

USER GUIDE





Ahly Net User Guide

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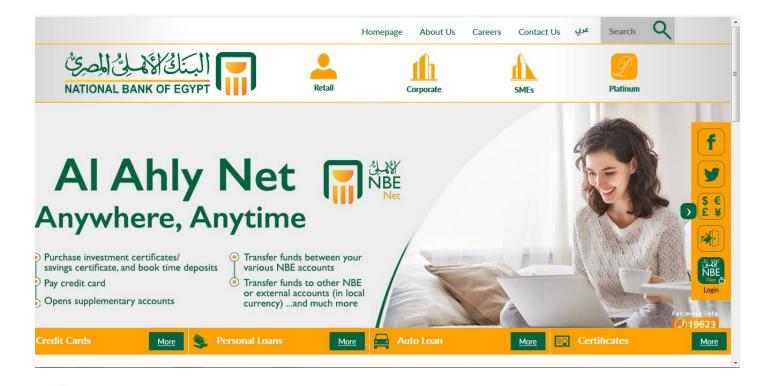


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Steps to login to Ahly Net (Retail Customers)

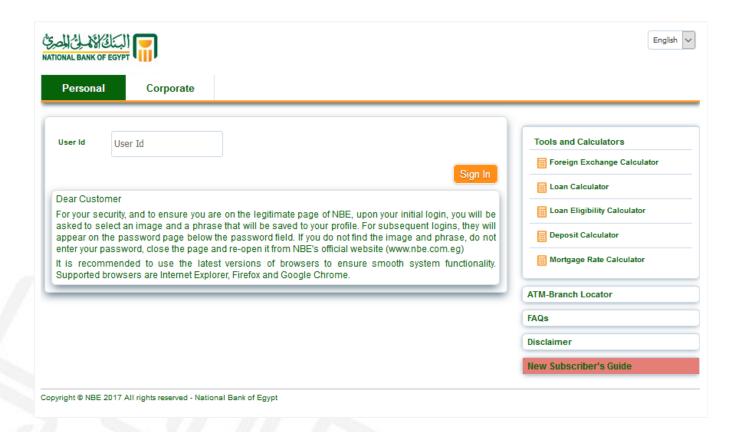
To access Ahly Net service, please visit www.nbe.com.eg, then click "Ahly Net" link from the Quick links menu right the screen.





Entry of user ID and selection of language

- After logging in to Ahly Net service, you can choose/change the language (English/Arabic) from the language option in the top right corner of the screen.
- Enter user ID (8 digits) in the welcome letter received from the branch and sent to your email as well. Alternatively, the user ID can also be obtained through Al Ahly Phone (19623).
- Press "Sign in" to access the service.

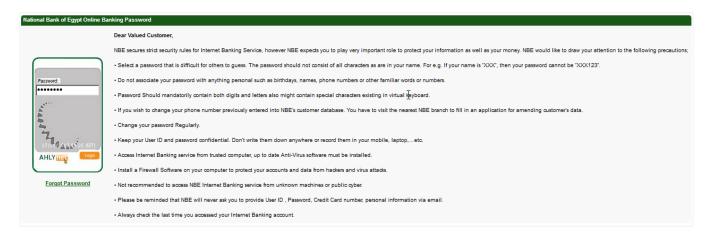




Entry of password

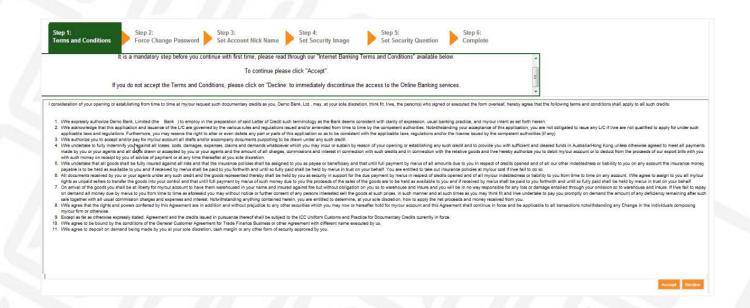
A password screen appears, the exact password sent to your mobile phone should be entered, taking the following into consideration:

- Enter the password in the same order received in the SMS.
- Stick to uppercase and lowercase alphabets.
- Enter the special characters (e.g. @, \$, #, %, _, etc.) as received and in the same order.
- Press "Login" in the bottom right corner of the screen to confirm the password.
- Internet Explorer users can press the eye icon appearing while entering the password in order to show the password. This ensures that the password is typed correctly.



Terms and Conditions

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

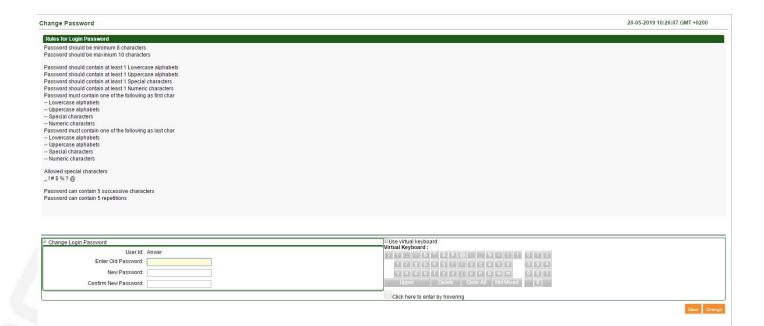




Change Login Password

The system displays the rules for changing the login password. Please read these rules carefully and follow them.

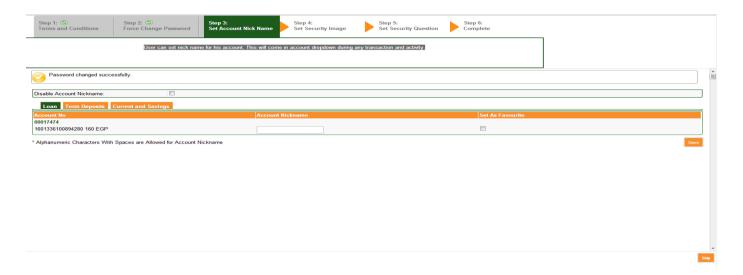
- If you do not wish to use the virtual keypad, uncheck "Use virtual keyboard" box in top of the keyboard.
- Change the password according to the relevant rules stated in the same screen.
- Press "Change" in the bottom right corner of the screen to complete the password change.
- Internet Explorer users can press the eye icon appearing while entering the password in order to show the password. This ensures that the password is typed correctly.





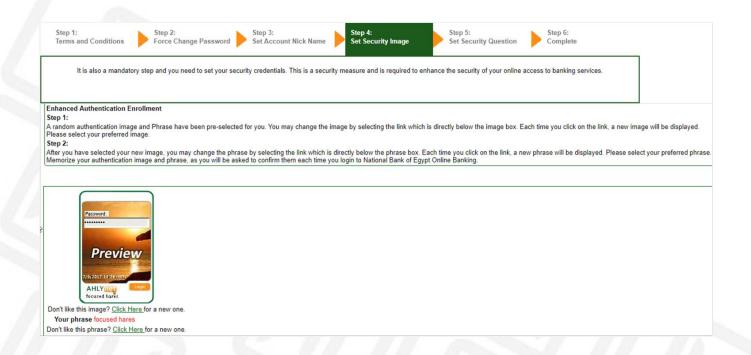
Set Account as Favourite and Set Account Nickname

A screen to set accounts as favourite and set account nicknames is displayed. This step is optional and you can skip it by pressing "Skip" in the bottom right corner of the screen.



Setting Security Image/Phrase

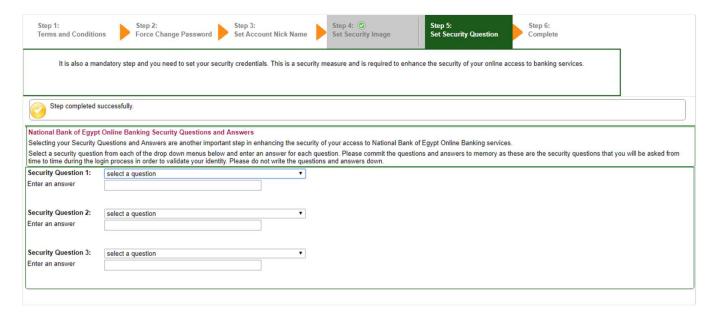
A screen to set the security login image/phrase appears. Choose your preferred image by pressing "Click Here" in the bottom of the image. Multiple images are displayed so that you can choose your preferred image/phrase. Press "Next" in the bottom right corner of the screen.





Security Questions

Security questions then appear. Please select and answer a question from each of the three drop down menus. Then, press "Next" to complete login. Make sure not to forget such answers because they are used in the request for retrieving the password if forgotten.



