



البنك الأهلي  
NBE  
Net

# Al-Ahly Net for Retail Users

## User Guide



البنك الأهلي المصري  
NATIONAL BANK OF EGYPT

بنك أهل مصر

## Al Ahly Net User Guide

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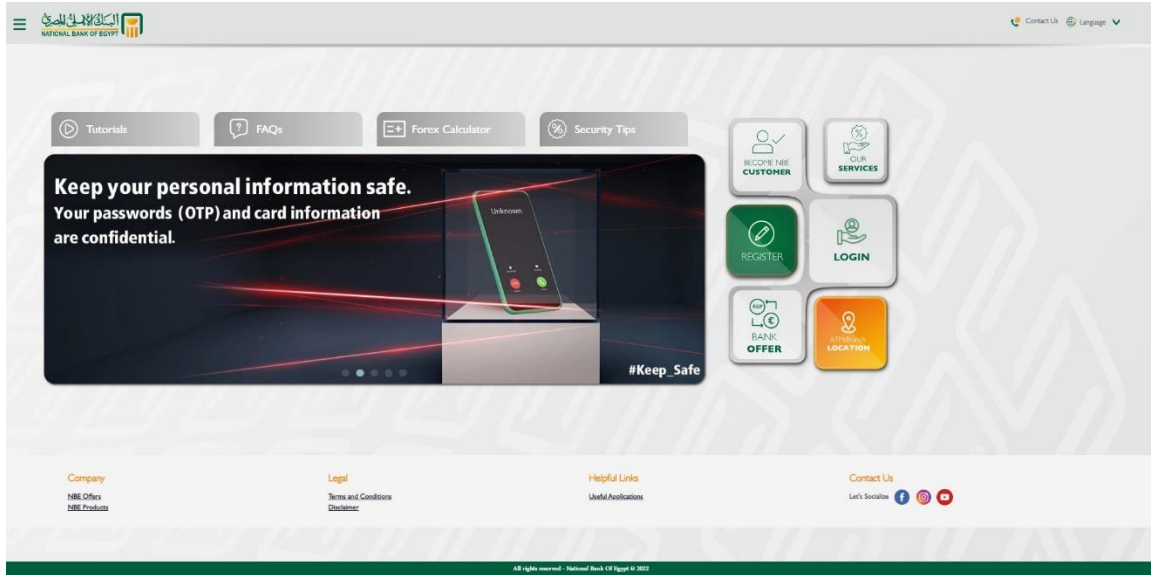
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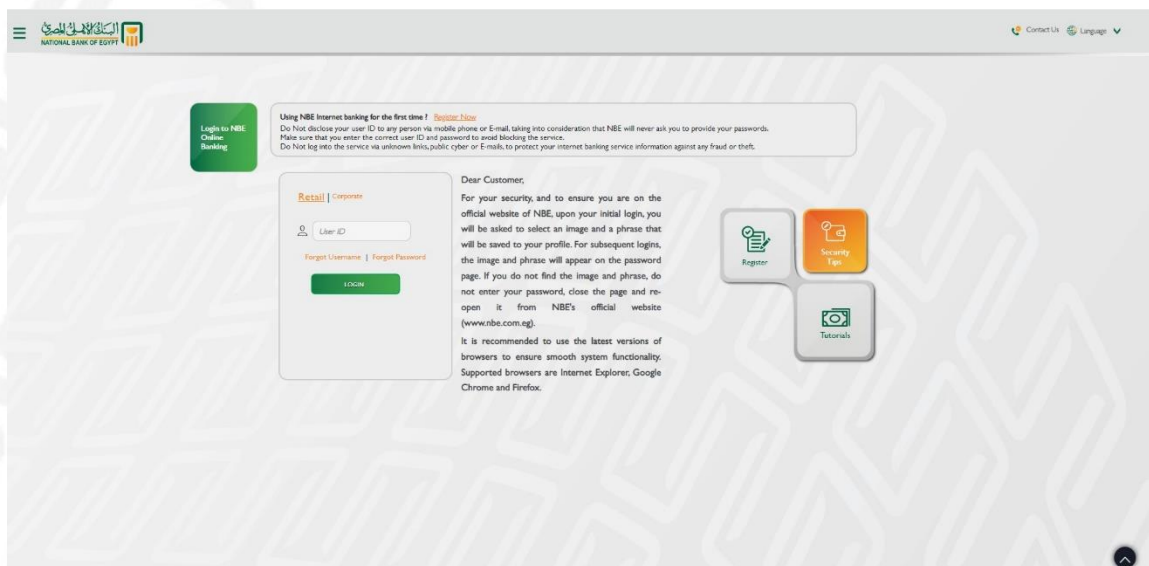
## Login to Al Ahly Net (Retail Customers)

To access Al Ahly Net service, please visit [www.nbe.com.eg](http://www.nbe.com.eg), then click "Al Ahly Net" login sitting on the right-hand side of screen.



### Entry of User ID

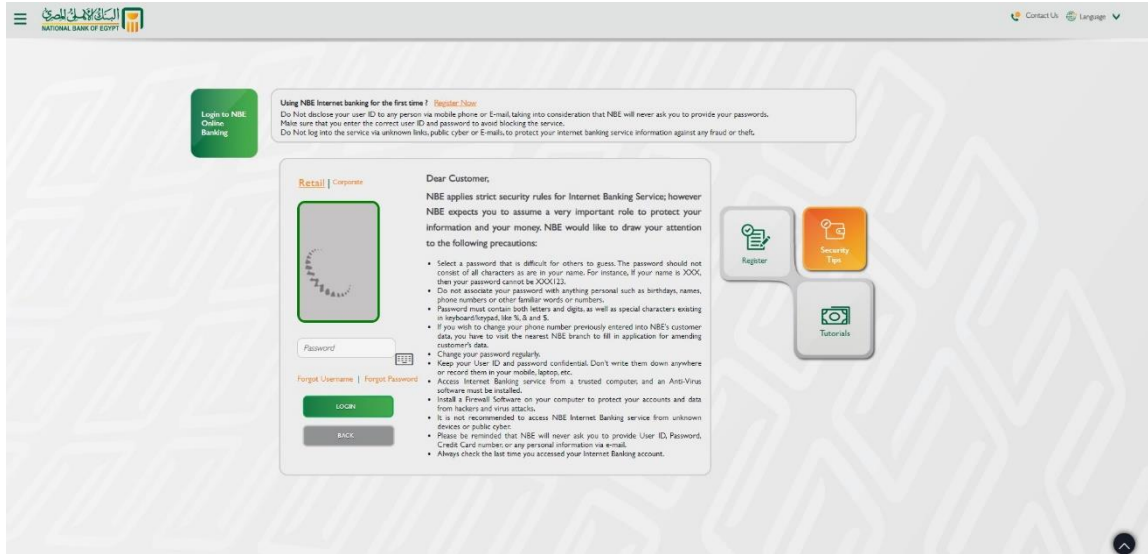
- Select "Retail" to access Al Ahly Net – Retail service.
- Enter your user ID sent to your email. Alternatively, the user ID can also be obtained through contacting (19623).
- Click "Login" and enter your password to access the service (Kindly don't share your Password with anyone)



## Entry of password

After that, the password screen appears, where you shall ensure that you enter the exact password.

- 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 of changing password. Please read these instructions carefully and follow them.

The password shall 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 left 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”**

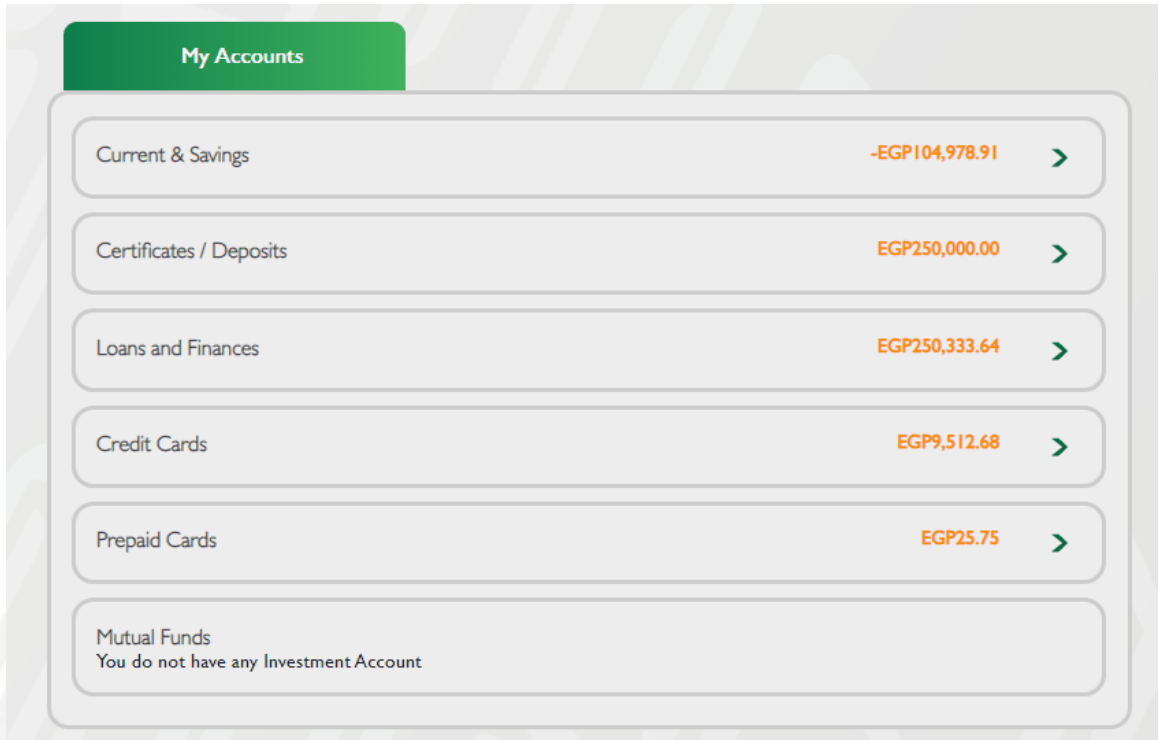


## Dashboard

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.



My Accounts	
Current & Savings	-EGP104,978.91 >
Certificates / Deposits	EGP250,000.00 >
Loans and Finances	EGP250,333.64 >
Credit Cards	EGP9,512.68 >
Prepaid Cards	EGP25.75 >
Mutual Funds	You do not have any Investment Account

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

**My Accounts**

Current & Savings 4 Accounts

Active

- Overdraft جاري مدين بضمان اوعية ادخارية - افراد	-EGP105,003.13	⋮
- Current حسابات جاريه دائنة بدون عائد	EGP22.37	⋮
Savings	EGP0.87	⋮

### My net worth

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

**My Net Worth**

My Net Worth on 17 Jan 2022

I Have | I Owe

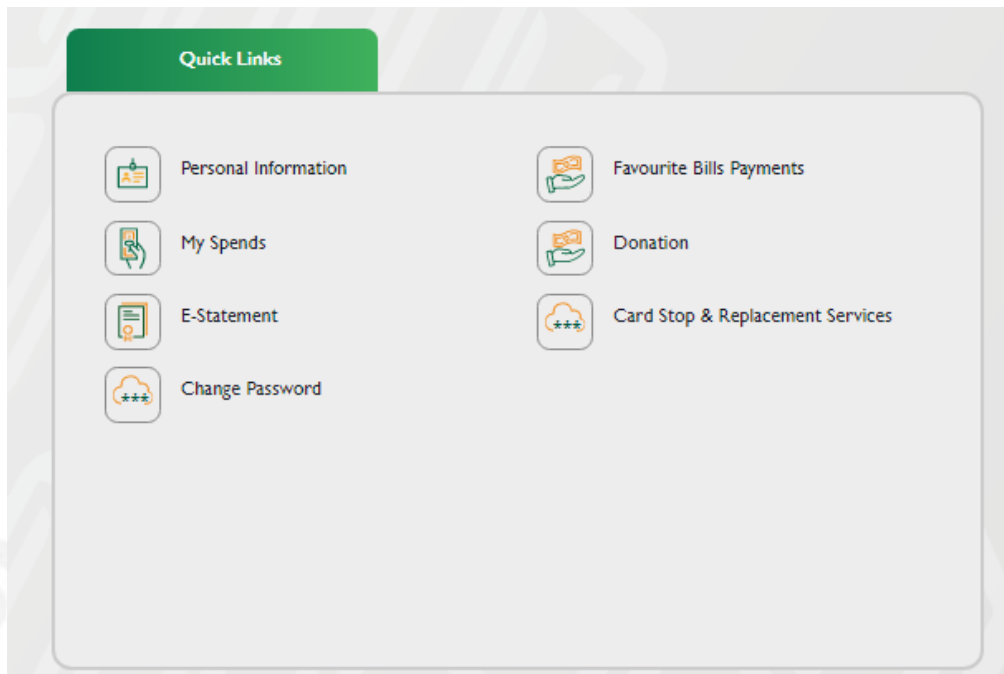
I Have  
EGP250,049.97

- Current & Savings  
EGP24.22
- Certificates / Deposit  
EGP250,000.00
- PrePaid Card  
EGP25.75

### Quick links

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

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

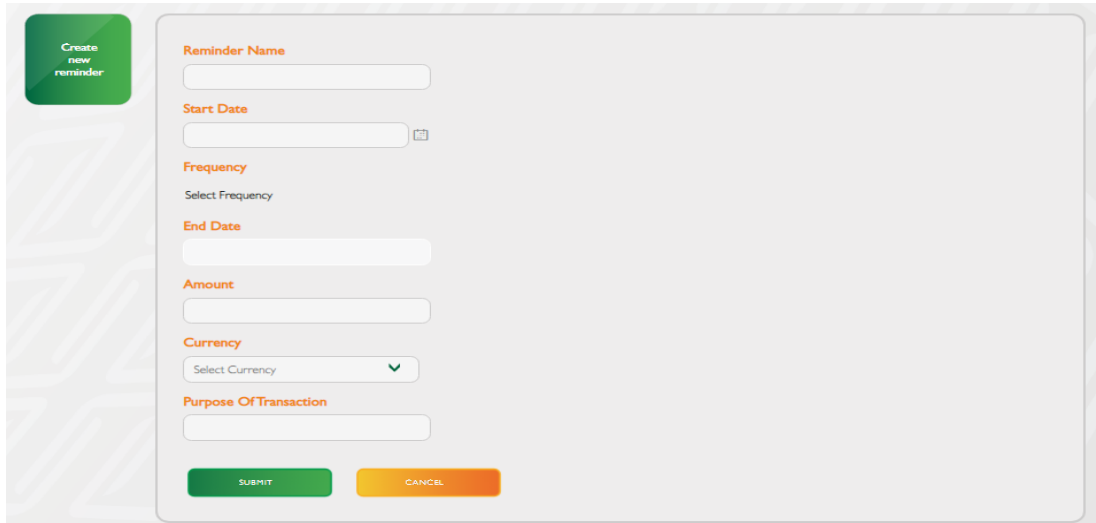


### "Reminders" service

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

- Create
- Enter reminder's name
- Select start/ end dates/Frequency

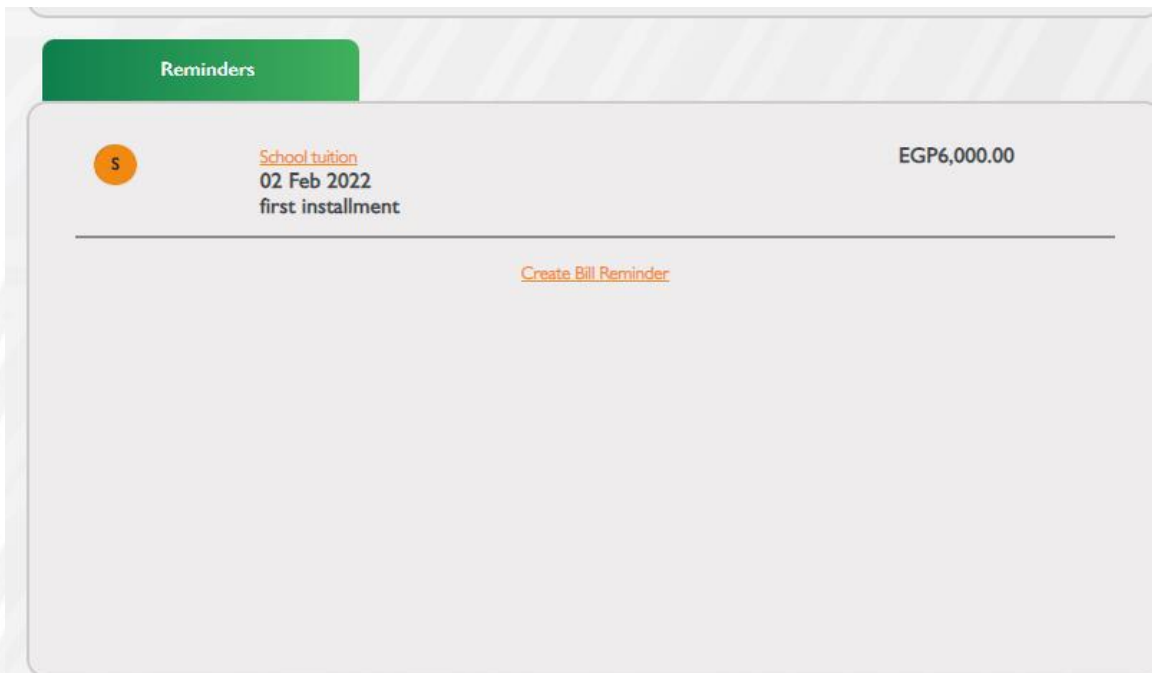
- Enter the amount and select its currency
- Enter the purpose of transaction



The screenshot shows a form titled "Create new reminder" with the following fields and options:

- Reminder Name:** Text input field.
- Start Date:** Date picker field.
- Frequency:** Dropdown menu with the text "Select Frequency".
- End Date:** Date picker field.
- Amount:** Text input field.
- Currency:** Dropdown menu with the text "Select Currency".
- Purpose Of Transaction:** Text input field.

At the bottom of the form are two buttons: "SUBMIT" (green) and "CANCEL" (orange).

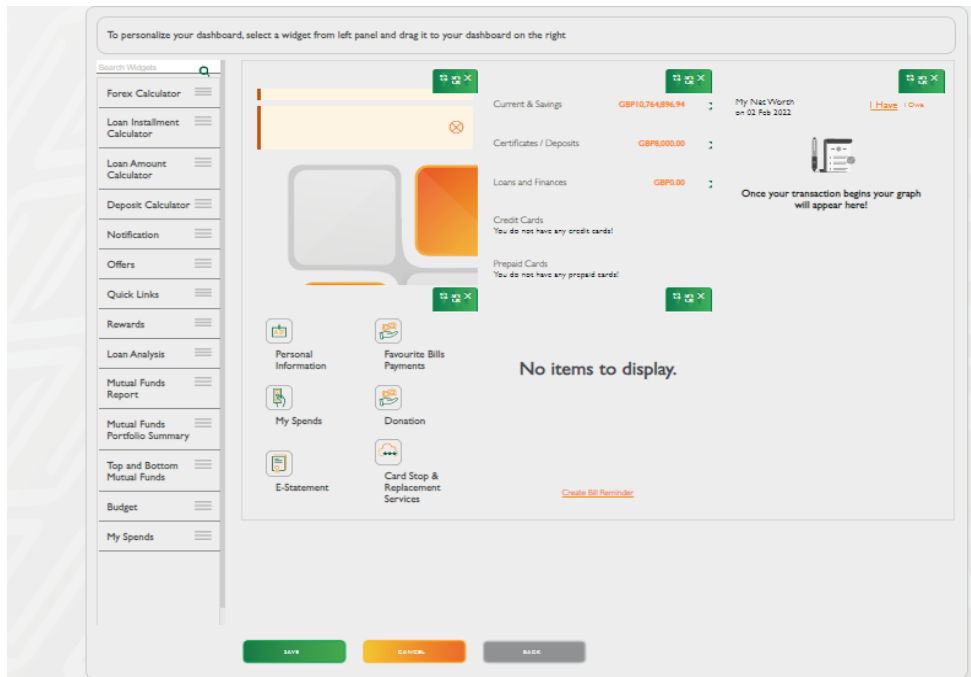


The screenshot shows a list of reminders under the heading "Reminders".

Reminders		
S	School tuition 02 Feb 2022 first installment	EGP6,000.00
<a href="#">Create Bill Reminder</a>		

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

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



## Main Menu

Main Menu contains all services you can use over Al Ahly Net. All these services will be detailed herein as below:

## Accounts Menu

Accounts 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 select the products to be inquired about. The details of these products are as follows:

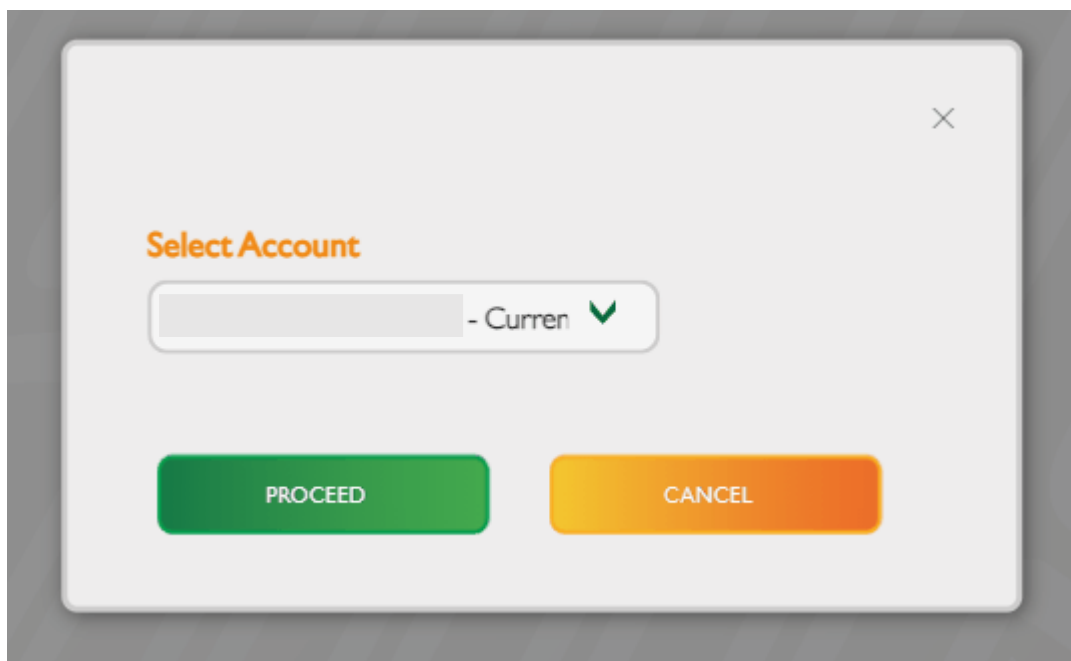
## Current and Savings Accounts

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

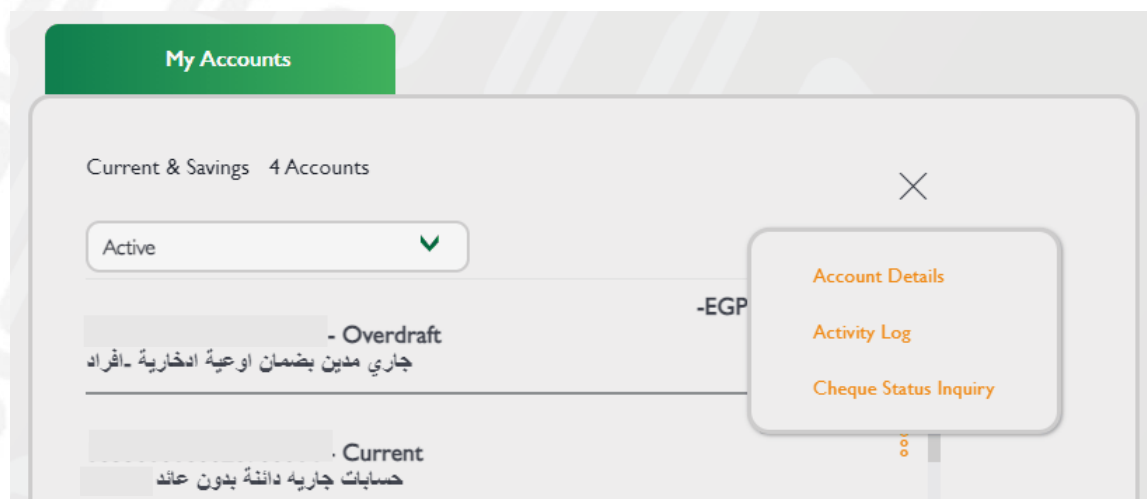
- Account Details
- Account Activity
- Cheque Status Inquiry
- Cheques Under Collection
- Open a New Sub Account
- Consolidated e-statement

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

- Select Main Menu > Accounts > Current and Savings Accounts > Current and Savings 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"

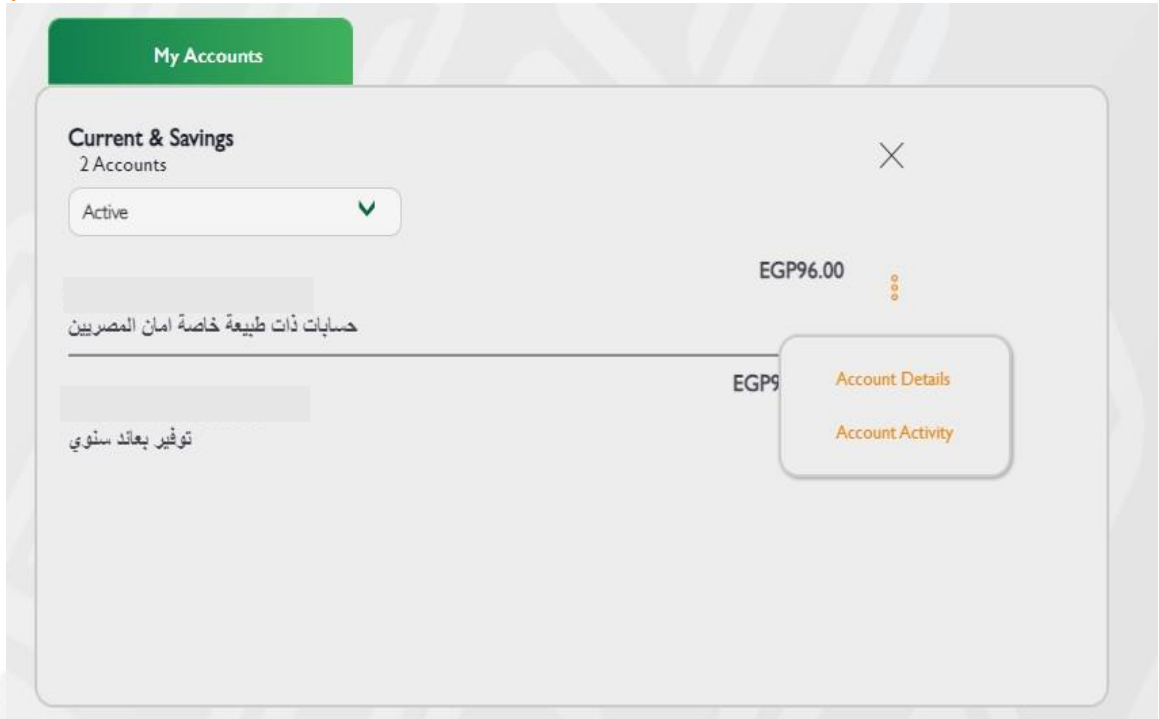


This service enables you to inquire about your account balances, account status, equivalent account amount in foreign currency, set-aside amounts as outlined in the above image.

## Account Activity

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

- Select Current and Savings Accounts from the main menu and click "Account Activity".
- Through Dashboard, click the side 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)
  - Both debit and credit transactions
- Sorting to display financial transactions according to the following data:
  - Value date "Actual execution date"
  - Balance " Post-transaction balance"

You are also allowed to order the sorting to display the sorted information in a descending or an ascending order.

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

Account  
Activity

**Disclaimer:**

- The ending cash balance does not contain any future transactions on the account.
- Current balance will be displayed on the date of transaction execution.
- You can view account financial transactions from the beginning of the last year only up to date. To view other financial transactions, kindly visit the nearest NBE branch.
- Dates specified are the transaction dates.
- The balance shall be displayed according to the transaction execution date.

