

Al Ahli Bank of Kuwait - Egypt

Online Banking Services Money Transfers - Individuals

Contents

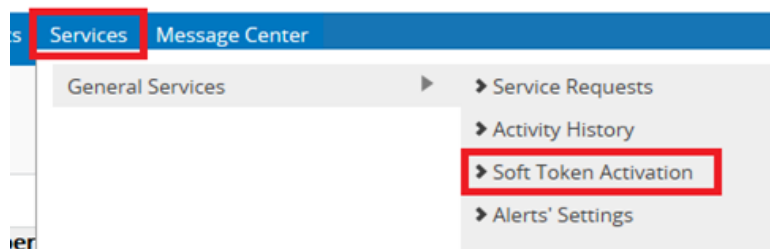
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1. Introduction

- In order to be able to transfer money to other accounts in ABK-Egypt & to other banks, you must first “create a beneficiary” for this person
- Adding beneficiary requires the use of the One-Time-Password (OTP) from the soft token application
- After adding the beneficiary, you’re ready to make a transfer to this beneficiary. This operation also requires the use of OTP from the soft token.
- In this document we will guide you to activate your soft token and create beneficiaries and make money transfers. We will also present a table with the types of transfers available to you.

2. How to activate the software token

- a. The token is the software device (application for smartphones) that you must use in order to generate the One Time Password (OTP) that you need for authorising at higher security level certain transactions in Online Banking.
- b. *You must first activate the token in order to be able to add third party beneficiaries & make money transfers.*
- c. Login to Online Banking & proceed to the following to activate your token:
 - Install on your mobile the **ABK Egypt Token APP** from Google Play Store, Apple Store or Huawei App Store
 - Click on the top menu **Services >> Soft Token Activation**



- Press on **Activate my Soft Token**, then click on **I have installed the Token App on my Mobile Phone**

Home Accounts Transfers Payments Services Message Center

Services: General Services > Soft Token Activation > Introduction

Introduction

What is the Soft Token:

Certain transactions that you submit in Online Banking, like for example money transfers from your accounts to 3rd party beneficiaries, require a higher authentication, besides your User ID and password, for additional security.

A Soft Token is the security application program that you can install on your Apple, Android or Windows Smart Phone so as to generate a unique and time-sensitive Security Code known as One Time Password (OTP), which you will use to authorize online transactions whenever required.

How to activate the Soft Token:

Please download the ABK-Egypt Token application from your mobile store (iOS App Store, Google Play or Windows Store). Click on the below button to start the activation process.

What to do if your mobile phone with the Soft Token is lost:

Report it immediately to our Call Center at 19322 (from Egypt) or +202 35352790/91 (if calling from abroad)
Download the application again on your smart phone and click on the below button to start the activation process

[Activate my Soft Token](#)

Home Accounts Transfers Payments Services Message Center

Services: General Services > Soft Token Activation > Install Soft Token App

Step 1: Install Soft Token App

Please download the ABK-Egypt Token application from your mobile store (iOS App Store, Google Play or Windows Store). Click on the below button to start the activation process.

[I have Installed the Token App on my Mobile Phone](#)

- Click on Send Confirmation Code to the registered mobile

Home Accounts Transfers Payments Services Message Center

Services: General Services > Soft Token Activation > Mobile Phone Confirmation

Step 2: Mobile Phone Confirmation

Registered Mobile Phone: XXXXXXXXXX

Note: In case your registered mobile number is different than your current mobile number, please visit your nearest ABK-Egypt Branch to update your contact info.

[Send the Confirmation Code to the Registered Mobile](#)

- At this moment, you will receive on your mobile a confirmation code by SMS. Enter this code on the Online Banking activation screen.
- Mark to accept the **Terms & Conditions** & press **Continue**


Home Accounts Transfers Payments **Services** Message Center

Services: General Services > Soft Token Activation > Mobile Phone Confirmation

Step 2: Mobile Phone Confirmation

i An SMS containing confirmation code has been sent to your registered mobile number, please enter it below

Registered Mobile Phone: XXXXXXXXXX

Confirmation Code: + | 

SMS Not Received. Send Another Confirmation Code

Please allow few minutes to receive the SMS before requesting another Confirmation Code.


I have read, understood and accept the Terms & Conditions for the use of the Online Banking System

i The Terms & Conditions for the use of the Online Banking System are published on the Bank's website www.abkegypt.com and on the Online Banking application.

Continue


- The following screen will be displayed on your desktop screen

Home Accounts Transfers Payments **Services** Message Center

Services: General Services > Soft Token Activation > Soft Token Activation 

Step 3: Soft Token Activation

Open your ABK Egypt Token application on your mobile, click "Activate" and scan the below QR code.



Derivation Code: (Derivation Code from your OTP Soft Token App)

Scan activation data for offline activation




Navigate to...

- [Transfer to Other ABK-E...](#)
- [Transfer to Other Bank ...](#)

- Now open the **ABK Egypt Token APP** on your mobile & select **Scan activation data for offline activation**

Activation

Activation mode:

-  Enter activation data for offline activation
-  Scan activation data for offline activation
-  Offline Help

- Get your mobile close to your PC/laptop screen & with the phone’s camera scan the QR code that is displayed in Online Banking
- Go to your mobile and set a 4-digit Personal Identification Number (PIN). *This PIN is used to protect the token from unauthorized use. Be careful to use a PIN that cannot be guessed by others. Never share or reveal your token PIN with anyone, not even Bank employees.*
- Enter a second time the same new PIN & click **OK**

Extra Activation Data

Local password

....

Confirmation password

....

