**Question**: Installment of Cash Withdrawals with Credit Cards

**Answer**: Now you can pay cash withdrawals with credit cards in installments for up to 36 months, with a maximum utilization of 50% of the credit limit. To apply, please call 19888 and submit your request.  
\* Installment without interest and with administrative fees until December 31, 2023:  
- Installment for 3 months with a minimum transaction amount of 500 EGP - Administrative fee 7.5%.  
- Installment for 6 months with a minimum transaction amount of 500 EGP - Administrative fee 10.5%.  
-Installment for 12 months with a minimum transaction amount of 1,000 EGP - Administrative fee 16.5%.  
- Installment for 18 months with a minimum transaction amount of 2,000 EGP - Administrative fee 22%.  
- Installment for 24 months with a minimum transaction amount of 3,500 EGP - Administrative fee 27.5%.  
-Installment for 36 months with a minimum transaction amount of 5,000 EGP - Administrative fee 36%.  
\* Installment with interest and without administrative fees:  
- With a fixed annual interest rate of 24.18% for all installment durations and the minimum transaction amount EGP 500.

**Question:** What are the credit card activation steps?

**Answer**: You can activate or re-activate your credit card by calling 19888 from your registered mobile number, select activation option and follow the instructions written on the card.

**Question**: How can I settle my credit card on Mobile Banking?

**Answer:** Click on the transfers in the main men

Choose “Pay Credit Card”

Choose the source account, credit card to settle and enter the desired amount

Click “Transfer”.

**Question**: Is it safe to make online transactions with my credit card?

**Answer**: It's safe to use the credit card online when used with trusted merchants.

**Question**: Can I buy something with my credit card on installments without interest?

**Answer**: Customers can use the credit card and pay in installments with zero interest through one of the merchants in the below link. For merchants with zero interest installments, please click [here](https://www.cibeg.com/en/personal/~/link.aspx?_id=23B3CF8989E946DFB1C1C5EA3ABB58B1&_z=z&).

**Question:** Can credit cards be used for online shopping?

**Answer**: Yes, the online purchasing limit is equivalent to the card purchasing limit of EGP 150,000.

**Question**: Can I activate my debit or credit card through the IVR?

**Answer**: Yes. For debit/credit cards activation, call 19888 from your registered phone number and select the activation option. Enter the card number you want to activate and your National ID card number and follow the steps.

**Question**: Some of the transactions on my credit card are not correct. What should I do?

**Answer**: From Internet Banking home page:

Go to “Requests”

Click on Dispute Credit Card Transaction

Fill in the dispute form on your chosen credit card mentioning the reason of dispute.

**Question**: How can I activate my debit or credit card?

**Answe**r: You can activate a debit or credit card through the following:

Call the Banque Misr Call Center at 19888 Use Banque Misr's Interactive Voice Response Through SMS

- For Debit Cards: please send an SMS to 1491 from a registered Egyptian mobile number with 01 followed by first 6 digits & last 4 digits of the debit card number  
- For Credit Cards: Please send an SMS to 1491 from a registered Egyptian mobile number with 02 followed by last 4 digits of the credit card number

**Question**: Can I deposit cash to settle my terminated credit card using an ATM but without the card?

**Answer:** Yes. Our cash deposit machines have a maximum daily deposit limit of EGP 20,000.

To use an ATM, complete the following steps

Choose “Cardless Services” from the main screen

Choose “Settle Credit Card”

Enter your credit card number

Select either “Generate a New OTP” or “I Have a Valid OTP”

Enter the OTP sent to your registered mobile number

Insert your money into the ATM

Confirm the amount and your credit card number

**Question**: How do I manage my credit card direct debit via Internet and Mobile Banking?

**Answer:** Log into your Internet or Mobile Banking account

Click on the “Requests” tab

For Mobile Banking: Select “Cards Management” then “Manage Credit Card Direct Debit”

           For Internet Banking: Select “Manage Credit Card Direct Debit”

Choose card number

Choose account number

Choose the direct debit percentage needed

Press “Submit”

Press “Confirm” once the confirmation message appears

Note:

Direct debit percentage is either 5% or 100%

**Question**: How do I activate my credit card

**Answer**: You can activate your credit card by sending an SMS to 1491 from your registered mobile number. You’ll need to send 02 followed by the last four digits of your card and follow the instructions. Once completing those steps, visit the nearest Banque Misr's ATM to set the 4-digit PIN code. Alternatively, you can contact our hotline at19888 using the registered mobile number and sign into our free IVR service to activate and set a PIN directly.

