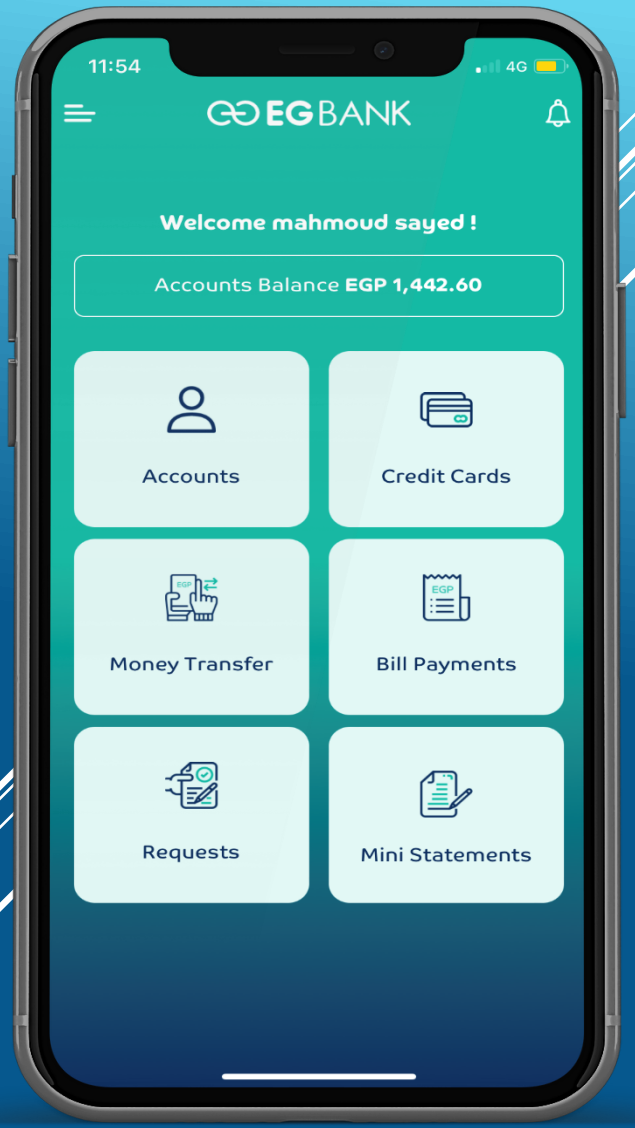
EGBANK

EGBank App Complete Guide



Digital Banking Team

Content

1- Activation
2- Pre-Login Features
3- Forgot Password
4- Login
5- Home Screen Features
6- Account
- Account Summary
- Account Transactions

7- Account Statement
8- Credit Cards
- Card Transactions
- Points Redemption

9- Loans
10- Money Transfer
- Own Accounts Transfer
- Within EGBank
- Inside Egypt
- Outside Egypt

EGBANK

Content

11- Beneficiaries
12- Bill Payments
13- Mini Statements
14- Requests
- Request a Balance Certificate
- Open New TD/CD
- Open New Account Suffix
- Request Cheque Book

15- Requests History
16- Settings
- Update Profile (Mobile Number / Mailing Address)
- Change Password
- Device Management

EGBANK

EGBANK

Activation Steps



Click on the below Link:

https://myegbank.com

Using a PC or Desktop to open the activation Page

And Click on (Activate)

EGBANK



1- Insert Your Account Number (6 Digits)

2- Insert your Registered Email

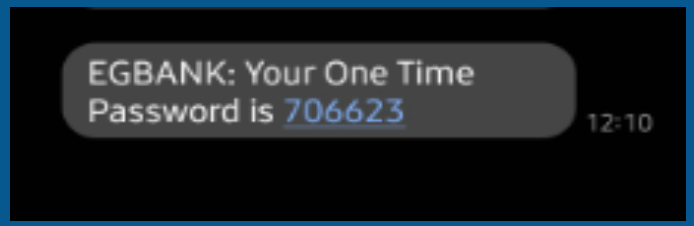
3- Answer the Captcha Question

4- Click (Next)

EGBANK



1- Type the received OTP on your Mobile Device



2- Answer the Captcha Question

3- Click (Next)

EGBANK



1- Insert the Username that you want (according to the displayed rules) – The Username Cannot be changed

2- Click (Next)

EGBANK



1- Select any Memorable Question

2- Insert Your Answer

3- Inset the Answer again

4- Click (Next)

EGBANK



1- Read and Accept Terms and Conditions

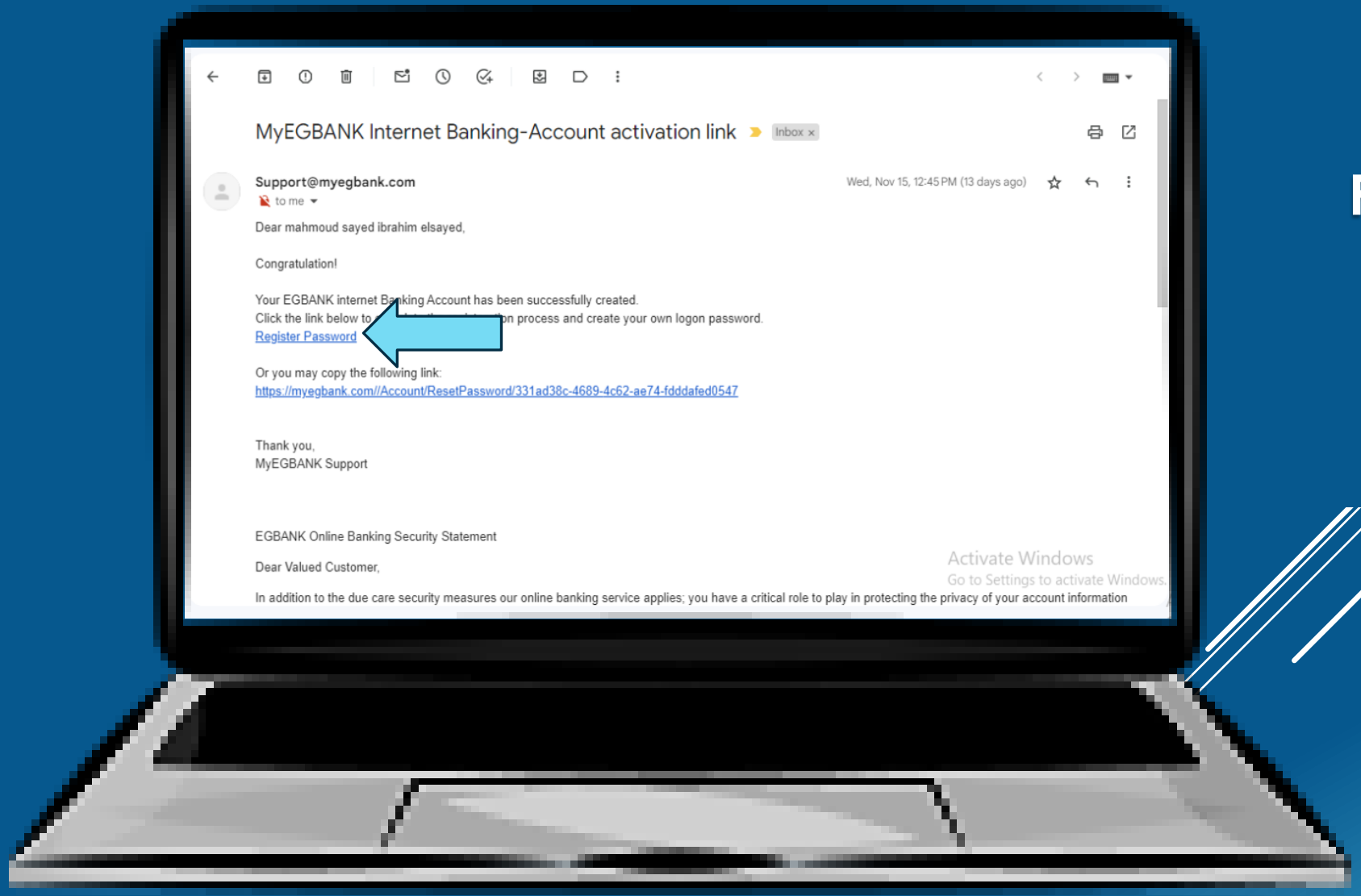
2- Click on (Finish)