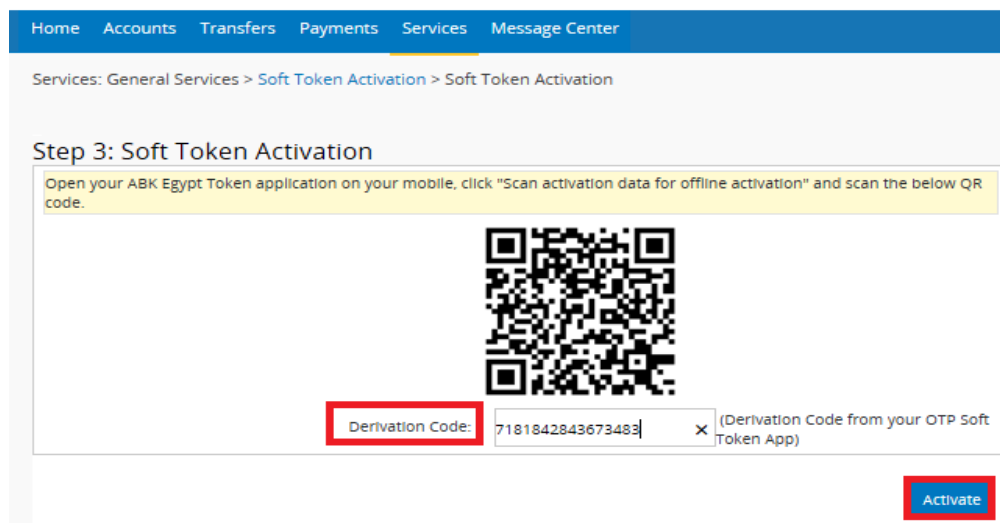
OK

- Now on your mobile token APP you will see the “First OTP” i.e. the **Derivation Code**. Enter this code in Online Banking under the QR Code & press **Activate**.

Post Activation

Your first OTP is:

7587882697587751




Home Accounts Transfers Payments Services Message Center

Services: General Services > Soft Token Activation > Soft Token Activation

Step 3: Soft Token Activation

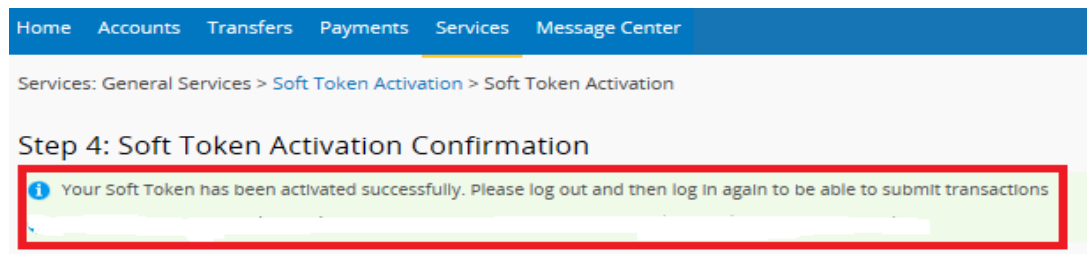
Open your ABK Egypt Token application on your mobile, click "Scan activation data for offline activation" and scan the below QR code.



Derivation Code: 7181842843673483 (Derivation Code from your OTP Soft Token App)

Activate

- This will complete the soft token activation process & a confirmation SMS will be sent to your mobile
- ***If you want to start using the token immediately, you must first logout from Online Banking & then login again.***



Home Accounts Transfers Payments Services Message Center

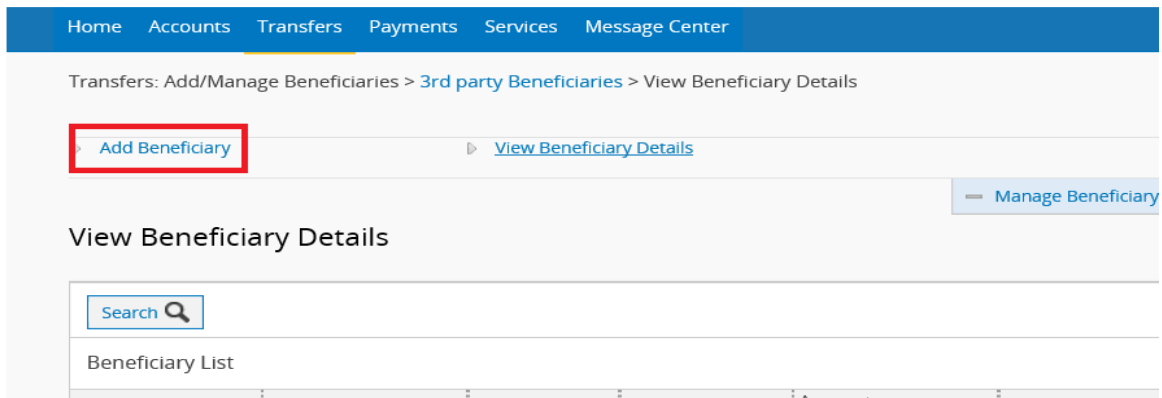
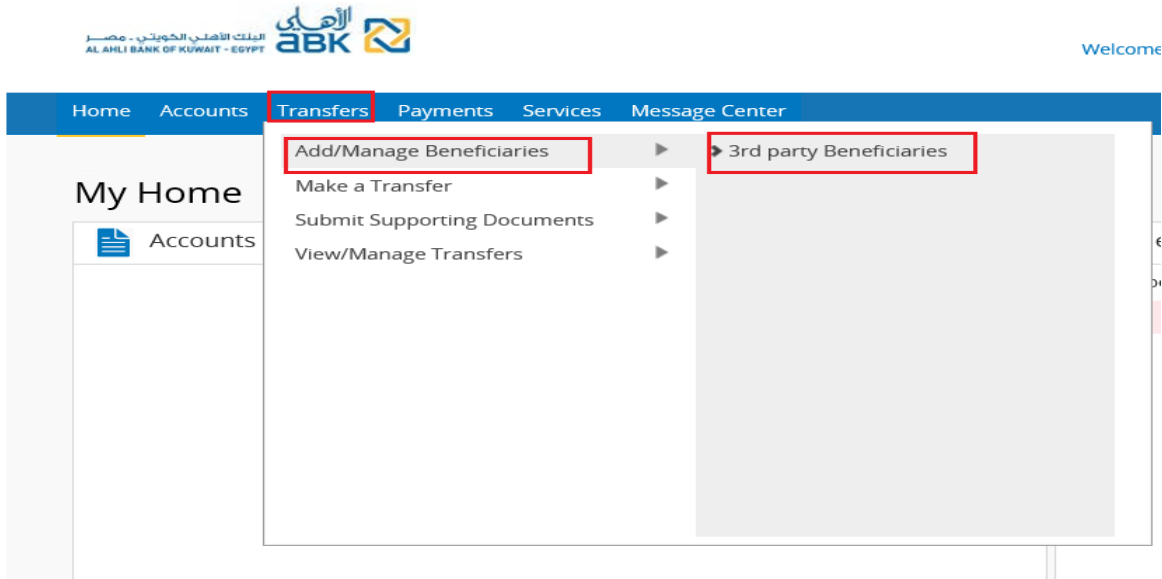
Services: General Services > Soft Token Activation > Soft Token Activation

