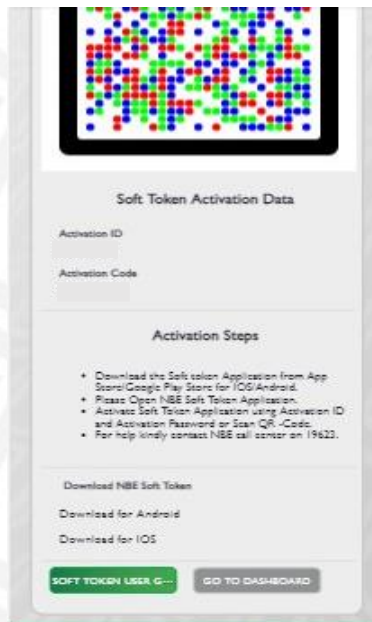
○ **Enter activation information**

- Open the soft token App
- Click on "**Enter activation data for online activation**"
- Enter the activation ID and activation password on the right side of Al Ahly Internet/NBE Mobile into the soft token.
- Create a PIN code consisting of 6 to 9 digits. The soft token is activated and can be used.



○ **Scan the QR code (using Al Ahly Net)**

- Open the soft token application.
- Click on "**Scan QR code for online activation**" to activate the soft token.
- Scan the QR code on the left side of the screen.
- Create a PIN code consisting of 6 to 9 digits. The soft token is activated and can be used.



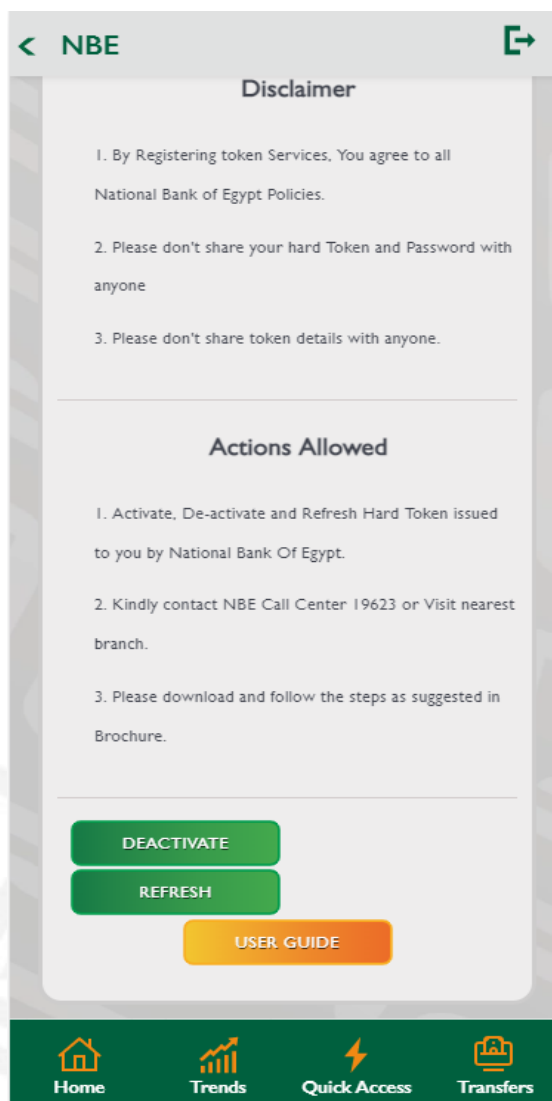
You can also view the Soft Token App User Guide by clicking on Soft Token user guide

### Hard token services:

You can access the service through the main menu>Token Services>Hard Token Services >Hard Token Service:

This screen enables you to carry out the following hard token services:

- 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 that you wish to take (Activate/Deactivate/ Refresh).