**Account Number**

Balance : EGP9,429.64

**View Options**

Current Month ▼

**Transaction**

All ▼

APPLY
RESET

**Opening Balance**

EGP9,191.31

**Closing Balance**

EGP9,429.64

Transaction Date	Value Date	Reference No	Description	Debit	Credit	Balance
10 Apr 2022	10 Apr 2022	059FTGN221000001	Account to Account Ti	EGP200.00		EGP9,429.64
07 Apr 2022	07 Apr 2022	059UD01EGP 00001	Interest on Deposit		EGP458.33	EGP9,629.64
03 Apr 2022	04 Apr 2022	059PC13EGP 00001	/	EGP20.00		EGP9,171.31

Page 1 of 1 (1-3 of 3 items)
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DOWNLOAD ▼

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

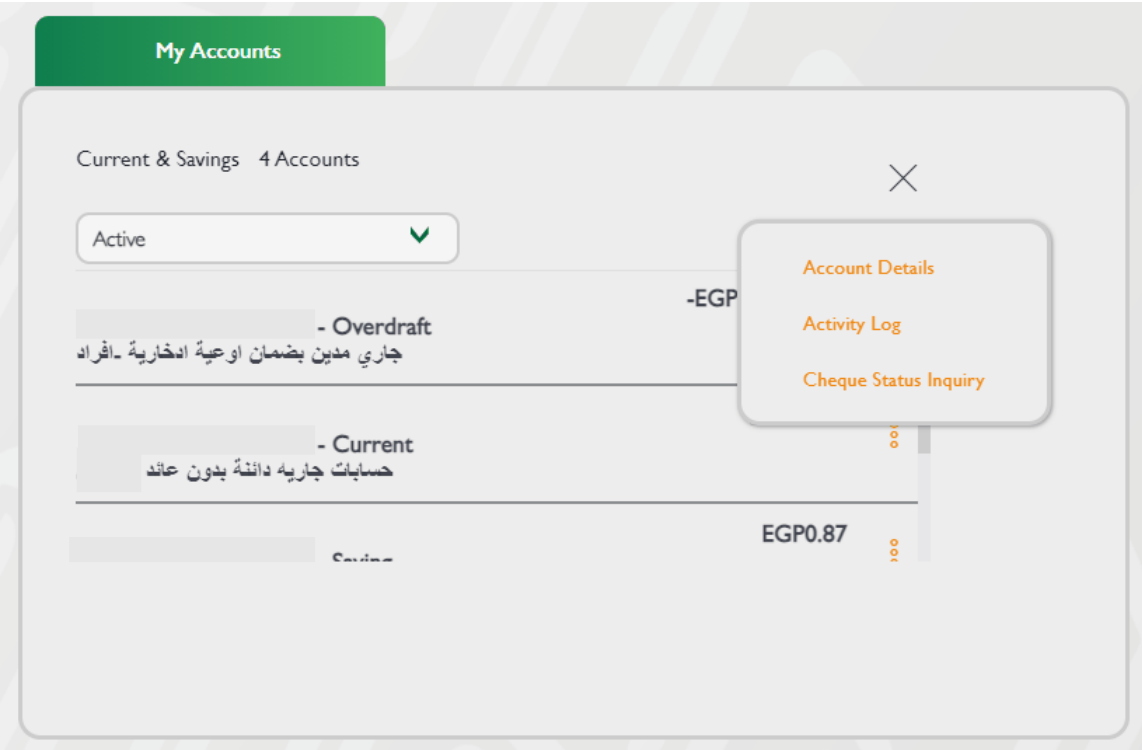


## Cheque Status Inquiry

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



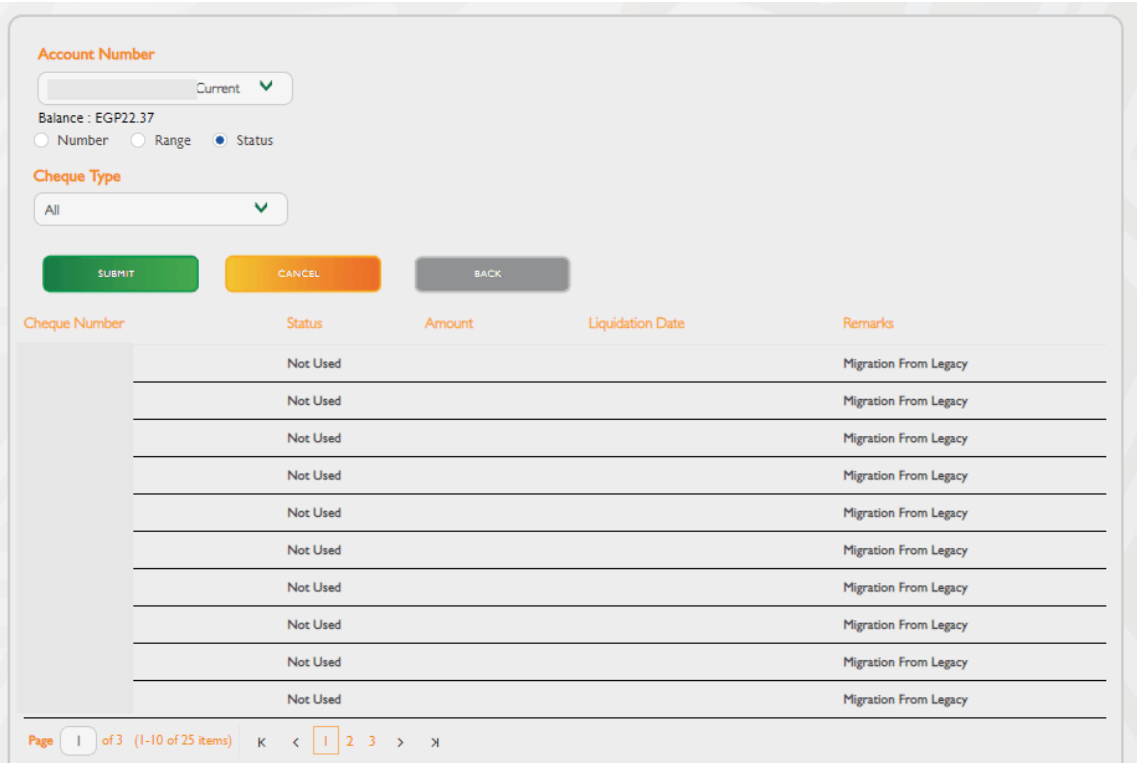
Or through Dashboard > Accounts > Side Menu > Cheque Status Inquiry



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.

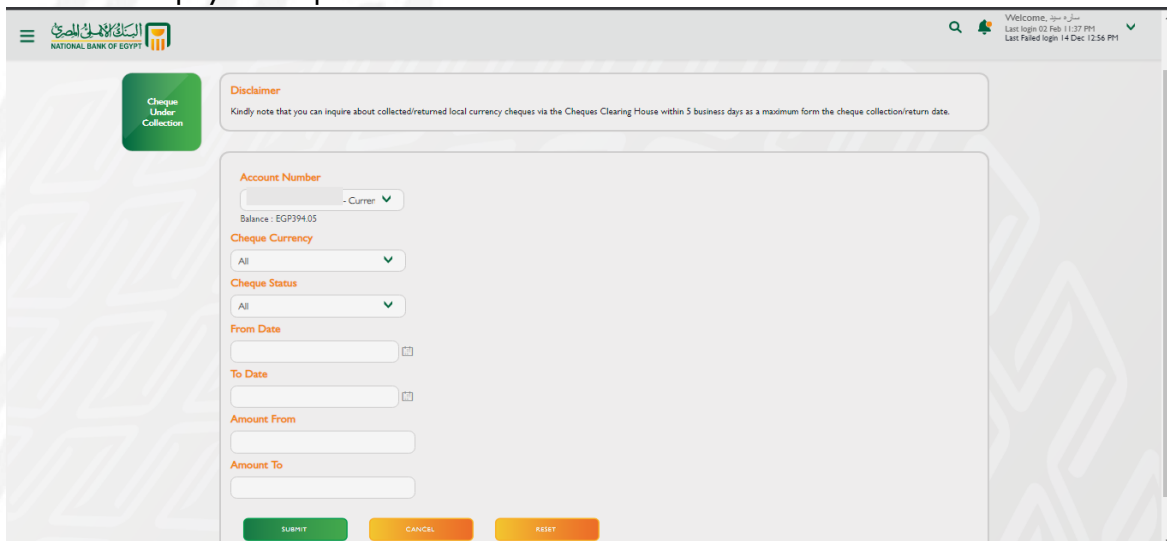


Cheque Number	Status	Amount	Liquidation Date	Remarks
	Not Used			Migration From Legacy
	Not Used			Migration From Legacy
	Not Used			Migration From Legacy
	Not Used			Migration From Legacy
	Not Used			Migration From Legacy
	Not Used			Migration From Legacy
	Not Used			Migration From Legacy
	Not Used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

### 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
- Cheque status
- From date – To date
- Amount from – Amount to
- Click "View" to display all cheques under collection that are related to the account.



## 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 desired account type (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"

**Select Product**  
Current account

**Select Branch**  
**City**  
RED SEA

**Branch**  
EL HARDAJA BRANCH

**Select Currency**  
CAD

**Cheque Book Facility**  
Yes

**Overdraft Allowed**  
Yes

**Disclaimer :**  
Yes

Our valued customer:

- Minimum amount to open a saving account is only EGP 1,000, US\$ 100 or € 100.
- Minimum amount to open a current account is only EGP 500, US\$ 100 or its equivalent in foreign currencies.
- To activate the account, the above-mentioned minimum amount shall be deposited through account transfer via Al Ahly Net service or by means of account deposit through any of NBE's branches.
- The account will be closed after 15 days of opening date if the account is not used by the customer (in case the account balance is not sufficient to pay the prescribed fees).
- Customers may not hold more than one bank account of the same type and in the same currency with the Bank. Customers also may not hold more than one savings account with different interest payment frequencies. For example, if the customer holds a current account in the local currency, no other current account may be opened in his/her name in the same currency. In addition, in case the customer holds a savings account with monthly interest, no other savings account may be opened in his/her name with a different interest payment frequency. Accordingly, if a customer breaches the above regulations and opens another bank account of the same type and in the same currency, or opens a new savings account with a different interest payment frequency via Al Ahly Net, the Bank shall automatically close the new account without referring to the customer. The customer shall also bear all the fees and commissions of opening such account and the remaining balance in the new account shall be credited to any of the customer's accounts held with the Bank.
- If the account opened by you is suspended, please visit the branch that holds the account.
- Signature to be attached to the new account shall be the existing signature of NBE's customer. In case you desire to amend it, please visit the nearest branch.
- To ensure normal access to services, please visit the branch to make sure all your data is updated.

Terms and Conditions  Applicable charges

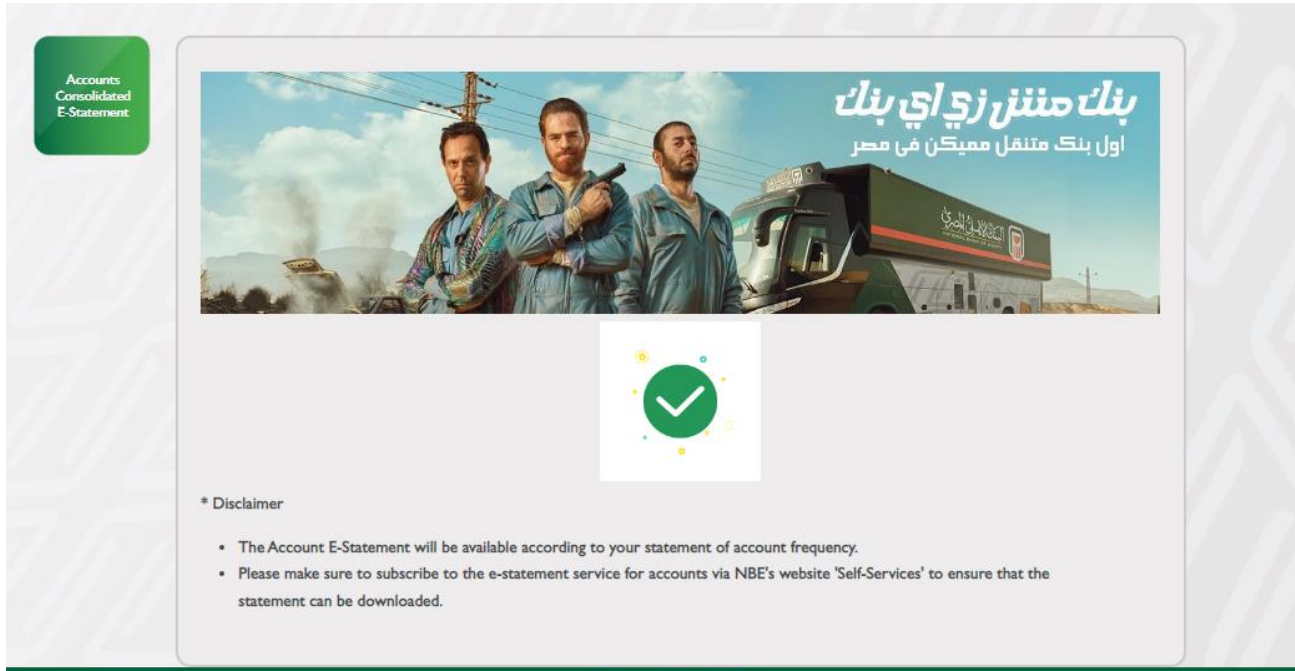
**SUBMIT** **BACK**

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

### Consolidated E-Statement

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

You may 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.



Accounts Consolidated E-Statement

بنك منتز زي اي بنك  
اول بنك متنقل معيكن في مصر

\* Disclaimer

- The Account E-Statement will be available according to your statement of account frequency.
- Please make sure to subscribe to the e-statement service for accounts via NBE's website 'Self-Services' to ensure that the statement can be downloaded.

### Certificates/ Deposits Menu

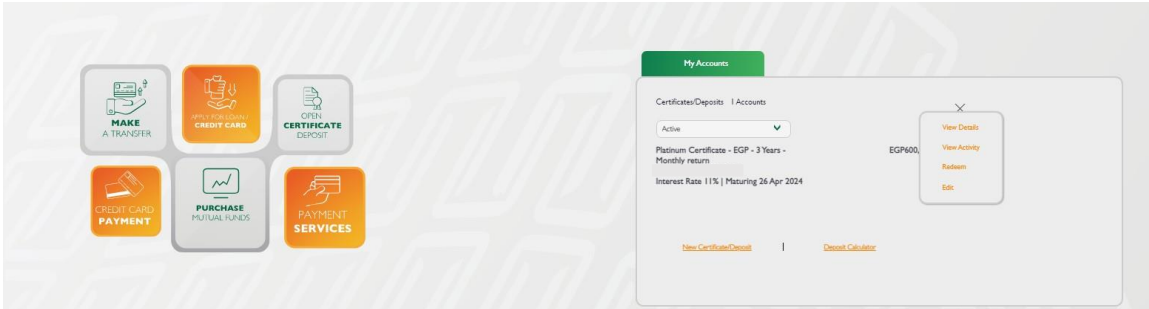
This Menu enables you to view your deposits and certificates, and purchase/ amend/ redeem deposits and certificates. This Menu comprises the following:

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

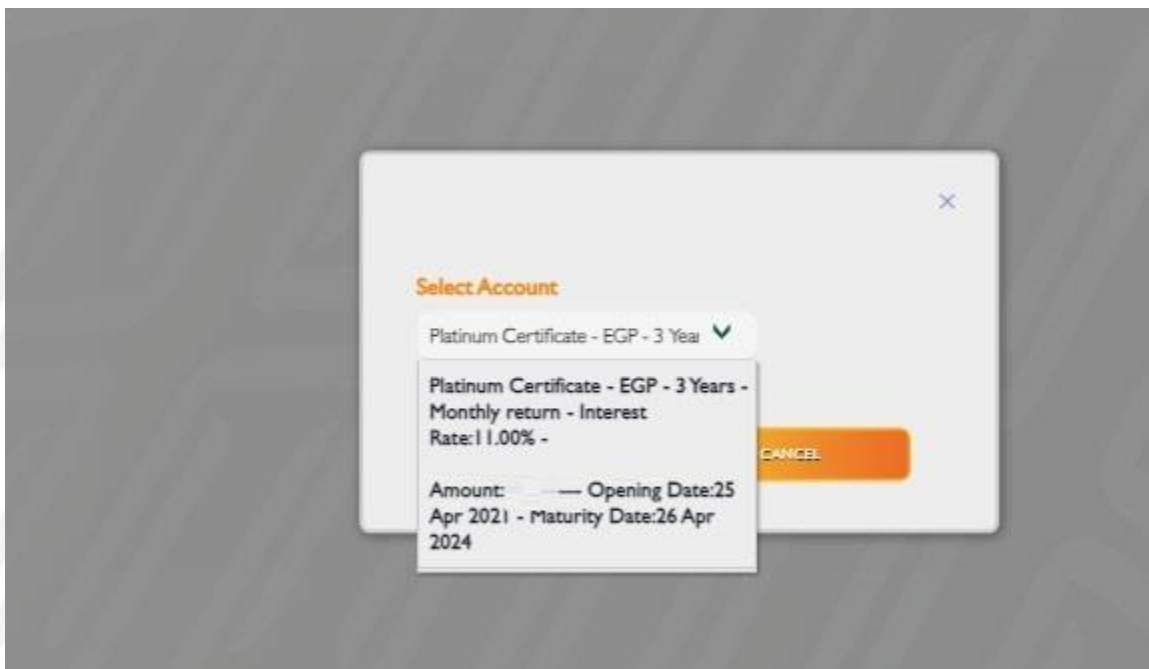
## Certificates/ Deposits Details

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

- Dashboard > My Accounts from side menu, then click "**View 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:

### Open Certificates/ Deposits

This screen allows you to purchase certificates and book deposits via Al Ahly Net. Click Main Menu > Accounts > Certificates/ Deposits > Open Certificates/ Deposits then select the desired 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 acceptance of terms and conditions and Applicable charges, then click "Submit".

Certificate/Deposit Details

Source Account  
  
 Balance : EGP 40,656.21

Select Product

Certificate/Deposit Amount

Amount should be minimum EGP1,000.00

[VIEW INTEREST RATE](#)

Certificate/Deposit Tenure  
 Certificate/Deposit Tenure  Date

Years  Months  Days

Minimum allowed is 3 Year(s), 0 Month(s), 0 Day(s) and Maximum allowed is 3 Year(s), 0 Month(s), 0 Day(s)

Maturity Details

Rollover Instruction

Select account for (Principal & Interest)

Transfer Account

التحقق

Terms & Conditions

Available charges

- Type "A" Certificates shall be renewed at maturity including certificate principal amount plus interests.
- In case of applying for (certificate issuance/ deposit booking) on holidays/ after the end of a business day, the certificate/ deposit will be issued/ booked on the first following business day and the effective date will be determined according to the product parameters.
- The first certificate for corporate persons shall be issued in an amount of EGP 50,000 at least. In case any certificate is issued in a lower amount, the certificate will be redeemed on the next business day for breaching the product features.
- The minor is entitled to purchase certificates in his/her name by debiting his/ her account, and redeem them by crediting his/ her account held with NBE and operated by the minor.
- In case of violating product's terms and conditions, the Bank shall redeem the certificate/ deposit.
- Dear customer, To view interest rates of term-deposits, kindly visit NBE's official website (www.nbe.com.eg).
- Kindly view and check "the terms and conditions, and fee details" to issue the certificate/ book the deposit.
- In case you have any inquiry, you may contact Al Ahly Phone at "19623" or visit any NBE branch.

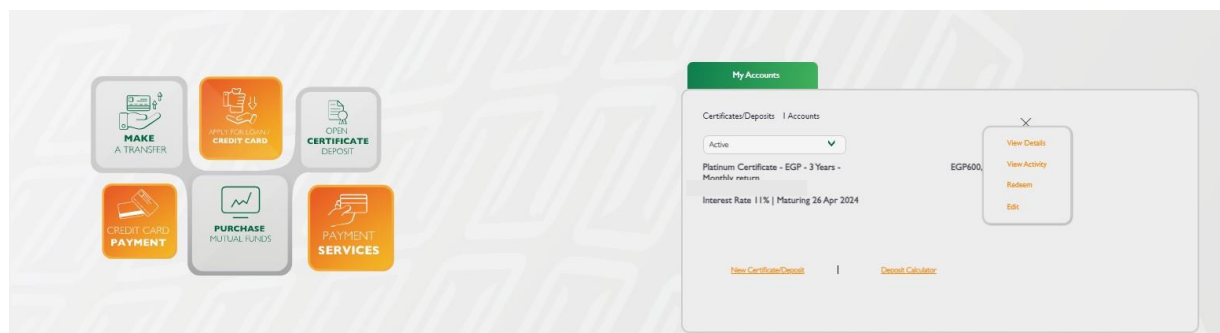
[CREATE](#) [CONFIRM](#) [BACK](#)

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

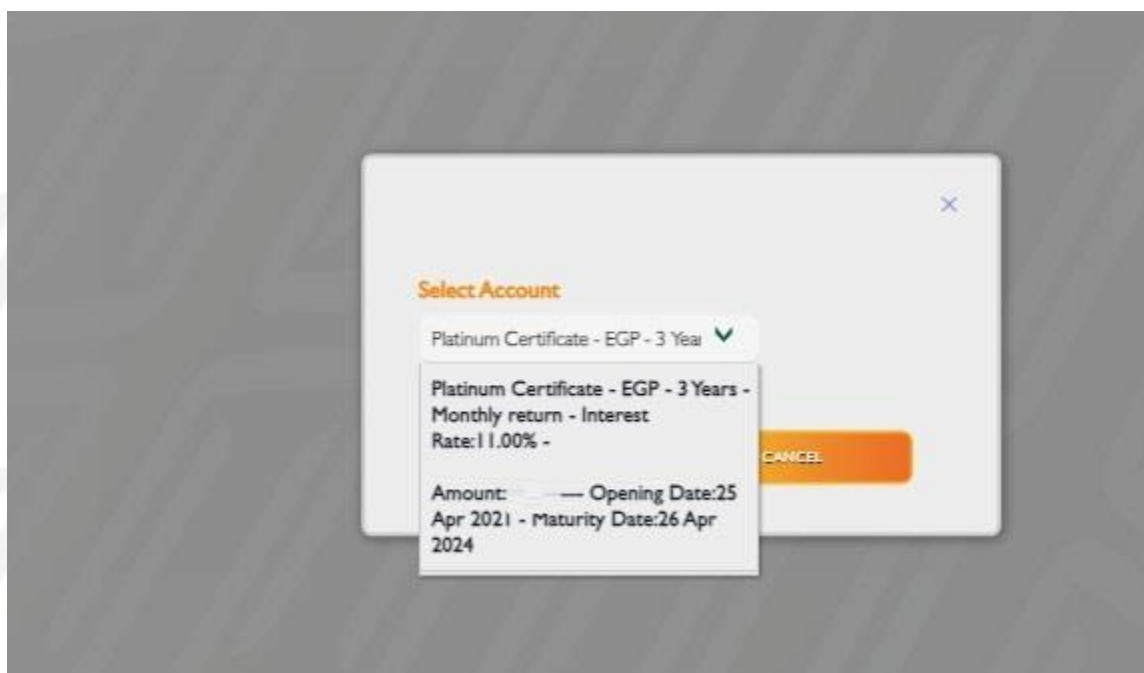
## Certificates/ Deposits Activity

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

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



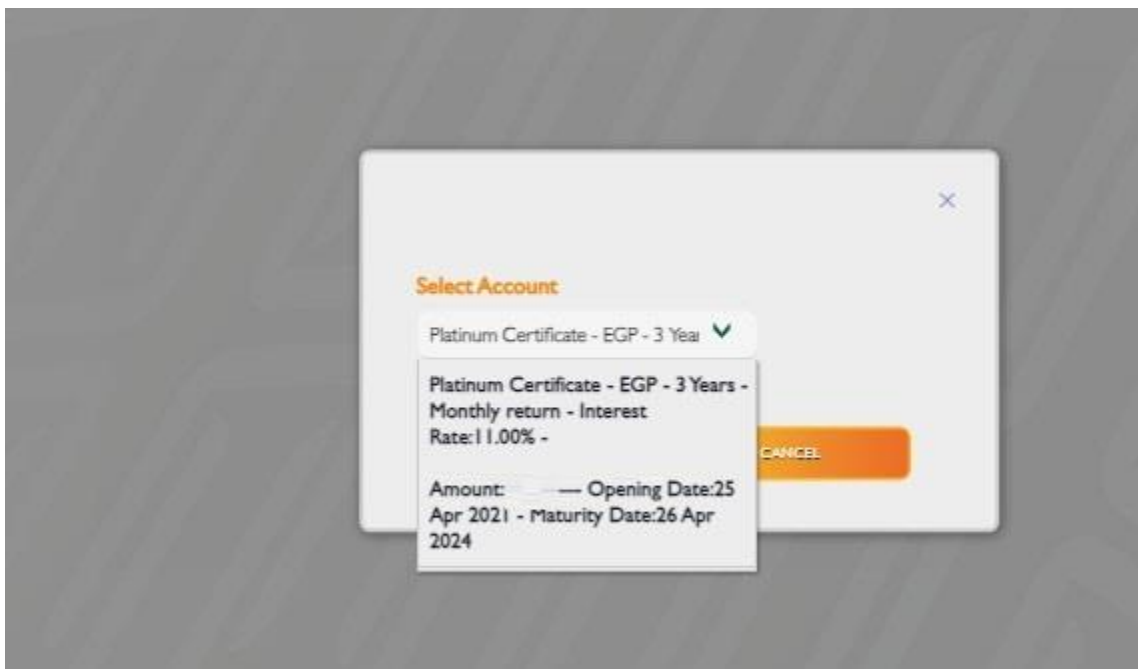
- Main Menu > Accounts > Certificates/ Deposits > Certificates/ Deposits Activity, then select the certificate/ deposit to be inquired about from the drop-down menu as outlined below:





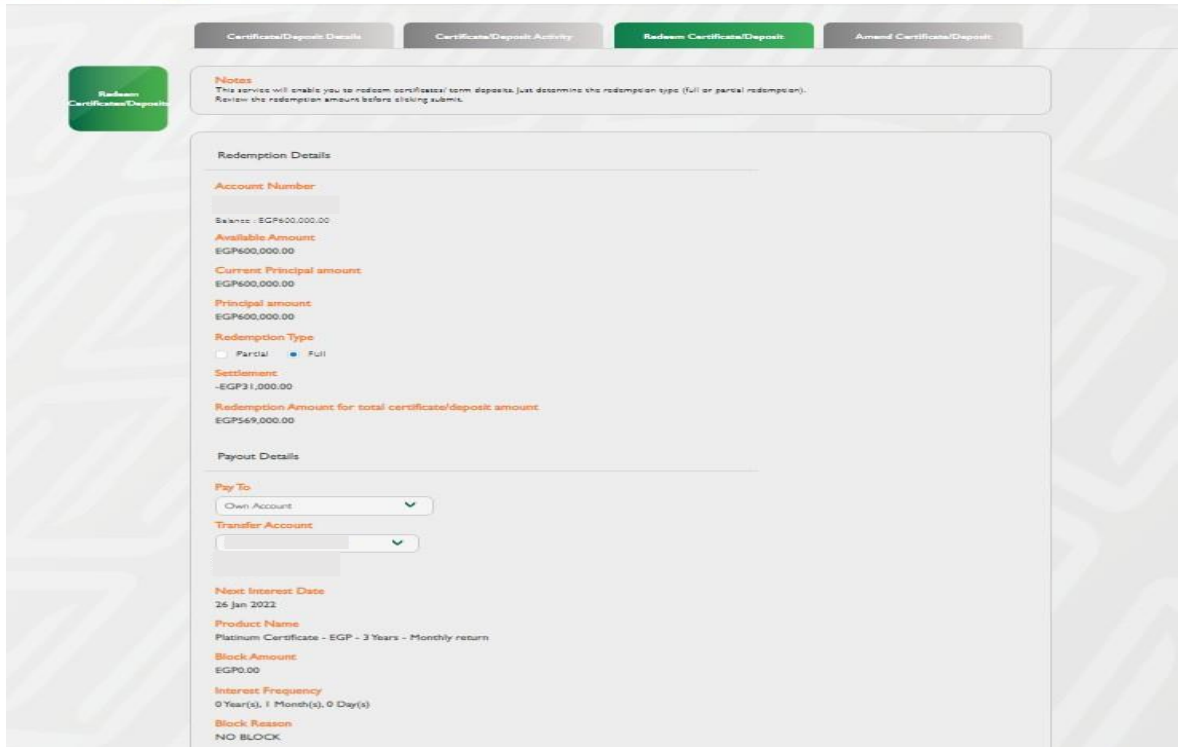
### Redeem Certificates/ Deposits

This screen allows for certificate/ deposit redemption via Al Ahly Net. 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"
- Amount to be redeemed
- Payout account to receive the redemption amount of the deposit/certificate on



**Notes**  
This service will enable you to redeem certificate/ term deposits, just determine the redemption type (full or partial redemption). Review the redemption amount before clicking submit.