Step 4: Soft Token Activation Confirmation

i Your Soft Token has been activated successfully. Please log out and then log in again to be able to submit transactions

3. How to add 3rd party beneficiaries for Money Transfers

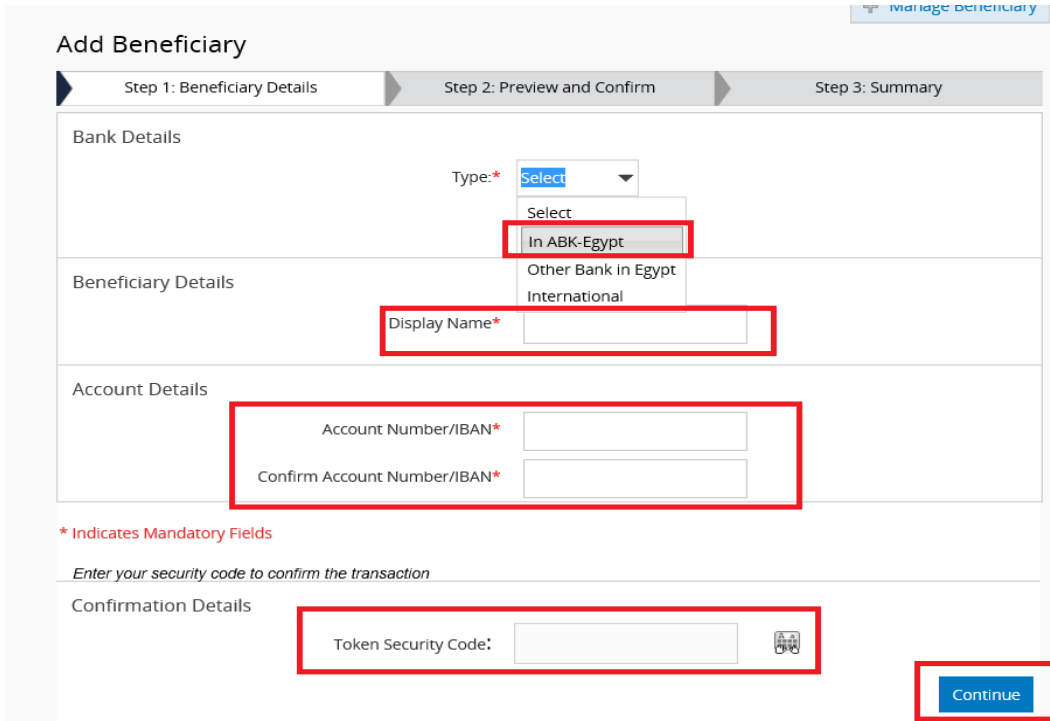
- a. Before making a transfer to **another customer or to your accounts in another bank**, you must **first create a beneficiary** with the other customer's account data
- b. To begin, click on **Transfers** >> select **Add/Manage Beneficiaries** >> **3rd Party Beneficiaries** >> click on **Add Beneficiary**



A. Beneficiary Type: Other Individuals' Accounts in ABK-Egypt

- a. In **Step 1**, select **Type: In ABK-Egypt**

- b. Then fill in the short **Display Name (nickname)**. *This is an easy mnemonic display name for your convenience.*
- c. Fill in & confirm the **Account number**. *Only Individuals' accounts can be added.*
- d. Open the ABK Egypt Token APP on your mobile >> press on **OTP** & enter the PIN to unlock the token.
- e. Enter the generated OTP code in the **Token Security Code** field in Online Banking & click on **Continue**



Add Beneficiary Manage beneficiary

Step 1: Beneficiary Details Step 2: Preview and Confirm Step 3: Summary

Bank Details

Type:*
 Select
 In ABK-Egypt
 Other Bank in Egypt
 International

Beneficiary Details

Display Name*


Account Details

Account Number/IBAN*
 Confirm Account Number/IBAN*

* Indicates Mandatory Fields

Enter your security code to confirm the transaction

Confirmation Details

Token Security Code: 

Continue

- f. In **Step 2**, review all the Beneficiary Details >> *now the beneficiary's name appears partially masked*
- g. If correct, click on **Activate**, otherwise return to the previous step to correct

Preview Confirmation Details

Step 1: Beneficiary Details	Step 2: Preview and Confirm	Step 3: Summary
Confirm the following details before submission		
Beneficiary Details		
Name: LIXE TRXXE EGXXT	Display Name: Life Trade Company	
Access Type: Global		
Account Details		
Account Number: 1 8		
Account Currency:		
Account Type: Current		
Network: In ABK-Egypt		
<input type="button" value="Back"/> <input style="border: 2px solid red;" type="button" value="Activate"/>		

- h. In **Step 3**, check the displayed message to ensure successful beneficiary creation. If successful, the Beneficiary's name will be displayed in full (unmasked).

