

FREQUENTLY ASKED QUESTIONS FOR CORPORATE ONLINE BANKING USERS

1. How can I register for a new Online Banking access?

Prerequisite for your registration as a Corporate customer is to have an account with the Bank and to have signed the Terms and Conditions for Online Banking. Please visit one of our Branches to request your registration.

2. How can I login to ABK-Egypt Online Banking?

To help ensure you're on the real ABK-Egypt website, always access the Online Banking page from the Bank's website www.abkegypt.com.

➤ Before you login, check your browser address bar for:

- www.abkegypt.com
- Green text/shading
- Padlock icon
- HTTPS secure connection protocol

3. Are there specific conditions to take into consideration when changing my password?

- You will be provided with all necessary details during the online change password process
 - We highly recommend that you take the following points into consideration when choosing your password:
 - Come up with an original password. Try creating a password that is difficult to guess, avoiding to use your date of birth or a family member's date of birth, your name, a family member's name, or a pet, phone numbers and dates of important events. The best passwords use a combination of letters, numbers, and special characters.
 - Commit your password to memory rather than writing it somewhere, and never share it with any 3rd party or disclose your personal information to anyone
- **IMPORTANT:**
- ***Change your password frequently to safeguard the security of your online banking access***
 - ***You must never disclose your password to anyone, not even to Bank employees***

4. What is the Security Code or OTP?

The security code is a one-time-password (OTP) which is sent to your registered mobile number, to be used as additional authentication in certain operations in Online Banking.

➤ **IMPORTANT: you must never disclose the OTP to anyone, not even to Bank employees**

5. I forgot my Password, how can I get a new one?

The Call Center representatives, or any Bank employee for that matter, are not aware of your password and they cannot retrieve it for you. In case you do not remember your password, you have to apply for a new one at your nearest ABK-Egypt Branch.

6. I forgot my User ID, what should I do?

Simply call our Call Center on 19322 (if calling from Egypt) or +202 35352790/91 (if calling from abroad) and request to be informed of your User ID.

7. My access is disabled, how can I reactivate it?

Your access might be disabled due to entering the password incorrectly several times.

- If you remember your password, simply call our Call Center on 19322 (if calling from Egypt) or +202 35352790/91 (if calling from abroad) and request to have your access re-enabled
- If you do not remember your password, kindly visit one of our Branches to request:
 - A new password and
 - The re-activation of your access

8. Security guidelines

Please read carefully and adhere to the “Security” guidelines information published on the Online Banking page and on our website www.abkegypt.com to make your Online Banking experience a safe and positive one.

- ***IMPORTANT: if you think that the security of your account has been tampered with, or someone knows your access codes, or in case of loss or theft, please contact our Call Center immediately to report the incident***