**Redemption Details**

**Account Number**  
Balance : EGP600,000.00  
Available Amount : EGP600,000.00  
Current Principal amount : EGP600,000.00  
Principal amount : EGP600,000.00

**Redemption Type**  
 Partial  Full

**Settlement**  
-EGP31,000.00

**Redemption Amount for total certificate/deposit amount**  
EGP569,000.00

**Payout Details**

**Pay To**  
Own Account

**Transfer Account**

**Next Interest Date**  
26 Jan 2022

**Product Name**  
Platinum Certificate - EGP - 3 Years - Monthly return

**Block Amount**  
EGP0.00

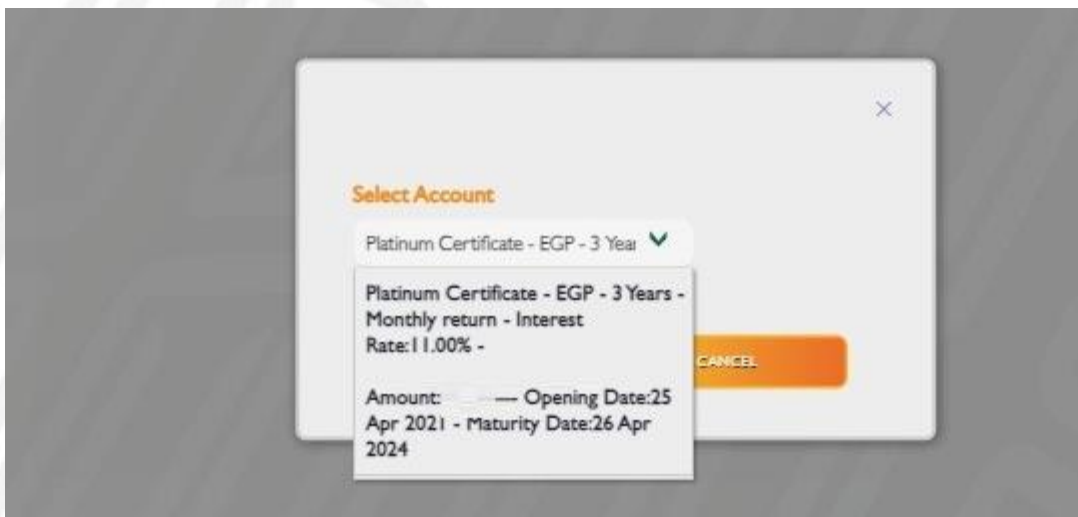
**Interest Frequency**  
0 Year(s), 1 Month(s), 0 Day(s)

**Block Reason**  
NO BLOCK

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

### Amend Certificates/ Deposits

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



**Select Account**

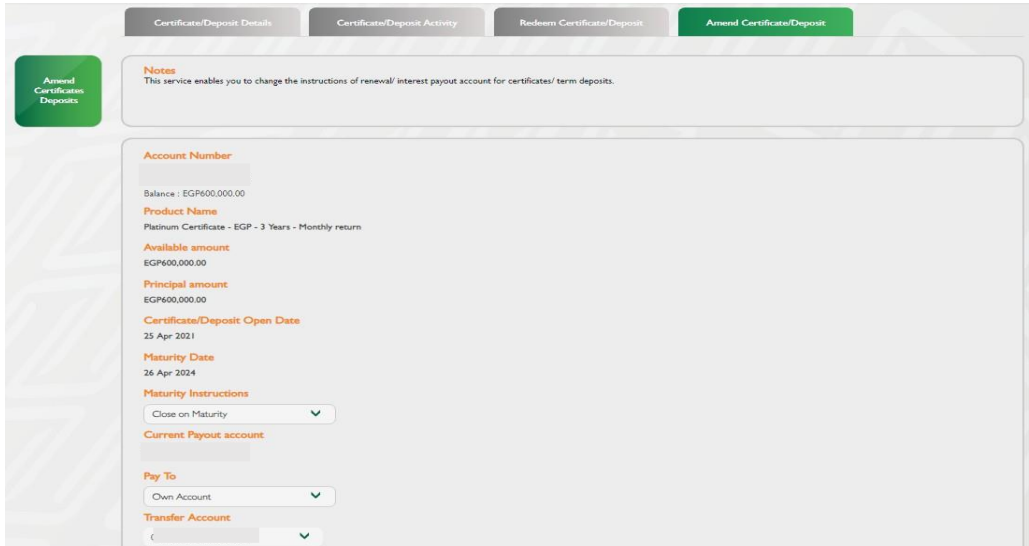
Platinum Certificate - EGP - 3 Year ✓

Platinum Certificate - EGP - 3 Years - Monthly return - Interest Rate: 11.00% -

Amount: — Opening Date: 25 Apr 2021 - Maturity Date: 26 Apr 2024

CANCEL

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

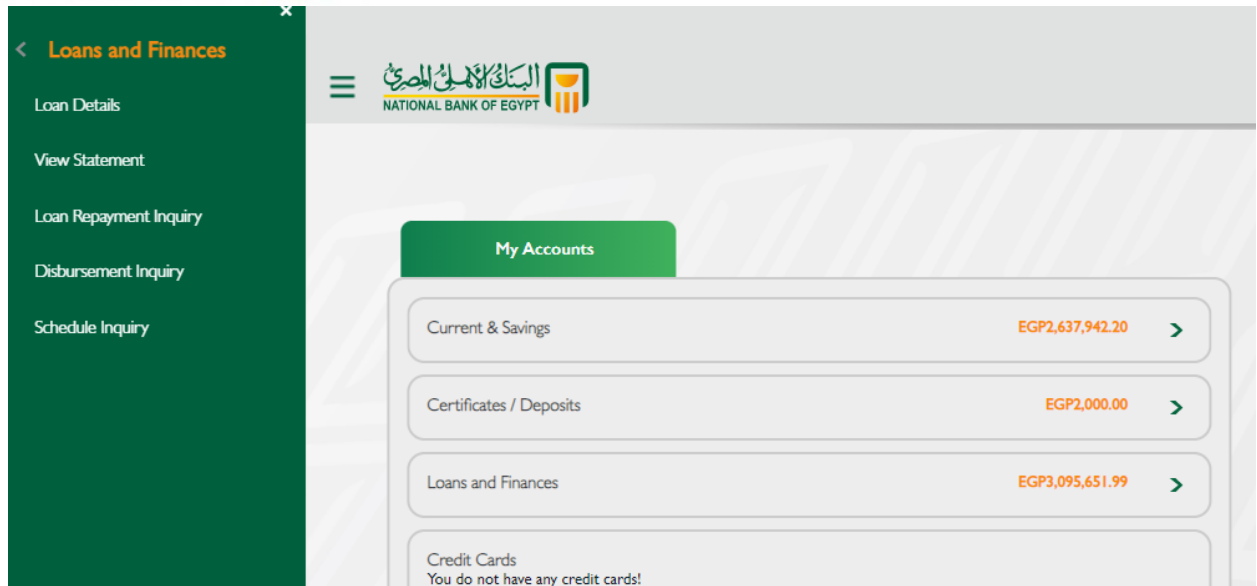
The service is accessible through Main Menu > Accounts > Loans and Finances, providing you with the following:

- 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.

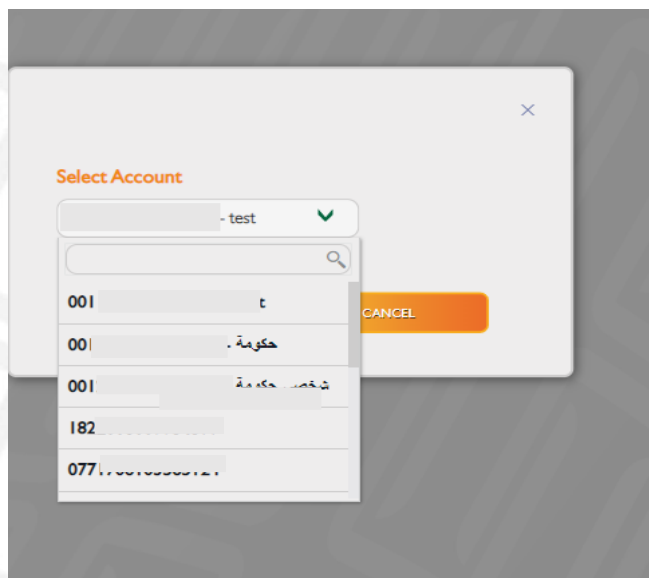
Or from Dashboard /Accounts / Loans and finances then choose loan number about which you need to inquire to find: finance amounts/ repayment/ installments/ late payment details are displayed.



### 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").



Loan and Finance Details		View Statement		Loan Repayment Inquiry		Disbursement Inquiry		Schedule	
View Options									
Current Month		RESET							
Current Month									
Previous Month									
Previous Quarter									
Date Range									
Sr	Value Date	Description	Credit	Debit	Balance				
1		الرصيد الانتهائى / Opening Balance	EGP0.00		-EGP101,088.89				
2	01 Feb 2022	31 Jan 2022	استحقاق عوائد القرض	EGP1,168.29		-EGP102,257.18			
3	01 Feb 2022	31 Jan 2022	استحقاق عوائد القرض	EGP1,209.86		-EGP103,467.04			
4	01 Feb 2022	31 Jan 2022	استحقاق عوائد القرض	EGP1,212.99		-EGP104,680.03			
5	01 Feb 2022	31 Jan 2022	استحقاق عوائد القرض	EGP1,176.93		-EGP105,856.96			
6	01 Feb 2022	31 Jan 2022	استحقاق عوائد القرض	EGP1,218.90		-EGP107,075.86			
7	01 Feb 2022	31 Jan 2022	استحقاق عوائد القرض	EGP1,182.72		-EGP108,258.58			
8	01 Feb 2022	31 Jan 2022	استحقاق عوائد القرض	EGP1,224.95		-EGP109,483.53			
9	01 Feb 2022	31 Jan 2022	استحقاق عوائد القرض	EGP475.46		-EGP109,958.99			

## Loan Repayment Inquiry

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

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

Loan and Finance Details		View Statement		Loan Repayment Inquiry		Disbursement Inquiry		Schedule	
Loan Repayment Inquiry									
<p><b>Note</b></p> <p>This service enables you to review the payment transactions made on a certain account by choosing the specific period or specific amounts you want to inquire about.</p>									
<p><b>Account Number</b></p> <p>شخصي حكومي</p>									
<p><b>Repaid Amount</b></p> <input type="text"/>									
<p><b>From Date</b></p> <input type="text"/>									
<p><b>To Date</b></p> <input type="text"/>									
<p>SEARCH CANCEL RESET</p>									
Loan Account Number	Status	Initiated Date	Repaid Amount						
	Active	20 Jun 2021	EGP950.00						
	Active	20 Jul 2021	EGP950.00						
	Active	20 Aug 2021	EGP950.00						

## Disbursement Inquiry:

You can inquire about the disbursed amount by clicking Main Menu > Accounts > Loans and Finances > Disbursement Inquiry, then select the relevant loan from the drop-down list

**Note**  
This function enables you to inquire about the disbursed loan amounts and disbursement dates.

**Account Number**  
شخصي حكومي

**Sanctioned Amount**  
EGP100,000.00

**Disbursed Amount**  
EGP100,000.00

Date	Amount
23 May 2021	EGP100,000.00

BACK

## 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.

**Select Account**  
شخصي حكومي

**Installment Summary**

First Installment	Last Installment	Total Installments
20 Jun 2021	20 May 2031	120

**Installments Paid**  
8

**Amount Paid Till Date**  
EGP9,483.53

**Payment Overview**

Paid Amount	Unpaid Amount
EGP9,483.53	EGP228,204.70
Principal: EGP0.00	Principal: EGP101,883.53
Interest: EGP9,483.53	Interest: EGP126,321.17

**Date Range**  
20 Jun 2021 - 20 May 2031

DOWNLOAD

Installment Number	Due Date	Principal	Interest Amount	Installment	Unpaid Installment	Payment Status
1	20 Jun 2021	-EGP138.89	EGP1,088.89	EGP950.00	EGP0.00	Paid
2	20 Jul 2021	-EGP218.29	EGP1,168.29	EGP950.00	EGP0.00	Paid
3	20 Aug 2021	-EGP259.86	EGP1,209.86	EGP950.00	EGP0.00	Paid
4	20 Sep 2021	-EGP262.99	EGP1,212.99	EGP950.00	EGP0.00	Paid
5	20 Oct 2021	-EGP226.93	EGP1,176.93	EGP950.00	EGP0.00	Paid

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.

The screenshot displays the 'My Accounts' section of the National Bank of Egypt's digital platform. Under the 'Loans and Finances' category, there are 13 accounts listed. A dropdown menu is currently open, showing options for 'Loan and Finance Details', 'View Statement', 'Loan Repayment Inquiry', 'Disbursement Inquiry', and 'Schedule Inquiry'. The list of loans includes:

Account Description	Balance	Actions
شخصي حكومية - شخصي حكومية و ق ع - مرتب فردي	EGP102,358	
شخصي حكومية و ق ع - مرتب فردي	EGP58,565	
سيارات 60-40	EGP599,986.76	⋮
	EGP504,729.13	⋮

At the bottom of the loans section, there are links for 'Loan Amount Calculator' and 'Loan Installment Calculator'.

## Credit and Payroll Cards

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

- 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's 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
Card Type

AMR

Primary

+ Add Nickname

Additional Information	Payment Details	Balances	Points
<b>Validity From</b> 01 Jan 2022	<b>Min Amount Due</b> EGP25.00	<b>Current Balance</b> EGP262.92	<b>Reward Points</b>  Your points give you access to an exciting range of rewards. <div style="text-align: center; margin-top: 10px;"> <span style="background-color: #ffc107; padding: 5px 15px; border-radius: 5px; font-weight: bold; color: white;">REDEEM POINTS</span> </div>
<b>Validity To</b> 31 Dec 2024	<b>Payment Due Date</b> 31 Jan 2022	<b>Available Credit Limit</b> EGP2,737.08	
<b>Product Name</b> MC STANDARD CREDIT	<b>Last Payment Date</b> 24 Sep 2021	<b>Total Credit Limit</b> EGP3,000.00	
<b>Card Currency</b> EGP	<b>Last Payment Amount</b> EGP200.00		
	<b>Credit Card Unsettled Transaction</b>		

## Activate Credit Card and Payroll Card

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

First-time 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**

**Note**  
\* This service enables you to directly activate your credit card / payroll card.  
To activate the card, select the card from the drop-down menu then click "Activate" to put it into action instantly.

**Card Number**

5i

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 NBEATM.

## 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 display. You can download the report in a PDF format.

Credit Card Details
Credit Card Statement
Credit Card Payment
Credit Card EStatement

**Card Statement**

**Card Number**

**View Options**

Statement 2022 ▼

Mar ▼

[General Instructions](#)

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**View Transaction Summary**

Card Number	<input type="text"/>	Total of Debit	1226.66
Opening Balance	4906.68	Due Date	27 Apr 2022
Closing Balance	3680.02	Credit Limit	12500
Total of Credit	2453.32	Minimum Payment Due	62
Statement Date	27 Mar 2022		

Transaction Date	Posting Date	Description	Debit	Credit	Original Amount	Settlement Amount	Auth Code
12 Mar 2022	12 Mar 2022	E		1226.66	1226.66 EGP	1226.66 EGP	
27 Mar 2022	27 Mar 2022	MIGRATION MONTHLY INST DEBIT	1226.66		1226.66 EGP	1226.66 EGP	

Page 1 of 1 (1-2 of 2 items) < 1 >

## 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 'Credit Card Statement' section with the 'Unbilled Transactions' view selected. The table below displays the transaction details:

Transaction Date	Posting Date	Description	Debit	Credit	Currency	Posting Amount	Posting Currency
06 Jan 2022	06 Jan 2022	EB-CC	ARD	10	EGP	10	EGP

Page 1 of 1 (1 of 1 items)

## 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.

The screenshot shows the 'Credit Card Statement' section with the 'Unsettled Transactions' view selected. The table below displays the transaction details:

Authorization Date	Transaction Amount	Posting Amount	Auth Code	Status	Response Description
01 Feb 2022 14:36:09	373.5 EGP	373.5 EGP	923203	000 APPROVED	ELZAMEK FOR IMPORT AND EX CAIRO E-07F EGY
02 Feb 2022 16:07:21	84 EGP	84 EGP	951914	000 APPROVED	Talabat Cairo EGY

Page 1 of 1 (1-2 of 2 items)

## 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 amount is displayed.
- Select the source account from “**Select Account**”.
- Tick for acceptance in “**Terms and conditions**” field.
- Click “**Submit**”.
- Review the transfer details then click “**Confirm**”.

**Note**  
This service enables you to pay for your credit card using your accounts with no need to go to the nearest NRE branch / ATM. You can pay your credit card's total due amount, minimum due amount or a given amount (less than the total due amount).

**Card Number**

**Source Amount to Pay**

Minimum Amount  Total Amount  Amount

**Amount**  
EGP63.00

**Source Account**

Balance : EGP1,090.74

**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** **CANCEL** **BACK**

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

Credit Card Details | Credit Card Statement | **Credit Card Payment** | Credit Card EStatement

**Credit Card Payment**

**Note**  
This service enables you to pay for your credit card using your accounts with no need to go to the nearest NBE branch / ATM. You can pay your credit card's total due amount, minimum due amount or a given amount (less than the total due amount).

**Card Number**

**Source Amount to Pay**

Minimum Amount  Total Amount  Amount

**Amount**  
EGPI,251.66

**Source Account**

Balance : EGPI,090.74

**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 CANCEL BACK

- 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 in "Terms and conditions" field.
- Click "Submit".
- Review the transfer details then click "Confirm".

**Credit Card Payment**

**Note**  
This service enables you to pay for your credit card using your accounts with no need to go to the nearest NBE branch / ATM. You can pay your credit card's total due amount, minimum due amount or a given amount (less than the total due amount).

**Card Number**

**Source Amount to Pay**

Minimum Amount  Total Amount  Amount

**Minimum Amount**  
EGP63.00

**Total Amount**  
EGPI,251.66

**Amount**

**Source Account**

Balance : EGPI,090.74

**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 CANCEL BACK

## 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/ Stolen/ Damaged).
- Click “Submit”.
- Review the information of submitted application, then click “Confirm”.

**Block & Replacement**

**Note**  
 \* This service enables you to directly stop your credit card / payroll card if it is stolen / lost / damaged.  
 \* If your (credit) card is stopped, it cannot be reactivated. A replacement card will be automatically issued to be served to the address registered on the system.  
 \* If your (payroll) card is stopped, it cannot be reactivated. In this case, please refer to your employer to get a replacement card.

**Card Number**

**Expiry Date**  
 2025-03-31

**Specify Reason**  
 Please Select

**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 commissions and expenses as per the announced commissions and fees.
- In case of blocking a (payroll) card: It cannot be reactivated again. You may refer to your employer for issuing a replacement card.
- In case that your card is not displayed upon selecting card blocking services, promptly call the 24/7 Al Ahly phone hotline (00202) 19623 (locally or internationally) for taking necessary action.

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”.

**Reset PIN**

**Note**  
\* This service enables you to directly reset a new PIN for your credit card / payroll card.  
\* To reset your card's PIN, select Reset PIN from the drop-down menu, then select the given card. Click Submit and the new PIN will be instantly reset. (Kindly go to the nearest NBE ATM to create a new PIN)

**Card Number**  
[Input Field]

**Expiry Date**  
2025-03-31

**SUBMIT** **CANCEL**

**Disclaimer :**

- After applying for a new PIN, kindly create a new PIN for the card via the nearest NBE ATM. 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.

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”.

**Reset PIN Counter**

**Note**  
\* This service enables you to reset PIN counter for your credit/ payroll card directly.  
\* To reset PIN counter, select such service from the drop-down menu, then select the given card. Click "Submit" to instantly reset PIN counter.

**Card Number**  
4

**Expiry Date**  
2025-03-31

**SUBMIT** **CANCEL**

**Disclaimer :**

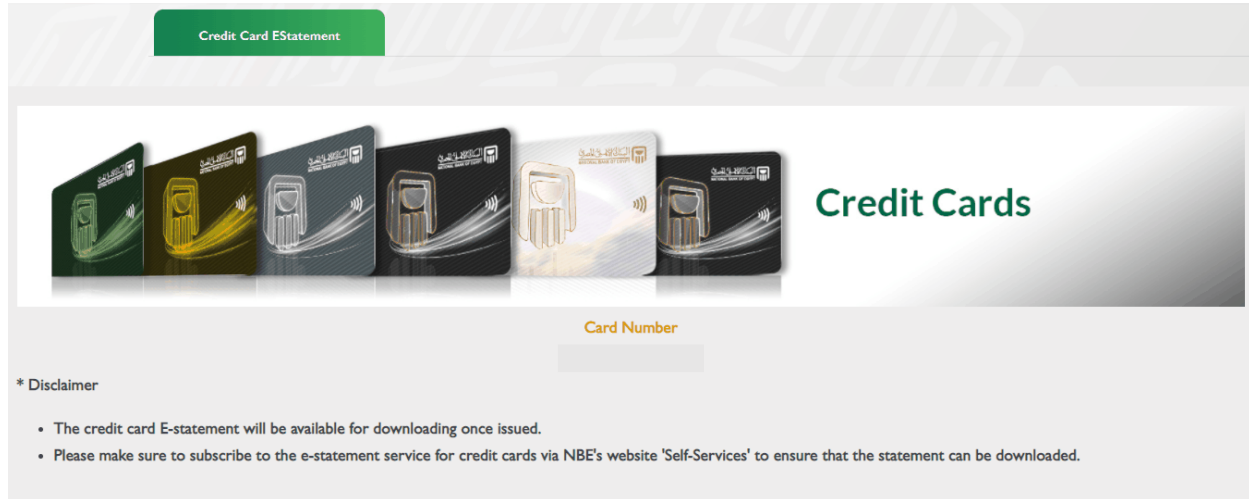
- In case of resetting PIN counter, you may use the same old PIN of the card after processing your application.

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 Al Ahly Net, 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

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

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

#### Activate Debit Card

“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”.

Card  
Activation

**Note**

\*This services enables you to directly activate your debit card.  
\*To activate the card, kindly make sure that you have the card.  
Activate New Card: This service enables you to to activate the new issued debit card.  
Activate Renewed Card: This service enables you to to activate the renewed debit card.

Customer Name	Name on Card	Primary Account	Card Number
AHMED			
Product Type	Expiry date	Card status	
Classic debit card- Master card	Mar 2025	Active	
Card Number	<input style="width: 100%; border: 1px solid #ccc;" type="text"/>		
Select Service	<input type="radio"/> Activate New Card <input checked="" type="radio"/> Activate Renewed Card		
<input style="background-color: #2e8b57; color: white; padding: 5px 15px; border: none;" type="button" value="SUBMIT"/>		<input style="background-color: #f39c12; color: white; padding: 5px 15px; border: none;" type="button" value="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 NBEATM.

## PIN Services

“Debit Card PIN Services” is accessible through Main Menu > Debit Cards > PIN Services. This services enables you to request a new PIN and reset your PIN counter as indicated in the below steps:

- Select the service to be used (request new PIN/ reset PIN counter)
- Select the card from the drop-down menu under the “Card Number” field.
- Click “Submit”
- Review the information of submitted application, then click “Confirm”.



Card  
PIN  
Services

**Note**

**Reset Card PIN:**  
 \*This service enables you to directly reset a new PIN for your active debit card.  
 \*Select the service from the radio button then select the card and click "Submit". (kindly create a new PIN for the card via the nearest NBE ATM. Do NOT share PIN with any person.)

**Reset False PIN Attempts:**  
 \*This service enables you to directly reset false PIN attempts for your debit card.  
 \*Select the service from the radio button then select the card and click "Submit".

Customer Name	Name on Card	Primary Account	Card Number
AHMED			
Product Type	Expiry date	Card status	
Classic debit card- Master card	Mar 2025	Active	

**Card Number**

▼

**Select Service**

Reset Card PIN   
  Reset False PIN Attempts

SUBMIT

CANCEL

**Disclaimer :**

- In case of resetting PIN counter, you may use the same old PIN of the card after processing your application.
- After applying for a new PIN, kindly create a new PIN for the card via the nearest NBE ATM. Do NOT share PIN with any person.
- Please activate the card first prior to applying for a new PIN. Do NOT share PIN with any person.

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

Upon using “Reset PIN Counter”, 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 and 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/ Stolen/ Damaged).
- 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”.

Card Activation
Card PIN Services
Card Stop & Replacement

Card Stop & Replacement

**Note**

This service enables you to stop/terminate your active debit card in case of the card being stolen, lost or damaged without the need to contact Al-Ahly Phone service and reissue a replacement debit card. Select the card to be stopped from the drop-down list, select the reason, select the delivery location and then Click "Submit", then, the card will be stopped and a replacement card will be automatically issued.

Customer Name	Name on Card	Primary Account	Card Number
<b>Product Type</b> Classic debit card- Visa	<b>Expiry date</b> Oct-2022	<b>Card status</b> Active	
<b>Card Number</b> <input type="text"/>			
<b>Replacement reason</b> <input type="text" value="Please select"/>			
<b>Delivery Location</b> <input checked="" type="radio"/> Branch <input type="radio"/> My Address			
<b>City</b> <input type="text" value="Please select city"/>			
<b>Branch</b> <input type="text" value="Please select branch"/>			
<input type="button" value="SUBMIT"/>		<input type="button" value="CANCEL"/>	

**Disclaimers :**

- In case of issuing a replacement card: It cannot be reactivated again. A new card will be automatically issued and sent to the address entered on the system / the selected branch. In case of card non-receipt, you may call the 24/7 Al Ahly phone service (00202) 19623 (locally or internationally) for any inquiry.
- Debit cards shall be delivered only to Egypt-based addresses to be provided by customers.
- The new card fees shall be charged to the card-linked primary account according to NBE's Banking Tariffs. The Bank may change all commissions and fees as per the announced commissions and charges.
- In case that your card is not displayed upon selecting card blocking services, promptly call the 24/7 Al Ahly phone hotline (00202) 19623 (locally or internationally) for taking necessary action.