Beneficiary Details		
<i>i</i> The party type details are added successfully with the reference ID. Party type: [Beneficiary] Ref. ID: [474]		
Step 1: Beneficiary Details	Step 2: Preview and Confirm	Step 3: Summary
Beneficiary Details		
Beneficiary ID: 474		
Name: LIFE EGYPT	Display Name: Life Company	
Access Type: Global		
Account Details		

B. Beneficiary Type: Accounts & Credit Cards in other banks in Egypt

- a. In Step 1, select **Type Other Bank in Egypt**

Add Beneficiary

Step 1: Beneficiary Details | Step 2: Preview and Confirm | Step 3: Summary

Bank Details

Type* Select

- Select
- In ABK-Egypt
- Other Bank in Egypt**
- International

Beneficiary Details

Display Name*

- In the **Find Bank Details** screen, click on **Search**
- In the pop-up box, enter the Bank Name & Country Egypt or the BIC (SWIFT) Code & click on **Search**
- In the displayed results, find the correct Bank Branch & click on **Select**

Find Bank Details

Search

Bank Name:

Bank Branch:

Network: Other Bank in Egypt

Bic Code:

Bank City:

Bank Country: Select

Clear **Search**

City	Bic Code	Select
CAIRO NA	ABDIEGCAXXX	Select
ALEXANDRIA NA	ABRKEGC10AL	Select
CAIRO NA	ABRKEGCAABS	Select

- Fill in the Beneficiary's **Full Legal Name** exactly as it appears in their Bank account
- Enter the beneficiary's short **Display Name** (nickname). *This is an easy mnemonic name for your convenience.*
- Fill in & confirm the **Account Number** in IBAN format for Egypt.
 - In case your beneficiary has a credit card, then enter the full credit card number only.
- Select **Account Currency**
- Select **Account Type** (not mandatory)
- In the section **Address Details**, first select the **Country** & then fill in the **City**

- Get an OTP from your software or hardware token & enter it in the **Token Security Code** field in Online Banking & click on **Continue**

Add Beneficiary

Step 1: Beneficiary Details Step 2: Preview and Confirm Step 3: Summary

Bank Details

Type* Other Bank

Beneficiary Details

Name* XXXXXXXXXXXX

Display Name* XXXXXXXXXXXX

Account Details

Account Number/IBAN* XXXXXXXXXXXX

Confirm Account Number/IBAN* XXXXXXXXXXXX

Note: - In case of beneficiary in other bank in Egypt, please refer to the provided table with account length specifications per bank.
Any mistakes may lead to the transfer's return by the recipient bank, as well as to additional charges for you.

Account Currency* EGP Note: In case of international transfers, please choose only accounts in foreign currency

Account Type Current

Bank Details

Beneficiary's Bank Name XXXXXXXXXXXX

Bank Identifier XXXXXXXXXXXX [Lookup](#)

Branch XXXXXXXXXXXX

Address

Address

City

Zip Code

Country EGYPT

Address Details

Address (Line 1)

Address (Line 2)

City* XXXXXXXXXXXX

Zip code

State [Lookup](#)

Country* XXXXXXXXXXXX

Telephone

Mobile

Fax

Email

* Indicates Mandatory Fields

Enter your security code to confirm the transaction

Confirmation Details

Token Security Code! *****

[Continue](#)

- e. In **Step 2**, review the Beneficiary Details to ensure all entered data are correct. If correct, click on **Activate**, otherwise return to the previous step to correct.

Add Beneficiary View Beneficiary Details Manage Beneficiary

Preview Confirmation Details

Step 1: Beneficiary Details Step 2: Preview and Confirm Step 3: Summary

Confirm the following details before submission

Beneficiary Details	
Name:	Display Name: Ramezz
Account Details	
Account Number: XXXXXXXXXXXX	
Account Currency: EGP XXXXXXXXXXXX	
Account Type: Current	
Network: Other Bank in Egypt	
Bank Details	
Network: Other Bank in Egypt	Bank Identifier: XXXXXXXXXXXX
Bank Name: XXXXXXXXXXXX	Bank City: XXXXXXXXXXXX
Bank Branch: XXXXXXXXXXXX	Bank Address: XXXXXXXXXXXX
Bank Zip: NA	Bank Country: EGYPT XXXXXXXXXXXX
Address Details	
Address (Line 1):	Address (Line 2):
Address (Line 3):	
City:	Zip Code:
State:	Country:
Telephone:	Mobile:
Fax:	Email:
Additional Detail	
Remarks	

Back Activate

f. In **Step 3**, review the displayed message to ensure successful beneficiary creation

Beneficiary Details

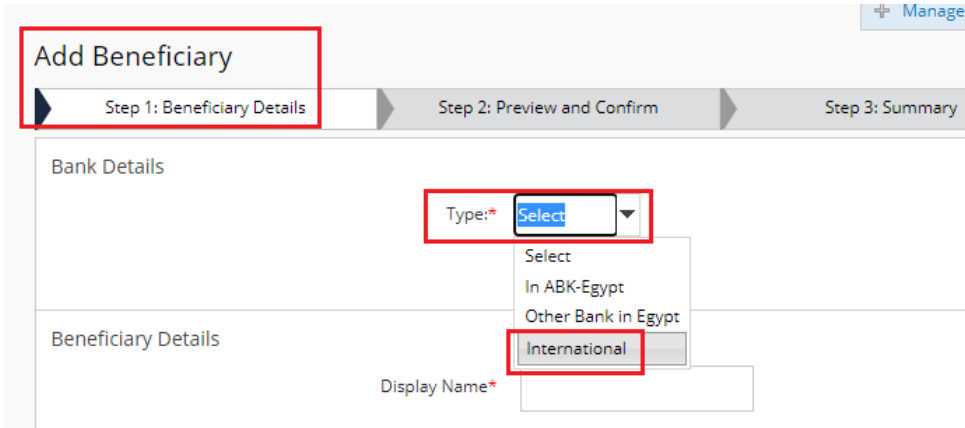
The party type details are added successfully with the reference ID. Party type: [Beneficiary] Ref. ID: [1377]