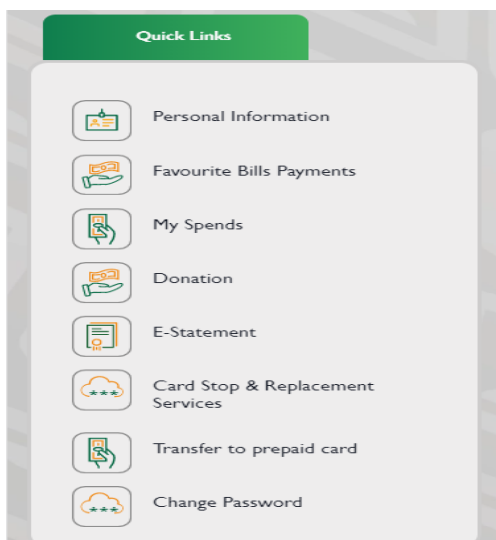
- You can go to the Hard Token User Guide to review the steps of using the hard token in carrying out transactions.

## Edit personal information

You can edit your personal information by going to the main menu>Personal Information

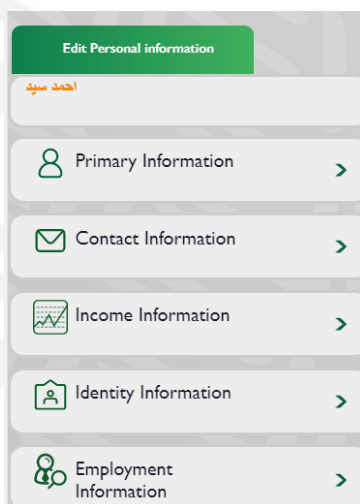
or

Main menu>Quick Links> Personal Information



This service enables you to edit your personal information through the following steps: -

- Specify the information that you wish to edit then click on “Edit”.
- Enter the new information into the fields that you wish to edit then click on “Save”.
- Tick for acceptance terms and conditions then click on “Submit”.
- Review information then click on “Confirm”.



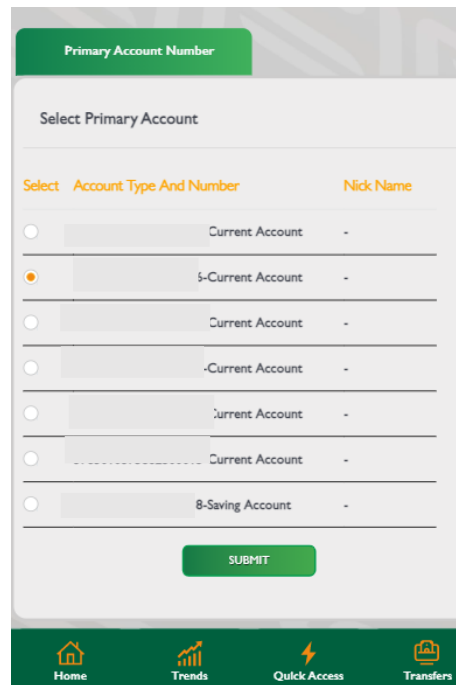
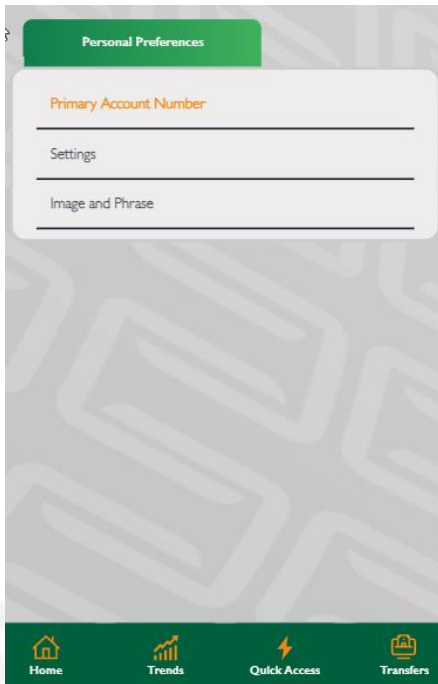
Please note that some personal information may only be modified through the branch.

## Account settings

### Personal Preferences

#### Primary account number

This service enables you to set 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 favourite account and click on “Confirm”.