## Payment and Transfers

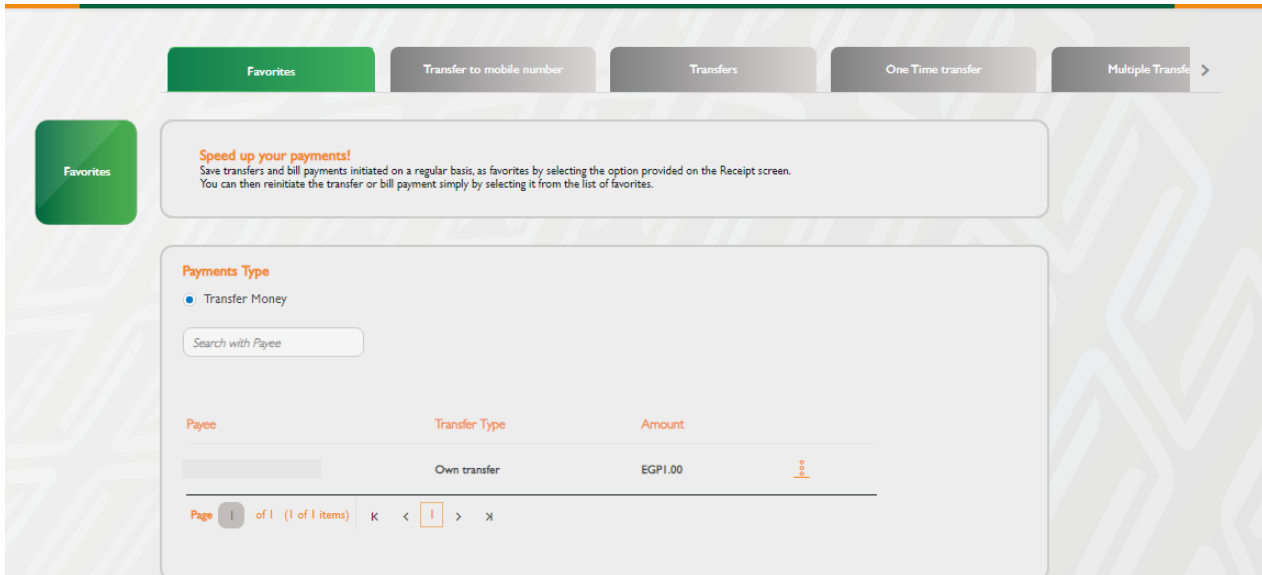
“Transfers” services are accessible through Main Menu, including the following services:

- Favorites
- Transfer Setups
- Transfers
- Transactions Inquiries

## Favorites

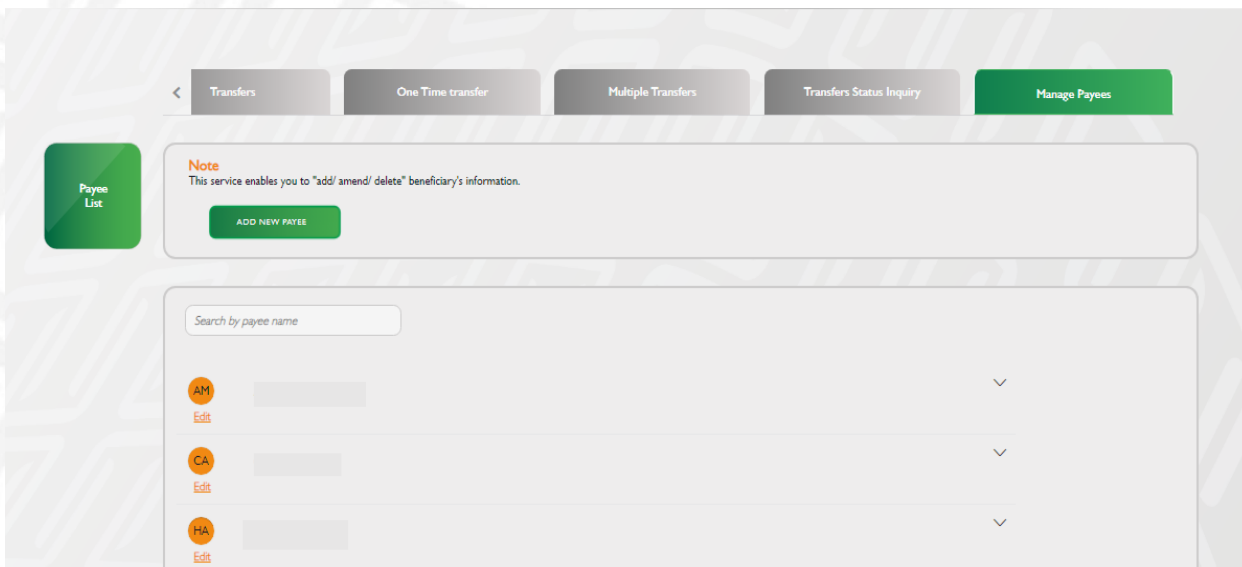
This screen is accessible through Main Menu > Payments and Transfers > Favorites

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



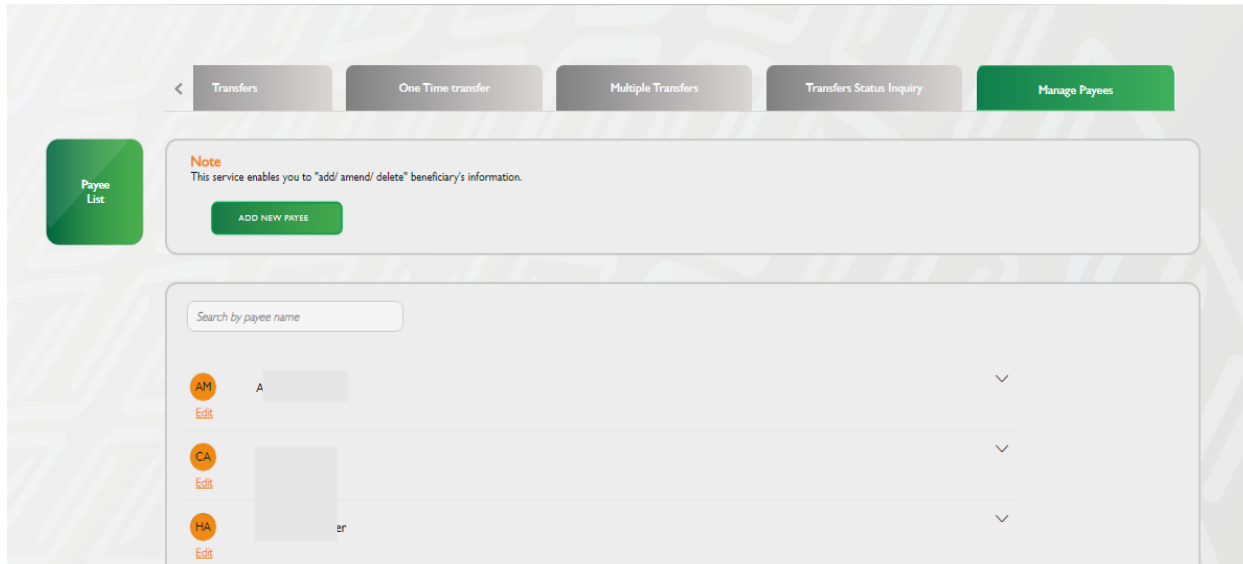
## Transfer Setups

This menu enables you to have access to “**Manage Payee**” and “**Standing Instructions**”. The service is accessible through Main Menu > Payments and Transfers > Transfer setups > 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 "Add new payee". 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”

**Add Payee**

Transfer money faster than ever!  
Transferring money has never been easier!  
Now, you can make transfers to all e-wallets across Egypt by entering the following data (beneficiary name, e-wallet number, debit account, amount and the transfer purpose).

**Bank Account**

**Payee Name**

**Payee Photo**  
Upload Photo  
Max image size - 1000 KB,  
File format - .JPG and .PNG

**Internal** Domestic International

**Account Number**

**Confirm Account Number**

**Account Name**

**Payee E-mail**

**Nickname**

**SAVE** **CANCEL** **BACK**

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”

**Add Payee**

**Transfer money faster than ever!**  
Transferring money has never been easier!  
Now, you can make transfers to all e-wallets across Egypt by entering the following data (beneficiary name, e-wallet number, debit account, amount and the transfer purpose).

**Bank Account**

**Payee Name**

**Payee Photo**  
 Upload Photo  
Max image size - 1000 KB.  
File format - JPG and PNG

Internal **Domestic** International

**Network Type**  
ACH NETWORK

**Account Number**

**Confirm Account Number**

**Account Holder Name**

**Payee E-mail**

**Bank Code**

[Select Bank and Branch](#)

**Nickname**

- To transfer funds to any e-wallet, enter the phone number of the wallet in the field of bank's/ branch's name while searching ACH codes to create a new domestic beneficiary account.
- To transfer funds to any e-wallet, enter the mobile phone number of the e-wallet in the field named 'account number'.

**SAVE** **CANCEL** **BACK**

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

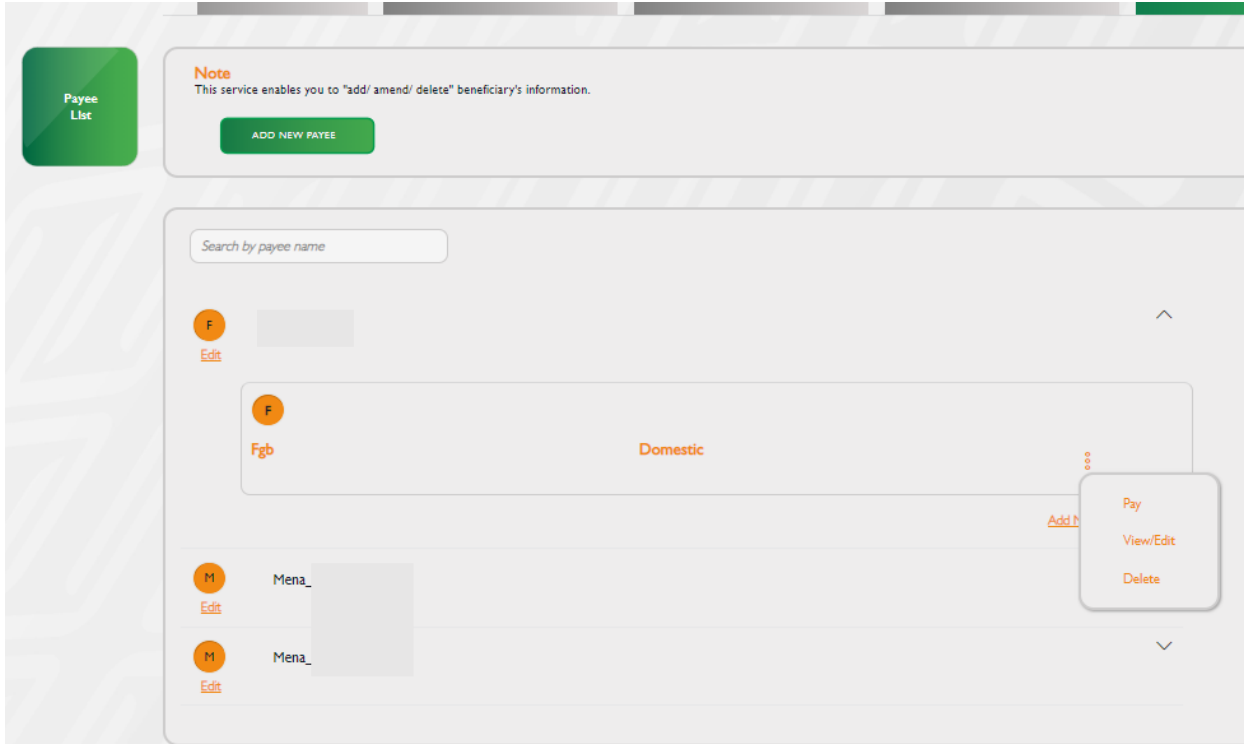
In case of making internal or domestic transfers, the transaction is approved through a Hard Token/ Soft Token.

### 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

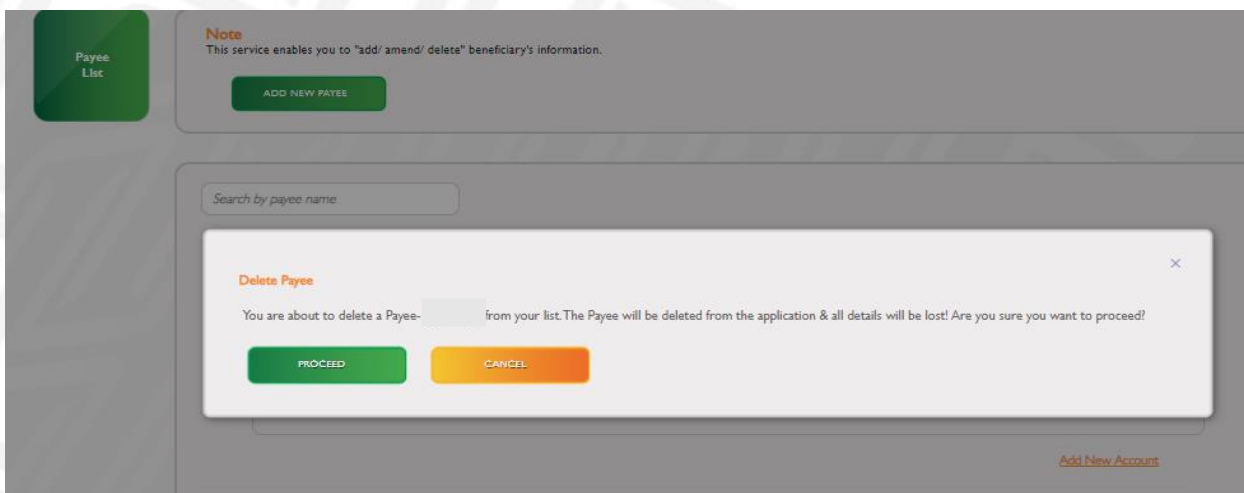


After viewing the Payee to be inquired about, the "Payee details" is accessible when you click "View" to display (Payee name, Payee photo, account name, nickname, Payee type, account number). You can tap "Edit Photo" by clicking "Edit Payee"

## 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”

## Standing Instructions

The service is accessible through Main Menu > Payments and Transfers > Transfer setups > 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

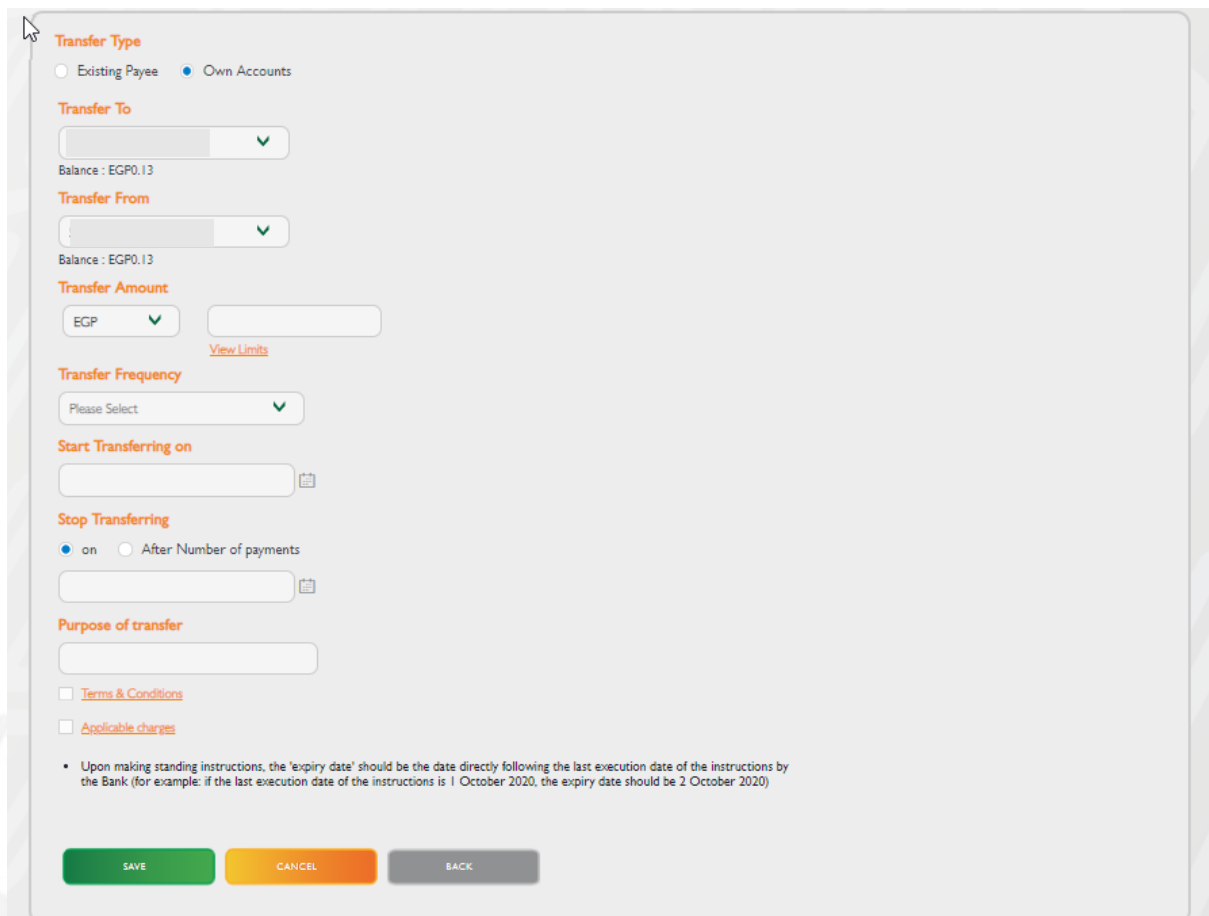
You can place standing instructions to make own account transfers and internal transfers, provided that the Payee account is registered first then the next steps are to be followed:

- 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 date ”:
  - 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”.



**Transfer Type**

Existing Payee  Own Accounts

**Transfer To**

Balance : EGP0.13

**Transfer From**

Balance : EGP0.13

**Transfer Amount**

EGP

[View Limits](#)

**Transfer Frequency**

Please Select

**Start Transferring on**

**Stop Transferring**

on  After Number of payments

**Purpose of transfer**

[Terms & Conditions](#)

[Applicable charges](#)

• Upon making standing instructions, the 'expiry date' should be the date directly following the last execution date of the instructions by the Bank (for example: if the last execution date of the instructions is 1 October 2020, the expiry date should be 2 October 2020)

**SAVE** **CANCEL** **BACK**

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)

The screenshot shows the 'View Standing Instruction' interface. At the top, there are two tabs: 'view Standing instruction' (active) and 'Set Standing instruction'. On the left, there is a green button labeled 'View Standing Instructions'. The main form contains the following fields:

- Transfer Type:** Within Bank
- Debit Account Number:** [Empty]
- Status:** All
- Reference Number:** Reference Number

Below the form are three buttons: SEARCH (green), CANCEL (orange), and RESET (orange). A table displays the following data:

Reference Number	Transfer To	Amount	Frequency/No. of Payments	Start Date	End Date	Status
I35SP12212690001	1	EGP500.00	Every day	02 Feb 2022	01 May 2022	Active
I35SP12212694002	2	EGP75.00	Every 7 days	02 Feb 2022	28 Feb 2022	Active
I35SP12212692001	12	EGP65.00	Every 7 days	02 Feb 2022	28 Feb 2022	Active

Each row has a 'View' button and a 'Stop' button. A red arrow points to the 'View' button of the first instruction.

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.

The screenshot shows the 'Standing Instruction Details' page. It contains the following information:

- Payee Account Number:** [Empty]
- Transfer From:** [Empty]
- 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


**Payments History:**

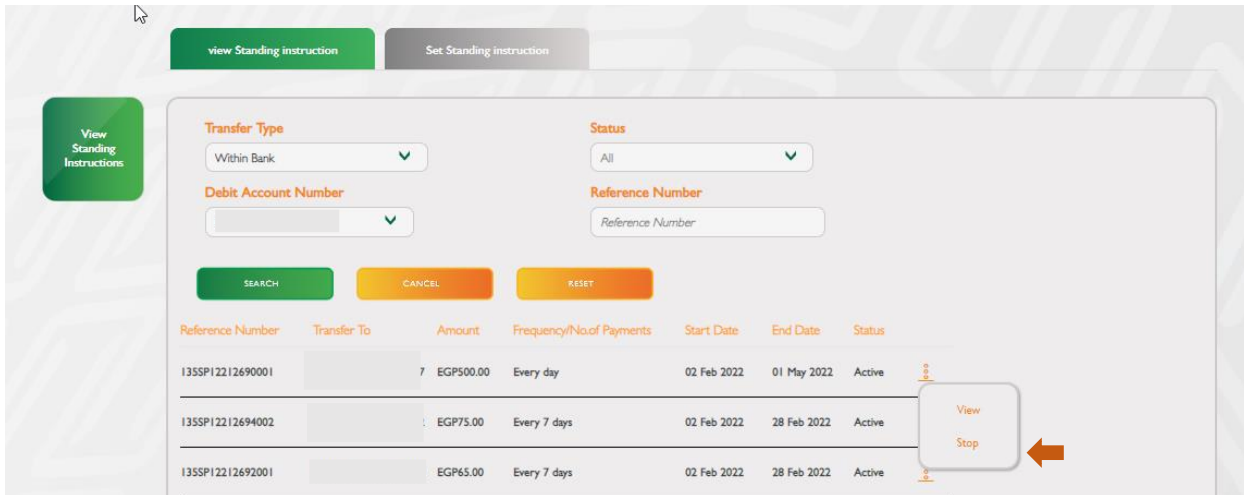
Sr. No.	Value Date	Status	Rejection Reason
No data to display.			

At the bottom, there is a pagination control: Page 1 (0 of 0 items) with navigation arrows. Below the table are two buttons: STOP (green) and BACK (orange).

## 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”.



Reference Number	Transfer To	Amount	Frequency/No. of Payments	Start Date	End Date	Status
135SP12212690001		7 EGP500.00	Every day	02 Feb 2022	01 May 2022	Active
135SP12212694002		EGP75.00	Every 7 days	02 Feb 2022	28 Feb 2022	Active
135SP12212692001		EGP65.00	Every 7 days	02 Feb 2022	28 Feb 2022	Active

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

## Transfers

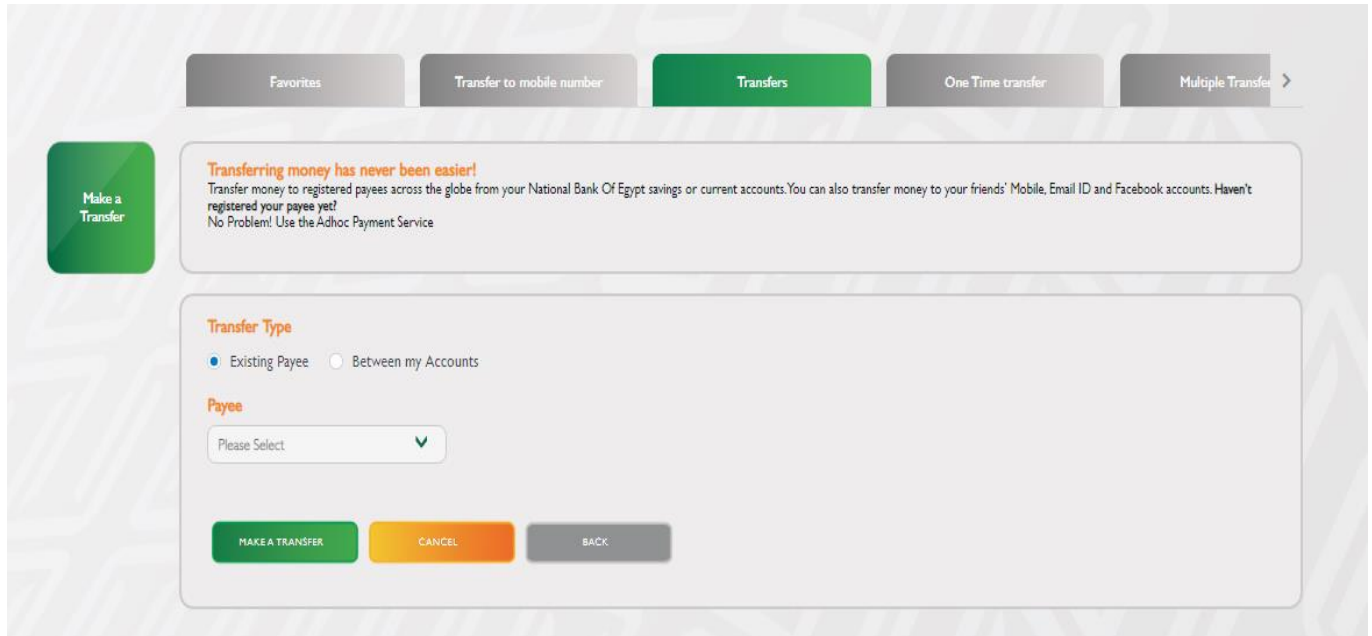
Transfer menu provides you with the following services:

- Make a transfer: Making internal/ domestic transfers to a previously added Payee
- Transfers to mobile Phone Number
- 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**”.

**Transfer Type**  
 Existing Payee    Between my Accounts

**Payee**

**Account Number**

**Account Name**  
ahmed

**Bank Details**  
EBBKEGXXXX  
0014  
بنك الأهلي من بنس مصر

**Network Type**  
ACH NETWORK

**Payee Type**  
DOMESTIC

**Transfer From**  
 - Saving

Balance : EGP5,482.91

**Amount**  
 EGP    EGP10.00  
[Check transfer available limits](#)

**Time of transfer**  
 Now    Later

**Purpose of transfer**  
 test

**Payee Account Type**  
 Account Transfer

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

**NBE Token Verification**

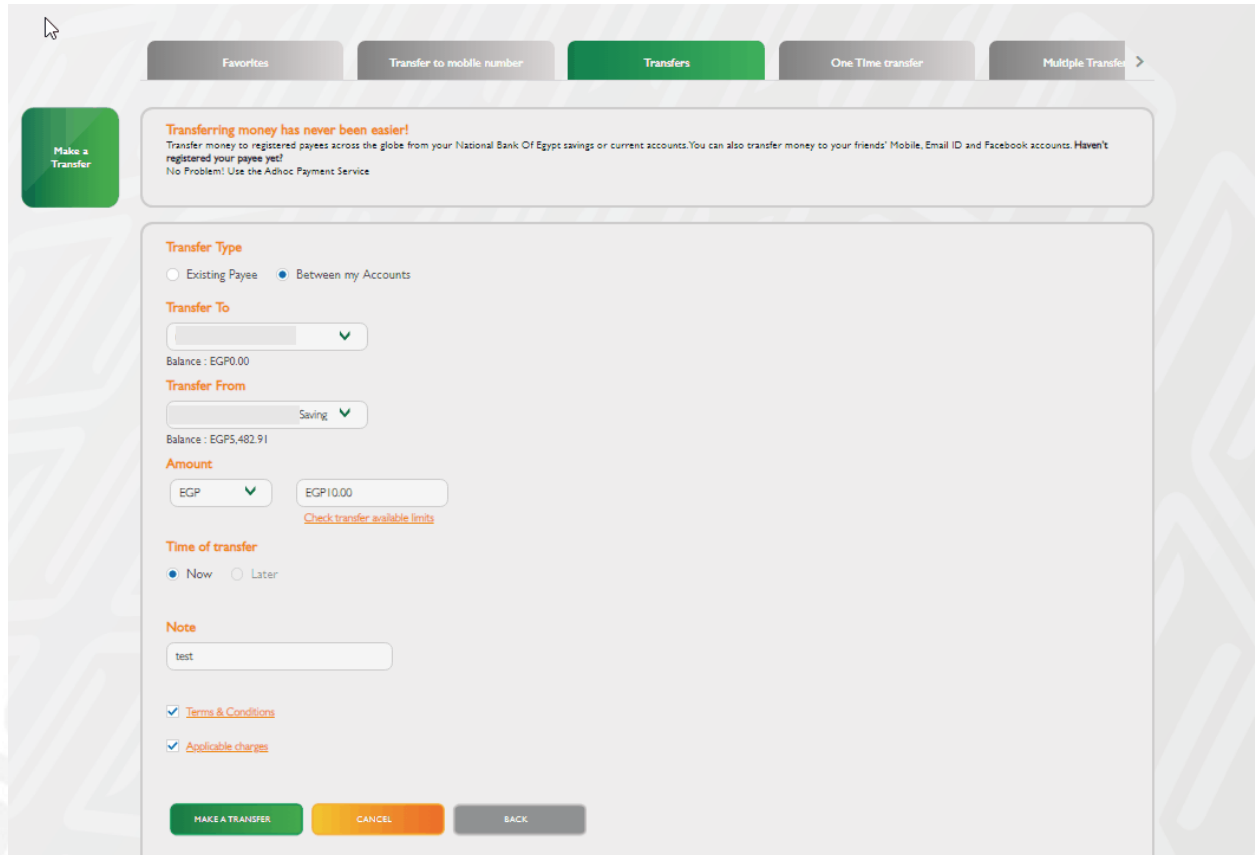
**One Time Password**

**Please follow the steps to generate an OTP (One Time Password)**

- Open your Hard / Soft Token and Enter the PIN code.
- If using Hard Token Kindly press 'I' 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 Notes 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**”.




**Transferring money has never been easier!**  
 Transfer money to registered payees across the globe from your National Bank Of Egypt savings or current accounts. You can also transfer money to your friends' Mobile, Email ID and Facebook accounts. Haven't registered your payee yet? No Problem! Use the Adhoc Payment Service

**Transfer Type**  
 Existing Payee     Between my Accounts

**Transfer To**  
   
 Balance : EGP0.00

**Transfer From**  
   
 Balance : EGP5,482.91

**Amount**  
       
[Check transfer available limits](#)

**Time of transfer**  
 Now     Later

**Note**

Terms & Conditions  
 Applicable charges  
 Applicable charges

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 either select 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 Purpose of transfer
- Tick for acceptance of Terms and Conditions/ Applicable Charges.
- Click “Pay”
- Then the screen of transfer confirmation is displayed to click “Confirm”.