Summary of login steps

A screen finally appears to confirm the previous steps. Press "Continue" to logout and login again using the new login password which was created from the "Force change password" screen.

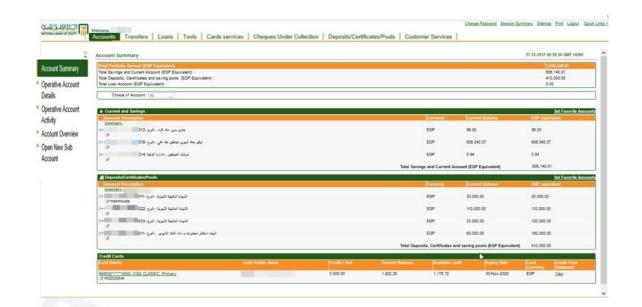




After logging in to Ahly Net, you can reach the following:

Through the Main Menu and "Accounts" inquiry menu, you can reach the following:

- Account Summary
- Operative Account Details
- Operative Account Activity
- Account Overview
- Open New Sub Account





Account Summary screen

This screen displays a summary of all your accounts, credit cards and total portfolio amount as follows:

- Total current, savings and overdraft accounts
- Total deposits, certificates and saving pools
- Total loan account
- Choose "Favourite" to view favourite accounts only or choose "All" to view all your accounts.



Summary of current/savings/overdraft accounts allows you to view:

- Account number
- Account description (e.g. current, non-interest bearing, retail)
- Currency
- Current balance
- EGP equivalent (in case of accounts in foreign currencies)





Deposits/certificates/pools accounts summary, allowing you to view:

- Account number (certificate/deposit)
- Account description (e.g. 18-month Platinum Certificates)
- Currency
- Current balance
- EGP equivalent (in case of foreign-currency accounts)



Credit card summary, allowing you to view:

- Credit card number
- Credit card details (e.g. Visa Classic)
- Cardholder name
- Credit limit
- Current balance
- Available limit
- Expiry date



Loan accounts summary, allowing you to view:

- Loan account number
- Loan type (e.g. personal loan)
- Loan currency
- Total loan balance
- Total loan balance in EGP equivalent

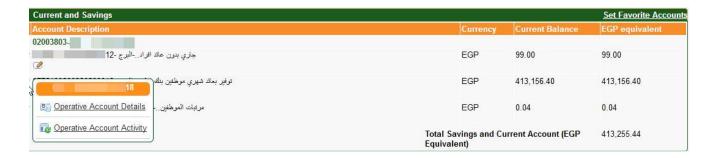




Account Details

This screen allows you to view detailed information on each account separately. This screen is accessible either through:

• "Operative Account Details" from the side menu next to each account, which displays details of the account selected; or



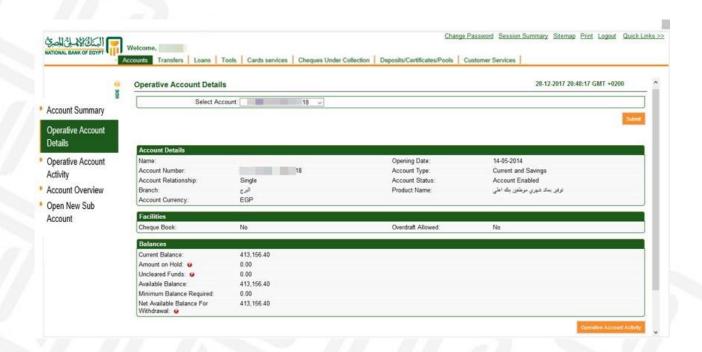
• "Operative Account Details" from the sitemap on the left side of the screen and select the account to view details.





The system displays the following account details:

- Account details:
 - Account opening date
 - o Account number
 - o Account type (e.g. current or savings)
 - o Account status (e.g. enabled, blocked...etc.)
 - Account branch
 - o Product name
 - Account currency
- Services
 - o Cheque book
 - Overdraft allowed
- Balances
 - Current balance
 - o Amount on hold
 - o Uncleared funds (e.g. cheques under collection)
 - o Available balance (excluding amount on hold)
 - Minimum balance required
 - Net available balance for withdrawal





Operative Account Activity

This screen displays an account statement. It is accessible either through:

- "Operative Account Activity" from the side menu next to each account, which directly displays statement of the account selected; or
- "Operative Account Activity" from the sitemap on the left side of the screen and select the account you want to inquire about.

The system displays an account statement comprising the following information:

• Select account

Select the account to view details via searching for transactions by:

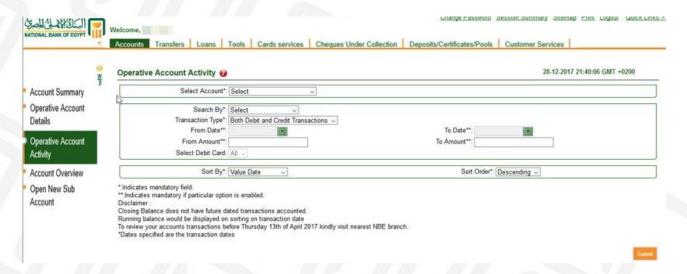
- Specific number of the transactions (enter the number of required transactions)
- o Transactions of the day
- o Specific range of days (enter the required range)
- o Transactions of the last six months
- Choose search range (enter "from date" and "to date")
- Transaction type:

Choose debit transactions only or credit transactions only, or both debit and credit transactions.

• Sorting:

Transactions are sorted by:

- Transaction date
- Value date (actual execution date)
- Transaction amount
- o Sorting order: displaying sorted information in a descending or an ascending order.

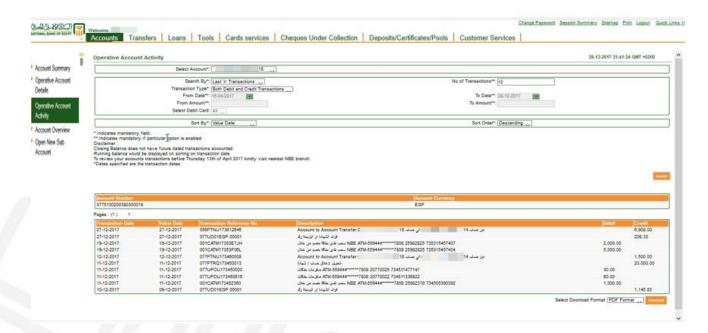




• Account details:

You can view account currency, opening balance and closing balance.

- o Transactions: Detailed statement of transactions:
 - Transaction date
 - Value date
 - Transaction reference number
 - Transaction description
 - Debit amount (debit)
 - Credit amount (credit)
 - Post-transaction balance
 - A PDF version of the viewed statement can be downloaded.





Account Overview

This screen displays total customer (credit/debit) balances of all products. It is accessible through "Account Overview" from the sitemap on the left side of the screen and shows overall information about the customer's accounts.

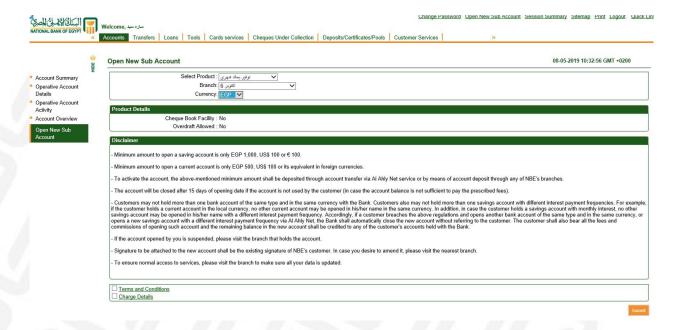


Open a New Sub Account

This screen allows you to open a new sub account through:

- Selecting the product (savings account/current account)
- Selecting the account branch
- Selecting the currency

After verifying the selected details, you have to agree to the terms and conditions as well as the charge, click "Submit" then click "Confirm".