**Question**: How can I apply for credit cards or loans?

**Answer**: You can apply for a Banque Misr Credit Card by:

Call our 24/7 customer service hotline on 19888 to submit a request and one of our representatives will contact you within 24 hours.

**Question**: How can I replace or cancel my credit card?

**Answer:** Please call center on 19888 or visit your nearest Banque Misr's branch.

**Question**: Can I settle my credit card through the IVR?

**Answer**: Yes, you can settle to EGP 5,000,000/day.

**Question**: Can I transfer cash from my credit card to my account?

**Answer**: Yes, via phone request. To inquire or request cash via phone please call 19888.

**Question**: Can I set automatic direct debit from my account to settle my credit card billing on due dates

**Answer:** In your physical application, you can choose the account for direct debit to your credit card billings. But this account must be qualified with certain criteria including (must be in Egyptian currency, non-overdraft and must belong to you).

**Question**: Can I reopen my closed card?

**Answer**: No, you can’t reopen the closed card. You must apply for a new credit card application which will be subject to bank policy approval.

**Question**: How can I report and stop a stolen or lost card?

**Answer**: You can stop a lost or stolen card by:

Calling 19888 and speaking to one of our Call Center agents

Visiting the nearest Banque Misr's branch

Phone Banking

Internet banking

**Question**: How do I apply for a loan or a card via Internet and Mobile Banking?

**Answer**: Log into your Internet or Mobile Banking account

Click the “Requests” tab

Choose “Apply for Loan or Card”

Enter National ID

Select the desired product you are applying for (loan or credit card)

If applying for a credit card, select the desired credit card type. If applying for a loan, enter the requested amount

Enter net monthly income

Enter employer’s name

Enter job title

Read the terms and conditions

Check the box to agree to the terms and conditions

Click “Submit”

Click “Confirm” once the confirmation message appears

**Question**: I forgot my password on Mobile Banking; what shall I do?

**Answer:** Click on “Forgot/Reset Password” through the app, and fill in the below:

Username: Input your Online Banking username.

New password

New password Confirmation

Debit/Credit Card Number

Debit/Credit Card PIN

Then click on “Next”.

**Question**: Is there interest on cash withdrawals?

**Answer:** Interest on cash withdrawal is calculated daily from the day of the transaction, with rates starting from 2.59% to 2.99%, depending on the card type.

**Question**: How long does it typically take for my credit card to be delivered

**Answer**: The standard for card delivery is within 8 working days while the premium cards are delivered within 5 working days.

**Question:** Can I change the mobile number linked to the supplementary cards to be the primary number

**Answer**: The primary cardholder can change the mobile number registered on the supplementary card unless the supplementary cardholder is already a primary credit cardholder. In this case, the supplementary cardholder needs to contact the call center to change the mobile number on his primary credit card and this change will reflect automatically across the system on all his cards.

**Question**: Can I pick up my credit card from the branch instead of having it delivered

**Answer:** No, the card must be delivered to your registered delivery address.

**Question**: What should I do if my credit card hasn’t been delivered after the estimated delivery time

**Answer**: If the card didn’t get delivered within the expected time, please contact the bank’s call center for an investigation with the courier on 19888

**Question**: What are the transaction limits of the wallet?

**Answer**:

* Maximum daily transaction limit: EGP 60,000
* Maximum monthly transaction limit: EGP 200,000
* Maximum wallet balance: EGP 400,000
* The maximum weekly transaction deposit limit from your linked credit card is EGP 10,000
* The maximum monthly transaction deposit limit from your linked credit card is EGP 40,000
* The maximum daily/monthly transaction limits from your debit cards are shown below:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Classic (Visa/MasterCard), Loan Debit, Youth, and Prime ME cards** | **Titanium** | **Platinum Wealth, Platinum Private, VISA Platinum Business** |
| **Maximum Daily Purchase and E-Commerce Limit** | EGP 30,000 | EGP 30,000 | EGP 30,000 |
| **Maximum Monthly E-Commerce Limit** | EGP 50,000 | EGP 100,000 | EGP 100,00 |