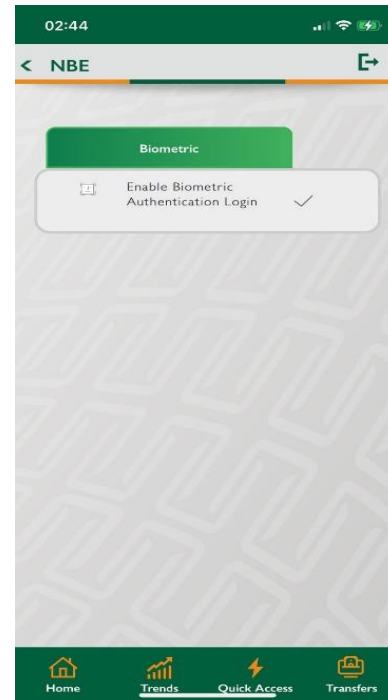
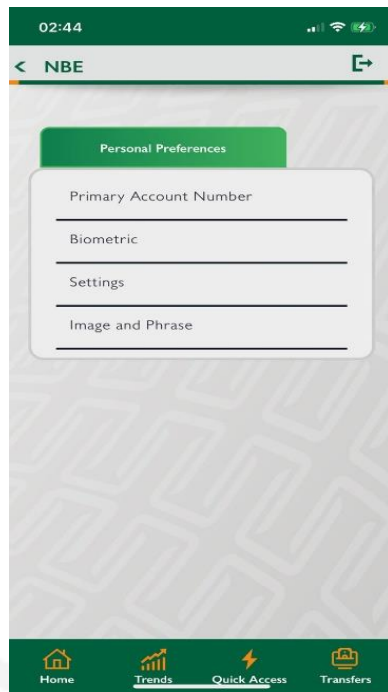


## Biometric authentication

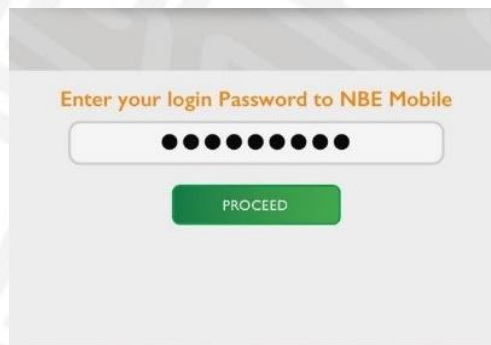
You can activate login using biometric authentication (Touch ID/Face ID).

Go to the main menu>click on Account Settings>click on Personal Preferences >then select Biometric authentication.

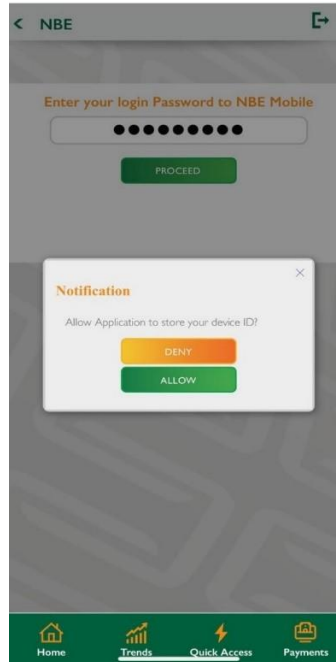
- Then click on Enable Biometric Authentication Login



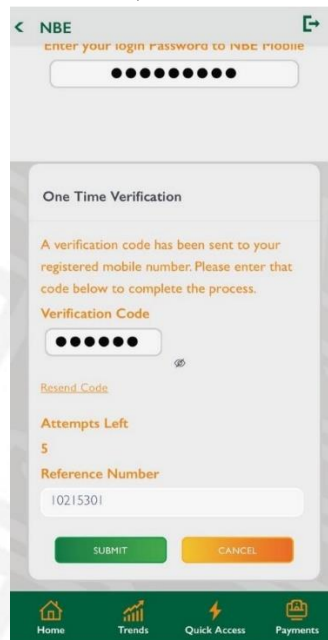
- A screen will be displayed to enter the password of Al Ahly Net/NBE Mobile user ID.



- 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 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".