EGBANK



Now You can Check your registered email for an E-mail from EGBank contains the activation Link

EGBANK



Click on (Register Password) Hyperlink

EGBANK



1- Insert your Password according to the displayed Rules

2- Insert The Password again

3- Click on (Reset)

EGBANK

Pre-Login Features

1 Change Password

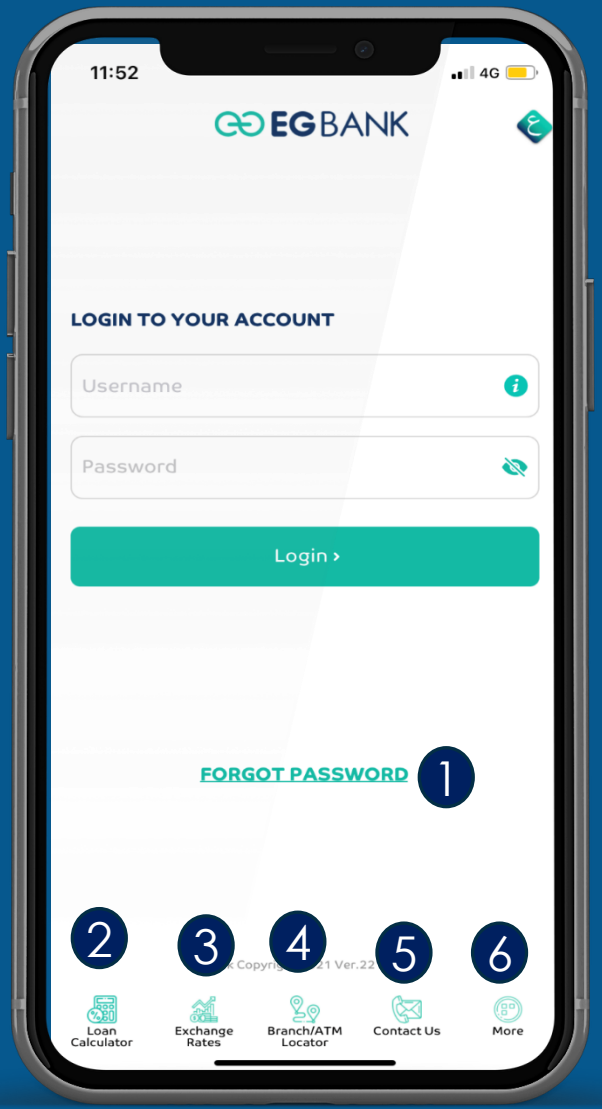
2 Loan Calculator

3 Exchange Rates