One Time Transfer

Transfer money to any bank account by simply specifying the account number and supporting bank and branch information. You can transfer money to accounts held within National Bank Of Egypt as well as to other bank accounts held both within the country and internationally.

**Payment Type**

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

**Account Number**

**Confirm Account Number**

**Account Name**

**Transfer From**

▼

Balance : EGP5,482.91

**Amount**

EGP ▼

[Check transfer available limits](#)

**Time of transfer**

Now  Later

**Payee E-mail**

**Purpose of transfer**

[Terms & Conditions](#)

[Applicable charges](#)

PAY

CANCEL

BACK

## 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

One  
Time  
Transfer

**What are the benefits?**  
 Transfer money to any bank account by simply specifying the account number and supporting bank and branch information. You can transfer money to accounts held within National Bank Of Egypt as well as to other bank accounts held both within the country and internationally.

**Payment Type**

Internal | Domestic | International

**Network Type**

ACH NETWORK ▼

**Account Number**

.....

**Confirm Account Number**

741852

**Account Name**

samir

**Payee E-mail**

.....

**Bank Details**

CIBEEGCXXXX  
 البنك التجاري الدولي CIB  
 0055  
 NOVA PARK  
[Reset Bank Code](#)

**Transfer From**

- Select the source account
- Enter transfer amount
- Enter the Purpose of transfer (account number/ Credit Card or Mobile Wallet)
- Tick for acceptance of Terms and Conditions/ Applicable Charges.
- Click “Pay”
- Then the screen of transfer confirmation is displayed to click “Confirm”.

56



Domestic

**Account Number**  
[Redacted]

**Account Name**  
samir

**Bank Details**  
CIBEEGCXXXX  
البنك التجارى الدولى CIB  
0055  
NOVA PARK

**Network**  
ACH NETWORK

**Amount**  
EGP10.00

**Transfer When**  
19 Jan 2022

**Transfer From**  
[Redacted] -Saving

**Purpose of Payment**  
Account transfer

**Note**  
[Redacted]

**CONFIRM** **CANCEL** **BACK**

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

NBE Token Verification

**One Time Password**

٩٥

**SUBMIT** **CANCEL**

Please follow the steps to generate an OTP (One Time Password)

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

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

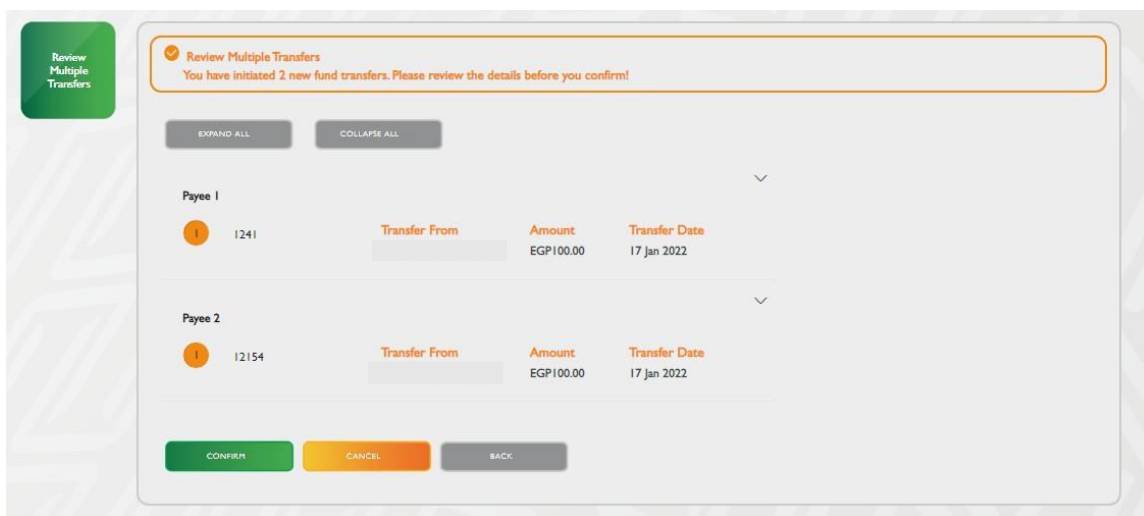
## Multiple transfers

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 > Multiple Transfers

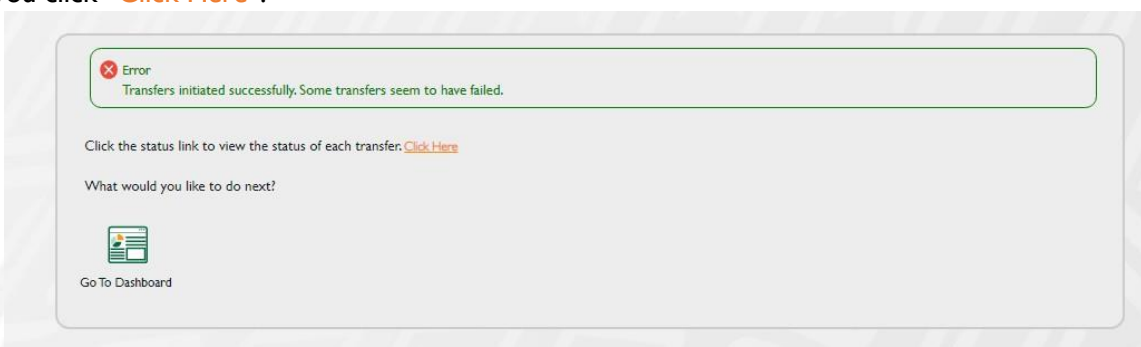
You can select the Payee and enter all transaction information, then click “Save” and add the remaining transactions in the same manner, then click “Submit All”.

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 of "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.

**Payment Status Inquiry**  
You may search for your own account, internal or domestic transfers which have been executed, view them in detail, and also print the transfer notice at any time.

**Your Payment Transactions**

From: - Saving

Search by Payee account name

05 Dec 2021	Internal/Own transfer	EGP6,000.00 Success
28 Oct 2021	Internal/Own transfer	EGP6,000.00 Success
05 Sep 2021	Internal/Own transfer	EGP5,000.00 Success
08 Aug 2021	Internal/Own transfer	EGP2,500.00 Success
04 Jul 2021	Internal/Own transfer	EGP264.00 Success
27 Jun 2021	Internal/Own transfer	EGP5,000.00 Success
20 Jun 2021	Internal/Own transfer	EGP10.00 Success

## 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”.

Donation Transfer

**Transferring money has never been easier!**  
Transfer money to registered Donations payee's across the globe from your National Bank Of Egypt Savings or Current Accounts. Select Payee to Continue.

**Payee**  
57357 - مستشفى اورام الاطفال ⊗

**Account Number**  
[Redacted]

**Transfer Type**  
DONATION

**Source account**  
[Redacted] ▼

Balance : EGP0.00

**Amount**  
EGP ▼    EGP50.00

[View Limits](#)

**Reason of transfer**  
[Redacted]

Terms & Conditions

Applicable charges

TRANSFER

CANCEL

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

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

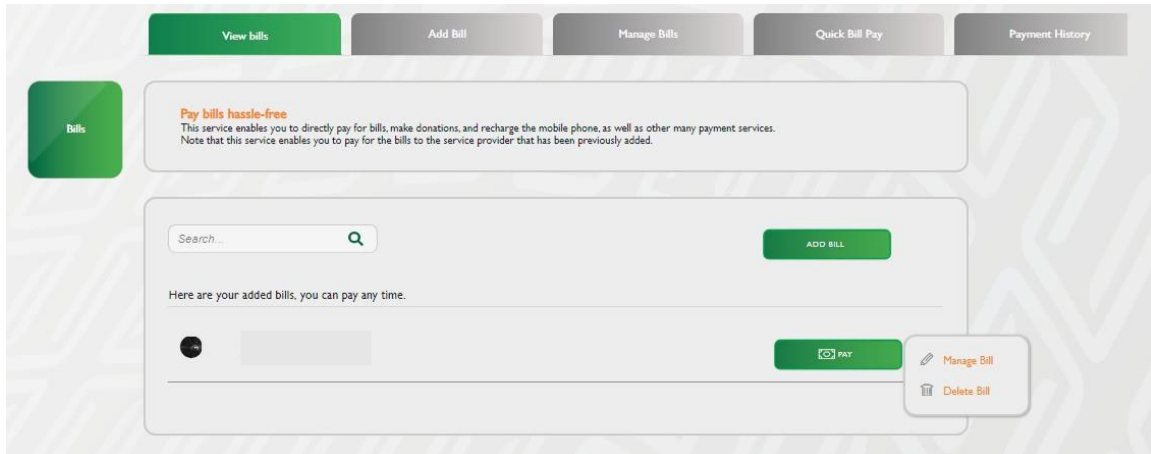
### Payment services (Fawry)

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

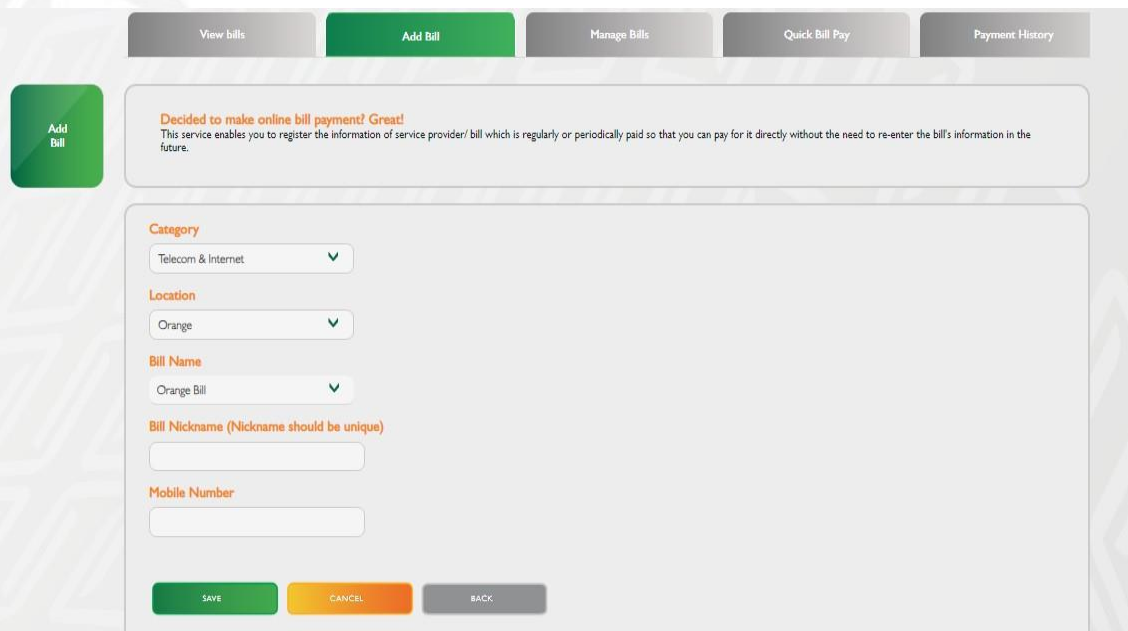
This screen enables you to pay bills that were previously added to the service, or amend or delete such bills or add other bills.



## 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



## Manage Bills

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

**Manage Bills**  
This service enables you to amend or delete the bills that have been added.

**VIEW BILLS**

**Select Bill**

**Category**  
Telecom & Internet

**Location**  
Etisalat

**Bill Name**  
Etisalat Topup

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

**Mobile Number**

**SUBMIT** **DELETE** **CANCEL**

## 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.

Category  
Telecom & Internet

Bill Name  
Etisalat

Bill Service  
Etisalat Topup

Mobile Number  
[Redacted]

Confirm Mobile Number  
[Redacted]

VIEW BILL DETAILS

Source Account  
[Redacted]

Balance : EGP0.99

Amount  
EGP1.00

Fees  
EGP0.00

Minimum Amount  
EGP10.00

Awareness  
Price includes tax

Terms & Conditions

Applicable charges

Disclaimer :

- \* Kindly ensure that there is sufficient balance in the user's account for payment.
- \* Kindly view and check the terms and conditions and fee details prior to making the payment.
- \* In case you have any inquiry, you may contact Al Ahly Phone at 19623 or visit any NBE branch.

SUBMIT CANCEL

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.

**Note**  
This service enables you to review the transactions processed via payment service.

**Select Period**  
Previous Quarter

Search... DOWNLOAD

Date	Biller	Category	Bill Amount	Debit Account	Reference No	Status
22 Apr 2022	Etsalat Topup	Telecom & Internet	EGP30.00		PC6863482987358	Completed
04 Apr 2022	WE Bill Payment	Telecom & Internet	EGP353.40		PC63570263127497	Completed

Page 1 of 1 (1-2 of 2 items) « < 1 > »

## 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
- Recharge 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)

**Card Details**

Customer Name: Name  
Card Number: [Redacted]  
Card Status: Active  
Nickname: My Meza

Card Number: [Redacted] y Meza

Balance Details	Additional Information	Rewards
<p><b>Current balance</b> EGP0.00</p> <p><b>Available Balance</b> EGP0.00</p> <p><b>Hold Amount</b> EGP0.00</p>	<p><b>Issuing Branch</b> EL BORG BRANCH</p> <p><b>Expiry Date</b> Sep2022</p> <p><b>Card Type</b> Generic Meeza classic</p>	<p><b>Reward Points</b></p> <p>Your points give you access to an exciting range of rewards.</p> <p><a href="#">REDEEM POINTS</a></p>

A Mini statement for the card can be viewed.

Mini Statement

Terminal ID	Transaction Date	Time	Transaction Description	Transaction Fees	Debit	Credit
20770029	04 Jan 2021	16:13:41	ATM CASH ADVANCE (ON-US)		EGP150.00	
0	29 Dec 2020	20:28:33	ACH fund transfer			EGP150.00
20770023	08 Dec 2020	10:49:00	ATM CASH ADVANCE (ON-US)		EGP200.00	

### 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.

Card Statement

**Note**  
Please specify the start and end of the inquired period during the same month, in order to display all the transactions of your prepaid card during the relevant period. Transactions are displayed in accordance with their settlement dates.

**Card Number**

E

▼

**From Date**

📅

**To Date**

📅

SUBMIT

DOWNLOAD

Terminal Id	Transaction Date	Time	Description	Type	Transaction Fees	Debit	Credit
0	29 Dec 2020	20:28:33		ACH fund transfer			EGP150.00
:	08 Dec 2020	10:49:00		ATM CASH ADVANCE (ON-US)		EGP200.00	
	08 Dec 2020	10:44:58		Cash Payment POS Branches			EGP121.00

Page (1-3 of 3 items) < < | > >

### 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

Card Activation

**Note**  
This service enables you to directly activate your prepaid card. To directly activate the card, kindly make sure that you have the card, then select and click "Activate" from the drop-down menu to instantly put it into action.

Customer Name	Name on Card	Card Number	Product Type
Sep-2022	Active		Generic Meeza classic

**Card Number**

E

▼

**Service**

Activate New Card

Activate Renewed Card

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.

### 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

Card  
PIN  
Services

**Note**

reset PIN - This service enables you to reset a new PIN for your prepaid card directly.  
To reset the card's PIN, select "Reset PIN" from the drop-down menu, then select the relevant card. Click "Submit" and the card's PIN will be instantly reset. (Kindly visit the nearest NBE ATM to create a new PIN).

Reset PIN Counter - This service enables you to reset PIN counter for your prepaid card directly.\*To reset PIN counter, select such service from the drop-down menu, then select the relevant card. Click "Submit" to instantly reset PIN counter for the card.

Customer Name	Name on Card	Card Number	Product Type
Expiry date Sep2022	Status Active	<div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> <span style="margin-right: 5px;">Card Number</span> <div style="flex-grow: 1; border: 1px solid #ccc; background-color: #f0f0f0;"></div> <span style="font-size: 10px; margin-left: 5px;">▼</span> </div>	<p><b>Select service</b></p> <p><input checked="" type="radio"/> Reset card PIN    <input type="radio"/> Reset False PIN Attempts</p>
<div style="display: flex; justify-content: center; gap: 20px;"> <div style="background-color: #2e8b57; color: white; padding: 5px 15px; border-radius: 5px; cursor: pointer;">SUBMIT</div> <div style="background-color: #ff9933; color: white; padding: 5px 15px; border-radius: 5px; cursor: pointer;">CANCEL</div> </div>			

**Disclaimer:**

- After applying for a new PIN, do NOT share it with any person. You have to create a new PIN via the nearest NBE ATM. Do NOT share PIN with any person.
- Please activate the card first prior to applying for a new PIN.
- Do NOT share PIN with any person. In case of resetting PIN counter, you may use the same old PIN of your card.

### Stop a prepaid card and issue a replacement

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

**Note**  
 \*This service enables you to directly stop your prepaid card if it is stolen / lost / damaged with no need to contact Al Ahly Phone.  
 \*To stop and issue a replacement card, select "Stop and replacement" from the menu, then select the card to be stopped. Click "Submit" and the card will be stopped. A replacement card will be automatically issued to be sent to the branch selected by you.

<b>Customer Name</b>	<b>Name on Card</b>	<b>Card Number</b>	<b>Product Type</b>
			Generic Meeza classic
<b>Expiry date</b> Sep-2022	<b>Status</b> Active		
<b>Card Number</b>			
[Dropdown]			
<b>Replacement reason</b>			
[Dropdown: Lost]			
<b>Delivery Location</b>			
<b>City</b>			
[Dropdown: CAIRO]			
<b>Branch</b>			
[Dropdown: MAIN BRANCH]			
شارع تريف 24 وسط البلد القاهرة مصر			
<input type="button" value="SUBMIT"/>		<input type="button" value="CANCEL"/>	

### 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>Transfer to Prepaid card, then doing the following steps:

- In case of recharging from an account:
  - Select “Recharge 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

Transfer to prepaid card

**Note**

Transfer funds to your prepaid cards without having to visit the branch or use the ATM.  
Select the source account or prepaid card that you wish to transfer funds from, then select the card that you wish to transfer funds to and enter the amount  
You can use the card in carrying out transactions immediately after making the transfer.

**Select**

Transfer From Account   
  Transfer from Other Prepaid Card

**Source account number**

▼

Balance : EGP101,079.02

**Destination Card Number**

5
▼

EGP0.00

**Amount**

EGP1,000

**Note**

transfer

[Terms and Conditions](#)

**Disclaimer :**

- Please be informed that you can transfer funds to/between prepaid cards with EGP currency only.
- Transfers are accepted as long as they do not exceed the total maximum amount allowed for the card.

TRANSFER

CANCEL

- In case of recharging from another prepaid card:
  - Select “**Recharge 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**”.
  - Review transaction
  - Confirm transaction

Transfer to prepaid card

**Note**

Transfer funds to your prepaid cards without having to visit the branch or use the ATM.  
Select the source account or prepaid card that you wish to transfer funds from, then select the card that you wish to transfer funds to and enter the amount  
You can use the card in carrying out transactions immediately after making the transfer.

**Select**

Transfer From Account   
  Transfer from Other Prepaid Card

**Source Card Number**

▼

EGP481.10

**Destination Card Number**

▼

EGP136.00

**Amount**

EGP1,000.00

**Note**

Transfer

[Terms and Conditions](#)

**Disclaimer :**

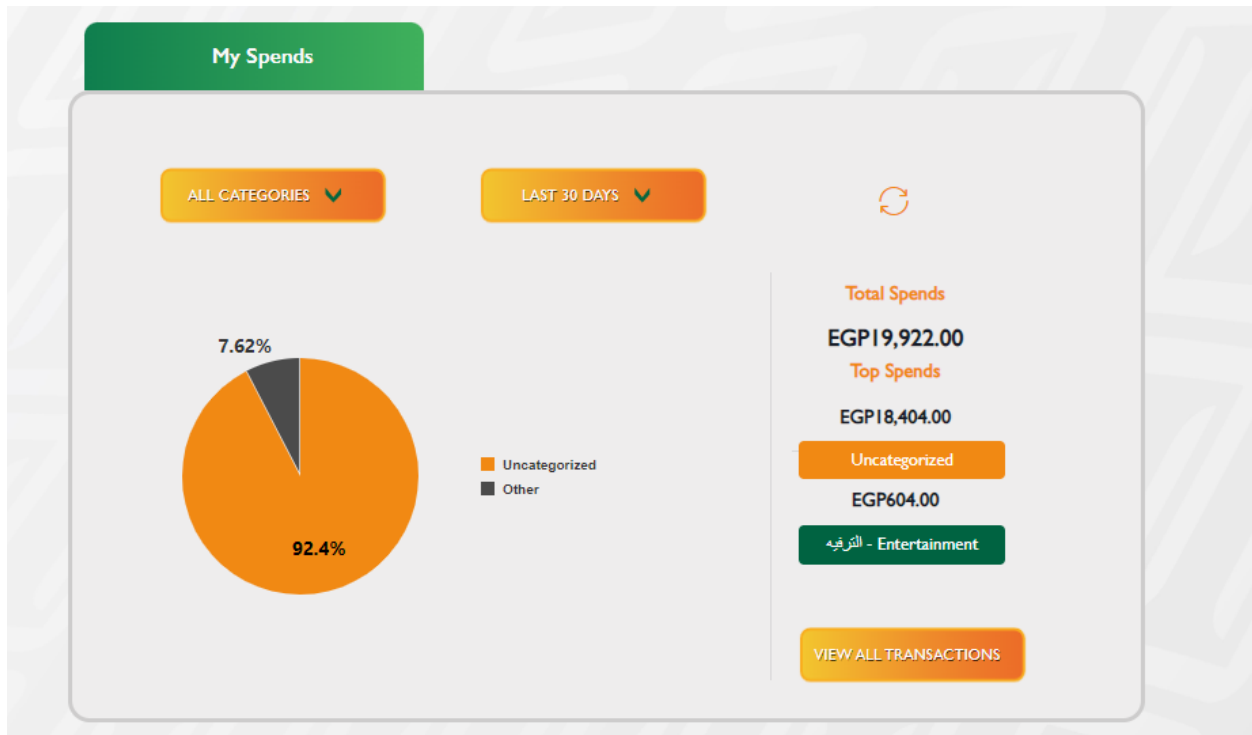
- Please be informed that you can transfer funds to/between prepaid cards with EGP currency only.
- Transfers are accepted as long as they do not exceed the total maximum amount allowed for the card.

TRANSFER

CANCEL

## 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



### View spends

You can access this service from the main menu>Personal Financial Management>Spends>View transactions 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 to view the relevant transactions. You may also select a specific category/sub-category to view and arrange transactions as you wish.

**Transaction list**  
You can view and track your financial transactions and categorize it to different categories to your preferences.

**Filter** Category & Sub Category All Accounts Current Month

Date	Category & Sub Category	Transaction Description	Amount	Edit
01 Feb 2022	Uncategorized	من - FULL_name - I-score fees -	EGP30.00	
01 Feb 2022	Uncategorized	من - FULL_name - Other Credit - I-Score	EGP48.20	
01 Feb 2022	Uncategorized	من - FULL_name - FULL_name	EGP500.00	
01 Feb 2022	Uncategorized	من - FULL_name - FULL_name	EGP500.00	
01 Feb 2022	Uncategorized	من - FULL_name - FULL_name	EGP500.00	

## Financial transactions classification

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.

**Transaction list**  
You can view and track your financial transactions and categorize it to different categories to your preferences.

**Filter** Category & Sub Category

Date	Category & Sub Category	Transaction Description	Amount	Edit
01 Feb 2022	Uncategorized		EGP30.00	
01 Feb 2022	Uncategorized		EGP48.20	
01 Feb 2022	Uncategorized		EGP500.00	
01 Feb 2022	Uncategorized		EGP500.00	
01 Feb 2022	Uncategorized		EGP500.00	

**Recategorize Transaction**

**Category**  
Please Select


**Sub Category**  
Please Select

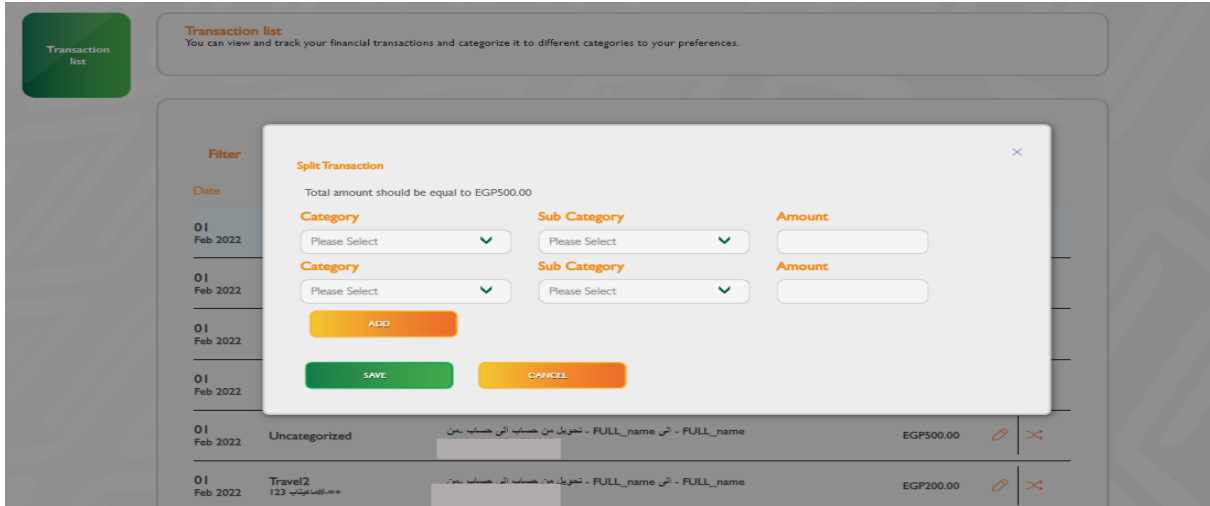
do you want to Add New Category and Sub Category?

**SAVE** **CANCEL**

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.



Financial transactions can be split and the appropriate categories are chosen as per your wish 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 divided is entered, on condition that the total amounts divided are equal to the total original amount of the transaction.



Please note that you may not delete the split of transactions or split amounts previously split but you can modify split amounts and reclassify categories.

### Transactions order

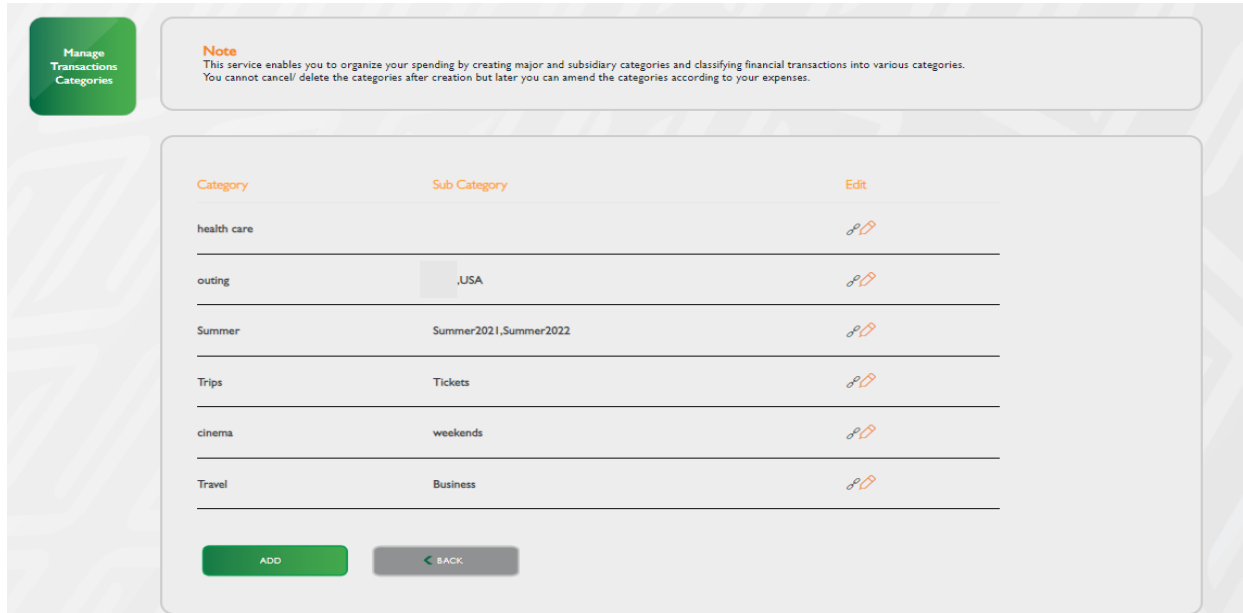
You can view transactions by numerical or alphabetical order on this screen as per your wish by clicking on the arrow next to each title “date, category and sub-category, transaction description, amount” to amend the amount and date by numerical order and arrange the category, sub-category and transaction description in an alphabetical order.



