

## 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 block your access immediately and they will guide you on how to create a new Telephone PIN.

#### 7. 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.

#### 8. 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

#### 9. 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

#### 10. 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.**