**Question**: How much money can I deposit into my wallet?

**Answer:** The maximum allowed wallet balance is EGP 400,000.

* The maximum weekly transaction deposit limit from your linked credit card is EGP 10,000
* The maximum monthly transaction deposit limit from your linked credit card is EGP 40,000
* The maximum daily/monthly transaction limits from your debit cards are shown below: The maximum daily/monthly transaction limits from your debit cards are shown below:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Classic (Visa/MasterCard), Loan Debit, Youth, and Prime ME cards** | **Titanium** | **Platinum Wealth, Platinum Private, VISA Platinum Business** |
| **Maximum Daily Purchase and E-Commerce Limit** | EGP 30,000 | EGP 30,000 | EGP 30,000 |
| **Maximum Monthly E-Commerce Limit** | EGP 50,000 | EGP 100,000 | EGP 100,00 |

**Question**: I forgot the Internet Banking username. What shall I do?

**Answer:**

If you forget your username, follow the below steps:

Call 19888

Select 3 (Technical support)

Select 1 (Retrieve username)

Enter the active debit/credit card 16 digits number

Enter the card’s 4 digits PIN code

Username will be sent via SMS on your registered mobile number

**Question**: How do I track my debit card delivery status?

**Answer:** Please call 19888 to check card status noting that the card issues during 1 working day and delivers to the registered address within 8 working days maximum.

**Question**: Can I have a credit card without being a bank customer

**Answer**: Yes, the required documents depend on your status either as a salary receiver or professional. Please visit your nearest Banque Misr's branch to inquire about the detailed requirements.

**Question:** Can I make a payment to my credit card from another bank

**Answer**: Yes, payments from other banks can be made through ACH or directly fromenteau.

**Question**: What can I use Mobile Banking for?

**Answer:** Public Section, no login required:

Locate the nearest Banque Misr branch and ATM, using Apple or Google maps navigation

View the bank's social media links

Contact Banque Misr through e-mail or the call center

View foreign exchange rates and the currency rate converter

View Mobile Banking’s terms and conditions and FAQs.

Features requiring login:

Account Details

View your accounts, card details, loans, certificates of deposits and time deposits, and mutual funds’ balances

You can check your statement history through Internet Banking

Transfers between your own accounts

Transfers to any Banque Misr or other bank accounts, inside or outside Egypt (OTP Higher Authentication is required)

Settle your credit cards

Settle other Banque Misr credit cards (OTP Higher Authentication is required)

Charity payment (OTP Higher Authentication is required)

Bank Requests

Request new checkbooks

Deactivate lost/stolen credit cards

Dispute credit card transactions

Change supplementary card limits

Inquiries, suggestions and complaints

Update contact information

Token Activation

**Question**: How much does this service cost?

**Answer**: The Smart Wallet is free of charge. There are no monthly, annual, or maintenance fees for this service.

However, please keep in mind that there are separate fees for each transaction you make. For example, if you use your Smart Wallet to transfer money, issue online cards, and more, additional fees may apply.

You can also find the list of service fees on the Smart Wallet application when you click on “Services Information” from the menu.

Please see the price list below or visit the Banque Misr website for more information.

**Smart Wallet Price List:**

|  |  |
| --- | --- |
| **Service** | **Fees** |
| Registration | Free |
| Renewal | Free |
| Cash-in (Deposit) ATM | Free |
| Cash-in (Deposit) Agent | Free |
| Cash-out – Agent | 1.5% (min. EGP 3) |
| Cash-out – ATM | 1% (min. EGP 3) |
| Send Money (person-to-person) | On-us (to other BM Smart Wallet users): EGP 1  Off-us (to non-BM Smart Wallet users): 0.5% with max. EGP 15  The first transaction of the month is for free for a maximum of EGP 2,000. |
| Bill payment | Applied consumer fees |
| Payment to Merchant | Free |
| Single Online Card Issuance | Fixed EGP 10 upon issuance |
| Multi-Use Online Card Issuance | Fixed EGP 15 upon issuance |
| Loading Smart Wallet from Banque Misr linked card | Online Banking: Free  Debit Card: Free  Credit Card: 2% from the transaction with minimum EGP 5, deducted from the credit card |

**Question**: If I withdraw cash using my credit card how the interest is calculated

**Answer**: If you withdraw cash, a cash advance fee will be applied, and the cash interest will be calculated from day one and will be posted at the end of each statement you settle the cash dues.