Step 1: Beneficiary Details Step 2: Preview and Confirm Step 3: Summary

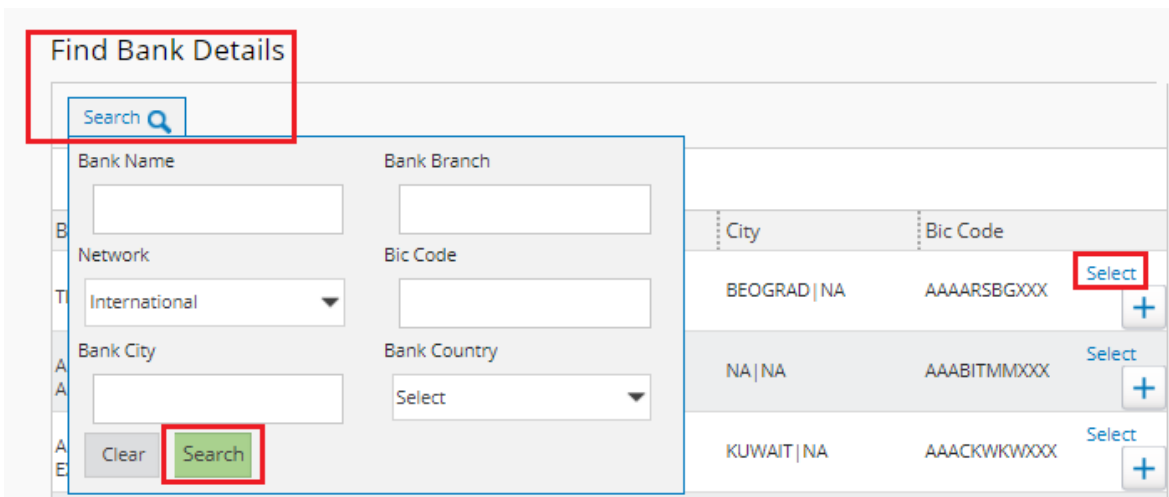
Beneficiary Details	
Beneficiary ID: 1377	
Name: FOUAD	Display Name: FOUAAD
Account Details	
Account Number/IBAN: 0004	
Account Currency: EGP	

C. Beneficiary Type: International (banks outside Egypt)

a. In **Step 1**, select **Type International**



- b. In the **Find Bank Details** screen, click on **Search**
- c. In the pop-up box, enter the Bank Name & Country or the BIC (SWIFT) Code & click on **Search**
- d. In the displayed results, find the correct Bank Branch & click on **Select**



City	Bic Code	Action
BEOGRAD NA	AAAARSBGXXX	Select
NA NA	AAABITMMXXX	Select
KUWAIT NA	AAACKWKWXXX	Select

- Fill in the Beneficiary's **Full Legal Name** exactly as it appears in their Bank account
- Enter the beneficiary's short **Display Name** (nickname). This is for your convenience, an easy mnemonic display name.
- Fill in & confirm the **Account Number** in simple or IBAN format, according to the specific country requirements
- Select **Account Currency**
- Select **Account Type**
- In section Address Details, first select the **Country** & then fill in the **City**
- Open the ABK Egypt Token APP on your mobile

- Press on OTP & enter the PIN to unlock the token
- Enter the generated OTP code in the **Token Security Code** field in Online Banking & click on **Continue**

Add Beneficiary

Step 1: Beneficiary Details Step 2: Preview and Confirm Step 3: Summary

Bank Details

Type*

Beneficiary Details

Name*

Display Name*

Account Details

Account Number/BAN*

Confirm Account Number/BAN*

Note: - In case of beneficiary in other bank in Egypt, please refer to the provided table with account length specifications per bank.
Any mistakes may lead to the transfer's return by the recipient bank, as well as to additional charges for you.

Account Currency* Note: In case of international transfers, please choose only accounts in foreign currency

Account Type

Bank Details

Beneficiary's Bank Name

Bank Identifier

Branch

Address

City

Zip Code

Country

Address Details

Address (Line 1)

Address (Line 2)

City*

Zip code

State

Country*

Telephone

Mobile

Fax

Email

* Indicates Mandatory Fields

Enter your security code to confirm the transaction

Confirmation Details

Token Security Code:

- e. In **Step 2**, review the Beneficiary Details to ensure all entered data are correct. If correct, click on **Activate**, otherwise return to the previous step to correct.