4 Branch and ATM Locator

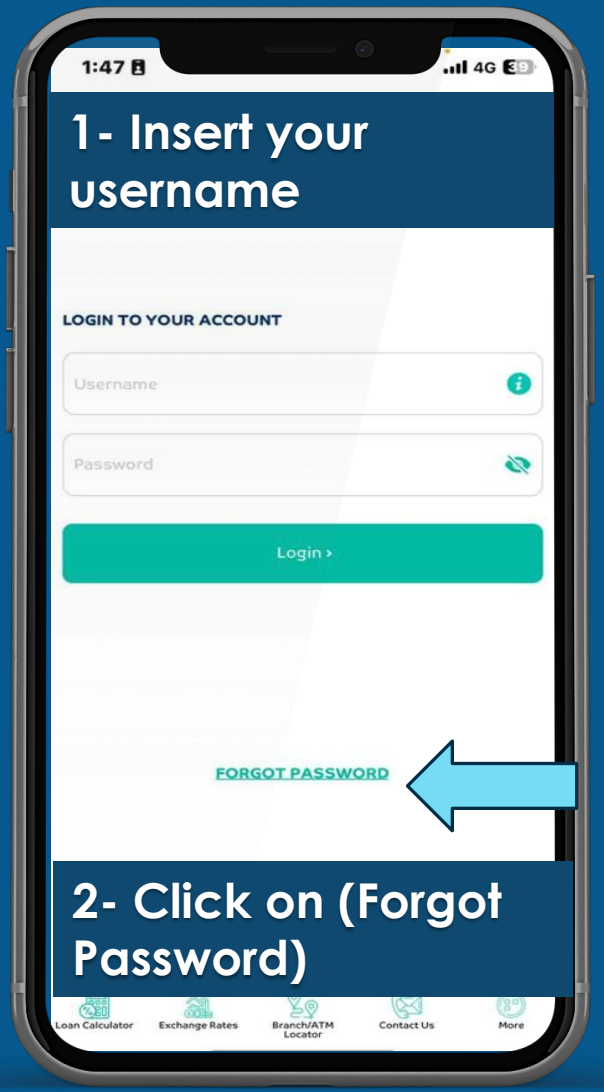
5 Contact Us

6 More

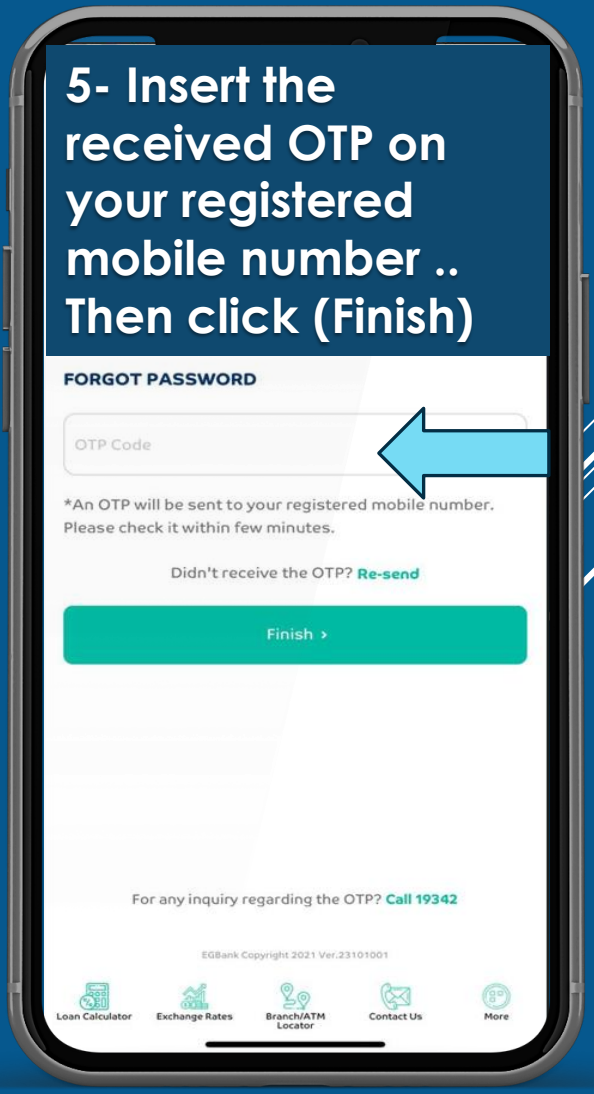


EGBANK

1 Forgot password

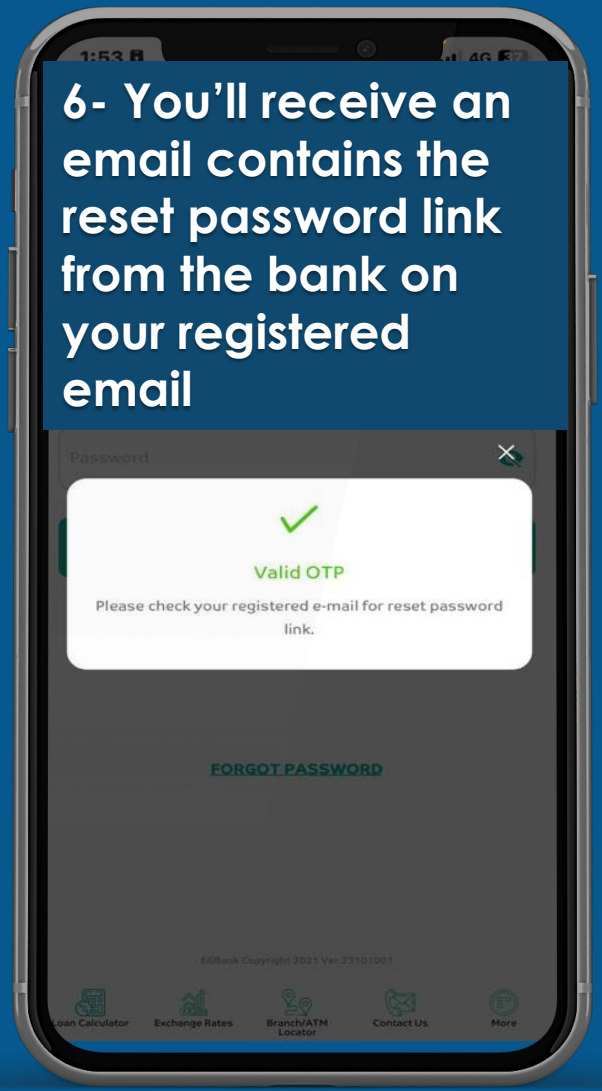


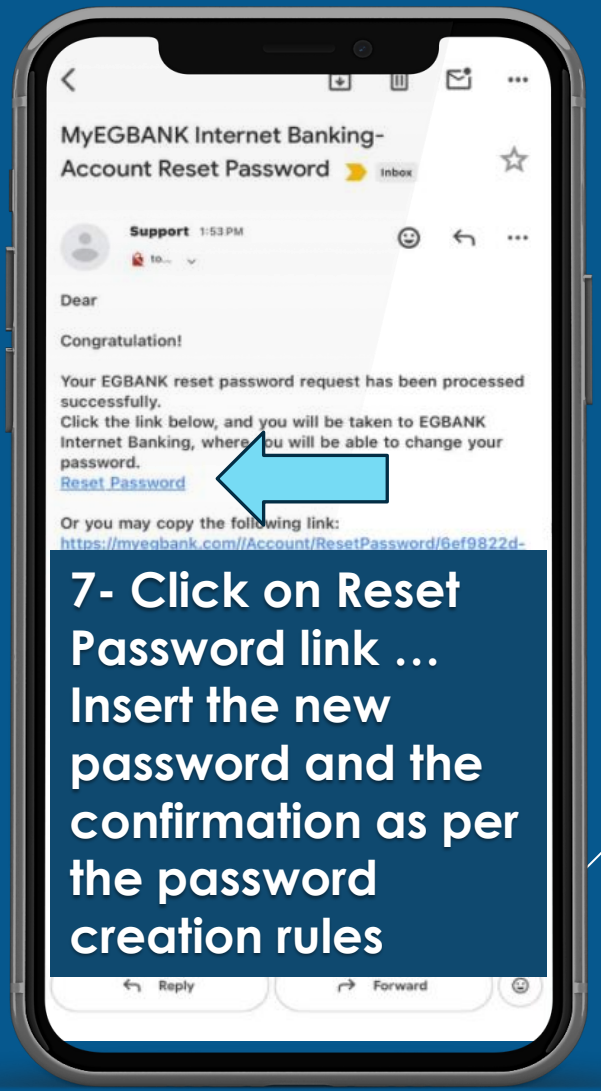




EGBANK

1 Forgot password





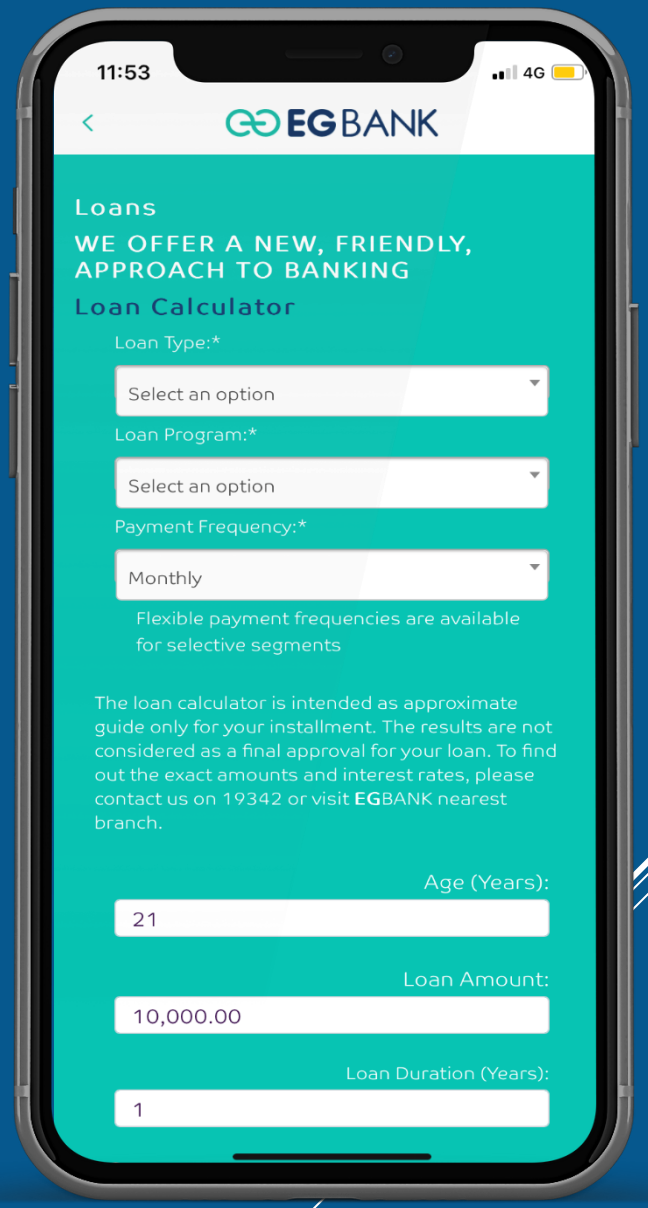
EGBANK

2 Loan Calculator

You Should select the below Items to Calculate Your Installment:

1- Loan Type
2- Loan Program
3- Payment Frequency
4- Age (Years)
5- Loan Amount
6- Loan Duration (Years)

And Then Click on (Calculate Installment)



EGBANK

3 Currency Exchange

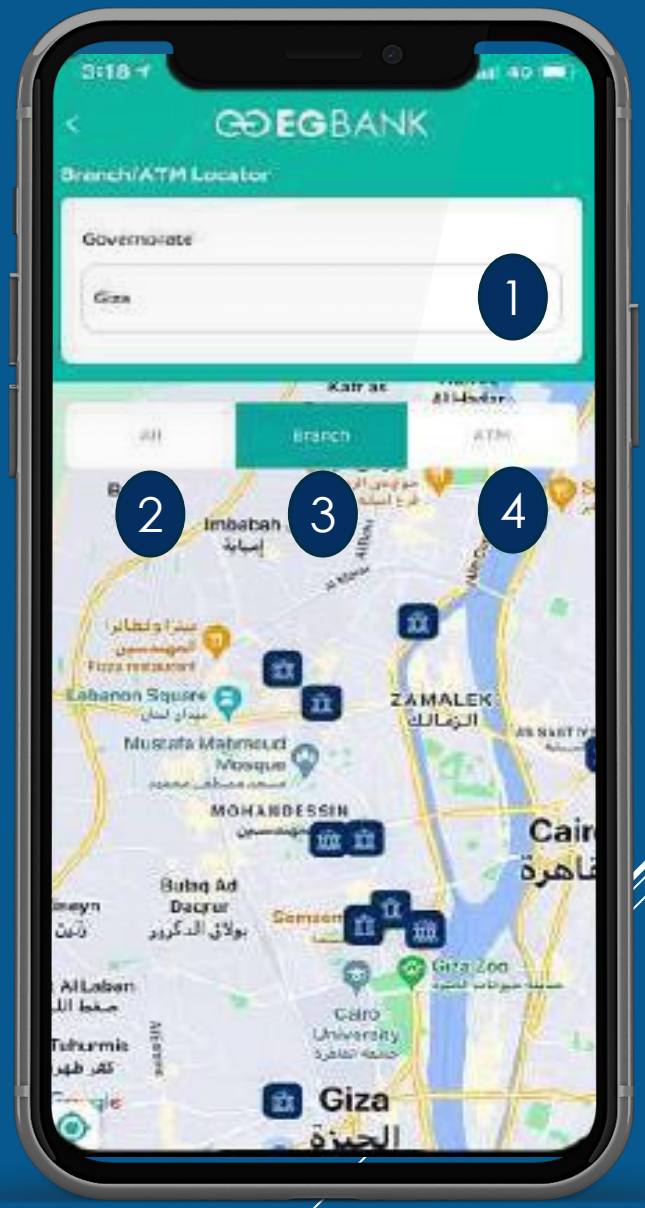
Currency rates show the buying and selling rates for the bank



EGBANK

4 Branch/ ATM Locator

You Can Check the nearest Branch
Or ATM or both of them by following the
Below Steps:
1- Choose The Governorate from
The Drop List
2- If you want to check all the nearest
ATMs/Branches ..Click on (ALL)
3- If you want to check only the nearest
Branches, Click on (Branch)
4- If you want to check only The nearest
ATMs, Click on (ATM)



EGBANK

5 Contact Us

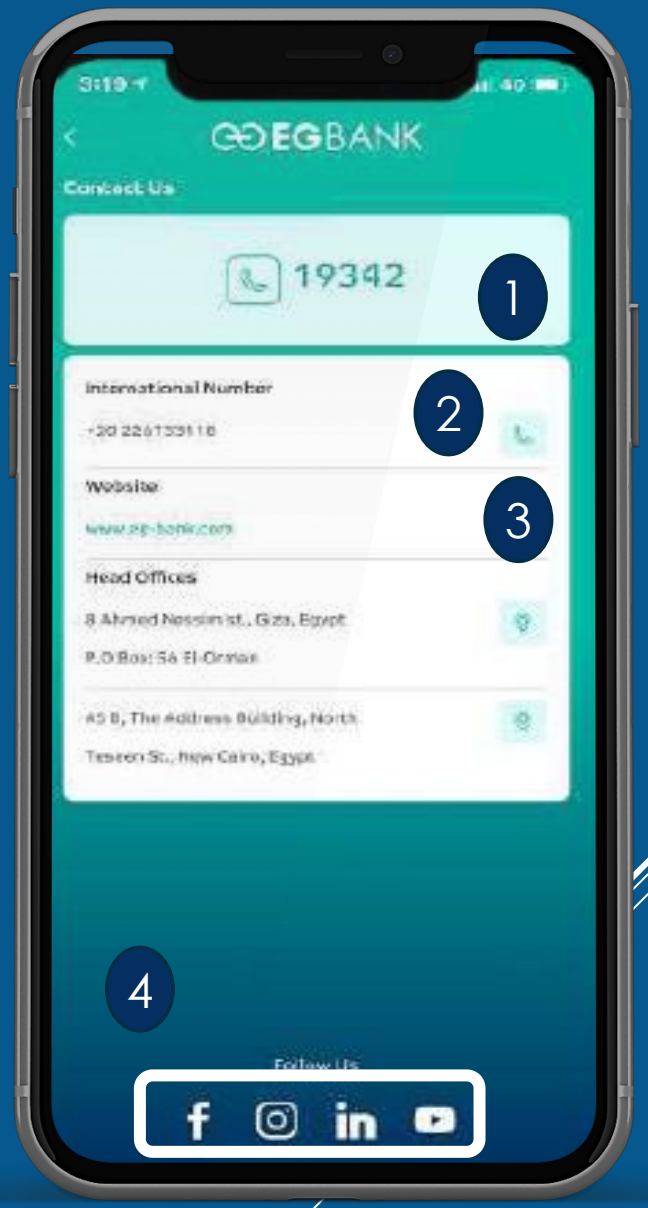
You can find The below Items :

1- The Local Hotline

2- The International Hotline

3- The Bank Website

4- the Bank's Social Media Pages



EGBANK

6 More

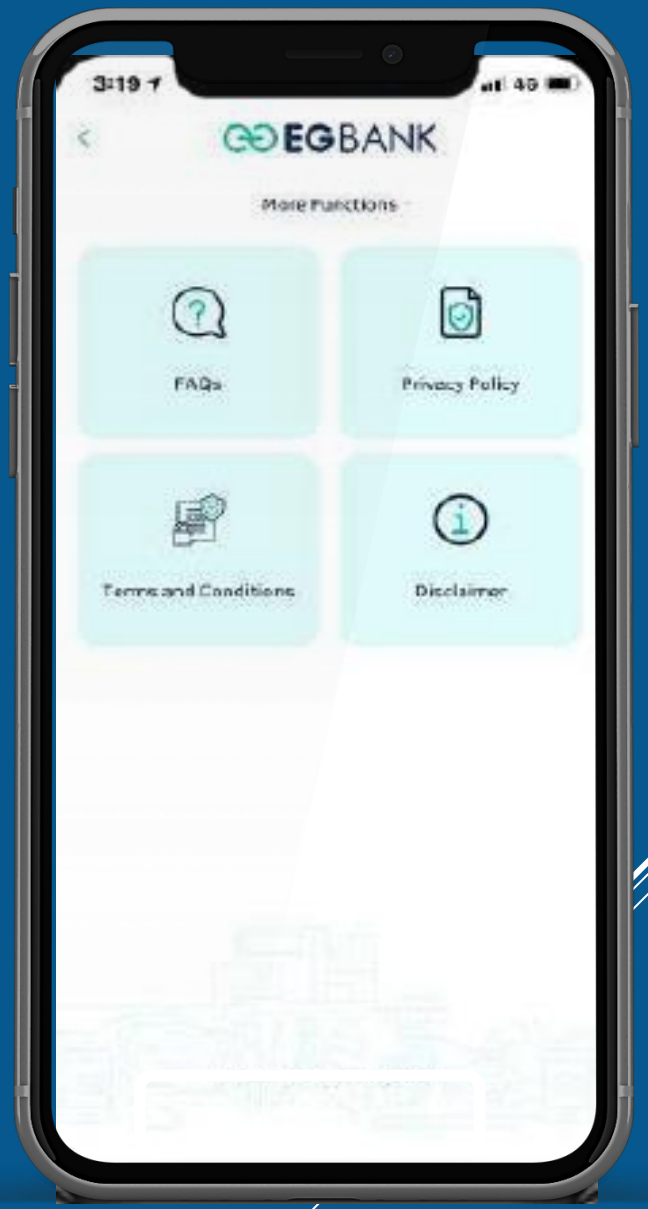
You can find The below Item:

1- FAQs

2- Privacy Policy

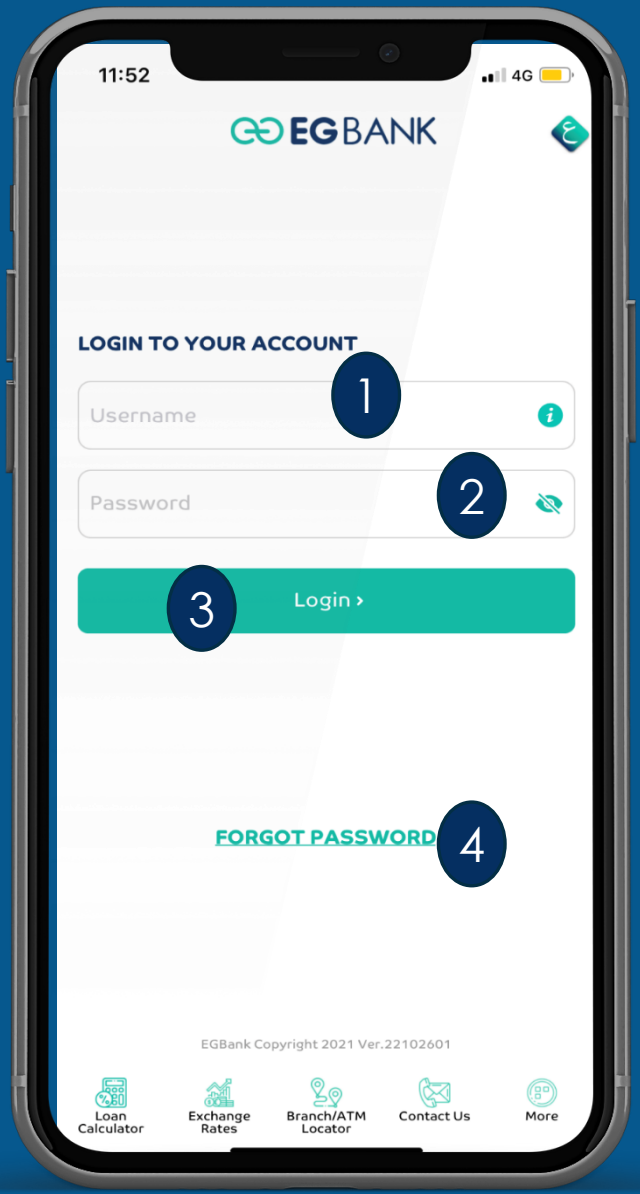
3- Terms and Conditions

4- Disclaimer



EGBANK

Login

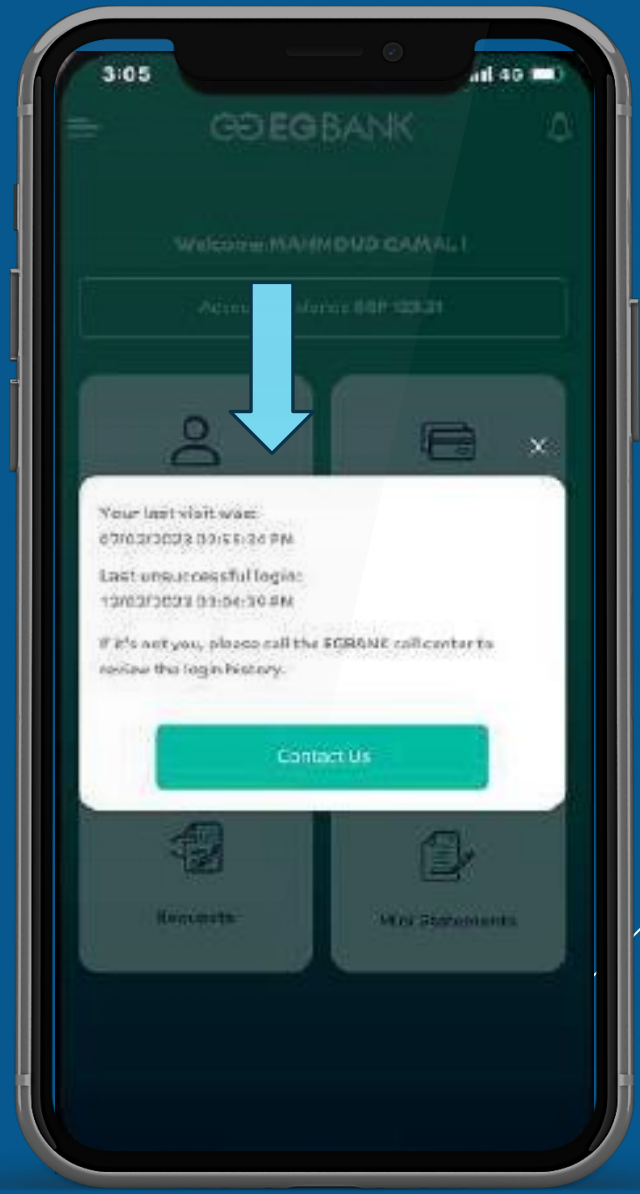


1- Insert your Username

2- Insert your Password

3- Click on (Login)

4- If you forget Your Password
Just insert Your username
And Click
On (FORGOT PASSWORD)
Hyperlink to reset the Password



A Pop-Up will be displayed contains:

- Last Successful Login
- Last Failed Login

EGBANK

Home Screen Features

1 Accounts

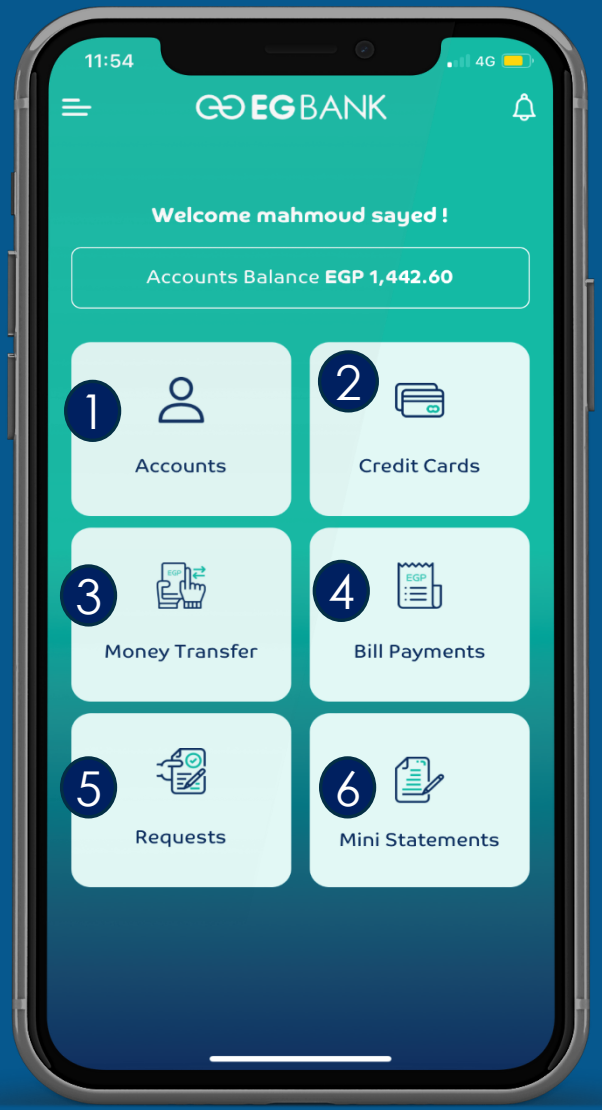
2 Credit Cards

3 Money Transfer

4 Bill Payment

5 Requests

6 Mini Statement



EGBANK

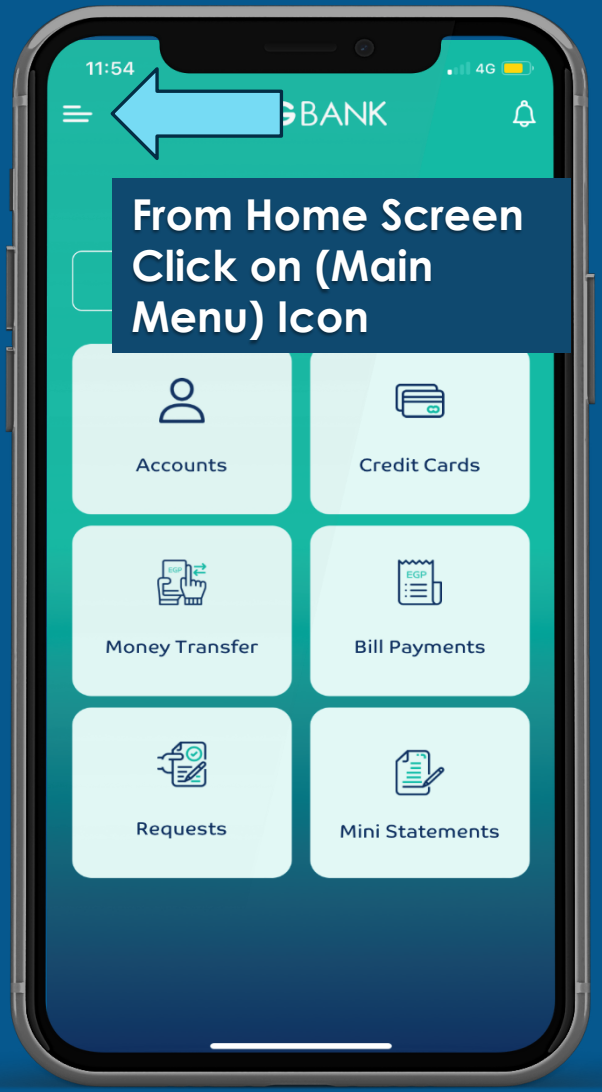
Accounts

You can check your account by following the below steps:

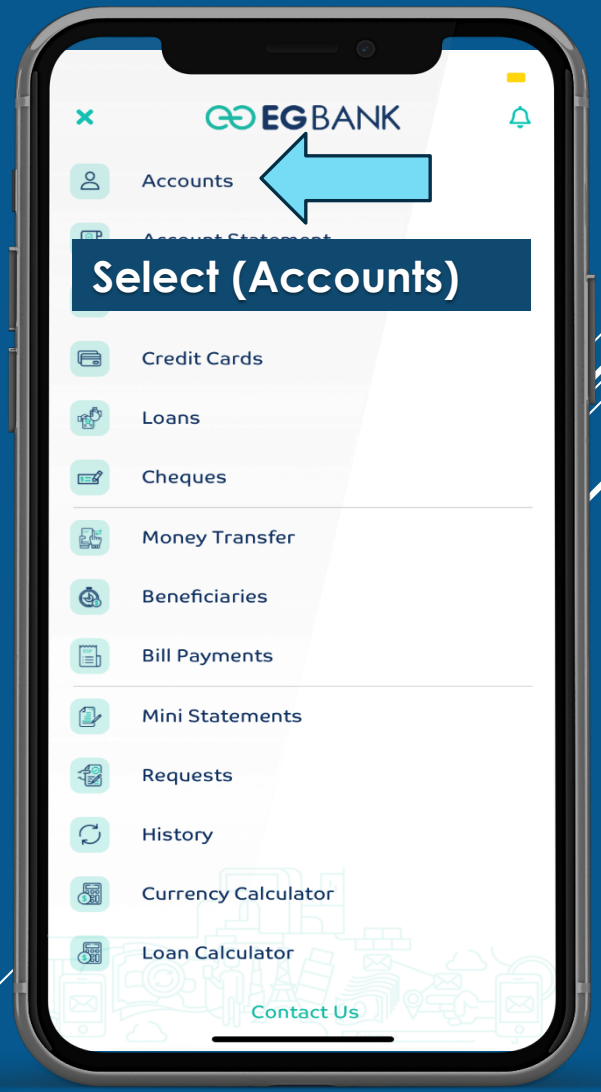


From Home Screen Click on (Accounts)

OR



From Home Screen Click on (Main Menu) Icon



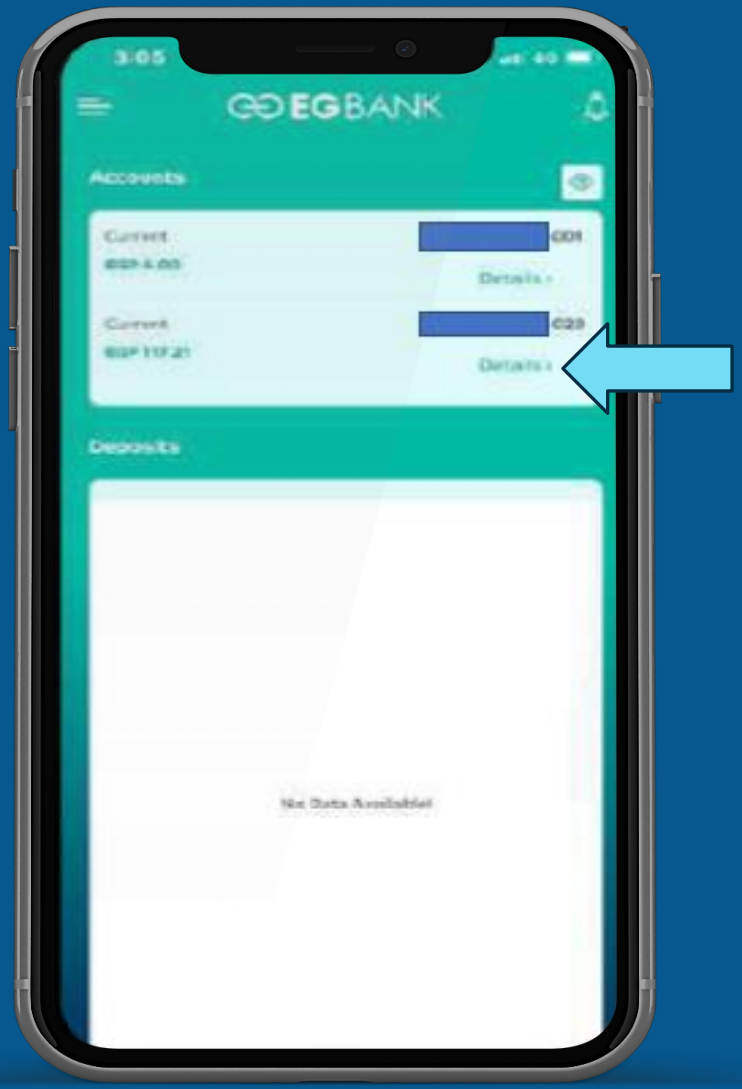
Select (Accounts)