**Question:** Can I apply for a credit card if I am a housewife without regular income

**Answer**: Without clear regular income proof, you can apply but with collateral such as a certificate of deposit as a guarantee. Please visit your nearest Banque Misr's branch to inquire about the detailed requirements

**Question:** What is the process to update the direct debit linked to my credit card

**Answer**: You can update the direct debit account via mobile/internet banking and the request will be processed within three working days

.

**Question:** If I am a freelancer without regular income proof, Can I apply for a credit card

**Answer**: Without clear regular income proof, you can apply but you’ll require collateral such as a certificate of deposit as a guarantee. Please visit your nearest Banque Misr branch to inquire about the detailed requirements.

**Question:** What are the limits to settling my credit card through the Internet and Mobile Banking services?

**Answer:**

The daily limits for all transaction types are as follows:

* Prime: EGP 5,000,000
* Plus: EGP 5,000,000
* Wealth: EGP 20,000,000
* Private: EGP 20,000,000

**Question**: I forget my Meeza card PIN, what should I do?

**Answe**r: Submit a replacement request for card at the nearest Banque Misr branch, then you will get a new card with the same balance as the old card NB: replacement fees will be EGP 15.

**Question:** How do I request an online card through the Smart Wallet?

**Answer**: You can issue an online card through your Smart Wallet. An online card (local currency) is a single-use or multi-use (upon your request), virtual card loaded with the desired amount of money to be used on any website or app.

Through the Smart Wallet app:

* Select “Online Card.”
* Select “Generate New Card.”
* Enter the desired amount (in local currency) to assign to your card.
* Enter your PIN.

You will be notified through the Smart Wallet app of the successful issuance, and you will be provided with the card’s details (card number, amount, expiry date, and CVC). Enter these details when purchasing items online. (local currency).

**Question:** Can I get more than one Meeza prepaid card?

**Answer**: No, each customer is eligible for only one prepaid card.

**Question**: Can I link my Meeza card to my internet banking?

**Answer**: No, you cannot link Meeza prepaid card to your internet banking.

**Question**: Can I make purchases using my debit card?

**Answer**: Yes, debit cards can be used for purchases, cash withdrawals and e-commerce transactions.

**Question**: Can I purchase foreign currency from my EGP account? What Is the limit?

**Answer:** Yes, it depends on each card's spending limits. You can check debit card spending limits [here](https://www.cibeg.com/en/personal/~/link.aspx?_id=E424DB34BDDC41A19DE21C1202A890EE&_z=z&).

**Question**: What happens if I request an online card and I do not use it? Will the amount be transferred back to my wallet?

**Answer**: The amount you request will not be deducted at the time the card is issued, but only when you make an online transaction, except for the card issuance fees mentioned above (EGP 10 for a single-use online card and EGP 15 for a multi-use online card) .

**Question**: How do I close my debit card?

**Answer**: Please visit the nearest Banque Misr branch.

**Question**: What if my mobile phone or SIM card is lost or stolen?

**Answer**: Please contact the Smart Wallet Customer Care line at 19888 to suspend your wallet.

Perform a SIM card swap.

Contact the Customer Care line again to reactivate your wallet.

You will receive an activation SMS.

Your wallet can then be used normally using your new PIN.

**Question:** What happens if I buy something with my online card and the merchant doesn’t receive the money??

**Answer**: Please contact the Smart Wallet Customer Care line at 19888 and give them the online card number and transaction details. Our agents will take the necessary measures to resolve the problem.

**Question**: What is the age requirement for a supplementary cardholder

**Answer**: The minimum age for supplementary credit cardholders is 15 years old, subject to holding a valid national ID. Egyptians can apply via the call center but non-Egyptians need to visit the nearest Banque Misr branch to request.

**Question**: How many transactions can I check for my cards?

**Answer**: You can view transactions for the current and the previous month for each card, regardless of the card due date (25th or 10th of each month).

Please remember that you can check your historical card statement for the previous months from the statement option found in the main navigation.