## Manage transactions categories

You can access this service from the main menu>Personal Financial Management>Spends>Manage Categories or main menu>Personal Financial Management>Spends>View transaction>Manage Categories. You may add new main and sub-categories for the categorization of financial transactions that you need to track easily as per your wish.

The categories and sub-categories added by the customer are viewed on the Manage Categories screen. You may also add new categories and amend categories and sub-categories which were previously added.

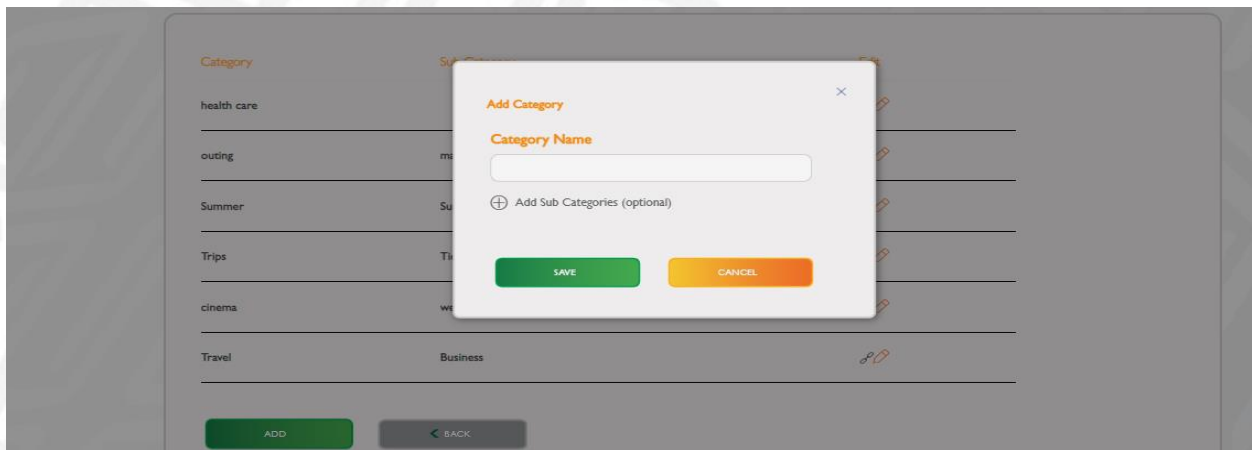


You may add new categories by clicking on "Add" or Edit categories by clicking on symbol


### Add categories

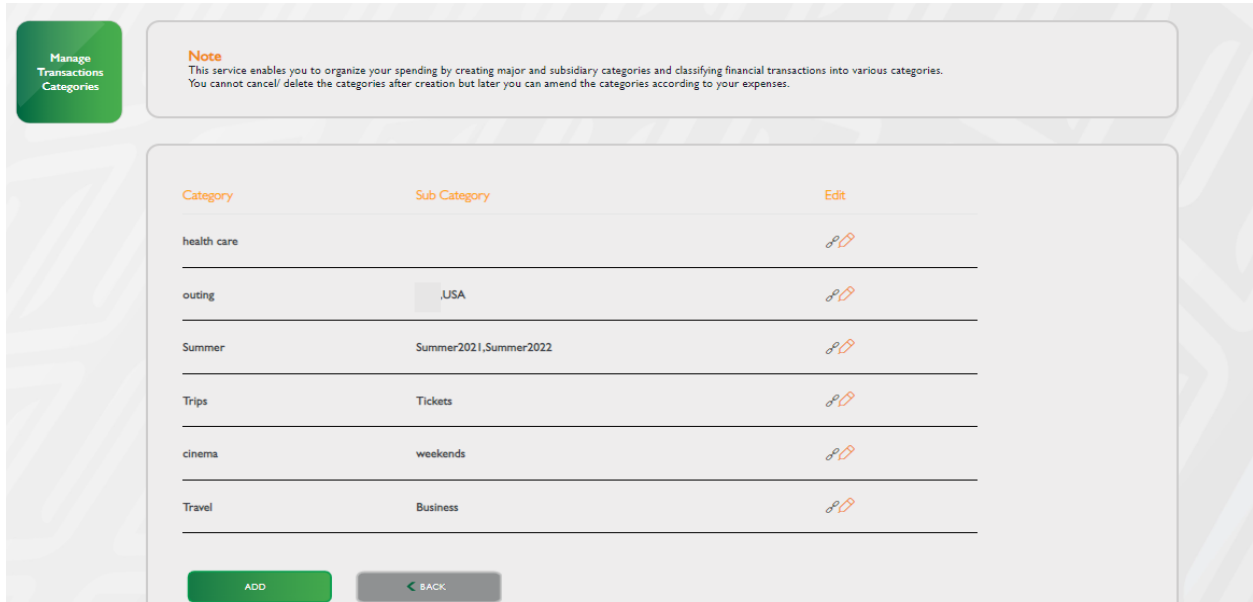
A screen to enter the category and sub-category name "optional" is displayed, click on "Save" to have the category shown afterwards on the "Manage Categories" screen. Categories can be selected to classify financial transactions through the "Spends" screen.

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




## Edit category name

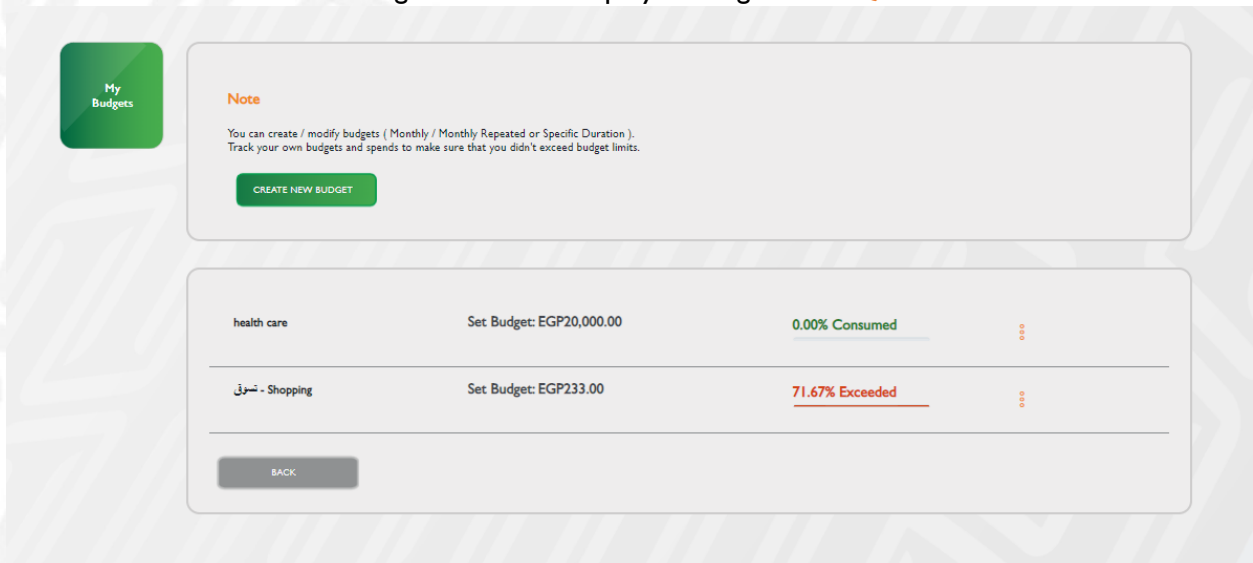
You can change the category name by clicking on Edit categories from symbol . A screen will be displayed to enter the new name of the category or sub-category, then click on “Save” to amend the name successfully.



## Budget

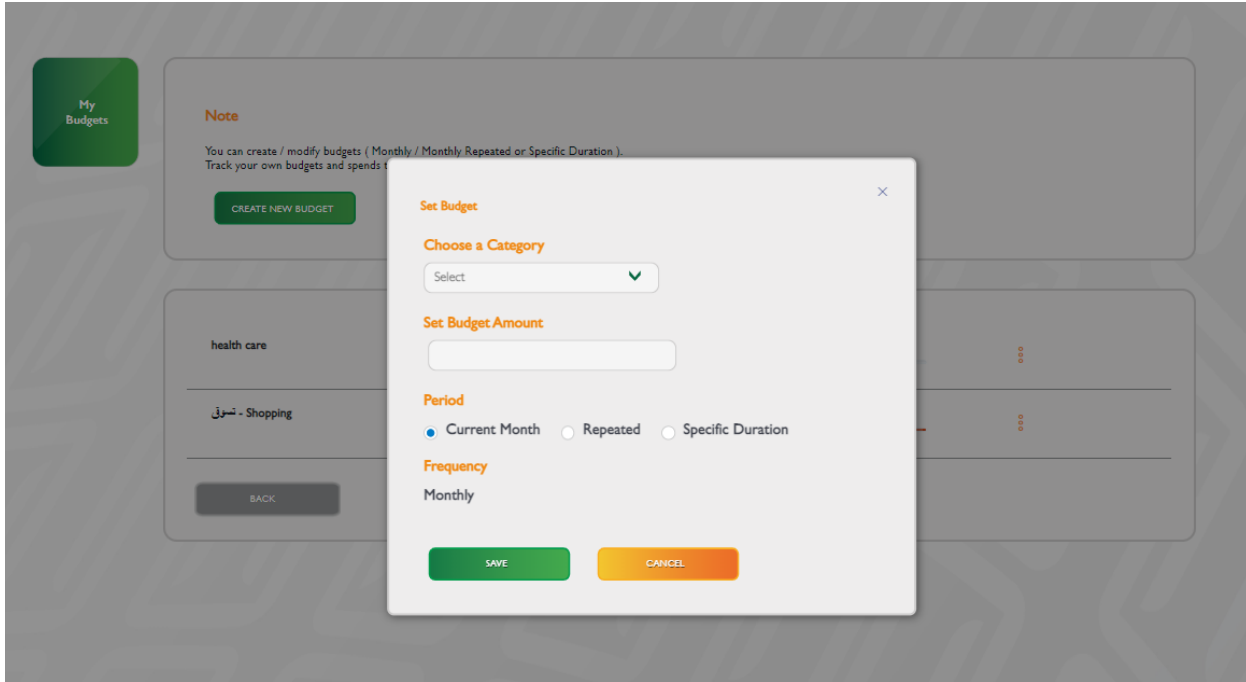
You can access this service from the main menu>Personal Financial Management>Budget or from the main menu>Personal Financial Management> Transactions Analysis, then click on the Budget side menu and select “Manage Budget” or “Create Budget” create. Through this screen, you can set up a budget for a specific category to track spends under this category through a graph that is displayed to show whether or not you are over budget and the percentage of each category of spends under this category through the following steps:

- Set up a budget by clicking on “**Create New Budget**”
- You can view/amend or delete a budget that was set up by clicking on the “**Quick Access Menu**” 

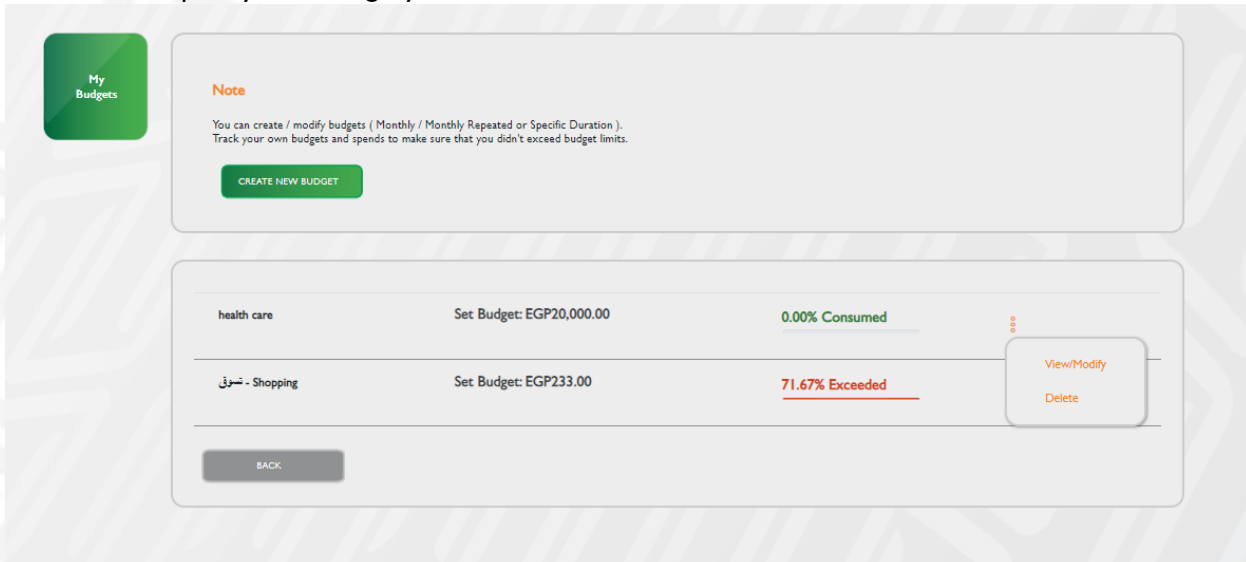


## Create New Budget

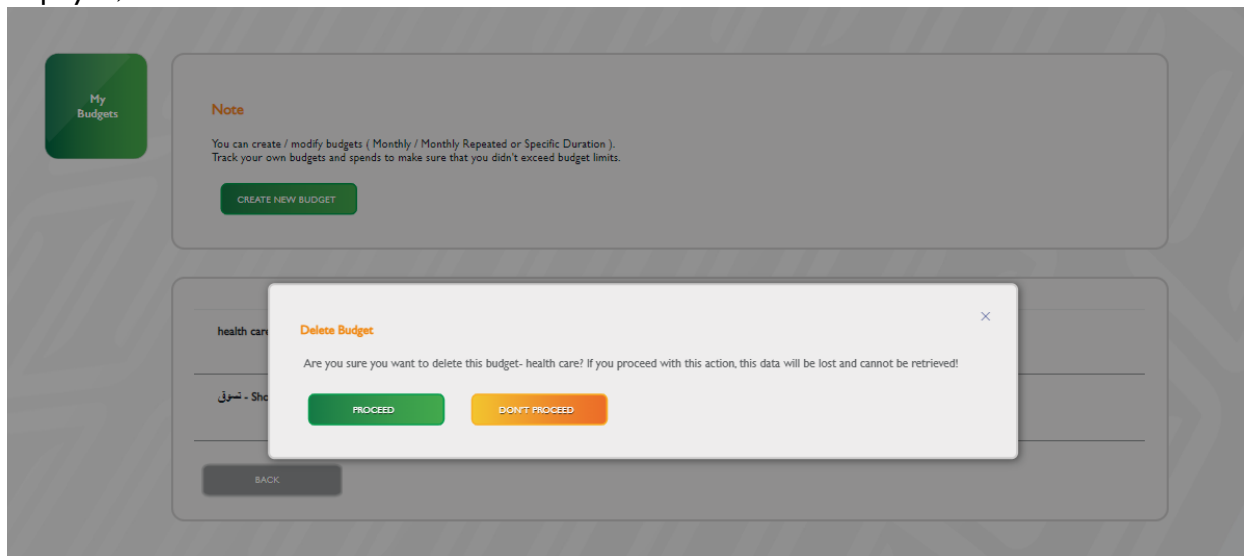
In case of creating a new budget, click on “**Create New Budget**”, a screen is displayed to select the category from the drop down menu and enter the amount and frequency for tracking spends whether current-month budget, a repeated (monthly) budget or a budget for a specific duration up to three years.



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



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

**Open Investment Accounts**

**Start Investing...**  
Mutual funds are the best alternative investment for your money. Purchase mutual fund certificates suitable for you. Be one of our customers who are making savings and investments. To deal with the mutual fund systems, kindly open an investment account, select the accounts to be operated then determine a default account to credit certificate coupons.

To start investing you need to first open an Investment Account.  
It just takes 5 minutes and you can do it online!

[Disclaimer](#)

OPEN AN INVESTMENT ACCOUNT

BACK TO DASHBOARD

- Select the accounts that you wish to use
- Select the primary account for receiving the coupons of mutual fund certificates

**Open Investment Account**

**Start Investing...**  
Whether you call it 'investing' or 'saving for the future', setting some money apart and making it grow is one of the wisest things to do and you have made that decision, congratulations! Our wealth management offering currently has mutual funds. We equip you with information & analysis so that you can buy/sell mutual funds online, all by yourself. So go ahead and open your Investment Account and join thousands of our customers who are saving & growing money everyday!.

1 Personal Details      2 Account Details      3 Select Primary Account

<input checked="" type="checkbox"/>	Account Number	Account Currency	Account Type	Account Description
<input checked="" type="checkbox"/>	[REDACTED]	EGP	Current Account	F [REDACTED]

NEXT      CANCEL      BACK

- Review and confirm the transaction

Open Investment Account

**Start Investing...**  
Whether you call it 'investing' or 'saving for the future', setting some money apart and making it grow is one of the wisest things to do and you have made that decision, congratulations!  
Our wealth management offering currently has mutual funds. We equip you with information & analysis so that you can buy/sell mutual funds online, all by yourself. So go ahead and open your Investment Account and join thousands of our customers who are saving & growing money everyday!

○  
Personal Details

○  
Account Details

●  
Select Primary Account

	Account Number	Account Currency	Account Type	Account Description
●		EGP	Current Account	FULL_NAME

NEXT

CANCEL

← BACK

### 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

Purchase Order

**Start Investing...**  
Invest your money and enjoy a daily or weekly interest according to your selection of the investment period. Define your investment targets before initiation. Under purchasing mutual fund certificates, select the debit account then enter the number of certificates to be purchased and finally click "Submit". The system will verify the entered data. When the transaction's requirements are fulfilled, it will be processed according to the fund's features.

●  
Fund Details

○  
Order Details

**Fund Name**  
NBE's Money Market Mutual Fund w ▼

PURCHASE

CANCEL

- The value of the purchase order of mutual fund certificates shown in the amount field is an indicative value based on the nature of the fund and the latest announced price.
- Mutual fund certificates shall be issued during the fund's business hours shown below the purchase order value.
- The customer shall register the purchase orders of mutual fund certificates on the stipulated times in accordance with the features and parameters of each fund. No registration shall be accepted after these times.
- In case of purchasing daily return money-market mutual fund certificates on holidays during the fund's business hours, the purchase order shall be executed after the order registration date in accordance with the features and parameters of each fund.
- The weekly purchase order of mutual fund certificates shall not

**Fund Price List**

Funds Name	Price	% Change
NBE's Money Market Mutual Fund with Daily Accumulated and Periodic Return	EGP281.281610	+0.073984
Misir Insurance Money Market Mutual Fund for EGP Liquidity with Daily Accumulated Return "El Hishn El Yawmy"	EGP22.133630	+0.071526
12EIAhlyHayaah	EGP100.260000	-0.03968
Charity Mutual Fund to Support the Disabled "Ataa"	EGP11.343320	+0.18512
NBE's Seventh Mutual Fund with Accumulated and Periodic Return (Fund of Egyptian Funds)	EGP128.320000	-1.178283
NBE's Third Mutual Fund with Accumulated Periodic Return	EGP136.600000	-1.329096
NBE's Second Mutual Fund with Periodic Return	EGP68.460000	-1.468048
NBE's Fifth Lottery Mutual Fund with Accumulated Periodic Return	EGP11.480000	-1.37457

- Choose the debiting account
- Enter the number of units to be purchased
- Review and tick for acceptance terms and conditions

- Confirm transaction

**Purchase Order**

**Start Investing...**  
Invest your money and enjoy a daily or weekly interest according to your selection of the investment period. Define your investment targets before initiation. Under purchasing mutual fund certificates, select the debit account then enter the number of certificates to be purchased and finally click "Submit". The system will verify the entered data. When the transaction's requirements are fulfilled, it will be processed according to the fund's features.

**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]

**Pay From**  
[Dropdown]

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**

[Back to Investment Overview](#)

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

**Redeem Order**

**Start Investing...**  
Submit an application for partial/ full redemption of mutual fund certificates according to your needs and your investment policy. You may pay some fees for redemption based on the type of relevant mutual fund. To redeem the mutual fund certificates, select the account to be credited, then enter the number of certificates to be redeemed, and finally click "Submit". The system will verify the entered data. When the transaction's requirements are fulfilled, it will be processed according to the fund's features.

**Fund Details** | **Order Details**

**Search Funds to Redeem**

**Investment Account**  
[Dropdown]

**Fund Name**  
Select [Dropdown]

**SEARCH** **CANCEL** **CLEAR**



- Choose the crediting account
- Enter the number of units to be redeemed

Redeem  
Order

**Start Investing...**

Submit an application for partial/ full redemption of mutual fund certificates according to your needs and your investment policy. You may pay some fees for redemption based on the type of relevant mutual fund. To redeem the mutual fund certificates, select the account to be credited, then enter the number of certificates to be redeemed, and finally click "Submit". The system will verify the entered data. When the transaction's requirements are fulfilled, it will be processed according to the fund's features.

○ Fund Details

● 2 Order Details

<b>Fund Name</b>	<b>Latest Price</b>
NBE's Money Market Mutual Fund with Daily Accumulated and Periodic Return	281.28161 ▲ 0.20795(0.073984%)
<b>Units Available for Redemption</b>	
350	
<b>Market Value for all Units</b>	
EGP98,448.56	
<b>Select Account</b>	
<input style="width: 100%;" type="text"/>	
Balance : EGP5,288.00	
<b>Units to Redeem</b>	
<input style="width: 100%;" type="text"/>	
Min. Units : 1	
<b>Cut Off Period</b>	
Time : 12:00 PM	
Date : 23 Jan 2022	
<input type="checkbox"/> <a href="#">Agree to the Terms and Conditions</a>	

SUBMIT

CANCEL

← BACK

- 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

**Investment Account** [Download Portfolio Reports](#)

Investment Account Overview

**Current Value**  
EGP111,947.56

**Invested Value**    **Profit/Loss**    **Rate of Return(%)**  
EGP111,439.36    EGP508.21    0.16  
▲ EGP72.78\*    ▲ 0.16%\*

**Dividends**  
EGP32,425.00

View Reports    \* Indicates change over previous value

**Portfolio Summary**    Performance    Holdings    Dividends

Fund Name	Current Price	Average Price	Amount Invested	Current Market Value	Unit Balance	Blocked Units	Rate of Return(%)
NBE's Money Market Mutual Fund with Daily Accumulated and Periodic Return	EGP281.28	EGP279.82	EGP97,938.36	EGP98,448.56	350	0	0.52
NBE and Al Baraka Bank Islamic Mutual Fund with Accumulated Periodic Return – Bashayer (Sharia-compliant fund)	EGP84.86	EGP84.86	EGP8,486.00	EGP8,486.00	100	0	0
I2EIAHyHayah	EGP100.26	EGP100.30	EGP5,015.00	EGP5,013.00	50	0	-0.04
<b>Total</b>			EGP111,439.36	EGP111,947.56			

[Back to Investment Overview](#)

## 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

Transaction Report

Search

**Investment Account**

**Fund Name**

**Transaction Type**

**From Date**

**To Date**

SEARCH
CANCEL
CLEAR

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

Date	Fund Name	Transaction Type	Units	Transaction Amount
20 Jan 2022	I2EIAhly-Hayaah	Redeem	50	EGP5,013.00
20 Jan 2022	NBE and AI Baraka Bank Islamic Mutual Fund with Accumulated Periodic Return – Bashayer (Sharia-compliant fund)	Purchase	100	EGP8,507.22
13 Jan 2022	I2EIAhly-Hayaah	Purchase	100	EGP10,030.00

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CANCEL

[Back to Investment Overview](#)

### 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

Dividend Report

Search

**Investment Account**

**Fund Name**

**From Date**

**To Date**

SEARCH
CANCEL
CLEAR

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

Date	Fund Name	Transaction Type	Units	Dividend Per Unit	Dividend Amount
31 Dec 2021	NBE's Money Market Mutual Fund with Daily Accumulated and Periodic Return	Dividend	350	EGP2.00	EGP700.00

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

CANCEL

[Back to Investment Overview](#)

### 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

Investment Account

**Note**

You can amend the accounts used in purchasing and redeeming mutual fund certificates based on your needs by selecting the accounts that you wish to use and assigning the default account to which profit share/dividends will be credited.

1  
Investment Account Details

2  
CASA Account Mapping

3  
Default CASA Account

Account Number	Default Account	Display Name
[Placeholder]	NO	Name
[Placeholder]	YES	Name

NEXT

CANCEL

← BACK

[Disclaimer](#)

- Review information
- Confirm transaction

Investment Account

**Note**

You can amend the accounts used in purchasing and redeeming mutual fund certificates based on your needs by selecting the accounts that you wish to use and assigning the default account to which profit share/dividends will be credited.

1  
Investment Account Details

2  
CASA Account Mapping

3  
Default CASA Account

Default Account	Account Number	Account Status	Account Type	Display Name
<input type="radio"/>	[Placeholder]	ACTIVE	CSA	Name
<input checked="" type="radio"/>	[Placeholder]	ACTIVE	CSA	Name

NEXT

CANCEL

← BACK

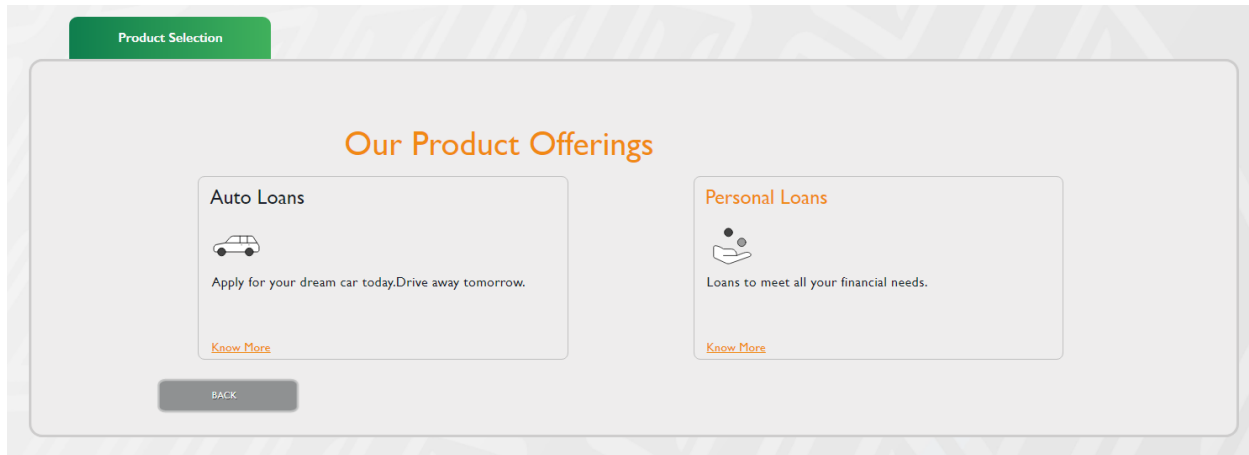
[Disclaimer](#)

## Apply for loan/credit card

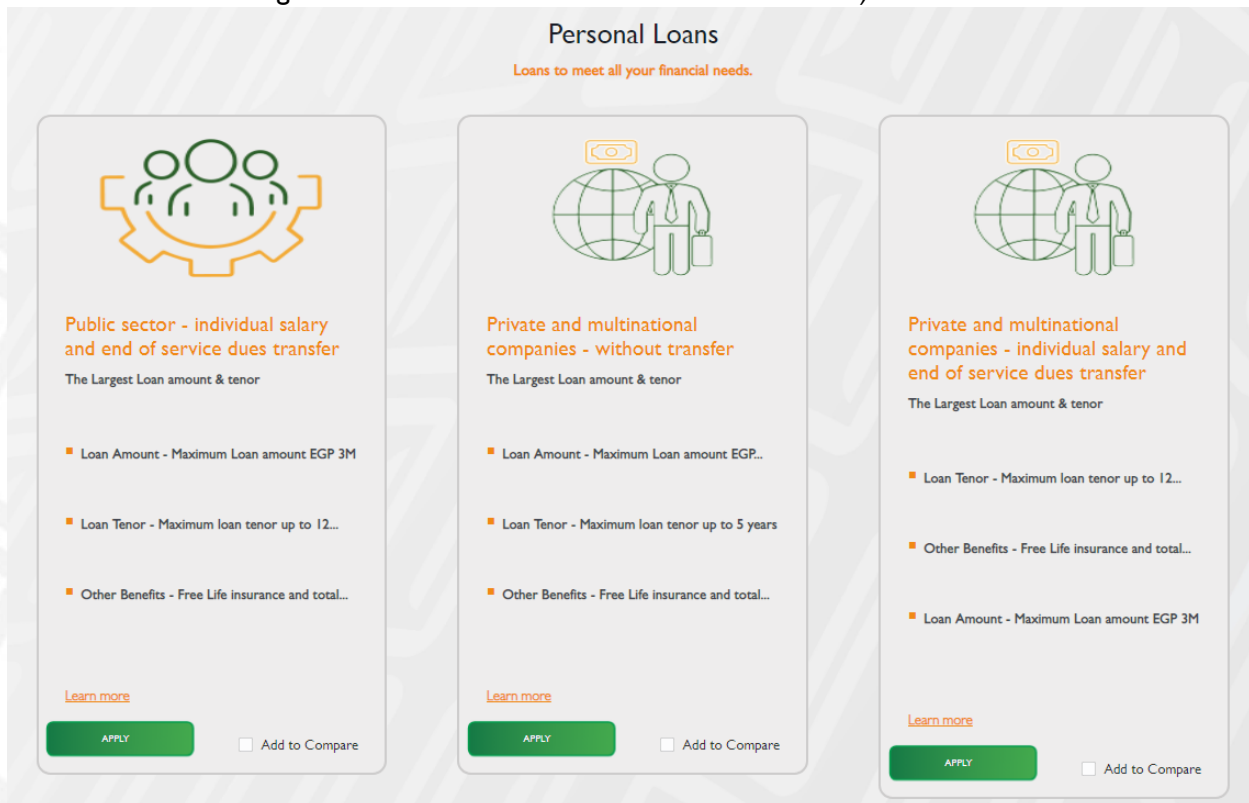
You can apply for a loan/credit card from this menu and view the application status after submitting it or view saved applications to tracking purposes.