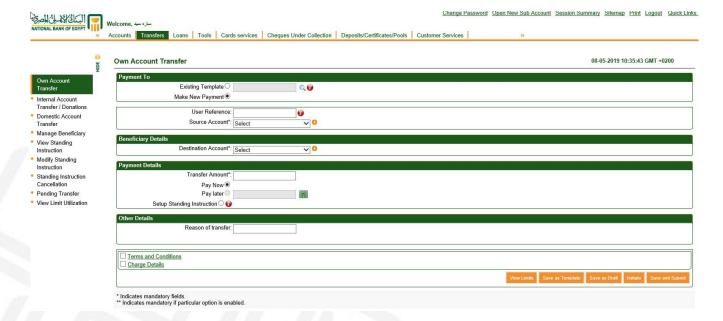




Transfers Menu

This menu allows financial transfers among/off the customer's accounts inside/outside NBE, including:

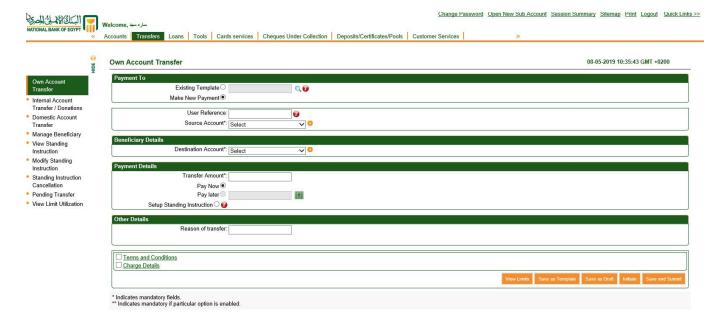
- Own Account Transfer
- Internal Account Transfer/Donations
- Domestic Account Transfer
- Manage Beneficiary
- View Standing Instructions
- Modify Standing Instructions
- Standing Instructions Cancellation
- Pending Transfer
- View Limit Utilization





Own Account Transfer

To make a transfer among your personal accounts using Ahly Net, press "Transfers" in the main menu then press "Own Account Transfer"



After the "Own Account Transfer" page is displayed, fill in the following mandatory fields:

- Type the user reference number; a code used as a reference for you (e.g. 002)
- Select the source account
- Select the destination account
- Enter the transfer amount
- Enter the reason of transfer
- Agree to the terms and conditions and charge details

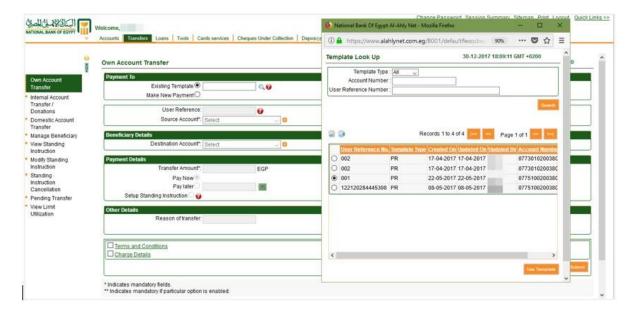
After completing the mandatory fields, press "Initiate" to execute the transfer.

Note that you can press "Save and submit" to save the transfer template for your easy future use without having to re-enter data once again to execute the transfer. You can also press "Save as draft" to save the transfer as a draft to be executed later, and "Save as template" to save transfer data for future replication.

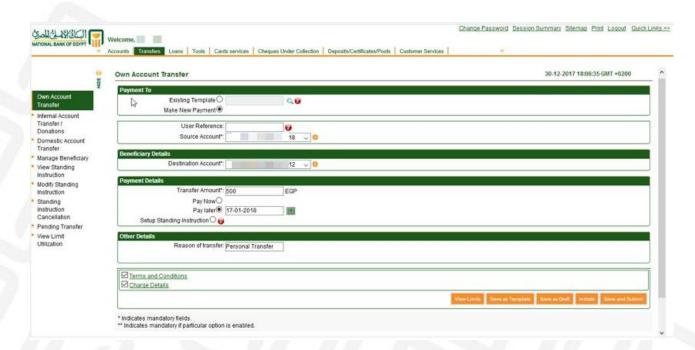


Note that there are optional fields as follows:

• "Use template" – in case a transfer template was previously saved as a draft for later execution or saved as a template, you can use this option to select a previously saved draft or template.

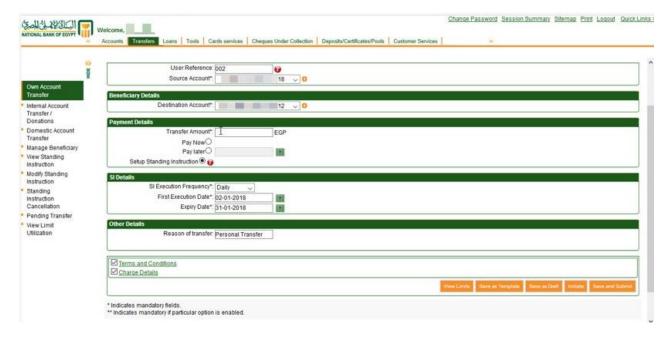


• Pay later – you can select "Pay later" to set a date in the future in which such transfer will be executed automatically.





• "Set up Standing Instructions" - you can set up standing instructions to make transfers on a daily, weekly or monthly basis, etc. You have to specify the starting date (first execution date) and ending date (expiry date) of these instructions.

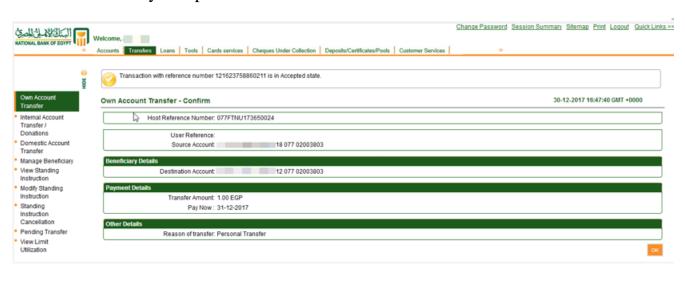


• After pressing "Initiate", press "Confirm" after reviewing the transfer data.





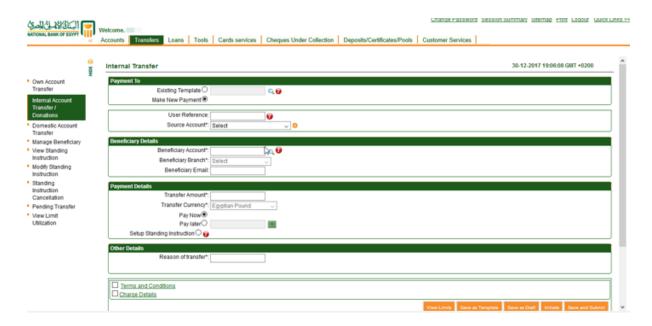
After pressing "Confirm", a confirmation screen appears as shown below, and then the transfer is successfully completed.





Internal Account Transfer/Donations

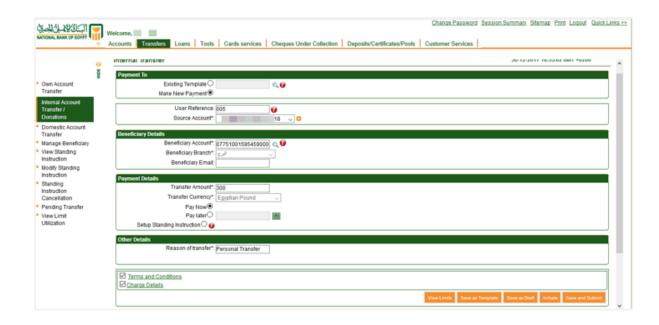
To make a transfer out of your personal accounts held with NBE using Ahly Net or to donate to one of the donation receivers, press "Transfers" in top bar, then press "Internal Account Transfer".



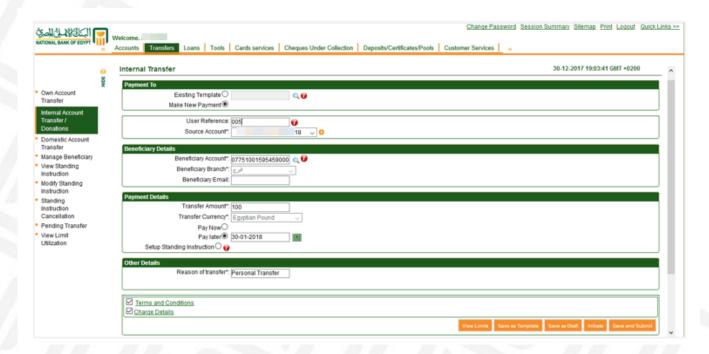
After the "Internal Account Transfer/Donations" page is displayed, fill in the following mandatory fields:

- Select the source account
- Select the "previously added" beneficiary you want to transfer to, by clicking the search icon next to "beneficiary account". Select the desired beneficiary then click "display". If you want to donate, you can select a donation receiver from the list or search for and choose a donation receiver.
- Enter the transfer amount
- Enter the reason of transfer
- Agree to the terms, conditions and charge details





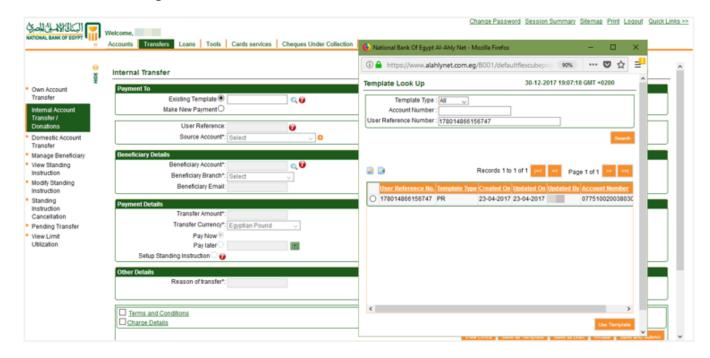
After completing the above mandatory fields, press "Initiate" to execute the transfer. Note that you can press "Save and submit" to save the transfer template for your easy future use without having to re-enter data once again to execute the transfer. You can also press "Save as draft" to save the transfer as a draft to be executed later, and "Save as template" to save transfer data for future replication.