**Question**: Can I deposit cash into my account using my debit card and prepaid card through the ATM?

**Answer**: Yes, by choosing the deposit option on the ATMs, which support Deposit or Forex.

**Question**: Is there any minimum and maximum loading amount for Meeza cards?

**Answer**: No, currently there is no minimum loading amount; the maximum loading amount is EGP 20,000. Note that the card balance cannot exceed EGP 20,000. For example: if the card balance is EGP 15,000, any deposit amount exceed EGP 5,000 will be rejected.

**Question**: What is the maximum deposit limit in an ATM?

**Answer**: The maximum deposit limit with a card is EGP 100,000 per day, and EGP 20,000 per day without a card.

**Question**: Which customers can apply for a Meeza Card?

**Answer**: Meeza prepaid cards can be issued to any Egyptian customer that has valid national ID, with no need to open a bank account.

**Question**: When do I apply for clearance

**Answer**: You can request a clearance after 45 days of post-card closure.

**Question**: Can I make an ATM deposit without a card?

**Answer**: Yes, you can through Banque Misr ATMs only. Just follow the following directions:

* 1-Choose “Cardless Services” from the ATM main screen
* 2-Confirm that you’ve read the terms and conditions
* 3-Enter your account number
* 4-Select whether to generate a new OTP or if you have a valid OTP
* 5-Enter your OTP (sent to your registered mobile number)
* 6-Insert your money into the ATM
* 7-Confirm the amount and your account number

**Question**: How do I calculate my loan or overdraft installment?

**Answer**: The calculation of the loan depends on the following factors:

* Principle Loan Amount: the value of the loan that a customer borrows.
* Personal Loan Interest Rate: the interest rate that the bank will charge for the loan.
* Tenure of Loan: the period for which you borrow the loan.

**Question**: What is the loan repayment period?

**Answer**: The loan repayment period is flexible and varies from 1 year to 10 years.

**Question**: What is the loan repayment period for mortgages?

**Answer**: The flexible loan repayment period is up to 20 years. For more information, click [here](https://www.cibeg.com/en/personal/~/link.aspx?_id=D4FE0544E1F04A83A1A137FCEC33D11A&_z=z&).

**Question**: How do I apply for a loan or a card via Internet and Mobile Banking?

* **Answer**: Log into your Internet or Mobile Banking account
* For Mobile Banking: Select “Products” then “Apply for Loan or Card”

           For Internet Banking: Select “Requests” then “Apply for Loan or Card”

* Enter your National ID number
* Select the desired product you are applying for (loan or credit card)
* If you’re applying for a credit card, select the desired credit card type. If you’re applying for a loan, enter the requested amount
* Enter net monthly income
* Enter employer’s name
* Enter job title
* Read the terms and conditions
* Check the box to agree to the terms and conditions
* Press “Submit”
* Press “Confirm” once the confirmation message appears

*Note: A bank representative will get back to the customer within one business day.*

*Customer to provide signed documents in case of the application approved.*

**Question**: What is the maximum financing amount for mortgages?

**Answer**: The loan amount is up to EGP 5,000,000 Financing is up to 80% of the property value

**Question**: What are the eligibility criteria for a mortgage?

**Answer**: Minimum age: 21 years old

Maximum age: 60 years old at loan maturity for salaried individuals; 65 years old for self-employed individuals

The property must be fully constructed and have utilities.

**Question**: What are the required documents for applying for a loan or overdraft?

**Answer**: General required documents:

Copy of a valid national identification card

Recent telephone, electricity or gas utility bill (maximum three months old)

Required documents for income proof:

In case of salary transfer, no additional documents are required

In case of non-salary transfer:

Recent HR letter or

Three salary slips or

Bank statement from the last 6 months

In case of self-employment:

Last six months account statement (personal or corporate)

Original commercial register or its equivalent

Other documents might be requested on a case-by-case basis.

**Question**: How can I add a related account?

**Answer**: From the Internet Banking Home Page:

Go to “Requests”

Click on “Add Related Accounts”

Fill in the form with your related account customer name, the related account number, relation type and your comments if any.