### 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 installment 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.

Product Details



**Public sector - individual salary transfer**  
The Largest Loan amount & tenor

**key Features**

1

**Loan Amount**  
Maximum Loan amount EGP 2,5M

2


**Loan Tenor**  
Maximum loan tenor up to 12 years

3

**Other Benefits**  
Free Life insurance and total disability-Free current account-Without guarantor-Free I-Score fees

---

**Product Details**



**Requirements**

- The employer's undertaking to transfer borrower's monthly salary to the bank till full loan repayment.<sup>\*\*</sup>
- Copy of valid National ID
- Customer age between 21 Years and 60 Years at loan maturity date

---

**Commissions & Fees**

- Administrative fees 2% of loan value till 7 years with minimum 250 EGP and 3% of loan value for more than 7 years with minimum 250 EGP .
- Early settlement fees 5% if paid in cash, 10% if paid with any other payment tool.
- Late payment fees 20 EGP monthly + 2% of the unpaid installment.
- Interest rate 14%

\*\* Please download the template document from below 'Download documents' button

APPLY

DOWNLOAD DOCUMENTS

BACK

## Steps to apply for a loan via Al Ahly Net

**Please note that you may complete a loan/credit card application by scanning the QR code for the application completion via a mobile phone**

Step 1 (uploading documents)

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

The screenshot shows a multi-step application process. Step 1, 'Upload Documents', is highlighted. The interface includes a progress bar at the top with steps: 1. Upload Documents, 2. Financial Profile, 3. Personal Loan Requirements, 4. Life Insurance Questionnaires, 5. Personal Information, and 6. Employment Information. The main content area is titled 'Upload your documents' and contains an illustration of a person at a computer. Below the illustration, it states: 'Uploading documents is easy. Simply follow these 3 steps: 1. Refer the Proofs for which documents are required. a. Id Proof b. Work Obligation For complete list of documents-[Click Here](#). 2. Upload single or multiple documents at once. 3. Set document Type.' A dashed box contains the text 'Drop / Upload documents' and a plus sign icon. Below this, it says 'We support PDF, PNG, JPG and JPEG formats in sizes up to 10MB per file.' A green 'CONTINUE' button is at the bottom.

- 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)

The screenshot displays a mobile application interface for the National Bank of Egypt. At the top, a progress bar shows six steps: 1. Upload Documents (completed), 2. Financial Profile (current step), 3. Personal Loan Requirements, 4. Life Insurance Questionnaires, 5. Personal Information, and 6. Employment Information. The main content area is titled 'Financial Profile' and includes the instruction: 'Provide your financial details to proceed. Please make sure all fields marked with \*\* are filled in correctly'. Below this, there are three main sections, each with a plus icon and a checkbox for 'I have no [category]':

- Add Income Information**
- Add Possessions information** with a checkbox for  I have no possessions
- Add Debts information** with a checkbox for  I have no debts

At the bottom of the form, there are two buttons: a green 'CONTINUE' button and a grey 'BACK' button.



### 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”

The screenshot displays the 'Personal Loan Requirements' screen in the National Bank of Egypt mobile app. At the top, a progress bar shows six steps: 'Upload Documents', 'Financial Profile', 'Personal Loan Requirements' (current step), 'Life Insurance Questionnaires', 'Personal Information', and 'Employment Information'. The main heading is 'Personal Loan Requirements' with the instruction 'Provide your loan details to proceed.' and a note: 'Please make sure all fields marked with \*\* are filled'.

The form is titled 'Loan Details' and includes the following sections:

- Loan Purpose:** A text input field with the placeholder 'Please enter purpose'.
- Preferred Loan Branch City\*\*:** A dropdown menu with the placeholder 'Please Select'.
- Payment Method:** A dropdown menu with the placeholder 'Please Select'.
- Salary Transfer\*\*:** A dropdown menu with the placeholder 'Please Select'.
- Loan tenor\*\*:** Two dropdown menus for 'Years' and 'Months', both with the placeholder '0'.
- Loan Amount\*\*:** A dropdown menu for currency (set to 'EGP') and a text input field for the amount.

Below the 'Loan tenor' fields, there is an information icon and the text: 'Loan tenor must be within the range of 12 Months to 144 Months.' Below the 'Loan Amount' field, there is a note: 'Loan Amount must be within the range of EGP5,000.00 to EGP2,500,000.00'. At the bottom of the form, there are two buttons: a green 'CONTINUE' button and a grey 'BACK' button.

Step 4 (life insurance questionnaire)

- Answer the questionnaire correctly

Upload Documents   Financial Profile   Personal Loan Requirements   Life Insurance Questionnaires   Personal Information   Employment Information

### 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 compensation? Has any of your life insurance applications been rejected or delayed?  
 Yes    No

Do you have one of the following sickness or was having it in some time:

1. Diseases of the circulatory system (e.g. heart, blood and arterial diseases).  
 Yes    No
2. Diseases of the respiratory system (e.g. lung diseases).  
 Yes    No
3. Diseases of the urinary system (e.g. kidney, ureteral and bladder diseases).  
 Yes    No
4. Diseases of the digestive system (e.g. liver, spleen and stomach diseases).  
 Yes    No
5. Diseases of the central nervous system.  
 Yes    No

I accept terms and conditions

**CONTINUE**   **BACK**

Step 5 (personal information)

- Review your personal information. If you wish to modify your information, please go back to your profile page to modify the information that is available for modification

Upload Documents    Financial Profile    Personal Loan Requirements    Life Insurance Questionnaires    **Personal Information**    Employment 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**  
[Input Field]

**Last Name**  
[Input Field]

**Middle Name**  
[Input Field]

**Date of Birth**  
20 Mar 1989

**Gender**  
Male

**Martial Status\*\***  
Married

**Identification Type**  
NID

Step 6 (Employment information)

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

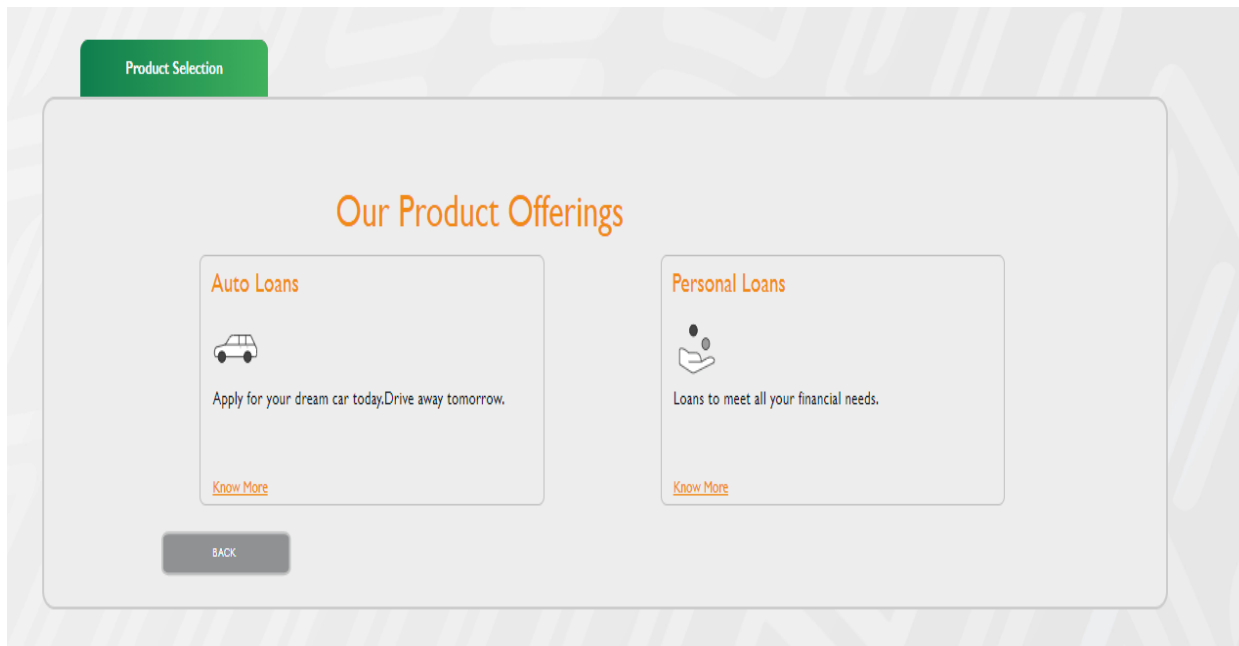
The screenshot shows a progress bar at the top with six steps: Upload Documents, Financial Profile, Personal Loan Requirements, Life Insurance Questionnaires, Personal Information, and Employment Information. The Employment Information step is highlighted with a red circle and the number 6. Below the progress bar, the form is titled "Employment Information" and includes the instruction "Please specify your current employment status. Please Review fields with \*\* mark carefully." The form contains the following fields:

- Income Type:** Salary
- Company/Employer Name:** البنك الاهلي المصري
- Employment Sector\*\*:** Banks
- Work Start Date\*\*:** 02 Feb 2010
- Employment Status\*\*:** Employed
- Work Address:** NBE
- Job Code:** Banker

At the bottom of the form, there are two buttons: "CONTINUE" (green) and "BACK" (grey).


### 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

**Auto Loans**  
Apply for your dream car today. Drive away tomorrow.

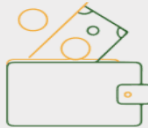


**Employee with salary transfer**  
No need to think about your old car

- Loan Amount - Maximum Loan amount up to 1.5 Million EGP
- Loan Tenor - Maximum Loan Tenor 7 Years
- Other Benefits - Financing 100% of the car Value - Free current account - Without guarantor - Free I-Score fees

[Learn more](#)

Add to Compare




**Employee with income proof without salary transfer**  
No need to think about your old car

- Loan Amount - Maximum Loan amount up to 1.5 Million EGP
- Loan Tenor - Maximum Loan Tenor 6 Years
- Other Benefits - Financing 80% of the car Value - Free current account - Without guarantor - Free I-Score fees

[Learn more](#)

Add to Compare



**NBEs VIP customers**  
No need to think about your old car


- Loan Amount - Maximum Loan amount up to 450,000 EGP
- Loan Tenor - Maximum Loan Tenor 5 Years
- Other Benefits - Financing 70% of the car Value - Free current account - Without guarantor - Free I-Score fees

[Learn more](#)

Add to Compare

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

**Product Details**



**Employee with salary transfer**  
No need to think about your old car

**key Features**

**1** **Loan Amount**

Maximum Loan amount up to 1.5 Million EGP

**2** **Loan Tenor**

Maximum Loan Tenor 7 Years

**3** **Other Benefits**

Financing 100% of the car Value - Free current account - Without guarantor - Free I-Score fees

**Product Details**

**Requirements**

- Minimum net income 1500 EGP
- Minimum working period of 3 months
- Minimum Down Payment Required 0% of the car price

**Commissions & Fees**

- Diminishing Interest rate: 15% for finance till 5 years and 14.5% for more than 5 years
- Administrative fees: 1.5% up to 5 years and 2% up to 6 and 7 years without a minimum or a maximum
- Early settlement fees (full): 3% of the outstanding loan balance till 5 years, and 3.5% for more than 5 years
- Early settlement fees (partial): 3% of the prepaid amount for loans till 5 years, and 3.5% for more than 5 years
- Late charge: 2% of the due amount

## Steps to apply for a loan via Al Ahly Net


**Please note that you may complete a loan/credit card application by scanning the QR code for completing the application via the mobile phone**

Step I (uploading documents)

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

1 Upload Documents    2 Financial Profile    3 Auto Loan Requirements    4 Personal Information    5 Employment Information

### Upload your documents






Uploading documents is easy. Simply follow these 3 steps:

1. Refer the Proofs for which documents are required.
  - a. ID Proof
  - b. Income Proof
  - c. Vehicle Statement
2. Upload single or multiple documents at once.
3. Set document Type.

For complete list of documents-[Click Here](#).

Drop / Upload documents
+

We support PDF, PNG, JPG and JPEG formats in sizes up to 10MB per file.

<a href="#">download.png</a> بطاقة الرقم القومي - ID Proof-سارية	
<a href="#">lionking1807_468x325_to_468x312.jpeg</a> خطاب معتمد من الموارد- Income Proof-خطاب البشرية يوضح صافي الدخل	
<a href="#">website.jpg</a> عرض سعر السيارة ساري- Vehicle Statement	

[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)

1 Upload Documents 2 Financial Profile 3 Auto Loan Requirements 4 Personal Information 5 Employment Information

### 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.

<b>Gross Amount</b>	<b>Net Amount</b>
EGP4,000.00	EGP3,700.00

**Add Possessions information**

I have no possessions

**Add Debts information**

I have no debts

CONTINUE BACK

[Click here and Scan the QR-code to continue on mobile.](#)



### 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”

**Auto Loan Requirements**

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

**Vehicle Details**

**Brand\*\***  
قيمت

**Model\*\***  
نموذج

**Show Room Name\*\***  
معارض

**Manufactured Year**  
2022

**Car price**  
EGP  
EGP320,000.00

**Loan Details**

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

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

**Payment Method**  
Cash

Step 4 (personal information)

- Review your personal information. If you wish to modify your information, please go back to your profile page to modify the information that is available for modification

Upload Documents Financial Profile Auto Loan Requirements Personal Information Employment 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\*\***  
الدين

**First Name**  
محمد

**Last Name**  
[Empty]

**Middle Name**  
[Empty]

**Date of Birth**  
01 Feb 1975

**Gender**  
Male

**Marital Status\*\***  
Married

Step 5 (Employment information)

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

Upload Documents Financial Profile Auto Loan Requirements Personal Information Employment Information

### 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\_ADDRESS1|0157408|E\_ADDRESS2|0157408|E\_ADDRESS3|0157408|

**Job Code**  
Other


CONTINUE BACK

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

### Terms of Service

Please read the following information carefully.

**Terms and Conditions**



Financing 100% of car price against an additional collateral covering 50% of car price

[Terms and Conditions](#)

I accept terms and conditions

- 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 the [application tracker page](#)

CONFIRM
BACK


### 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:

Product Selection

## Our Product Offerings


Credit Cards



We have a card that suits every need. Select your today!

[Know More](#)

Loans



Loans to meet all your financial needs

[Know More](#)

BACK

- 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)

**Compare Products**  
Compare and choose a product which suits you best.

**Visa Classic**      **MasterCard Platinum**

**Product Names**

Visa Classic      MasterCard Platinum

**Terms and Conditions**

Egyptians or Foreigners with residence permits.  
Minimum age of 21 years for holders of the original card and 18 years for holders of the supplementary card.

### Steps to apply for a credit card via AI Ahly Net

**Please note that you may complete a loan/credit card application by scanning the QR code for completing the application via the mobile phone**

#### Step I (personal information)

- Review your personal information. If you wish to modify your information, please go back to your profile page to modify the information that is available for modification

1 Personal Information      2 Employment Information      3 Financial Profile      4 Card Preferences      5 Upload Documents

**Personal Information**

Primary Details

**Title\*\***  
السيد

**First Name**  
أحمد

**Last Name**

**Middle Name**  
a

### Step 2 (Employment information)

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

Personal Information    **2**    Employment Information    3    Financial Profile    4    Card Preferences    5    Upload Documents

### Employment Information

Please specify your current employment status.

**Business sector**  
Please Select

**Job Code**  
Please Select

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

**Company/Employer Name**  
شركة/مؤسسة

### Step 3 (financial Profile)

- Enter your personal income and click on “Continue”

Personal Information    Employment Information    **3**    Financial Profile    4    Card Preferences    5    Upload Documents

### Financial Profile

Provide your financial details to proceed.

**Add Income Information**

**CONTINUE**    **BACK**

[Click here and Scan the QR-code to continue on mobile.](#)

- 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).

#### Step 4 (card preferences)

- 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

Personal Information   Employment Information   Financial Profile   **Card Preferences**   Upload Documents

### Card Preferences

Choose from our range of features to create a card that suits your needs best.

Features available on your card

**Requested card Limit**

Please Enter Amount

card Limit must be within the range of EGP3,000.00 to EGP9,900.00

**Printed name on credit card**

Please Enter

**Salary Transfer**

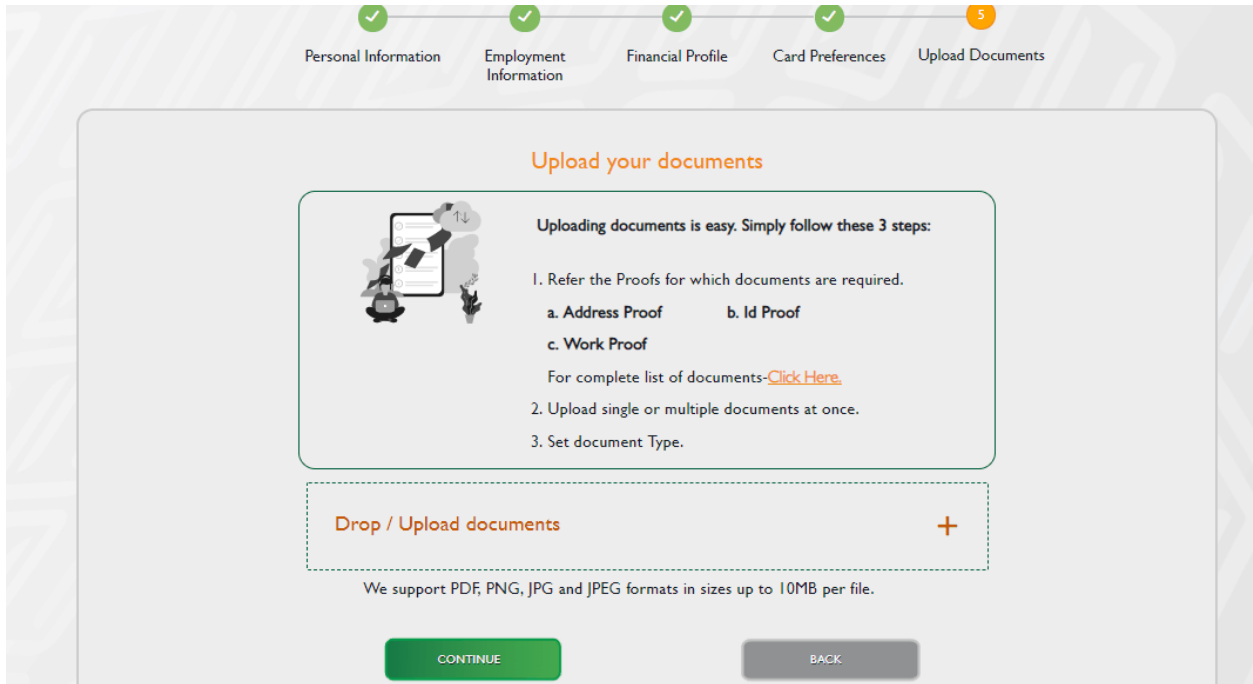
Please Select

**Mailer Option**

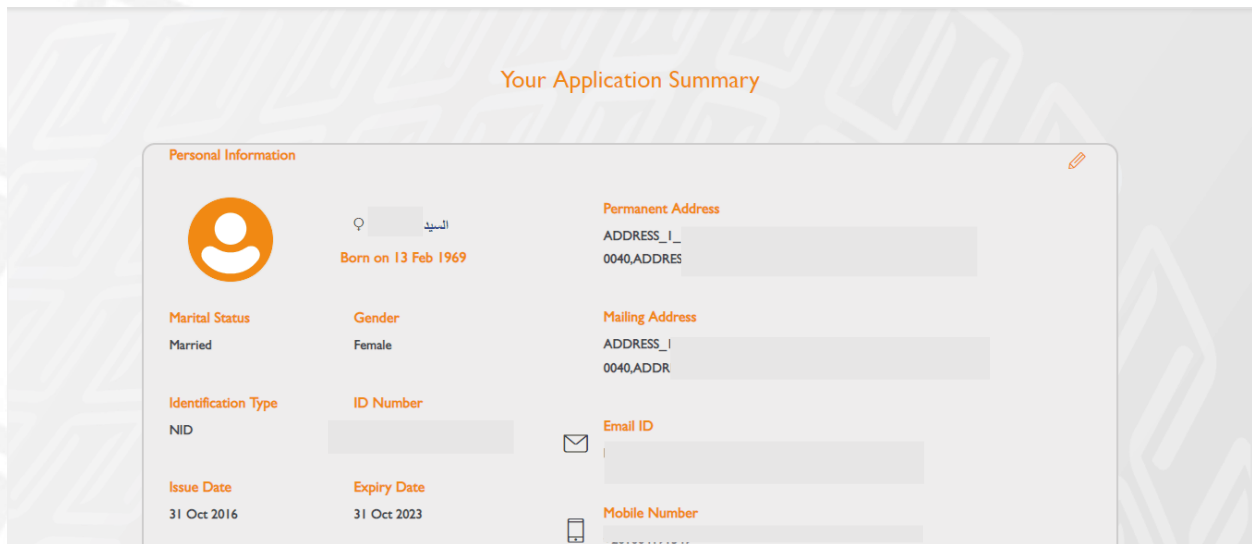
Please Select

Step 5 (upload 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



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:

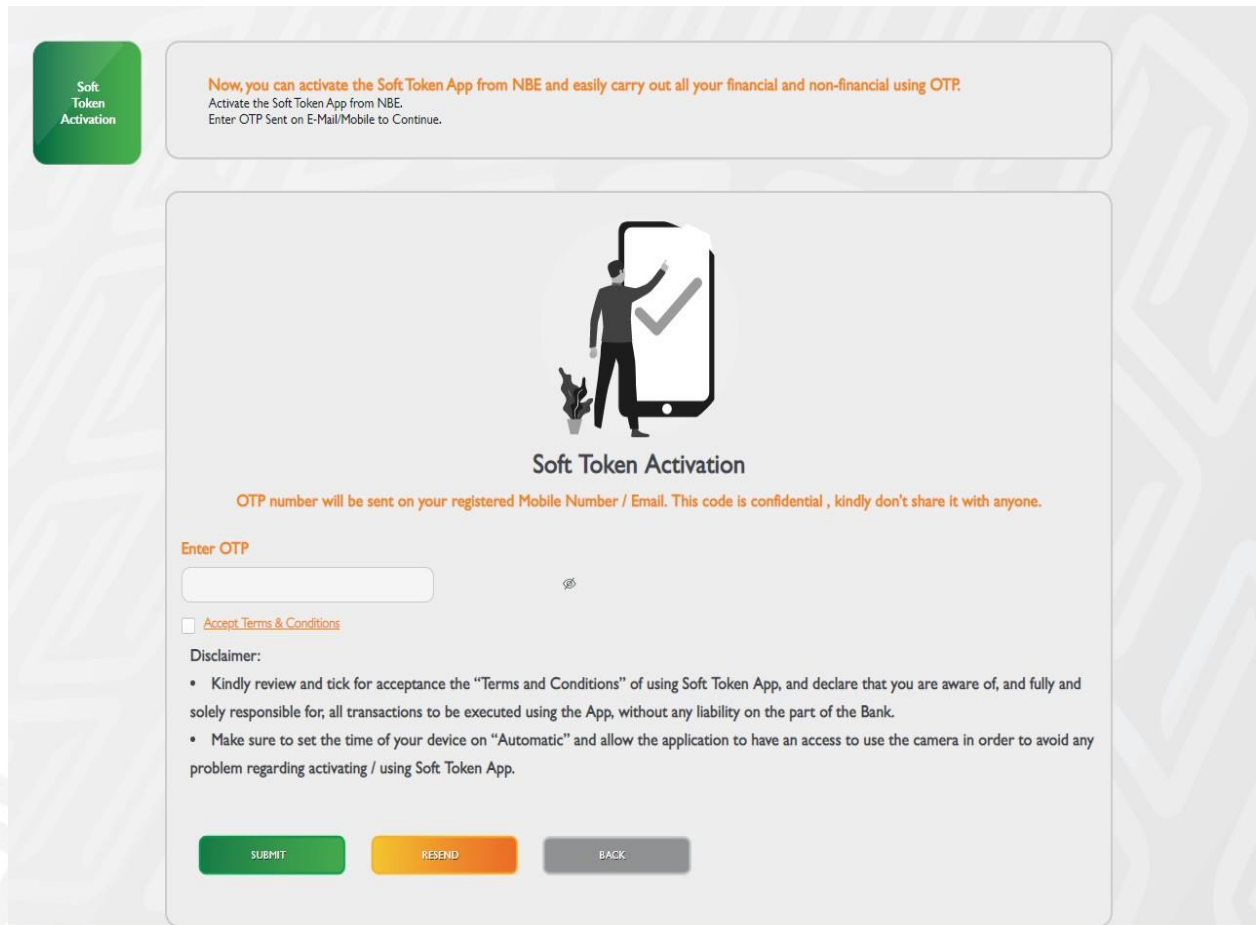
- Soft token
- Hard token



### 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"



Soft Token Activation

Now, you can activate the Soft Token App from NBE and easily carry out all your financial and non-financial using OTP.  
Activate the Soft Token App from NBE.  
Enter OTP Sent on E-Mail/Mobile to Continue.

Soft Token Activation

OTP number will be sent on your registered Mobile Number / Email. This code is confidential , kindly don't share it with anyone.

Enter OTP

[Accept Terms & Conditions](#)

Disclaimer:

- Kindly review and tick for acceptance the "Terms and Conditions" of using Soft Token App, and declare that you are aware of, and fully and solely responsible for, all transactions to be executed using the App, without any liability on the part of the Bank.
- Make sure to set the time of your device on "Automatic" and allow the application to have an access to use the camera in order to avoid any problem regarding activating / using Soft Token App.

SUBMIT RESEND BACK

- Scan the QR code to download the IOS/Android soft token application which can be directly downloaded from Google Play/App Store.

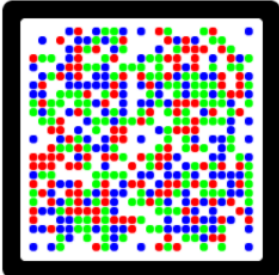
- Activate the soft token as follows:
  - **Scan the QR code**
    - Open the soft token application.
    - Click on “Scan QR code for online activation” to activate the soft token.
    - Scan the QR code on the left side of the screen.
    - Create a PIN code consisting of 6 to 9 digits. The soft token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

Soft  
Token  
Activation

Now you can activate NBE Soft Token and make all your financial and non financial transaction.

Token Services are Required to carry out Financial, Non-Financial Services in NBE Internet and Mobile Banking, Enter OTP Sent on E-Mail/Mobile to Continue.