Preview Confirmation Details

Step 1: Beneficiary Details | **Step 2: Preview and Confirm** | Step 3: Summary

Confirm the following details before submission

Beneficiary Details	
Name: Eva Greece	Display Name: Eva Greece
Account Details	
Account Number: gr4101	
Account Currency: EURO	
Account Type: Current	
Network: International	
Bank Details	
Network: International	Bank Identifier: PIRBGRAA00X
Bank Name: PIRAEUS BANK SA	Bank City: ATHENS
Bank Branch: PIRAEUS BANK SA	Bank Address: NA
Bank Zip: NA	Bank Country: GREECE
Address Details	
Address (Line 1):	Address (Line 2):
City: athen	
Zip Code:	
State:	Country: GREECE
Telephone:	Mobile:
Fax:	Email:
Additional Detail	
Remarks:	

Back | **ACTIVATE**

- f. In **Step 3**, review the displayed message to ensure successful beneficiary creation

Beneficiary Details

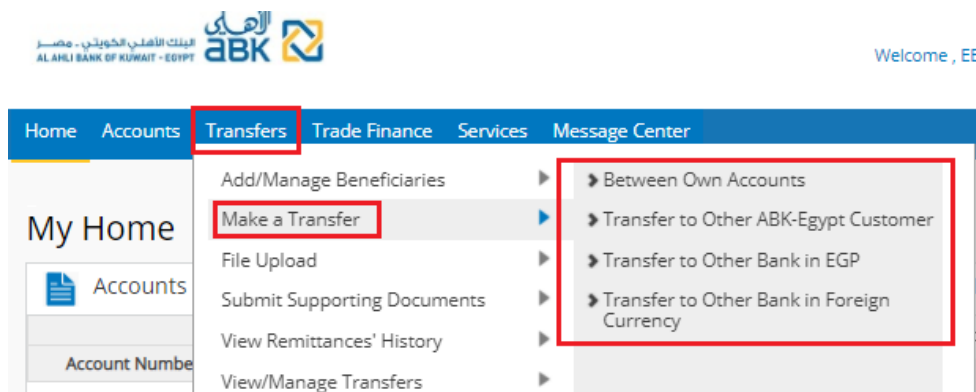
The party type details are added successfully with the reference ID. Party type: (Beneficiary) Ref. ID: (1378)

Step 1: Beneficiary Details | Step 2: Preview and Confirm | **Step 3: Summary**

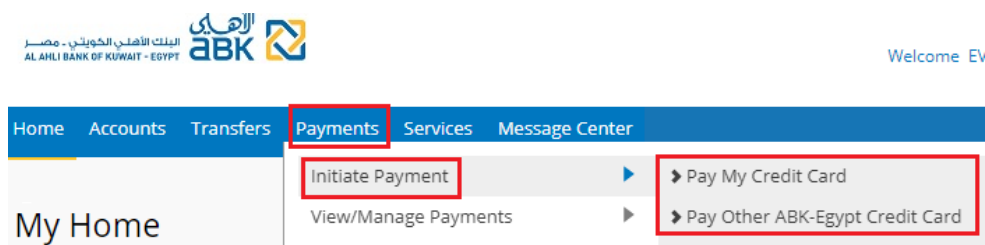
Beneficiary Details	
Beneficiary ID: 1378	
Name: Eva Greece	Display Name: Eva Greece
Account Details	

4. How to transfer money

- a. Click on **Transfers >> Make a Transfer >>** choose one of the four displayed options:
 - i. Between your own accounts of the same currency
 - ii. To other Individuals' accounts in ABK-Egypt
 - iii. To other Banks in Egypt in Egyptian Pounds, crediting accounts or credit cards
 - iv. To other Banks, in Egypt or international, in foreign currency



- b. Alternatively, click on **Payments >> Initiate Payment** and choose one of the two displayed options:
 - i. Pay My credit Card
 - ii. Pay Other ABK-Egypt Credit Card



- c. Please refer to the table on page 25 for full details on the types of transfers & execution modes
- d. You can submit your transfer/payment with the following **options**:
 - i. One time only or recurring (repeated, like a standing order with multiple future executions)

Set Transfer Date & frequency

Transaction Reference Name

Frequency Type* One Time

Transaction Date (dd/MM/yyyy)* One Time
Recurring

Validity Indicator* Next Valid Date

➤ *If recurring:*


- a. You can select among different frequencies (daily, weekly, etc.) & the date it will start being executed
- b. You must specify how many times this transfer will be executed
- c. You must also specify what must be done in case the chosen future date of execution falls on a non-working day (get executed on the next or on the previous working date)

Set Transfer Date & frequency

Transaction Reference Name

Frequency Type* Recurring

Frequency* Select

Recurring Date (dd/MM/yyyy)* 08/09/2020 

Number Of Transfers*


Validity Indicator* Next Valid Date

ii. Scheduled on a future date

Set Transfer Date & frequency

Transaction Reference Name

Frequency Type* One Time

Transaction Date (dd/MM/yyyy)* 29/09/2020 

Validity Indicator* Next Valid Date

Make a Transfer from

Debit Account*

Make a Transfer to

Mu Beneficiaries*

Prev Today Next

September 2020

Mo	Tu	We	Th	Fr	Sa	Su
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Clear Done

Select Tuesday, Sep 29, 2020

- e. **ATTENTION:** Transfers to other banks are subject to charges for commissions, as per the Bank's published tariff. These commissions will be collected upon transfer execution. You can use one of the below-mentioned options:

1) Transfer to other Bank in EGP:

- **SHA** – Shared, all sender's bank charges on my/our account & all other charges on beneficiary's account
- **BEN** – Beneficiary, meaning that all charges, both sender's & receiver's bank, are on beneficiary's account

2) Transfer to other Bank in FCY:

- **OUR** – Meaning that all charges, both sender's & receiver's bank, are on my/our account
- **SHA** – Shared, meaning that all sender's bank charges on my/our account & all other charges on beneficiary's account
- **BEN** – Beneficiary, meaning that all charges, both sender's & receiver's bank, are on beneficiary's account

- **Scheduled/Recurring Transfers/Payments:**

The Bank will execute your transfer order on the set future/recurring date, provided there is sufficient balance in the selected account. In case you wish to cancel the order before its execution date, you can do so from the **Transfers >> View/Manage Transfers>>View Scheduled/Recurring Instructions** menu.