**Question**: How do I register for Online Banking with my account number?

**Answer**: Open the Internet or Mobile Banking page

Click “Register New User”

Select identification method

Choose “Account Number” from the list

Enter your account number

Create username

Create password

Confirm password

Read the terms and conditions

Check the box to agree to the terms and conditions

Select next

Enter the OTP password that is sent to your registered mobile number

Select “Register”

A confirmation message of successful registration will appear

**Question**: How can I know the transaction status for the executed transactions?

**Answer**: Insta-Pay will inform you of the transaction status instantly. The status can be one of the following:

Successful Transaction: The transfer amount is credited to the beneficiary’s account.

Rejected Transaction: The transfer was rejected, and the transfer amount is reversed to your account.

Pending Transaction: The transaction is sent to the beneficiary’s bank to be executed, but the bank hasn’t confirmed crediting the transfer amount to the beneficiary’s account. The transaction status will be updated shortly to either “successful” or “rejected”.

**Question**: What is the minimum amount to open a new account?

**Answer**: EGP Savers and Everyday Savers Account: EGP 20,000

Foreign Currency Savers Account: USD/EUR/GBP 1,000

EGP Classic Current Account: EGP 20,000

Foreign Currency Classic Current Account: USD/EUR/GBP 1,000, for SAR/QAR/AED 1,000

Bedaya Savings Account: No Minimum amount required

**Question**: How can I update my contact information?

**Answer**: From the Internet Banking or Mobile Banking homepage:

Go to “Requests”

For Mobile Banking: Select “Contact Info” then “Update Contact Information”

           For Internet Banking: Select “Update Contact Information”

Fill out the form with your updated contact information

Enter your 6-digit OTP to submit your request

**Question**: Is there a special loan or credit facility for women in SMEs?

**Answer**: Yes, if you are interested in SME loan for women, please call our call center on 19888.

**Question**: What are the initial documents needed to apply for a loan?

**Answer**: A valid and recent commercial register

Audited financial statements from the last 3 years

Valid IDs for any owner with more than 10% of the shareholding structure and authorized signatories

**Question**: What should I do if I submitted an incorrect transaction?

**Answer**: You should submit a secure email with the incorrect transaction details and its reference number to stop its execution. Our team will attempt to stop the transaction in accordance with Banque Misr's internal procedures and policies.

**Question**: how to apply for a loan in Banque Misr?

**Answer**: **Eligibility Criteria**:

Your business activity must be established and operational for at least one year.

If applying for "Mashroak 1" or "Mashroak 2" products, the project should be registered for at least three months.

The business activity should be within the city where the branch is located or in neighboring cities and centers.

You must be an Egyptian national, at least 21 years old and not older than 65 years old at the loan's maturity date. If you are older than 65, the guarantor should be younger than 60 years old.

 **Required Documents**:

Submit all official documents required for the activity.

Provide documents necessary for credit evaluation.

 **Guarantor**:

A joint guarantor is required, who will undergo a comprehensive and thorough inquiry.

 **Contact Information**:

For further assistance and to submit your application, contact:

**Address**: Mohamed Farid Street - Spinning and Weaving Building - Cairo 153

**Telephone**: +2 (02) 23972992 / +2 (02) 23972966 / +2 (02) 23972973 / +2 (02) 23972996

**Question**: how to create an account on the bank?

**Answer**: To create an account with the bank, follow these steps:

For Debit, Credit, or Prepaid Card Accounts:

1. Online Registration:
   * Enter your national ID number.
   * Input your card number.
   * Enter your ATM PIN and card’s expiry date.
   * Accept the terms and conditions.
   * Create a username and password.
2. **By Account Number**:
   * Enter your national ID card or passport number.
   * Input your account number.
   * Use the changing password sent to your registered mobile number.
   * Agree to the terms and conditions.
   * Create a username and password.
3. **Video Registration**:
   * Visit a bank branch and sign the service application form.
   * After registration, you will receive an SMS with your username and a temporary password valid for 6 hours.
   * Log in to the bank’s internet banking page or mobile banking app using these credentials and change the password according to the bank’s policy.
4. **Two-Factor Authentication**:
   * Visit the nearest branch to sign the application for two-factor authentication.