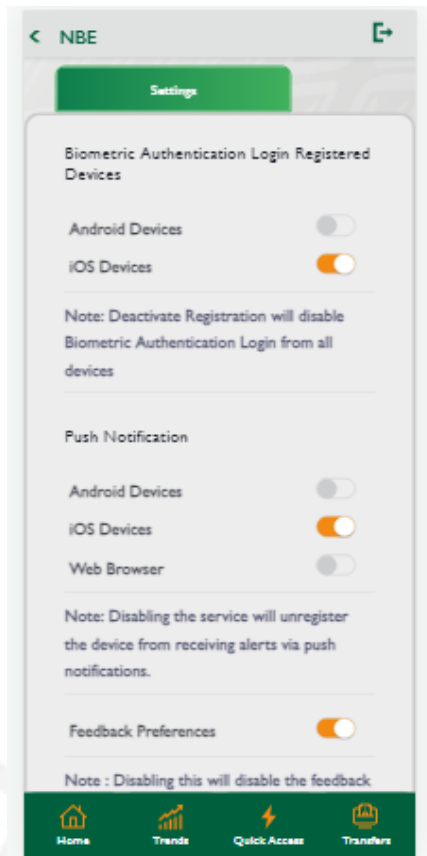
- In case the OTP is correctly entered, confirm the Touch ID/Face ID. A message will appear to confirm service activation.

- In case the OTP is entered incorrectly 5 times, the user will be locked. To reactive the user, call Al Ahly Phone at 19623 or visit the nearest branch.
- In case of clicking on “Deny”, you will be directed to the dashboard.

### Settings

This screen enables you to cancel NBE Mobile login using biometric authentication by Touch ID/Face ID via Al Ahly Net or NBE Mobile ,“Push Notification” and “Leave Feedback”.

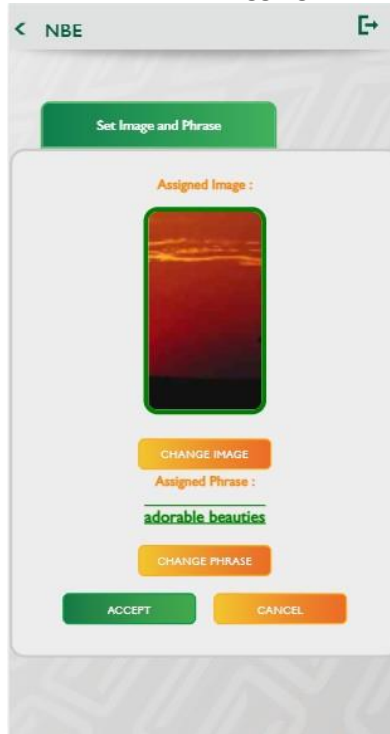
You can access this screen by going to the main menu>Account Settings>Personal Preferences >Settings.



### Security image and phrase

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. You can access this screen from the main menu>Account Settings>Personal Preferences >Security Image and Phrase.

Click on “**Change Image**” and “**Change Phrase**” to view all the available images and phrases to choose from in order to authenticate the website used in logging into the service.



## Change password

This screen enables you to change the login password by entering the old password then the new password. This service can be accessed via “Account settings” then click on “Change Password”. (Kindly don’t share your password with anyone)

17:01

< NBE

Change Password

**Your Password can :**

- Have 8 to 10 characters
- Have uppercase (Minimum 1 mandatory)
- Have lowercase (Minimum 1 mandatory)
- Have numbers (Minimum 1 mandatory)
- Have special characters (Minimum 1 mandatory)  
(Allowed characters are @,\_,#,!,\$,?)
- Not contain consecutive characters more than 9
- Not contain identical characters more than 9
- Not be a common password

Please change your password for security reasons.

**Current Password**

Password

**Enter New Password**

Password

**Confirm New Password**

Home Trends Quick Access Transfers

17:01

< NBE

- Have special characters (Minimum 1 mandatory)  
(Allowed characters are @,\_,#,!,\$,?)
- Not contain consecutive characters more than 9
- Not contain identical characters more than 9
- Not be a common password

Please change your password for security reasons.