- **Cut-off Time & Working Days for transfers to other banks:**

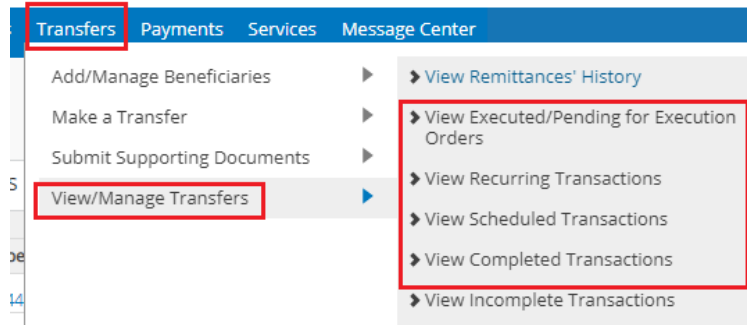
Cut off time for same day execution is **2:00 PM**. Transfer orders submitted after cut-off time and during holidays & weekends will be processed on the next working day.

- **Availability of funds of executed transfers to other banks** depends entirely on the beneficiary's bank.

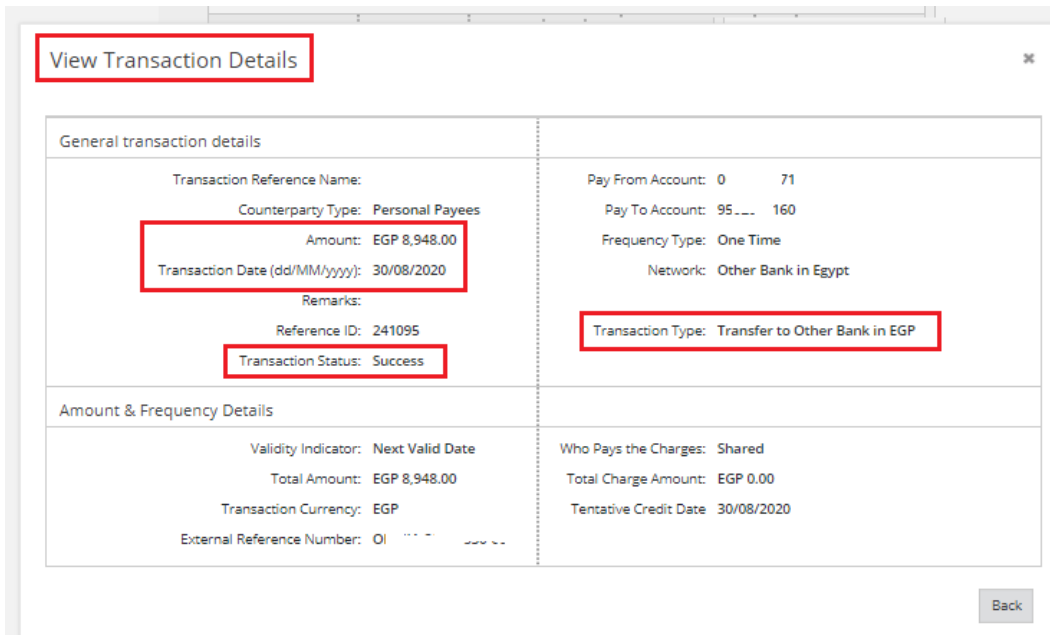
5. How to view/manage your submitted transfers/payments

- a. You can view the details & status of the submitted transfers/payments from **Transfers/Payments >> View/Manage Transfers/Payments** as follows:
- i. **Executed/Pending for execution:** list of all the transfers submitted, past (completed, failed & cancelled) & future ones (active scheduled/recurring)

- ii. **Recurring:** transfers set to be executed more than one time
- iii. **Scheduled:** transfers set to be executed in the future
- iv. **Completed:** transfers that have been executed by the Bank



b. Click on the **Reference ID** hyperlink to view the **Transaction Details**



c. Click on the arrow next to **Actions** to see the **Transaction History** or to **Copy** (recreate) this transaction

Transfers: View/Manage Transfers > View Executed/Pending for Execution Orders > My All Transactions

My All Transactions

Search

Reference ID	Date	Initiator	Counterparty	Total Amount	
Transaction Type	Status				
188016	09/09/2020	NORMAL SAVING S EGP	C.A. I B EGP	EGP 0.0	Actions
Funds Transfer Own Account	Active				Copy Transaction View Transaction History
200672	09/09/2020	NORMAL SAVING S EGP	5. XXXXXX I2	EGP 0.15	Actions
Other Credit Card Payment	Active				
242909	06/09/2020	STAFF C.A. IB EGP	52 XXXXXX 96	EGP 3,600.00	Actions
Credit Card Payment	Success				
241682	31/08/2020	NORMAL SAVING S EGP	STAFF C.A. I B EGP	EGP 200.00	Actions
Funds Transfer Own Account	Failed				
241095	30/08/2020	STAFF C.A. IB EGP	B- CIB EG p	EGP 8,948.00	Actions
Transfer to Other Bank in EGP	Success				
185646	27/08/2020	NORMAL SAVING S EGP	STAFF C.A. I B EGP	EGP 2.11	Actions
Funds Transfer Own Account	Active				

- d. In case you want to stop/cancel an unexecuted scheduled for future date transfer or a recurring one, click on **View Recurring/scheduled Transactions >>** select the transfer with status **Active >>** from **Actions** select **Stop Transaction**

Transfers: View/Manage Transfers > View Recurring Transactions > My Recurring Transactions