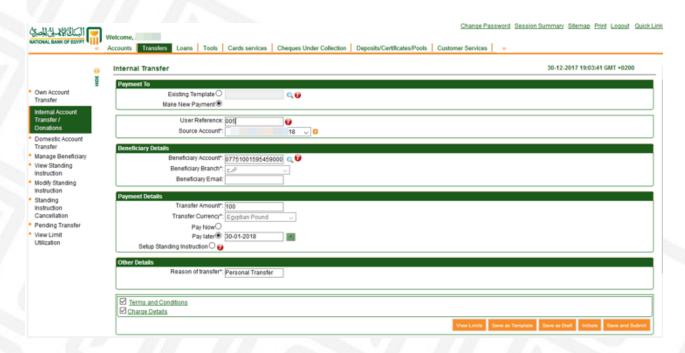


Note that there are optional fields as follows:

• "Use template" – in case a transfer template was previously saved as a draft for later execution or saved as a template, you can use this option to select a previously saved draft or template.



• Pay later – you can select "Pay later" to set a date in the future in which such transfer will be executed automatically.

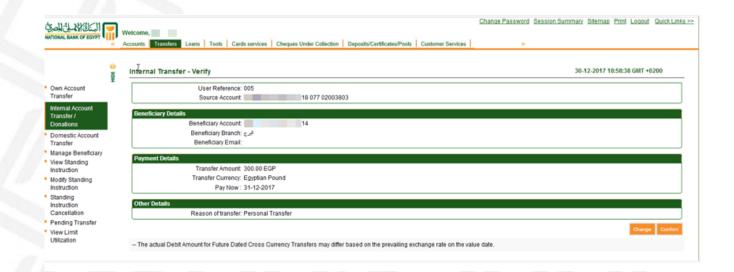




• "Set up Standing Instructions" - you can set up standing instructions to make transfers on a daily, weekly or monthly basis, etc. You have to specify the starting date (first execution date) and ending date (expiry date) of these instructions.

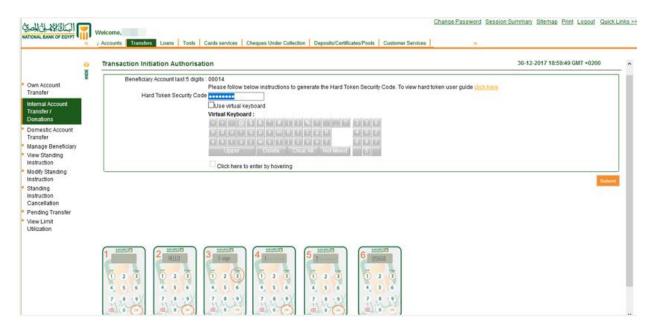
البَنَاقُ الْأَمْ لِيُ الْمِيْقِ		Change Password	Session Summary	Sitemap	Print Logo	ut Quick L
NATIONAL BANK OF EGYPT	felcome,					
	Accounts Transfers Loans Tools Cards services Cheques Under Collection Deposits/Certificates/Pools Customer Services	39				
0	Beneficiary Branch*: افرج					
9	Beneficiary Email:					
 Own Account Transfer 	Payment Details					
Internal Account	Transfer Amount*: 100					
Transfer /	Transfer Currency*: Egyptian Pound					
Donations	Pay Now O					
 Domestic Account Transfer 	Pay later O					
Manage Beneficiary	Setup Standing Instruction ®					
 View Standing 	SI Details					
Instruction	SI Execution Frequency*: Daily					
 Modify Standing Instruction 	First Execution Date*: 09-01-2018					
Standing	Expiry Date*: 31-01-2018					
Instruction	Other Details					
Cancellation	Reason of transfer*: Personal Transfer					
 Pending Transfer View Limit 	ordered realists					
Utilization						
	☑ Terms and Conditions ☑ Charge Details					
		View Limits Save as	Template Save as D	aft Initia	ite Save ar	d Submit
	*Indicates mandatory fields. **Indicates mandatory if particular option is enabled. Add a beneficiary from Manage Beneficiary page first before performing the transfer.					

• After pressing "Initiate", press "Confirm" after reviewing the transfer data.

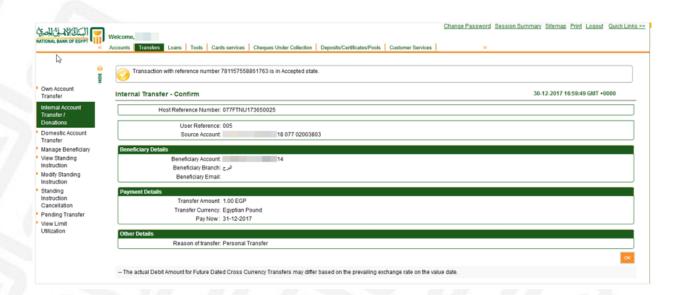




• After pressing "Confirm", the transaction initiation is authorized via the Hard Token.



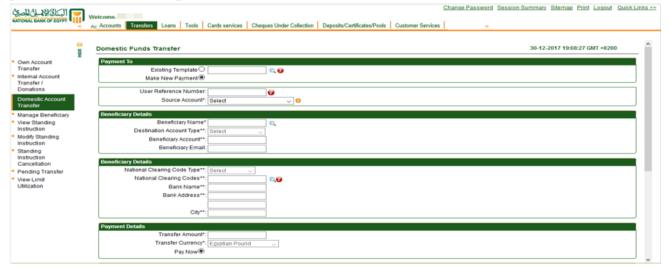
• After proper authorization, a confirmation screen appears as shown below, and then the transfer is successfully completed.





Domestic Account Transfer

To make a transfer outside NBE to a beneficiary's account previously added to Ahly Net, press "Transfers" in top bar, then click "Domestic Account Transfer".

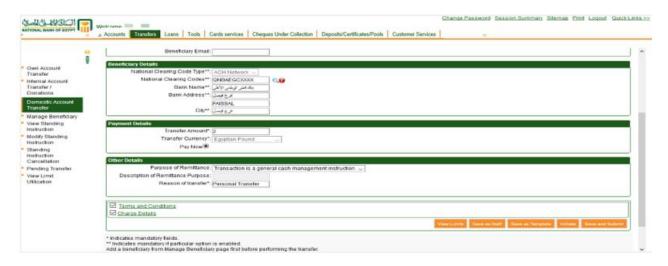


After the "Domestic Account Transfer" page is displayed, fill in the following mandatory fields:

- Type the user reference number; a code used as a reference for you (e.g. 001)
- Select the source account
- Select the "previously added" beneficiary you want to transfer to, by clicking the search icon next to "beneficiary's name". Select the desired beneficiary then click "display".
- Enter the transfer amount
- Enter the reason of transfer
- Agree to the terms, conditions and charge details



After completing the above mandatory fields, press "Initiate" to execute the transfer. Note that you can press "Save and submit" to save the transfer template for your easy future use without having to re-enter data once again to execute the transfer. You can also press "Save as draft" to save the transfer as a draft to be executed later, and "Save as template" to save transfer data for future replication.

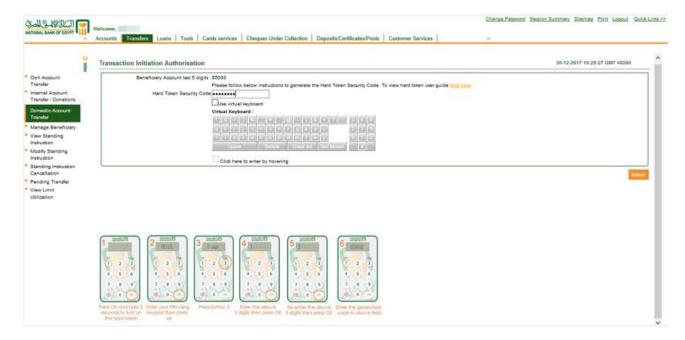


After pressing "Initiate", press "Confirm" after reviewing the transfer data.