Please Follow Soft Token Activation steps



**Soft Token Activation Data**

Activation ID

Activation Code

---

**Activation Steps**

- Download the Soft token Application from App Store/Google Play Store for IOS/Android.
- Please Open NBE Soft Token Application.
- Activate Soft Token Application using Activation ID and Activation Password or Scan QR -Code.
- For help kindly contact NBE call center on 19623.

---

Download NBE Soft Token

Download for Android

Download for IOS

SOFT TOKEN USER GUIDE

GO TO DASHBOARD

○ **Enter activation information**

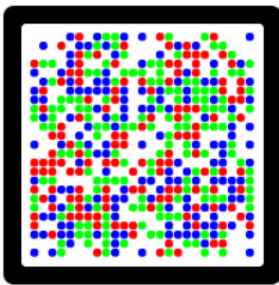
- Open the soft token App
- Click on "Enter activation data for online activation"
- Enter the activation ID and activation password on the right side of Al Ahly Internet/Al Ahly Mobile into the soft token.
- Create a PIN code consisting of 6 to 9 digits. The soft token is activated and can be used.

Soft  
Token  
Activation

Now you can activate NBE Soft Token and make all your financial and non financial transaction.

Token Services are Required to carry out Financial, Non-Financial Services in NBE Internet and Mobile Banking.  
Enter OTP Sent on E-Mail/Mobile to Continue.

Please Follow Soft Token Activation steps



Soft Token Activation Data

Activation ID

Activation Code

---

Activation Steps

- Download the Soft token Application from App Store/Google Play Store for IOS/Android.
- Please Open NBE Soft Token Application.
- Activate Soft Token Application using Activation ID and Activation Password or Scan QR -Code.
- For help kindly contact NBE call center on 19623.

---

Download NBE Soft Token

Download for Android

Download for IOS

SOFT TOKEN USER GUIDE
GO TO DASHBOARD

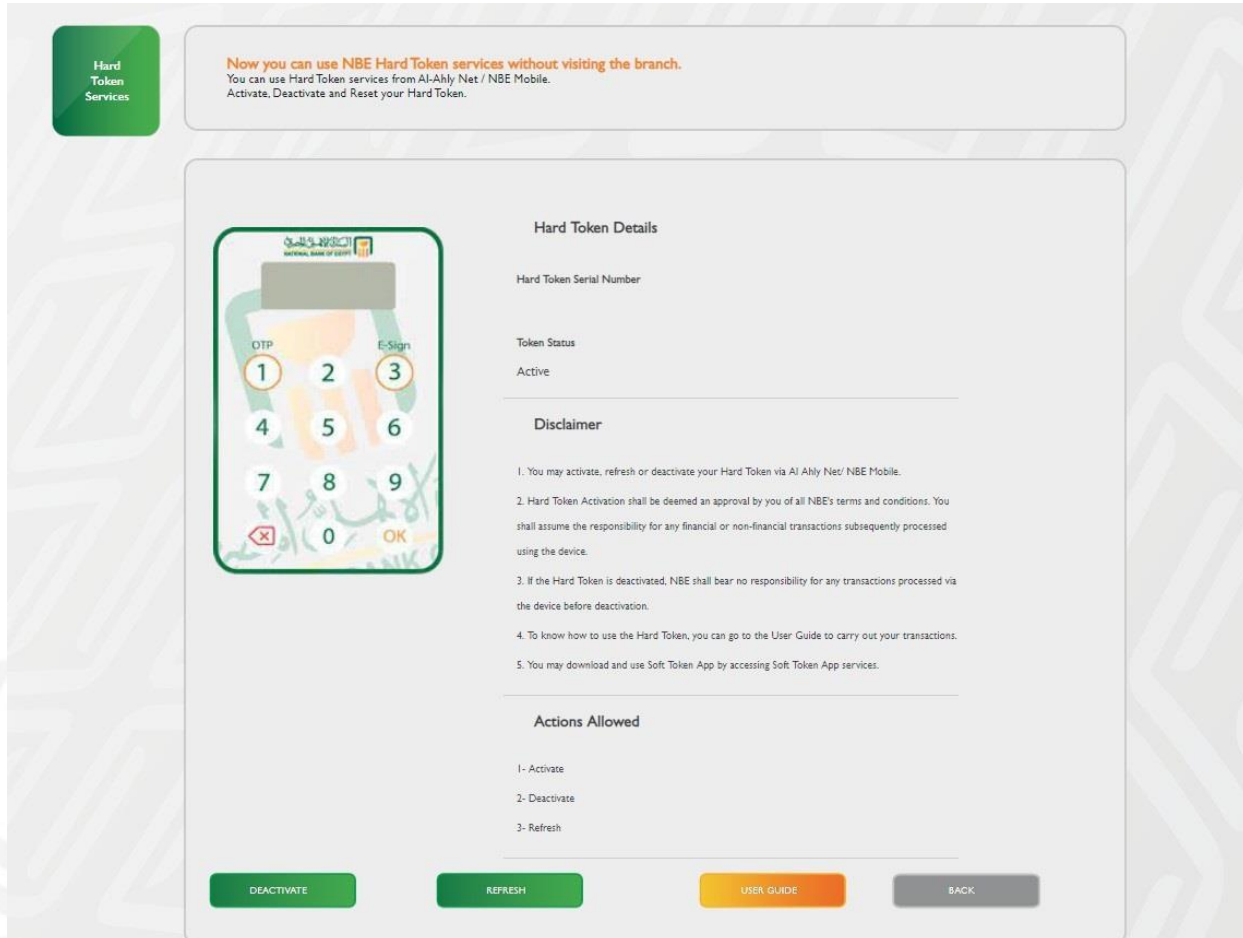
107

**Hard token services:**

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

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.

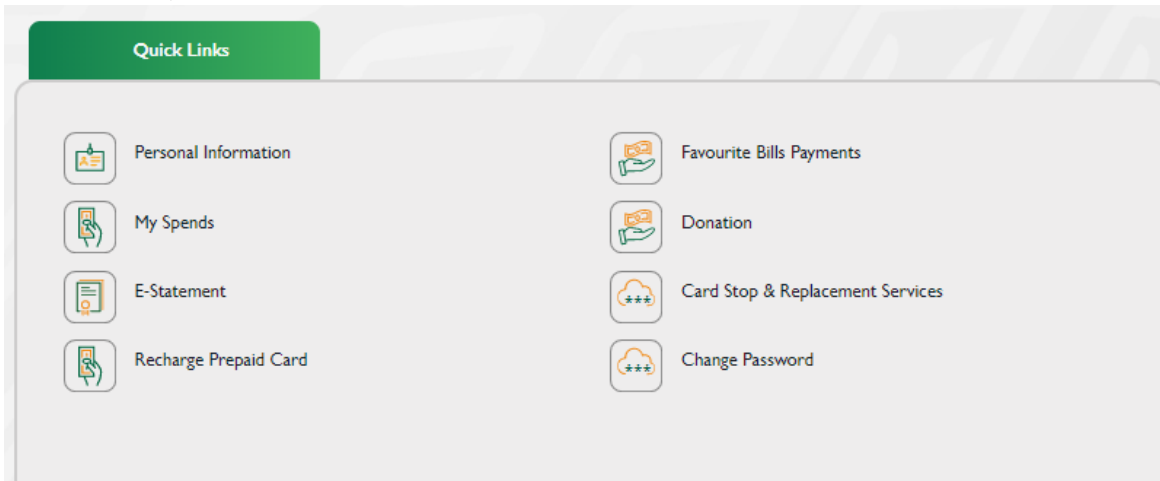


- Available services are displayed so that you can choose the action that you wish to take (Activate/Deactivate/Refresh).
- You can go to the Hard Token User Guide to review the steps of using the hard token in carrying out transactions.

## 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**”.

**Edit Personal information**

العميل السيد

**Primary Information**

Full Name: [Redacted]

Customer Id: [Redacted]

Date of Birth: 07 Aug 1990

Email Id: [Redacted]

Mobile Number: +2 - [Redacted]

Number of Dependents: 1

Marital Status: Married

Educational Level: PhD holder

ResidentialType: Living with parents

Permanent Address Line 1: [Redacted]

Permanent Address Line 2: [Redacted]

Permanent Address Line 3: [Redacted]

Permanent Address Line 4: [Redacted]

**EDIT**

Contact Information >

Income Information >

Identity Information >

Employment Information >

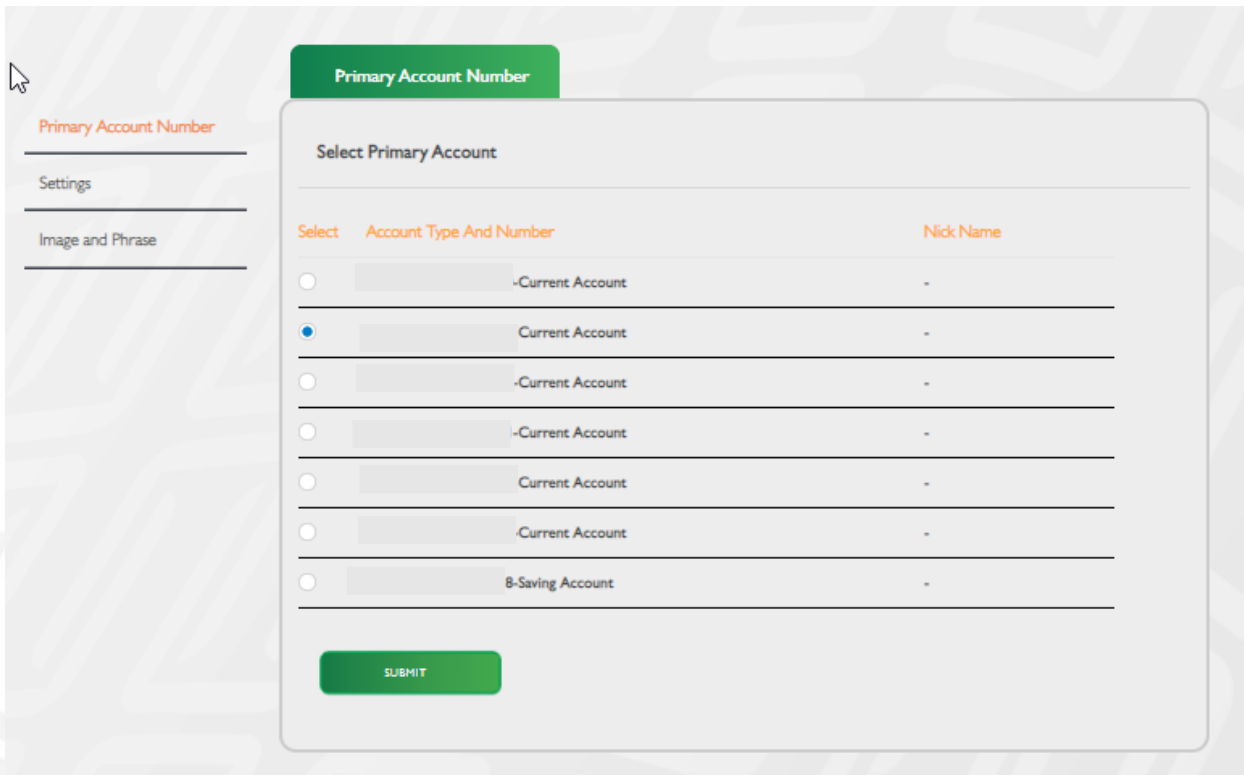
Please note that some personal information may only be modified through the branch

## Account settings

### Personal Preferences

#### Primary Account

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 “submit”.



Primary Account Number

Primary Account Number

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Settings

---

Image and Phrase

---

Select Primary Account

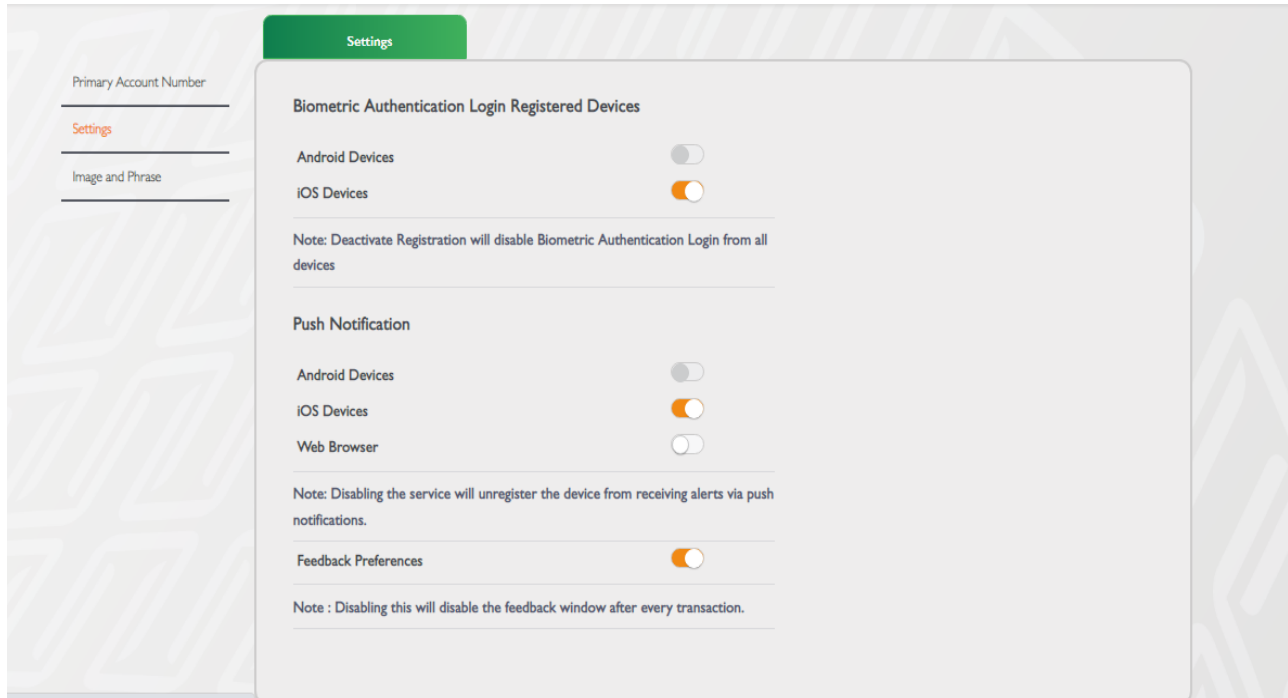
Select	Account Type And Number	Nick Name
<input type="radio"/>	-Current Account	-
<input checked="" type="radio"/>	Current Account	-
<input type="radio"/>	-Current Account	-
<input type="radio"/>	-Current Account	-
<input type="radio"/>	Current Account	-
<input type="radio"/>	-Current Account	-
<input type="radio"/>	B-Saving Account	-

SUBMIT

## Settings

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

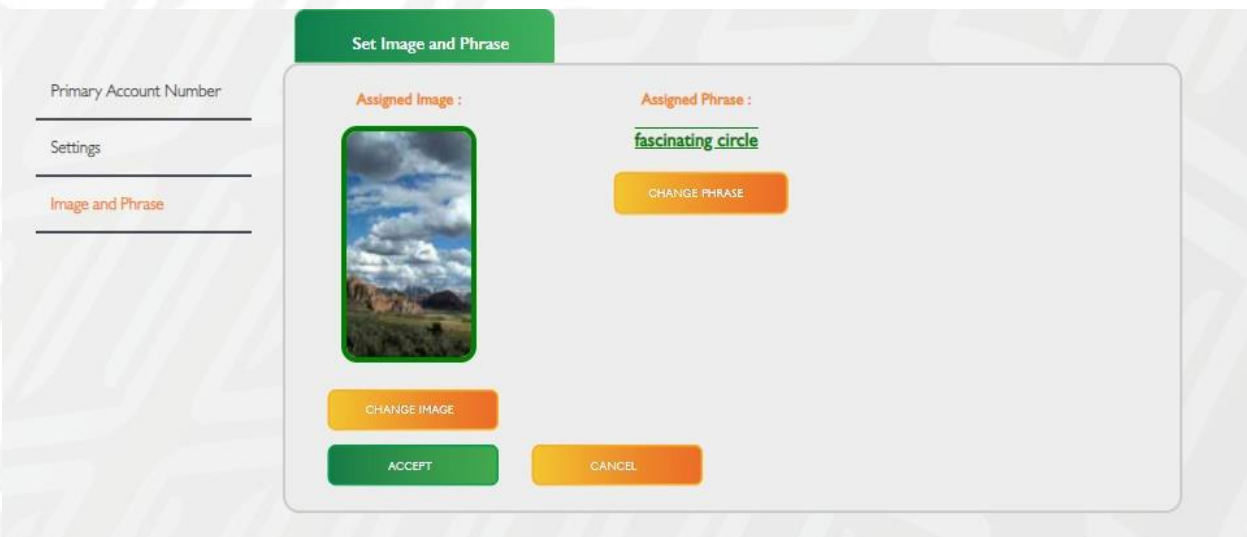
You can access this screen by going to the main menu>Account Settings>Personal Preferences >Settings.



## 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)

**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**  
Password

SUBMIT CANCEL

## Financial 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

**My Limits**  
It is amended as follows: This service...

**Channel**  
Internet

**Consolidated & Transaction**

**Consolidated Limits**

**Consolidated & Transaction Group Limits**

**Edit Limits**

Daily Count  
Allocated by Bank : 10  
Enter Count

Daily Limit  
Allocated by Bank : EGP50,000.00  
Enter Amount

Monthly Count  
Allocated by Bank : 300  
Enter Count

Monthly Limit  
Allocated by Bank : EGP80,000.00  
Enter Amount

SAVE CANCEL RESET TO BANK LIMITS

0% Utilized 0% 0%

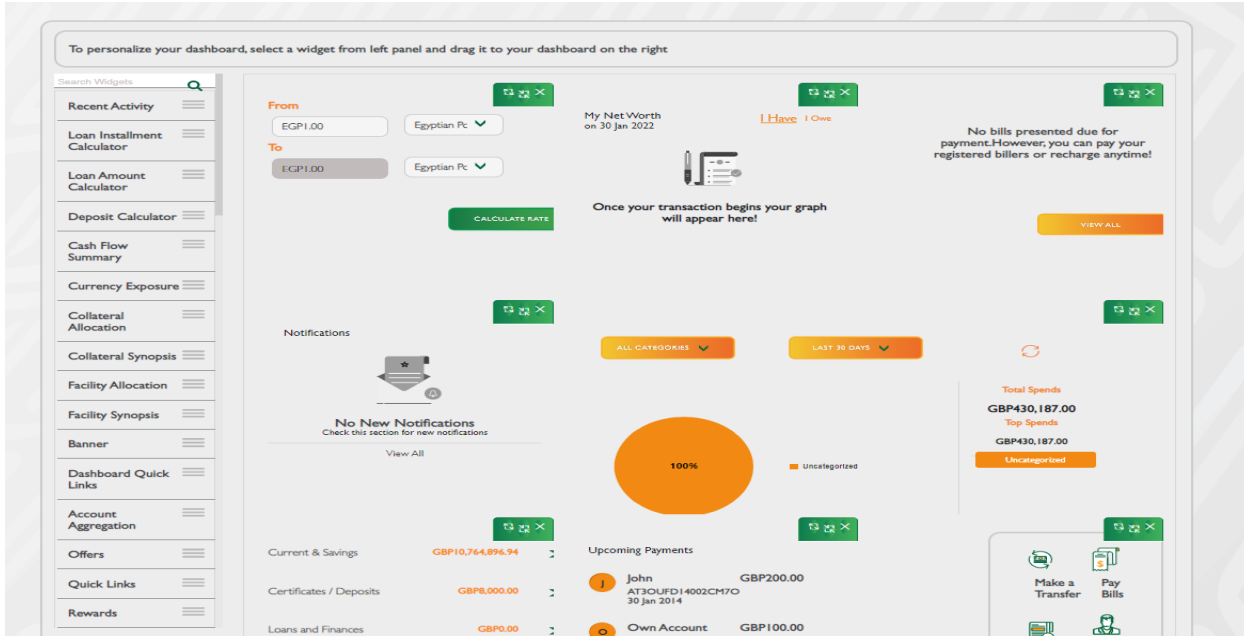
This screen enables you to modify limits and number of financial transactions within the maximum limit allowed, and by clicking on “Save”, the limits that you modified will be saved.

You can go back to the default limits by clicking on “Reset to Bank Limits”.



## Personalize dashboard

This screen enables you to have control over the Widgets displayed on the dashboard by adding new elements or changing their place or order as you wish. This service can be accessed through “Account Settings”, then click on “Personalize Dashboard”.



## I-Score

You can now submit an I-Score credit report request via Al Ahly Net/Al Ahly 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 Inquiry”, 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”.

**I-Score Inquiry**

**Get your I-Score now with few easy clicks**  
This service enables you to obtain your I-Score. Just select the language and the account to be debited with the expenses, then tick the terms and conditions and fees details for approval.

**Select Language**  
Please Select

**Source Account**  
5 - Currer  
Balance : EGP394.05

**Disclaimer :**

- \* Please view and click the check box to agree to the 'Terms and Conditions & Fee Details'.
- \* Kindly note that you can view the I-Score files previously queried through 'I-Score Self-Query' service.
- \* Should you have any inquiries, please contact AI Ahly Phone '19623' or visit the nearest NBE branch.

Terms & Conditions  
 Applicable charges

**SUBMIT** **CANCEL**

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

## I-Score View

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

**I-Score request history**

**Note**  
This service enables you to review the I-Score reports that have been previously requested via AI Ahly Net/ NBE Mobile services.


**I-SCORE INQUIRY**

**Select Period**  
Previous Quarter

Transaction Date	Host Reference Number	Application Reference No	Status	Download
05 Dec 2021	077FTSC213392001	KEQGHQANC2EBIR	Under Process	<a href="#">Download</a>

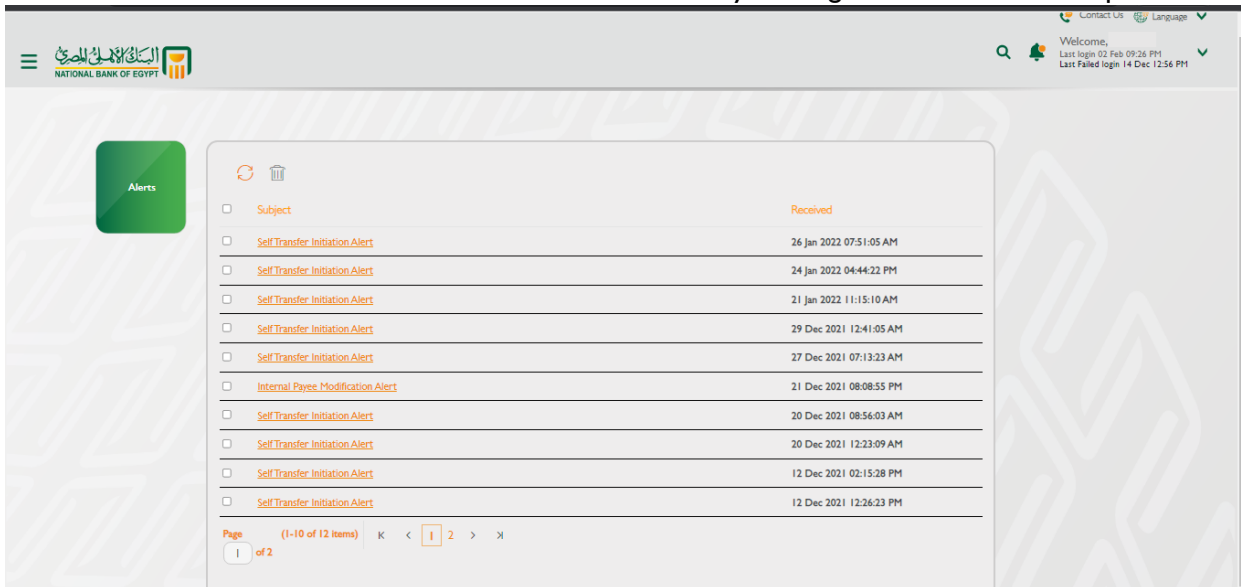
Page 1 of 1 (1 of 1 items) K < | > X

## Alerts and notifications

This service enables you to receive Al Ahly Net/Al Ahly Mobile alerts and notifications directly to your personal account by clicking on  which appears on all screens or by going to the main menu>Mailbox

### Alerts

You can now view bank transaction alerts via “Mailbox” from the main menu, then select “Alerts” which includes all alerts of your financial and non-financial transactions initiated via any of NBE’s digital 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.

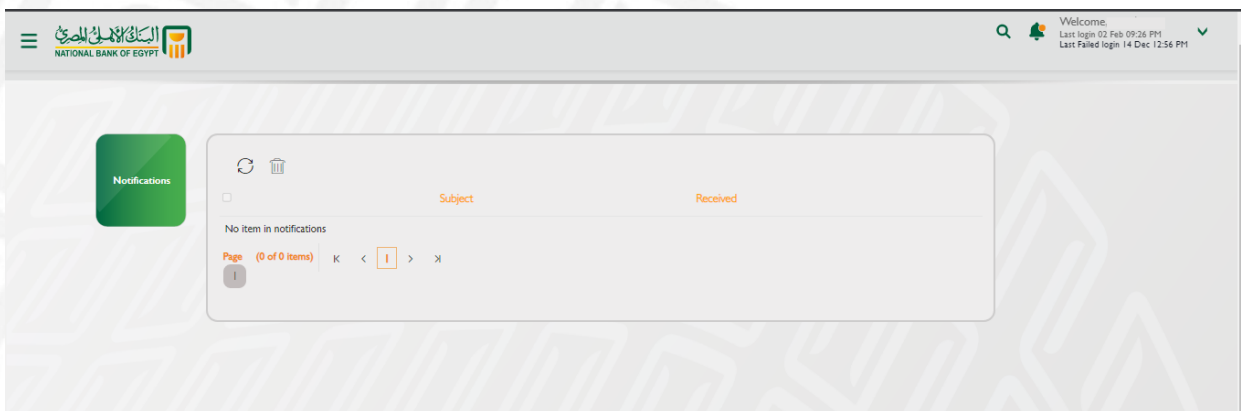


### Notifications

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.

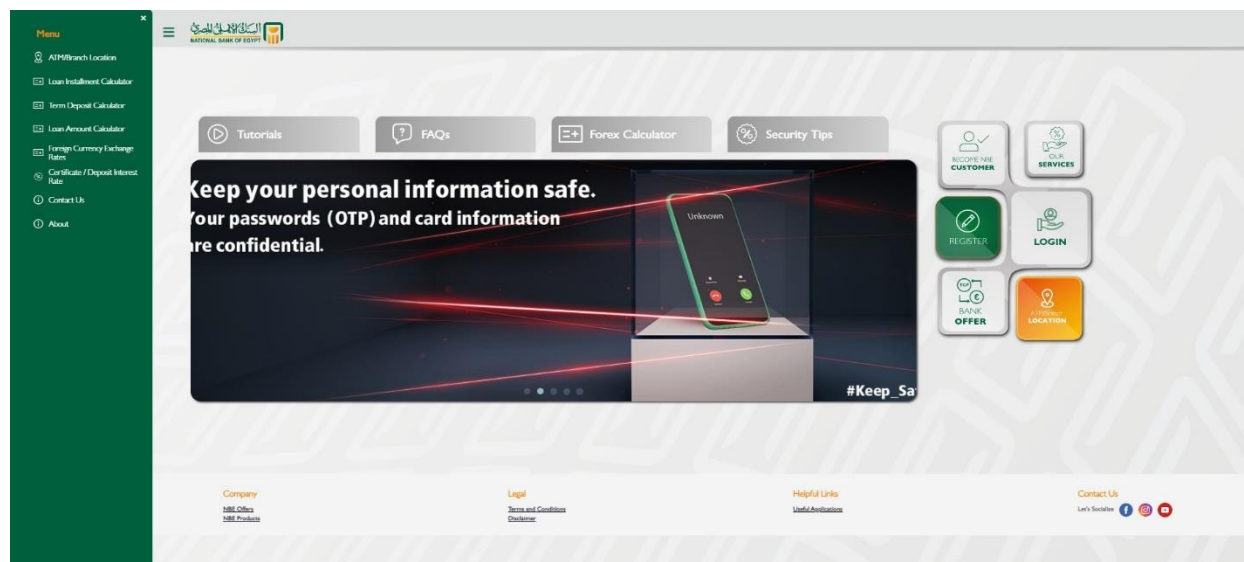
You can also add a Widgets for “Notifications” on your dashboard by managing your dashboard. Go to the side menu, click on “Account Settings”, then “Personalize Dashboard”



## 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)