My Recurring Transactions

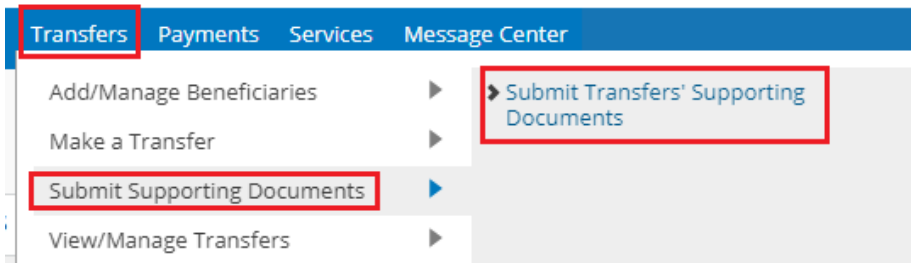
Search

Reference ID	Next Payment Date	Initiator	Beneficiary	Total Amount	
Transaction Type	Transaction Status				
188016	09/09/2020	NORMAL SAVIN GS EGP	C.A. I B EGP	EGP 0.01	Actions
Funds Transfer Own Account	Active				Stop Transaction Copy Transaction View Transaction History
200672	09/09/2020	NORMAL SAVIN GS EGP	52 XXXXXX I42		
Other Credit Card Payment	Active				
185646	27/08/2020	NORMAL SAVIN GS EGP	C.A. I B EGP	EGP 2.11	Actions
Funds Transfer Own Account	Active				

Download Details As PDF

6. How to upload supporting documents for your transfers to other banks

- a. The Bank may request from you to provide supporting documents that justify the purpose of your requested transfers. *In such case, your request will not be executed but will remain pending until you provide the requested documents.*
- b. Click on **Transfers >> Submit Transfers' Supporting Documents**



- c. Upload the supporting documents, fill in all the mandatory fields (*marked with red asterisk **) & enter the token OTP, then click on **Send**
 - To find the **Reference ID** & all other details of the specific transfer, go to **Transfers >> View/Manage Transfers >> View Executed/ Pending for Execution Orders**

Transfers: Submit Supporting Documents > Submit Transfers' Supporting Documents > |

Compose Message

Compose Message

Subject: 0000009919 - 9919.EBDUMMY1 - Transfers' Supporting Documents

Attachments [Add Attachment](#) [Remove Files](#)

Reference ID*

Transaction Amount*

Debit Account*

Beneficiary Name*

Home Accounts **Transfers** Trade Finance Services Message Center

Transfers: Submit Supporting Documents > Submit Transfers' Supporting Documents > Attach Files

Attach Files

Attach your File here (Please specify a valid file) No file chosen

Attach your File here (Please specify a valid file) No file chosen

Attach your File here (Please specify a valid file) No file chosen

Attach your File here (Please specify a valid file) No file chosen

Attach your File here (Please specify a valid file) No file chosen

Back

Note: You can get the 'Reference ID' of the Specific transfer request from Transfers >> View/ Mange Transfers >> View Executed/ Pending For Execution Orders

Additional Detail

Remarks

Enter your security code to confirm the transaction

Confirmation Details

Token Security Code:

* Kindly note that by pressing Clear all entered info will be cleared.

7. How to view your executed remittances to & from other Banks


- a. Click on **Transfers >> View Remittances' History >>** the system will display a list of the incoming & outgoing remittances from/to other banks (local & international) of the latest month

Transfers Payments Services Message Center

- Add/Manage Beneficiaries ▶
- Make a Transfer ▶
- Submit Supporting Documents ▶
- View/Manage Transfers** ▶
-
-

- b. From the radio button, select one remittance at-a-time & then you can:
 - i. Scroll the screen towards the right to see the **Status** of the remittance
 - ii. Select to see the **Advice** or **Transaction Details** or **ACH/SWIFT Confirmation** (this only for outgoing remittances)

View Remittances' History


Search 


Executed Remittances


Select	S/N	Transfer Type	Channel	Execution Date	Transaction Reference	Amount	Currency	Country	Beneficiary's Data	Status
<input checked="" type="radio"/>	1	Incoming		26/02/2020	XST... 01...28	2,000.00	EUR	KUWAIT	K... .. 700	Completed
<input type="radio"/>	2	Outgoing	E-Banking	27/02/2020	20... ..39	2,650.00	EUR	GREECE	G... .. 112	Completed
<input type="radio"/>	3	Outgoing	E-Banking	27/02/2020	XST... 200027002700000... .. 2	8,948.00	EGP	EGYPT A	Completed


- c. From the **Search** option, you can modify the criteria of the selection (dates, type of remittance, currency & status)


View Remittances' History


Search 

From Date: 24/07/2020 

To Date: 23/08/2020 

Transfer Type: All 

Currency: All 

Status: All 

8. TYPES OF TRANSFERS & LIMITS – INDIVIDUAL CUSTOMERS

INDIVIDUAL CUSTOMERS		CCY	DESTINATION	REQUIRES BENEFICIARY CREATION	2FA	TYPE	CUT-OFF TIME (on Working Days)	CHANNEL LIMITS
TYPE OF OPERATION/ TRANSFER/ PAYMENT								
<i>Create Beneficiary</i>		<i>All</i>	<i>3RD Party Accounts</i>		<i>Token OTP</i>	<i>Online</i>		
1	Within Own Accounts	All, but not Cross-CCY	In ABK-EG	No	No	Online	No	No
2	Pay own Credit Card	EGP	In ABK-EG	No		Not online	17:00	No
3	Pay other Credit Card in ABK-Egypt	EGP	In ABK-EG	No	Token OTP	Not online	17:00	EGP 60,000 per day & EGP 100,000 per month
4	To other Individual Accounts in ABK-Egypt	EGP only	In ABK-EG	Yes	Token OTP	Online	No	10 transfers/day & EGP 500,000/day & EGP 1,000,000/month (or the equivalent in FCY)
5	To other Banks in EGP (to accounts & credit cards)	EGP	Local	Yes	Token OTP	Not online	14:00	
6	To other Banks in FCY	All, but not Cross-CCY	Local & International	Yes	Token OTP	Not online	14:00	

9. Contact Us

Call Center 19322 (*from Egypt*) & 202 35 35 2790/91 (*from abroad*)

email: ebankingsupport@abkegypt.com