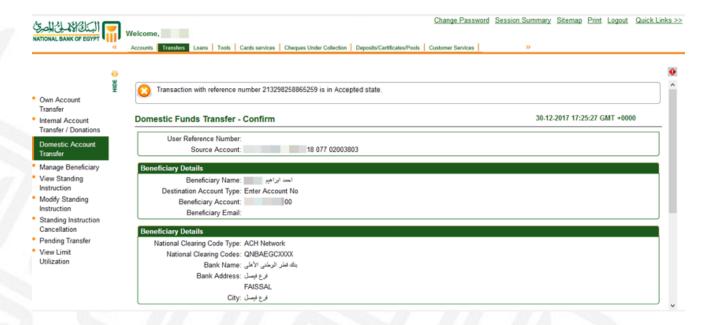




After pressing "Confirm", transaction initiation is authorized via the Hard Token.



After proper authorization, a confirmation screen appears as shown below, and the transfer is successfully completed.



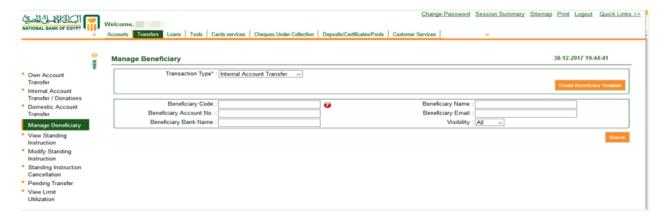
After the transfer is successfully completed and a confirmation message appears, the transaction is accepted and is being processed. You will notice that your account is directly debited with the transfer amount.



Manage Beneficiary

• Adding an NBE beneficiary account (with NBE - Internal transfers).

After you log in to Ahly Net, press "Transfers" in top bar, then press "Manage Beneficiary". Select "Internal Account Transfer" from the transaction type list, then press "Create Beneficiary Template"

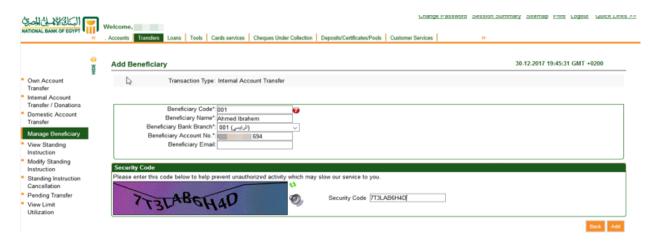


After "Create Beneficiary Template" page is displayed, fill in the following mandatory fields:

- Type the beneficiary code; a code used as a reference for you (e.g. 001)
- Type the full name of the beneficiary
- Select the NBE branch with which the beneficiary's account is held
- Type in full and accurately the beneficiary's account number
- Type the e-mail address of the beneficiary (optional)
- Enter the security code as shown in the image.

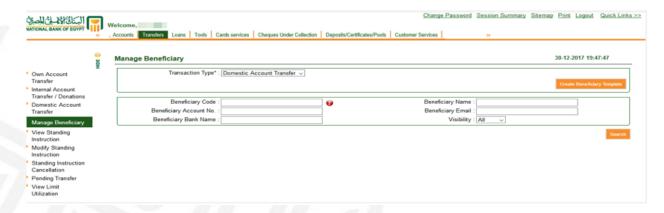


After completing all necessary information, press "Add" so that the system can verify the information. Then, press "Confirm" to complete adding the beneficiary



• Adding a domestic beneficiary (outside NBE – domestic transfers)

After you log in to Ahly Net, press "Transfers" in the main menu, then press "Manage Beneficiary". Select "Domestic Account Transfer" from the transaction type list, then press "Create Beneficiary Template"





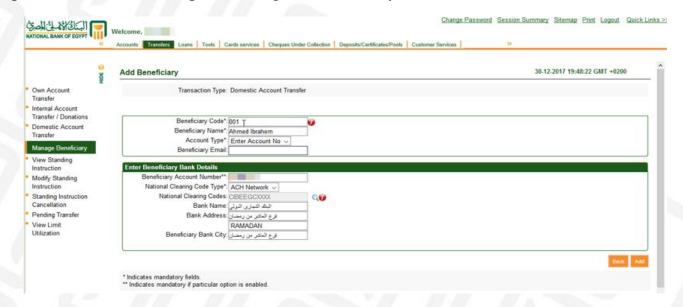
After "Create Beneficiary Template" page is displayed, fill in the following mandatory fields:

- Type the beneficiary's code; a code used as a reference for you (e.g. 001)
- Type the full name of the beneficiary
- Type the e-mail address of the beneficiary ("optional")
- Type in full and accurately the beneficiary's account number

Then, press the search icon next to "National Clearing Codes" to search for/select the transferee bank and branch.



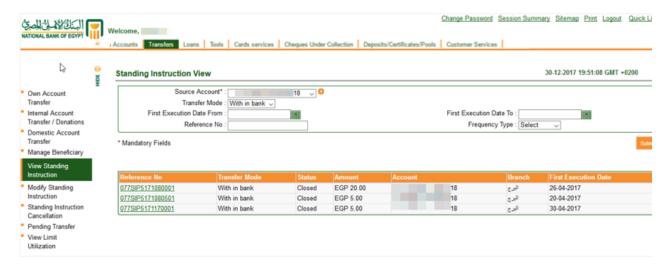
After you complete all necessary information, search for and add the bank name and branch as indicated, press "Add" so that the system can verify the information. Then, press "Confirm" to complete adding the beneficiary





View Standing Instructions

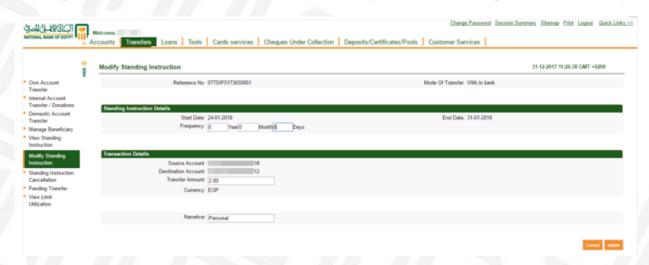
The "View Standing Instructions" option allows you to view the standing instructions set up using Ahly Net service. Press "Transfers" in top bar, then press "View Standing Instructions", select the relevant account number "Source account" and press "Submit". The standing instructions set up using Ahly Net with respect to this account are thus displayed.



Modify Standing Instructions

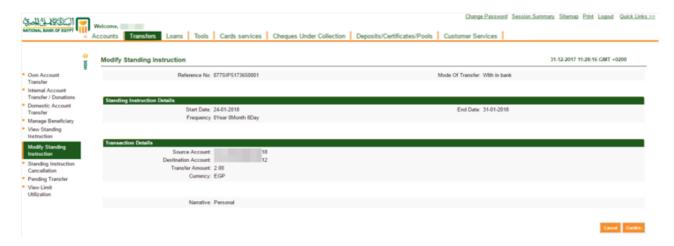
The "Modify Standing Instructions" option allows you to change the standing instructions set up using Ahly Net service. Press "Transfers" in the top bar, then press "Modify Standing Instructions", select the relevant account number "source account" and press "Submit". The standing instructions made using Ahly Net with respect to this account are thus displayed.

Then, press the reference number of the standing instructions required to be changed.

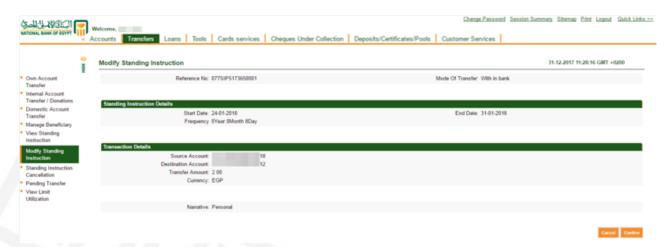




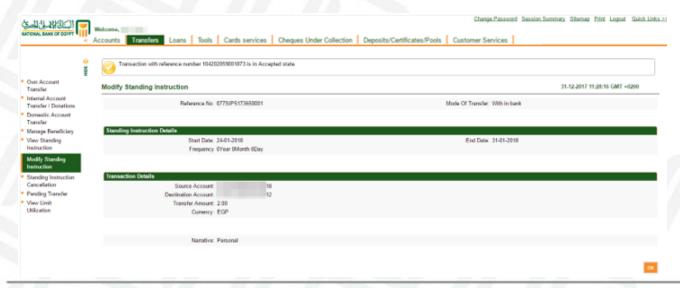
After pressing the reference number, you can modify the details of the standing instructions, such as frequency, transfer amount or purpose "Show details". Then, press "Initiate".