EGBANK

Account Summary

A List of your own Accounts will be displayed including the below:

- Account Type
- Account Balance
- Own CDs/TDs



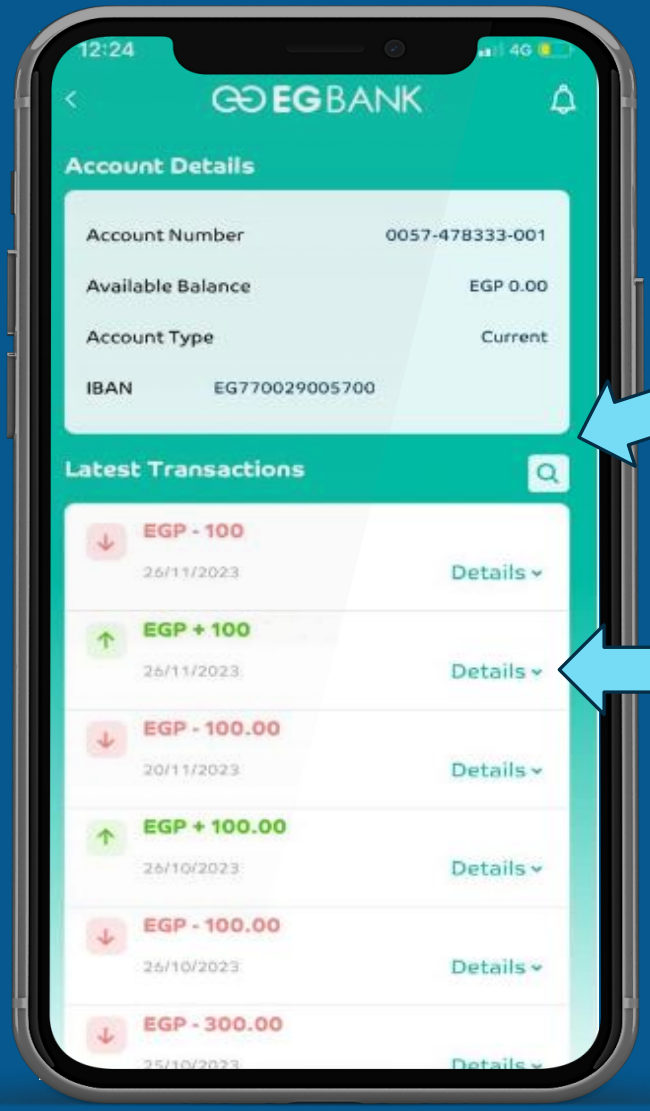
To check Account Details and Account Transactions … Click On (Details)

EGBANK

Account Transactions

You can Check The Account Details Including:

- Account Number
- Account Balance
- Account Type
- IBAN

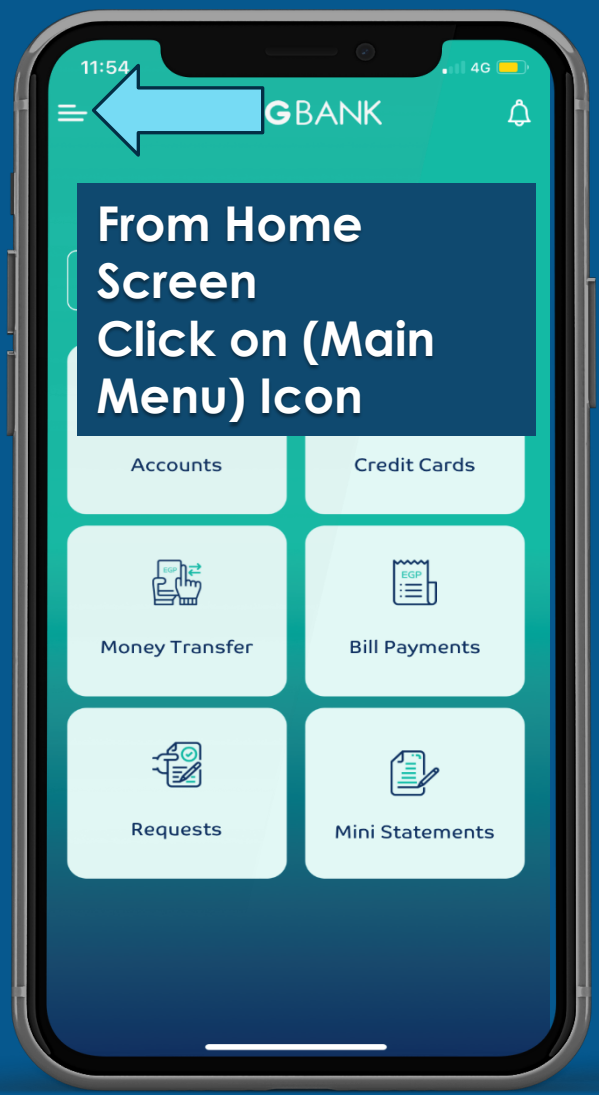


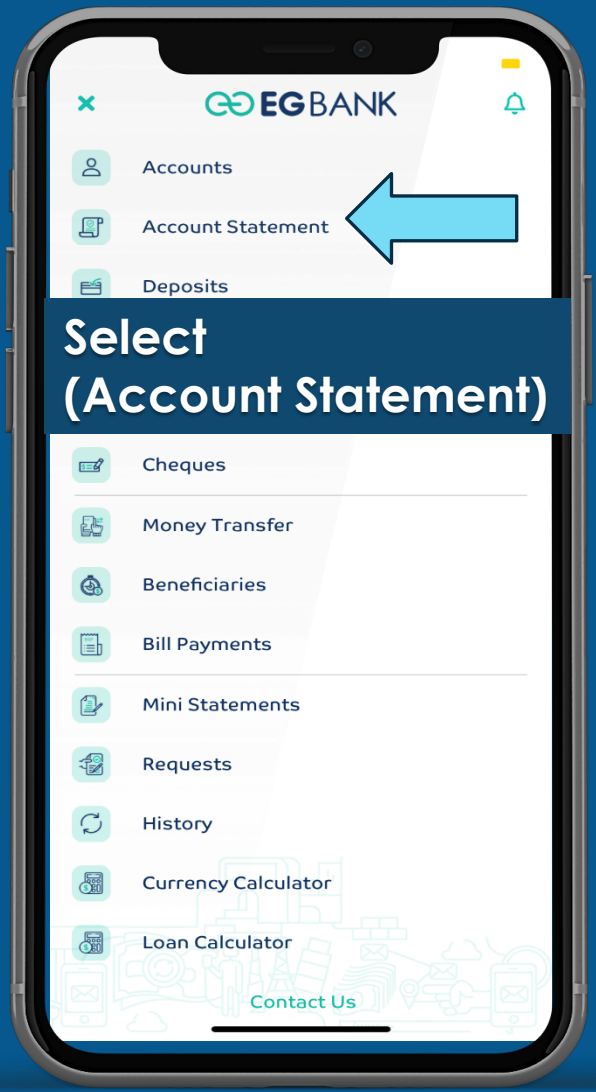
You Can Select Transactions to view up to 3 Months back..
You Can Select The Transaction based on (Type/ Date Range/ Amount Range)