**For Al Mongez Accounts (Current or Savings):**

1. **Account Opening**:
   * You can open an Al Mongez account with just your national ID.
   * The account opening is free of charge with a minimum balance of EGP 100.
2. **Documentation and Requirements**:
   * For current accounts, exemption from applicable periodical fees for the first year.
   * For savings accounts, you can enjoy special return rates and exemption from maintenance fees for the first year.
3. **Access and Services**:
   * Access your account 24/7 through the bank’s ATM network.
   * Use internet banking services and mobile banking apps for transactions and inquiries.
   * Call the bank’s IVR service at 19888 for additional support.

Make sure to follow these steps and provide the necessary information to successfully create your account.

**Question**: Is it possible to open a bank account for minors?

**Answer**: Yes, it is possible to open a bank account for minors. The bank issues a prepaid card for clients under 16 years old and offers free youth account openings for those aged 16 to 21, without needing guardian approval.

**Question**: How can I open a Business /Corporate account?

**Answer**: To open a Business/Corporate account, you can:

**Apply Online**: Use the simplified online process to open an express corporate account.

**Visit a Branch**: Obtain information and apply for services not available online by sharing business details and documents.

**Account Features**: Enjoy benefits like no opening fees, a free company debit card, and access to online banking.

The minimum balance required is 5,000 Egyptian pounds, with quarterly fees of 75 Egyptian pounds.

**Question**: Conditions for obtaining microfinance?

**Answer**: To obtain microfinance, you need to meet the following conditions:

**Business Activity**: The activity should be established for at least one year, or if it's a new project, it should be registered for at least three months.

**Location**: The business activity must be within the city of the branch granting the loan, including nearby villages and centers.

**Documentation**: Provide all required official documents for credit evaluation.

**Guarantor**: A joint guarantor must be available, with a comprehensive and favorable inquiry.

**Client Criteria**: The client must be Egyptian, at least 21 years old and no more than 65 years old at the loan maturity date. If older, the guarantor must be under 60 years old.

**Question**: what Loan programs offered by Banque Misr and the possibility of calculating the loan?

**Answer**: **Loan Programs Offered by Banque Misr:**

**Scooter Loan**:

**Eligibility**: Egyptians, including employees (with a salary pledge), self-employed individuals, and business owners.

**Loan Amount**: Up to EGP 400,000.

**Financing**: Up to 100% of the scooter's value.

**Term**: Up to 84 months.

**Required Documents**: Valid ID, utility bill, scooter price quotation, income certificate (for employees), and commercial registry (for business owners).

**POS Loan**:

**Eligibility**: Businesses with consistent POS transactions for the past six months, operating for at least one year.

**Loan Amount**: EGP 100,000 to EGP 2,000,000.

**Term**: 1 to 6 months, no grace period.

**Repayment**: Based on average monthly POS volume.

**Required Documents**: POS transaction history, no financial statements needed for sales under EGP 20 million.

**Auto Loan**:

**Eligibility**: Egyptians, including employees (with a salary pledge), self-employed individuals, and business owners.

**Loan Amount**: Up to EGP 6,000,000.

**Financing**: Up to 100% of the vehicle's value.

**Term**: Up to 120 months.

**Required Documents**: Valid ID, utility bill, car price list, income certificate (for employees), and commercial registry (for business owners).

**Loan Calculation**: Loan amounts and terms are calculated based on the type of loan, the applicant's income, and the value of the financed asset (scooter, car, or business cash flow). For POS loans, financing needs are determined by cash flows from POS transactions.

**Question**: Do I need a bank account to apply for a loan?

**answer**: Yes, you need to have an account to get your loan disbursed. This will be used for paying the loan installments.

**Question**: What is IBAN

**Answer**: IBAN stands for “International Bank Account Number.” It is an internationally accepted account number that can be used in making or receiving payments within Egypt as well as abroad. IBAN’s international numbering system is standardized under the ISO methodology, simplifying cross-border transactions with speed and accuracy

**Question**: What is the IBAN format?

**Answer**: IBAN adds a standard prefix to the existing customer account number.

The prefix includes:

The country code

The check digit

The bank code

The branch code

The last 12 digits of an IBAN number is the customer account number.

**Question**: Who requires IBAN?

**Answer**: All bank customers who receive or make transfers will need to use an IBAN. If you have more than one account, you will need an IBAN for each account.