**Current Password**

Password

**Enter New Password**

Password

**Confirm New Password**

Password

SUBMIT

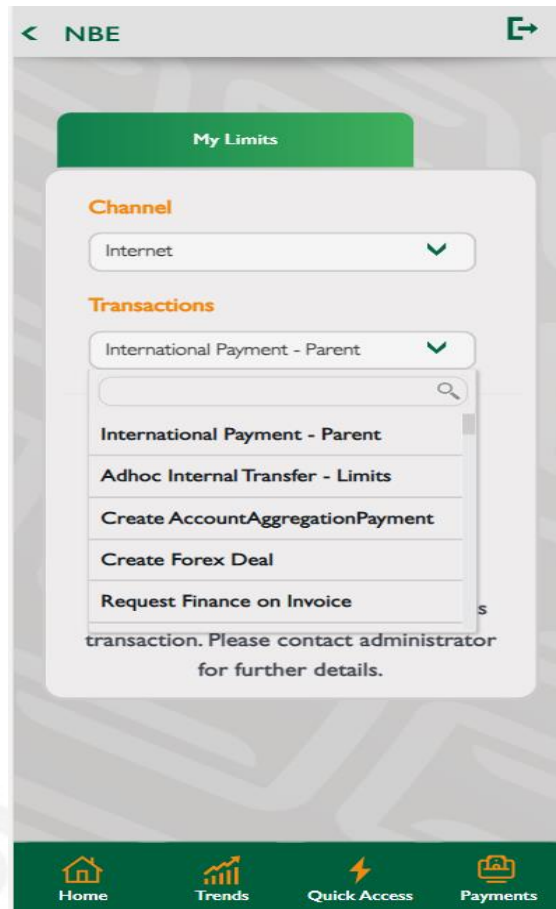
CANCEL

Home Trends Quick Access Transfers

### My limits

You can access this service from the main menu>Account Settings>My Limits, then do the following steps:

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



This screen enables you to modify limits and number of financial transactions within the maximum limit allowed, and by clicking on “**Save**”, the limits that you modified will be saved. You can go back to the default limits by clicking on “**Reset to Bank Limits**”.

## I-Score

You can now submit an I-Score credit report request via Al Ahly Net/NBE Mobile. Go to the main menu>I-Score

### I-Score Inquiry

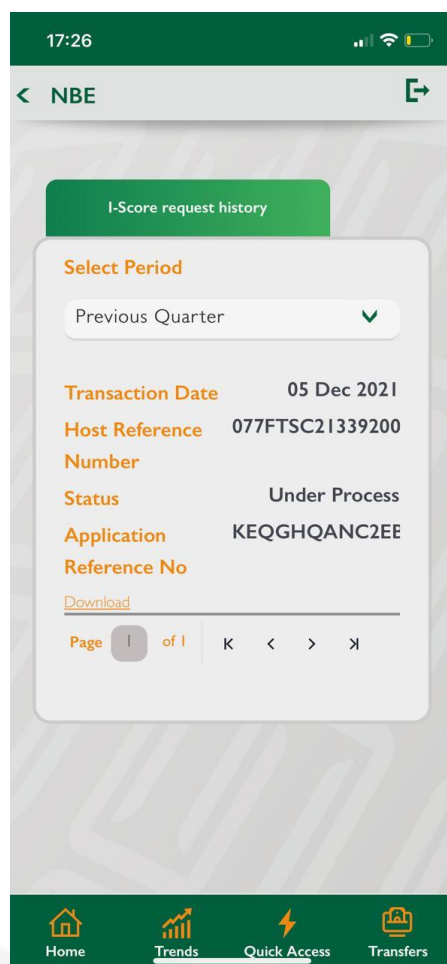
This service enables you to request an I-Score credit report through the side menu by selecting “I-Score”, then doing the following steps:

- Select language of I-Score credit report.
- Select the account number to be debited with the service charges.
- Review and tick for acceptance terms and conditions and service charges, and click on “Submit”.

The transaction review screen will be displayed to view the selected language and source account. The transaction is then authenticated via the soft token/hard token.

### I-Score view

Go to the main menu>I-Score >I-Score Inquiry to view the I-Score credit report that you requested via any of NBE's electronic channels (NBE Mobile/AI Ahly Net) and directly download it.



