

Frequently Asked Question (FAQs) regarding ABK-Egypt Automated Phone Banking Services

1. Which Automated Phone Banking Services are availed to me?

All the following services are now available:

- Check your current and saving accounts balance and your last 5 transactions
- Activate your Credit Card
- Create and change your Phone Banking Telephone PIN

2. How do I register for ABK-Egypt Phone Banking Services?

- Visit one of our Branches to sign the Terms & Conditions & confirm your mobile number and other contact information
- Then contact ABK-Egypt Call Centre on **19322** (from within Egypt) or **(+202) 3535 2790/91** (from outside Egypt) and choose the “**Phone Banking Services**” option from the main Menu
- Enter your 16-digit Credit or Debit Card number and you will receive a security code on your Bank-registered mobile number that you will enter on the phone
- Create your 6-digit Telephone PIN, ensuring that the digits are not repeated or in sequence

3. How do I access ABK-Egypt Phone Banking Services?

- After your registration, every time you call us on **19322** (from within Egypt) or **(+202) 3535 2790/91** (from outside Egypt), choose the “**Phone Banking Services**” option from the main Menu
- Enter your 16-digit Credit or Debit card number and your 6-digit Phone Banking Telephone PIN to access the service

IMPORTANT:

- ***You must never disclose your Telephone PIN to anyone, not even to Bank employees***
- ***Please inform the Bank immediately in case you have changed your registered mobile number, so as to always be able to use the Service***

4. I forgot my Telephone PIN. How can I re-create a new one?

- After you select “**Forgot my Telephone PIN**” option from the Menu, your call will be transferred to one of our Call Center Representatives for identity verification through a series of security questions
- Then you will be transferred to the IVR to re-create your new 6-digit Telephone PIN

5. Can I change my Telephone PIN?

- Select “**Phone Banking Services**” option from the main Menu, then choose “**Change telephone PIN**” option and you will receive a security code to your Bank registered mobile number
- Enter the security code on the phone and then enter your current 6-digit Telephone PIN
- Then create a new 6-digit PIN, ensuring that the digits are not repeated or in sequence

6. How can I block my Telephone PIN in case of loss/ theft?

Call our Call Center to report the loss/ theft and our Representatives will guide you on how to create a new Telephone PIN.

7. How can I cancel my registration/ the service?

Call our Call Center to request the cancellation of the service and our Representatives will take the required action immediately.

8. How do I navigate through ABK-Egypt Phone Banking Services?

Click on the **IVR map** and check the available services and how to use them.

9. What accounts can I access through ABK-Egypt Phone Banking Services?

The following types of accounts in all currencies can be accessed through Phone Banking:

- Current Accounts
- Saving Accounts

10. Are there any fees associated with using ABK-Egypt Phone Banking Services?

All automated Phone Banking inquiries and transactions are offered to our customers for FREE

11. Can any other person access my account?

This is not possible since ABK- Egypt applies the highest security measures on Phone Banking Services.

*To help us protect the confidentiality of your account(s), please **do not write down or disclose your Telephone PIN to anyone, not even to Bank employees.**