Mobile & Online banking

Mobile Banking:

FAQS:

1- How can I set up a new beneficiary?
    a. "Beneficiaries can be added, amended, and deleted through Internet and Mobile Banking. To do so, follow the following steps:
        i. 1) Select Transfers
        ii. 2) Go to Payment - Others and setup your beneficiary, based on your transaction type and whether inside or outside CIB. Once you set it up online or on your Mobile, it will display over the other channel.
    b. https://m.youtube.com/watch?v=FI9IBMPf3a8"
2- How can I update the beneficiaries of my Internet or Mobile Banking with their new IBANs?
    a. To update your beneficiaries, navigate to 'Edit Beneficiary' on either the Internet or Mobile Banking platforms and, in the field labeled "Recipient Account Number", replace the old account number with the new IBAN.
3- When the Registration OTP expires?
    a. OTP expires within 1.5 minutes.
4- When the OTP generated through the app. expires?
    a. OTP expires within 60 seconds.

Online Banking:

FAQS:

1. How can I replace my card through Online Banking service?
   a. "Please log in to your Online Banking service account.
   b. For Mobile Banking, please select â€œRequests"" Tab then â€œCards Managementâ€and then select ""Replace a debit or credit card""
   c. For Internet Banking, please select ""Requests"" and then select â€œReplace debit or credit cardâ€"
2. How can I register to the Internet Banking?
   a. "To register for CIB's Internet banking services, follow these steps:
      i. 1. Go to https://ebanking.cibeg.com
      ii. 2. Click on â€œRegister New Userâ€ below the Sign-In fields
      iii. 3. Choose your preferred registration method (National ID, Passport number, Account number, Credit or Debit Card number)
      iv. 4. Fill in the following fields
         1. â€¢Number of the identification method you have chosen
         2. â€¢Create a username
         3. â€¢Create a Password
         4. â€¢ Confirm the Password
      v. 5. Check the â€œI accept the termsâ€ box after carefully reviewing it
      vi. 6. Click on â€œnextâ€
      vii. 7. Enter the OTP password that is sent to your registered mobile number
      viii. 8. Select â€œRegisterâ€
   b. A confirmation message of successful registration will appear
   c. if you have not signed the e-banking terms and conditions and delivered it to the bank, you will presented with a note asking you to complete the E-banking services subscription application at your nearest branch"