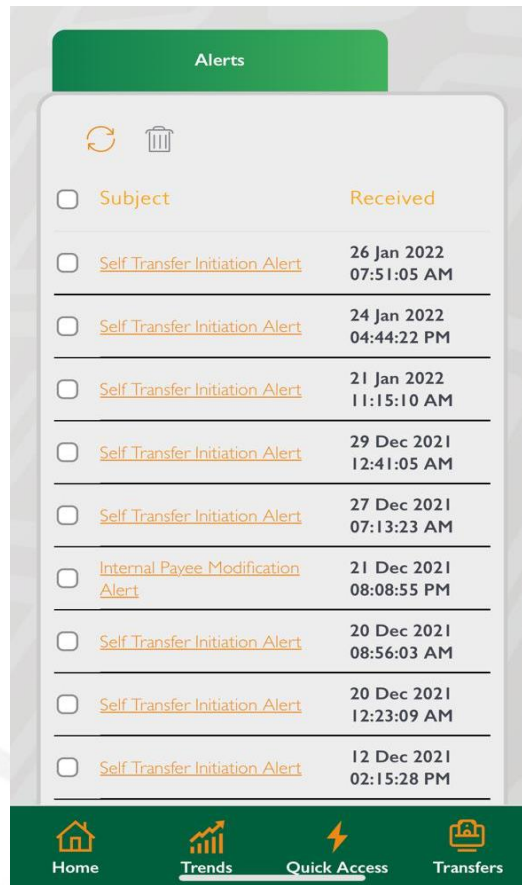
### Alerts and notifications

This service allows you to receive the alerts and notifications of AI 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 initiated via any of NBE’s electronic channels (Al Ahly Net/Al Ahly Mobile). In addition, all these alerts are sent to your email registered with the Bank.

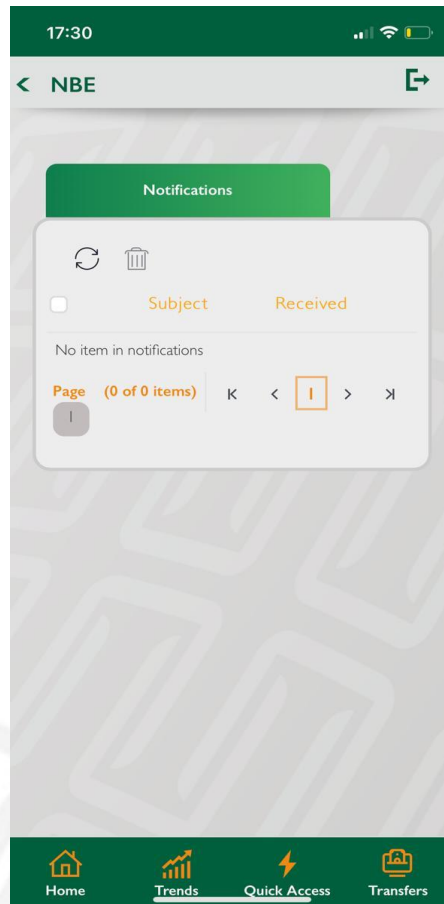
You can also select and delete alerts from the alerts screen by clicking on “Delete” at the top of the screen.



## Notifications

This service enables you to receive notifications directly from NBE to be up to date of all new and special products and services tailored to your needs as NBE will send different notifications to you. You can also select 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 “Account Settings”, then “Personalize Dashboard”.



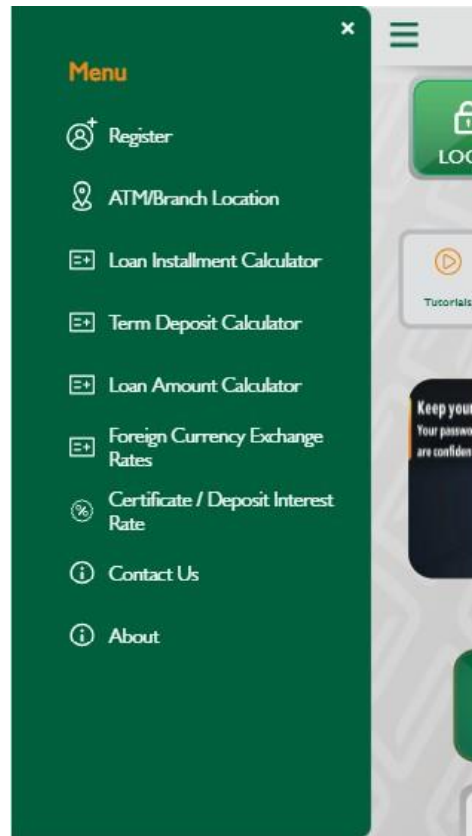
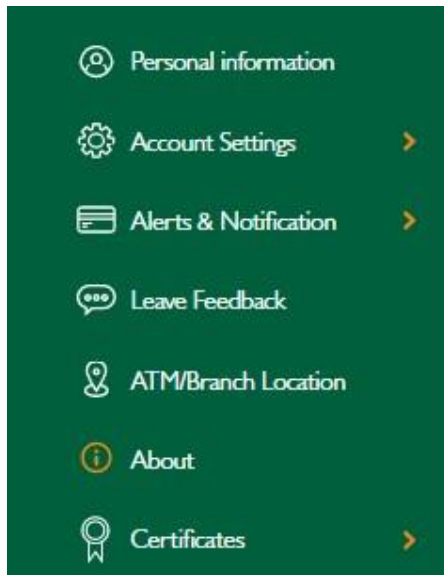
## ATM/Branch Location