After pressing "Initiate", press "Confirm" to confirm the new standing instructions.



After pressing "Confirm", a message appears indicating acceptance of the new standing instructions. Then, press "Ok".





Loan menu

This menu displays the detailed information of loan accounts including:

- Loan Details
- Loan Account Activity
- Loan Repayment Inquiry
- Loan Schedule

Loan account details

This screen displays detailed information about each loan account. It is accessible either through:

• "Loan account details" from the side menu next to each account, which directly shows details of the loan selected; or



• "Loans" from the main menu, then press "Loan account details" on the left side of the screen to select the account you wish to inquire about from the side menu of shown accounts.

The system displays the following loan details:

- Account details:
 - Customer ID
 - Customer name
 - Loan account number
 - Loan product (product name)
 - Currency
 - Loan tenor
- Loan details
 - Opening date
 - Maturity date
 - Sanctioned loan amount
 - Disbursed loan amount
 - Loan interest rate
 - Principal penalty rate
 - o Amount paid till date
 - Prepayment penalty rate
 - o Installments paid
 - o Principal repayment frequency



- Outstanding loan details:
 - Next installment date
 - Next installment amount
 - o Remaining installments
 - Loan outstanding
 - o Principal balance



Loan Account Activity

This screen displays loan account statement. It is accessible either through:

- "Loan Account Activity" from the side menu next to each loan account; or
- "Loans" from main menu, then select "Loan Account Activity" to select the account that you wish to inquire about.





The system displays the loan account statement, including:

• Select account

Select an account to view its details.

• Search items

Search financial transactions by any of the following:

- o Latest financial transactions (enter the number of required transactions)
- o Transactions of the day
- o Specific range of days (enter the required range)
- o Transactions of the last six months
- Choose search range (enter "from date" and "to date")

• Sorting:

Financial transactions are sorted by any of the following:

- o Transaction date
- Value date (actual execution date)
- o Transaction amount
- Sorting order:

displays sorted information in a descending or an ascending order.



Loan Repayment Inquiry

This screen displays the installments paid to date. It is accessible either through:

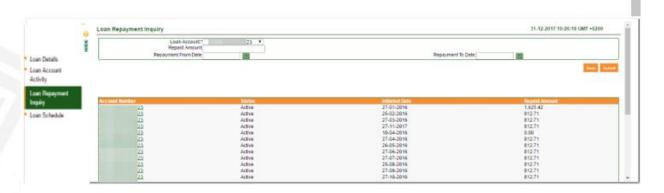
- "Loan Repayment Inquiry" from the side menu next to each account, which directly shows the details of the loan selected; or
- "Loans" from the main menu, then press "Loan Repayment Inquiry " on the left side of the screen to select the account you wish to inquire about.

The system displays the schedule of loan installments, including:

• Loan Repayment Inquiry:

Search for paid installments by any of the following:

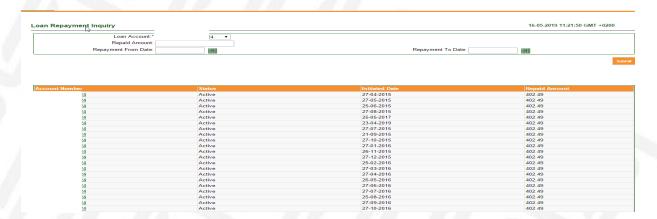
- Loan account number
- Installment amount (repaid amount)
- Repayment over a certain time range (repayment from date and repayment to date)
- Installment information
 - Loan account number
 - Loan status
 - Installment date (start date)
 - Installment amount (repaid amount)





Detailed information on each installment is available by pressing the account number referenced with each installment (hyperlink) which displays the following information:

- Loan details
 - Loan account number
 - o Product
 - Loan tenor
 - Customer name
 - Loan currency
 - o Loan-initiating branch
 - Sanctioned loan amount
 - Disbursed loan amount
 - Loan initiation date (opening date)
 - Loan expiry date (maturity date)
- Repayment details:
 - o Installment repayment reference number (Transaction reference number)
 - o Branch holding customer's account (debit branch)
 - o Repaid installment amount (debit amount)
 - Installment currency (debit currency)
 - o Number of installments paid to date (installment paid)
- Repayment breakup: detailed information on repaid installment amount
 - o Total repayment of interest out of installment amount (main interest)
 - o Total repayment of principal out of installment amount (principal)
- Outstanding balance: detailed information on the outstanding loan balance to date:
 - Penalty on interest overdue
 - o Penalty on principal overdue
 - o Interest balance out of the outstanding loan balance (main interest)
 - o Principal balance out of the outstanding balance (outstanding principal)
 - Outstanding balance (total outstanding balance)
 - Remaining installments





Loan Schedule

This screen displays all loan installments, whether repaid or not. It is accessible either through:

- "Loan Schedule" from the side menu next to each loan account, which shows details of the loan selected; or
- "Loans" from the main menu, then press "Loan schedule" from the sitemap on the left side of the screen and select the account you wish to inquire about.

The system displays the loan schedule, including:

- Account details:
 - Customer ID
 - Loan tenor
 - Account number
 - Product name
 - Installments paid
 - o Number of remaining installments to loan expiry
 - Loan currency
 - Total outstanding loan balance (outstanding loan amount)
- Installment details
 - o Installment number
 - Installment due date
 - Amount applied to loan principal repayment out of the installment amount (principal)
 - Amount applied to loan interest repayment out of the installment amount (interest amount)
 - Total installment amount (installment amount)
 - Unpaid installment amount
 - Installment status "paid/unpaid"

ustomer ID: ccount Number: stallment Paid: urrency:		00720394 04 0 EGP		Loan Tenure: Product Name: Remaining Installments: Outstanding Loan Amount:	11 Month 20 Days قرمان شخصی قائده بسیطه 5 3,716.74	
B					Records 1 to 10 of 12	<pre>Page 1 of 2 >> >> </pre>
istallment No	Due Date 27-05-2017	Principal Interest Amount 775.00	Charge Amount 0.00	Installment Amount 0.00	Unpaid Installment Amount 775.00	Status 0.00 Paid
	27-06-2017	775.00	0.00	0.00	775.00	0.00 Paid
	27-07-2017	775.00	0.00	0.00	775.00	0.00 Paid
	27-08-2017	775.00	0.00	0.00	775.00	0.00 Paid
	27-09-2017	775.00	0.00	0.00	775.00	0.00 Paid
	27-10-2017	775.00	0.00	0.00	775.00	0.00 Paid
	27-11-2017	775.00	0.00	0.00	775.00	0.00 Paid
	27-12-2017	775.00	0.00	0.00	775.00	775.00 Unpaid
	27-01-2018	775.00	0.00	0.00	775.00	775.00 Unpaid
	27-02-2018	775.00	0.00	0.00	775.00	775.00 Unpaid



Cards services

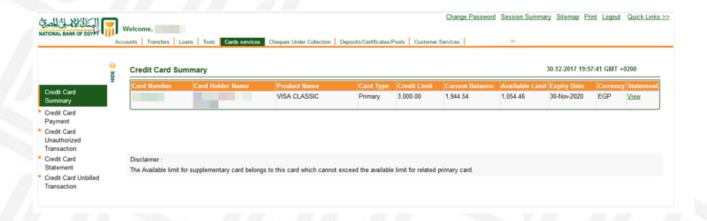
This menu allows you to inquire about all credit cards and make credit card payments by debiting your accounts. It includes:

- Credit Card Summary
- Credit Card Payment
- Credit Card Unsettled Transactions
- Credit Card Statement
- Credit Card Unbilled Transactions

Credit Card Summary

This screen displays a summary of all credit cards, namely:

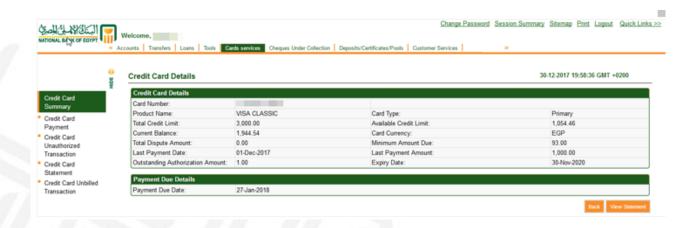
- Card number
- Cardholder name
- Product name
- Card type
- Credit limit
- Current balance
- Available limit
- Expiry date
- Currency
- Statement





After the "Credit Card Summary" page is displayed, press "Card number" to display the following:

- Card number
- Product name
- Total credit limit
- Available credit limit
- Current balance
- Total dispute amounts
- Minimum amount due
- Last payment date
- Last payment amount
- Outstanding authorization amount
- Expiry date
- Payment due date



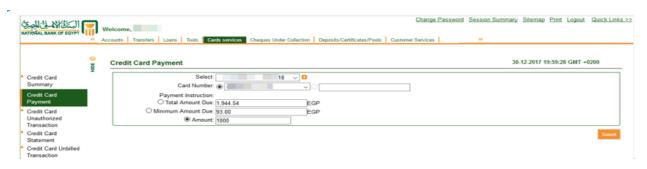


Credit Card Payment

This menu allows you to make payments to the credit card by debiting the accounts. The menu includes:

- Select account number
- Select card number
- Total amount due: allowing you to make the total credit card payment
- Minimum amount due: allowing you to make the minimum payment directly
- Amount: allowing you to make any payment to the credit card

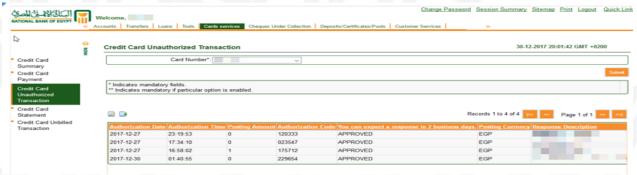
After you press "Submit", the system verifies the input information and executes the payment.



Credit Card Unsettled Transactions

This menu allows you to view the suspended amounts. When you select the credit card number, the following details are displayed:

- Authorization date
- Posting amount
- Authorization code
- Transaction status
- Currency
- Response description

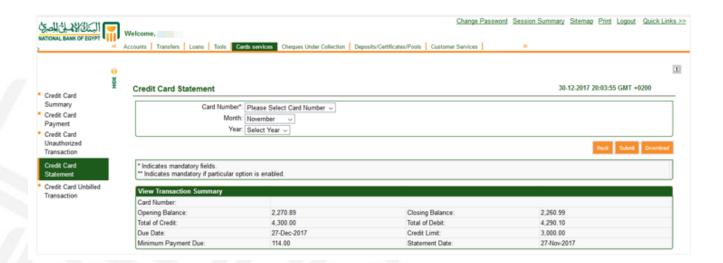




Credit Card Statement

This menu allows you to view the account statements of credit cards. When you select the credit card number, the month and the year of the account statement, the following details are displayed:

- Card number
- Opening balance
- Closing balance
- Total of credit
- Total of debit
- Due date
- Credit limit
- Minimum payment due
- Statement date
- Transaction details

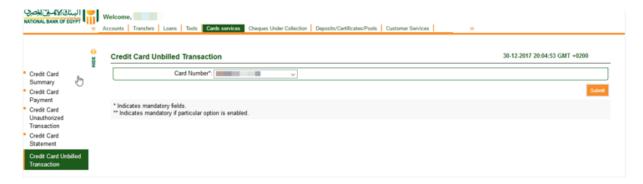




Credit Card Unbilled Transactions

This menu allows you to view all unbilled transactions. When you select the credit card number, the following details are displayed:

- Authorization date
- Posting amount
- Authorization code
- Transaction status
- Currency
- Response description





Cheques under collection menu

This menu allows inquiring about cheques under collection. It allows searching for the cheques presented by the customer for collection (cheques under collection for the customer). You can search using the following parameters:

- Account number; all accounts may be selected
- Cheque status (rejected, returned, paid, all)
- Cheque currency
- Search period range
- Amount range



Cheques are displayed including the following:

- The date of presenting cheque for collection (cheque collection date)
- Cashing status (cashed "paid", rejected "REJR")
- Cheque amount
- Cheque issuing branch (ACH location)
- Cheque account number (debit account number)
- Demo bank collection branch
- Transaction bank reference number
- Bank Customer ID (beneficiary)
- Account number to credit cheque amount (credit account number)
- Branch holding the credited account (credit branch name)



Deposits/Certificates/Pools menu

This menu displays deposits, certificates and savings products. You can also use it to purchase/amend/redeem deposits and certificates. The menu includes:

- Deposits/Certificates/Pools Details
- Deposits/Certificates/Pools Transactions
- Open Deposits/Certificates/Pools
- Amend Deposits/Certificates/Pools
- Redeem Deposits/Certificates/Pools

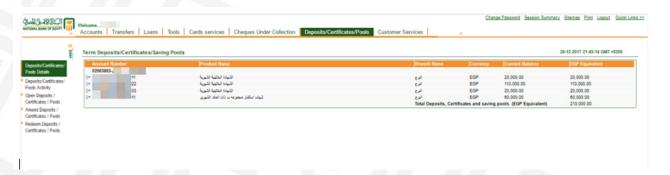
Deposits/Certificates/Pools Details

This screen allows viewing detailed information about each account separately. It is accessible either through:

• "Deposits/Certificates/Pools Details" from the side menu next to each account, which will directly show the details of the account selected; or



• "Deposits/Certificates/Pools" from the main menu, then select "Deposits/Certificates/Pools Details" from the sitemap on the left side of the screen and select the account to view details.





The system displays the account details, including:

- Account details:
 - o Customer ID
 - o Customer name
 - Account number (deposit, certificate)
 - o Product
 - Currency
 - Deposit amount
 - o Deposit status (active, liquidated, ...)
- Deposits/Certificates/Pools Details:
 - o Open date
 - o Principal amount
 - o Maturity date
 - Interest rate (interest)
 - Interest frequency
 - o Total amount at maturity date
 - Deposit/certificate/pool tenor
 - Next interest date
- Maturity instructions
 - o Instruction on maturity date
- Maturity details
 - o Payout details (e.g. transfer to an NBE account)
 - o Percentage of the due amount at maturity date
 - o Payout account

Deposits/Certificate/Pools Activity

This screen displays account statements. It is accessible either through:

- "Deposits/Certificate/Pools Activity" from the side menu next to each account, which show the transactions of the deposit selected; or
- "Deposits/Certificates/Pools" from the main menu, then select "Deposits/Certificates/Pools Activity" from sitemap on the left side of the screen and select the account that you wish to inquire about.



The system displays the account statement, including:

Select account

Select the account to view the details.

Search items

Search transactions by any of the following:

- o Last transactions (enter the number of required transactions)
- o Transactions of the day
- o Specific range of days (enter the required range)
- o Transactions of the last six months
- Choose search range (enter "from date" and "to date")

Sorting:

Financial transactions are sorted by any of the following:

- o Transaction date
- Value date (actual execution date)
- o Transaction amount

• Sorting order:

Displays sorted information in an ascending or a descending order.

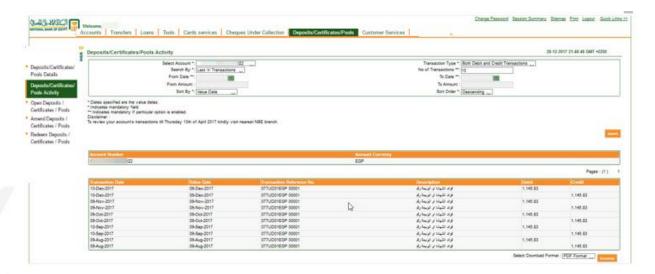




• Account details:

Display deposit currency and account number.

- o Transactions: detailed statement of the transactions:
 - Transaction date
 - Value date
 - Transaction reference number
 - Transaction description
 - Crediting interests to the customer's account (debit)
 - Payout (credit)
 - Post-transaction balance
 - A PDF version of the viewed statement can be downloaded.



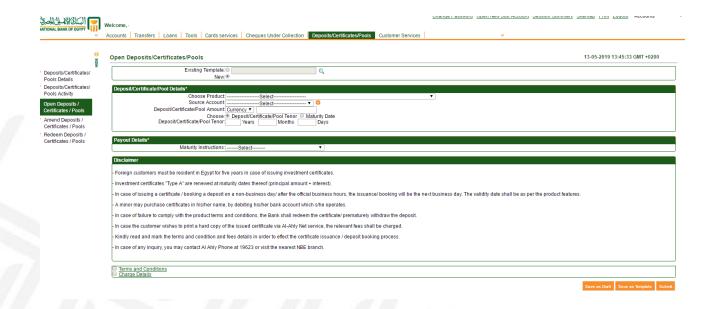


Open Deposits/Certificates/Pools

This screen allows you to purchase certificates and make deposits via Ahly Net. Click on "Deposits/Certificates/Pools" from the main menu in the top, then click on "Open Deposits/Certificates/Pools" from the sitemap on the left side of the screen.