**Question**: How to obtain a loan against pension?

**Answer**: To obtain a loan against your pension, you generally need to follow these steps:

**1. Check Eligibility:**

**Age:** Ensure you meet the age requirements, typically between 60 and 80 years, but it may vary depending on the lender.

**Pension Type:** Confirm that your pension qualifies, whether it’s a government pension, private pension, or social security pension.

**Pension Income:** Lenders usually require a steady and sufficient pension income.

**2. Choose a Lender:**

**Banks/NBFCs:** Many banks and non-banking financial companies (NBFCs) offer loans against pensions. Research and compare interest rates, loan amounts, and terms.

**Pension Disbursing Authority:** Some authorities or pension funds might offer loans directly to pensioners.

**3. Application Process:**

**Documentation:** Prepare required documents, which typically include:

Proof of identity (Aadhaar, PAN, Passport, etc.).

Proof of address (Utility bills, rent agreement, etc.).

Pension certificate or pension slip.

Bank statements (usually for the last 3-6 months).

**Submit Application:** You can apply online or visit the lender’s branch to submit your application.

**4. Loan Processing:**

**Verification:** The lender will verify your documents and pension details.

**Approval:** Once approved, you will receive the loan amount directly into your bank account or as specified.

**5. Loan Terms:**

**Repayment:** Repay the loan through EMIs, usually deducted from your pension.

**Interest Rate:** Interest rates may vary; it's important to compare rates across lenders.

**Tenure:** Loan tenure typically ranges from 2 to 7 years.

**6. Repayment:**

**Automatic Deduction:** Ensure sufficient balance in your pension account to cover EMI deductions.

**Prepayment:** Some lenders allow prepayment of the loan with or without penalty. Check the terms before signing.

**7. Post-Loan Management:**

**Regular Monitoring:** Monitor your account for timely EMI payments.

**Loan Closure:** Obtain a loan closure certificate once the loan is fully repaid.

**Question**: Do you finance startups?

**Answer**: yes, Banque Misr provides a variety of lending products for SMEs, for more details please call our call center on 19888.

**Question**: How can a company apply for a Visa Business Platinum debit card? How long does it take to issue the card?

**Answer**: The authorized signatory must visit their nearest branch to sign and submit the request. The card takes 5 working days and will be sent to the registered company's address.

**Question**: What are Certificates of Deposit (CDs) from Banque Misr?

**Answer**: Certificates of Deposit (CDs) are savings products offered by Banque Misr that provide a fixed interest rate for a specified term. Customers invest a lump sum for a predetermined period and receive interest either periodically or at maturity.

**Question**: What are the different types of CDs offered by Banque Misr?

**Answer:** Banque Misr offers various types of CDs, including fixed-rate CDs, variable-rate CDs, and special CDs like the “Talaat Harb” certificate, each with different terms and interest rates.

**Question**: What are the minimum deposit amounts required to purchase a CD?

**Answer:** The minimum deposit required varies depending on the type of CD. For example, the Talaat Harb certificate typically requires a minimum deposit of 1,000 EGP.

**Question**: **How is the interest on CDs paid?**

**Answer:** Interest can be paid monthly, quarterly, semi-annually, annually, or at the end of the CD term, depending on the type of certificate chosen.

**Question**: Can I withdraw my money before the maturity date?

**Answer:** Early withdrawal is allowed, but it may result in penalties, such as reduced interest or fees. The terms vary depending on the specific CD product.

**Question**: What are the interest rates offered on Banque Misr CDs?

**Answer:** Interest rates vary based on the type of CD and the term length. The rates can be fixed or variable, depending on market conditions and the specific product

**Question**:Are the CDs automatically renewed at maturity?

**Answer:** Some CDs are automatically renewed at maturity unless the customer instructs otherwise. The renewal will usually be at the current interest rate for the same term.

**Question**: What are the benefits of investing in Banque Misr CDs?

**Answer:** Benefits include guaranteed returns, flexible terms, and the security of investing with a reputable financial institution.

**Question**: Can I use my CD as collateral for a loan?

**Answer:** Yes, Banque Misr allows customers to use their CDs as collateral for loans or credit facilities, depending on the bank's terms and conditions.

Question: Are Banque Misr CDs available to non-residents?

Answer: Yes, non-residents can purchase CDs from Banque Misr, subject to the bank’s terms and the Central Bank of Egypt's regulations.