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 any of the following methods:

- Go to login page>main menu on the left side of the screen> ATM/Branch Location

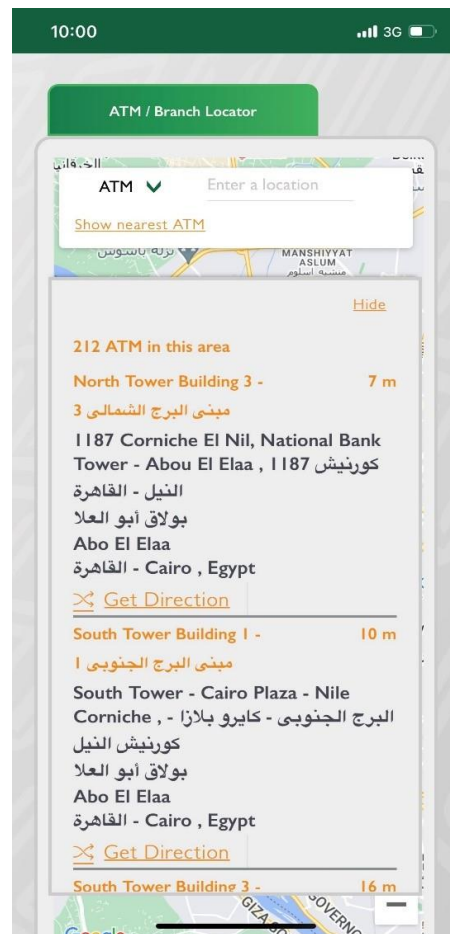
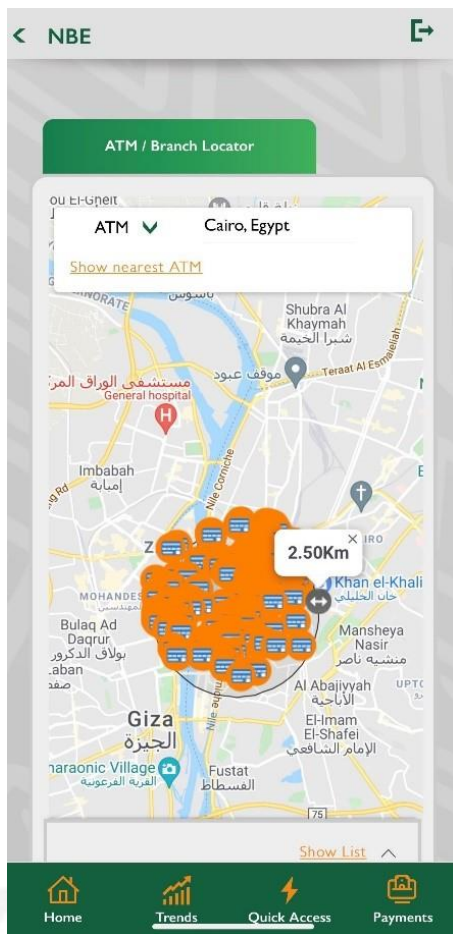
- Login to the service>main menu> ATM/Branch Location



#### Search for ATMs

- Select “ATM” 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 List” 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 branch details by clicking on “Show List” at the bottom of the screen and the following will be shown:
  - Number of branches in the area
  - Branch address
  - Distance

- Directions (directions to reach the branch using the map)