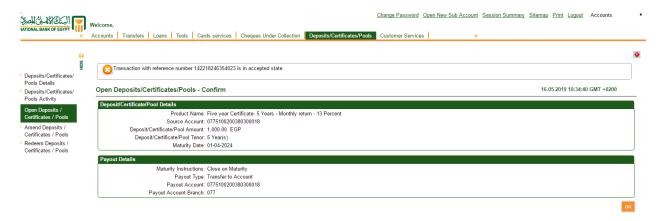
After the "Open Deposits/Certificates/Pools" screen is displayed, fill in the following mandatory fields:

- Choose product
- Source account
- Deposit/certificate/pool amount
- Deposit/certificate/pool tenor
- Maturity instructions and payout account
- Agree to the terms and conditions and charge details, then click "Submit".





After pressing "Submit", click on "Confirm" after reviewing the issuance information. A screen confirming the issuance completion will be displayed.

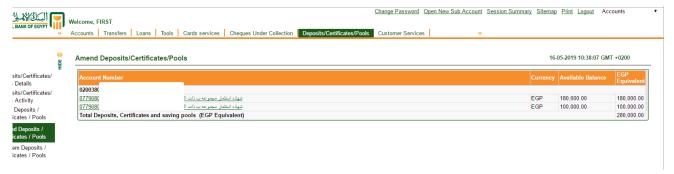




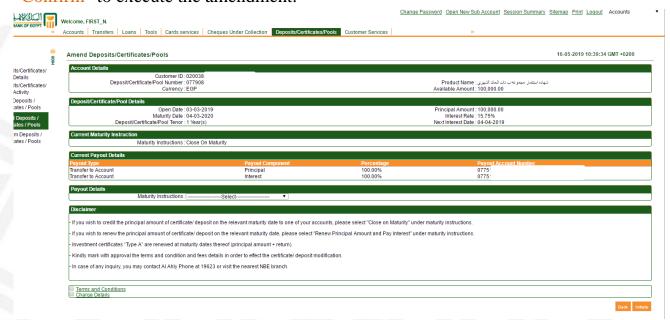
Amend Deposits/Certificates/Pools

This screen allows you to amend deposits/certificates/pools via Ahly Net. Click on "Deposits/Certificates/Pools" from the main menu on the top, then click "Amend Deposits/Certificates/Pools" from the sitemap on the left side of the screen.

After clicking on "Amend Deposits/Certificates/Pools", a screen containing all the certificates and deposits will be displayed. Click on the certificate or deposit that you wish to amend.



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

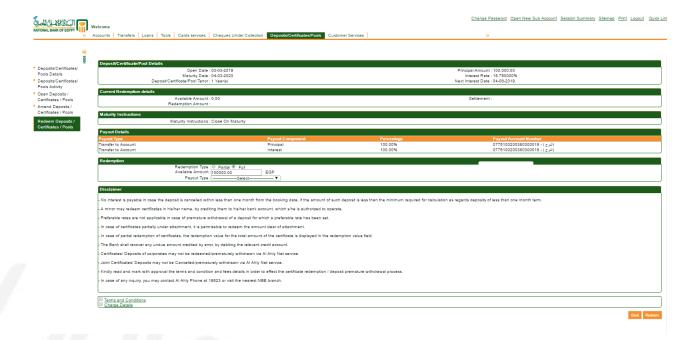




Redeem Deposits/Certificates/Pools

This screen allows you to redeem deposits/certificates/pools via Ahly Net. Press "Deposits/Certificates/Pools" from the main menu on the top, then press "Redeem Deposits/Certificates/Pools" from the sitemap on the left side of the screen.

After clicking on "Redeem Deposits/Certificates/Pools", a screen containing all the certificates and deposits will be displayed. Click on the certificate or deposit that you wish to redeem.



Click on the certificate/deposit that you wish to redeem, the screen below will be displayed including all certificate/deposit information. Via this screen, you can select:

- Type of redemption "partial/full"
- Balance to be redeemed
- Select the account that you wish the redemption amount to be transferred to.

Click on "Redeem" then "Confirm" to execute the redemption.



Customer Service Menu

This menu provides the customer with a number of services, including:

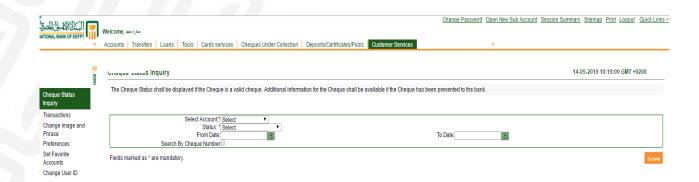
- Cheque Status Inquiry
- Transactions
- Change Image and Phrase
- Preferences
- Set Favourite Accounts
- Change User ID

Cheque Status Inquiry

This service allows searching for cheques issued within the customer's account. You can choose the account within which cheques are issued.

The search is available as per the following parameters:

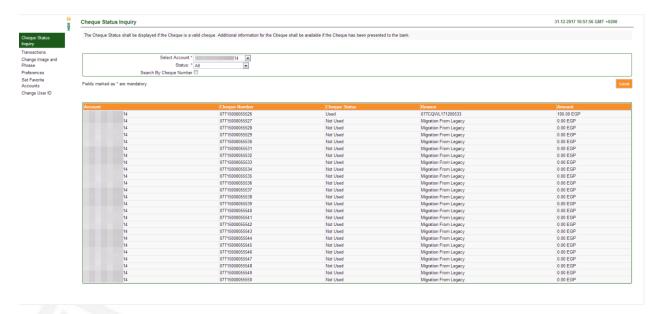
- All: to display all cheques issued within the selected account
- Cancelled: to display cancelled cheques, search period can be defined
- Unutilized: to display unutilized cheques to date
- Rejected: to display rejected cheques, search period can be defined
- Stopped: to display stopped cheques based on customer's request; search period can be defined
- Utilized: to display utilized cheques; search period can be defined
- Search by cheque number: this option can be used along with the previous options to search for a specific cheque number or a specific range of cheque numbers.





Then, press "Submit" to display the following information related to the cheques conforming to the specified search parameters:

- Account
- Cheque number
- Cheque status (utilized, unutilized, cancelled, rejected, stopped)
- Reason (if any)
- Cheque amount





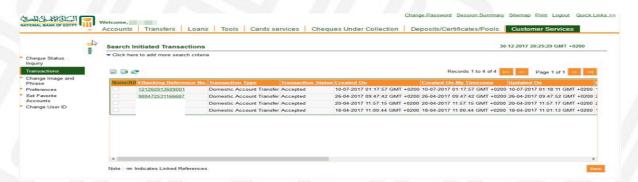
Transactions

This service allows displaying a detailed statement of transactions executed using Ahly Net. The status of the executed transaction (accepted, rejected, error, under process), the number of transactions in each case and a percentage of each status to the total executed transactions are displayed.



When you click any of the above-mentioned cases, all related transactions are displayed. The screen contains the following fields:

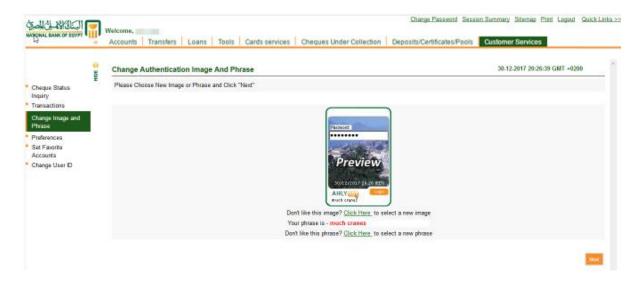
- Transaction reference number (i.e. e-banking reference number)
- Transaction type
- Transaction status
- Created on
- Updated on (in case of updating the transaction status)
- Created by (user name)
- Updated by (user name)
- Account number
- Amount
- Value date





Change authentication image and phrase

This service allows changing the account image (which appears upon logging into the system) and account phrase by pressing "Click here" to display all images and phrases recorded in the system. Choose one to authenticate the website used to log into the service.



Preferences

This screen allows you to control the following:

- Set landing page: you can use this option to set the landing page of your account
- Set as favourite: using this option, you can add some screens to "Quick Links" for easy access. The quick links appear as shown in the image below next to the "Logout" option
- Then, press the "Set preference" button and "Confirm" selection.





Change User ID

This screen allows changing the user ID on Ahly Net system instead of the user ID automatically created by the system, taking the following into consideration:

- Refer to "View User ID Policy" link to review the requirements of creating a new user ID instead of the existing one.
- The security code should be entered carefully; please stick to uppercase and lowercase alphabets
- Then, press "Submit" to confirm the new user ID.