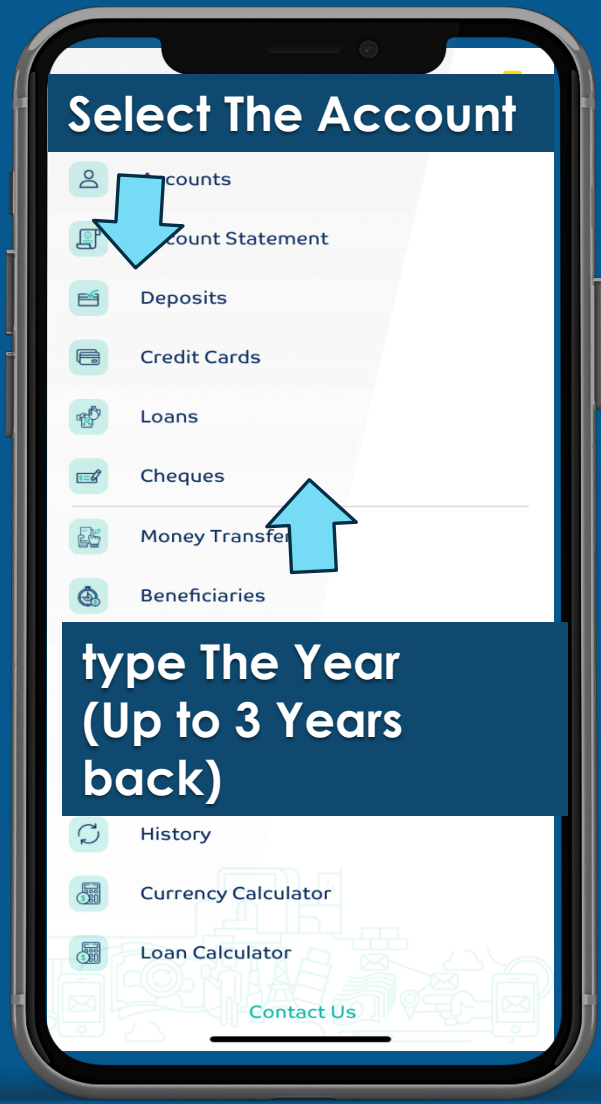
You can view the Latest Account Transactions

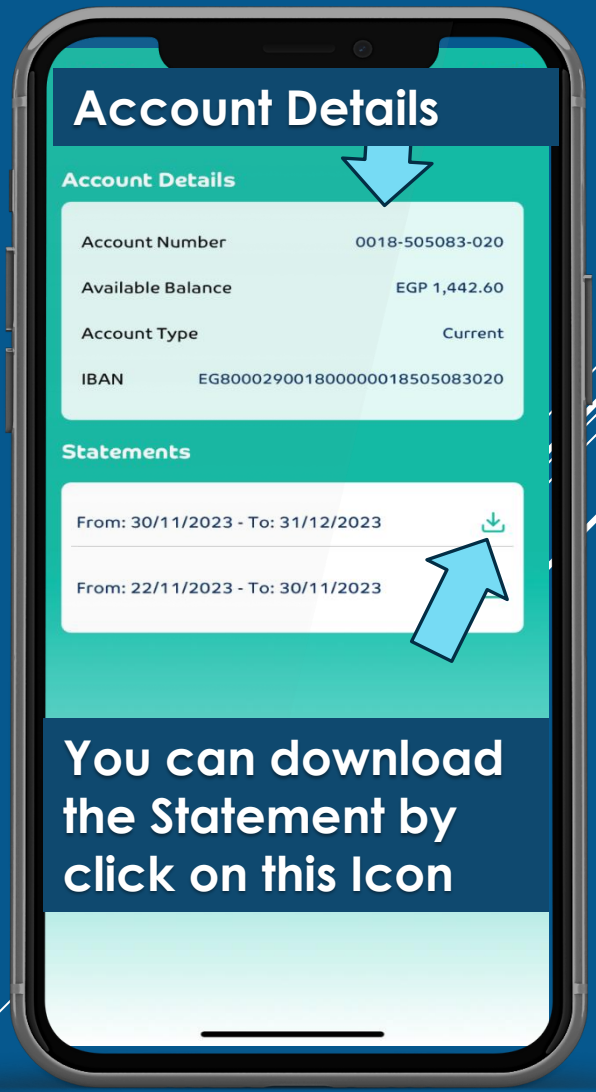
EGBANK

Account Statement





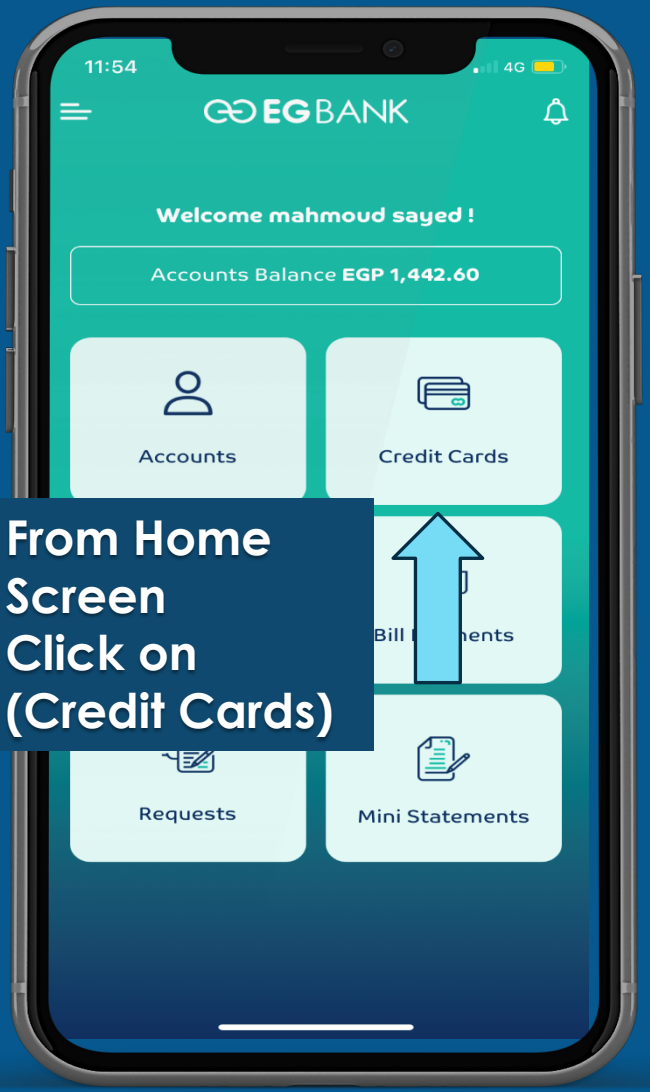




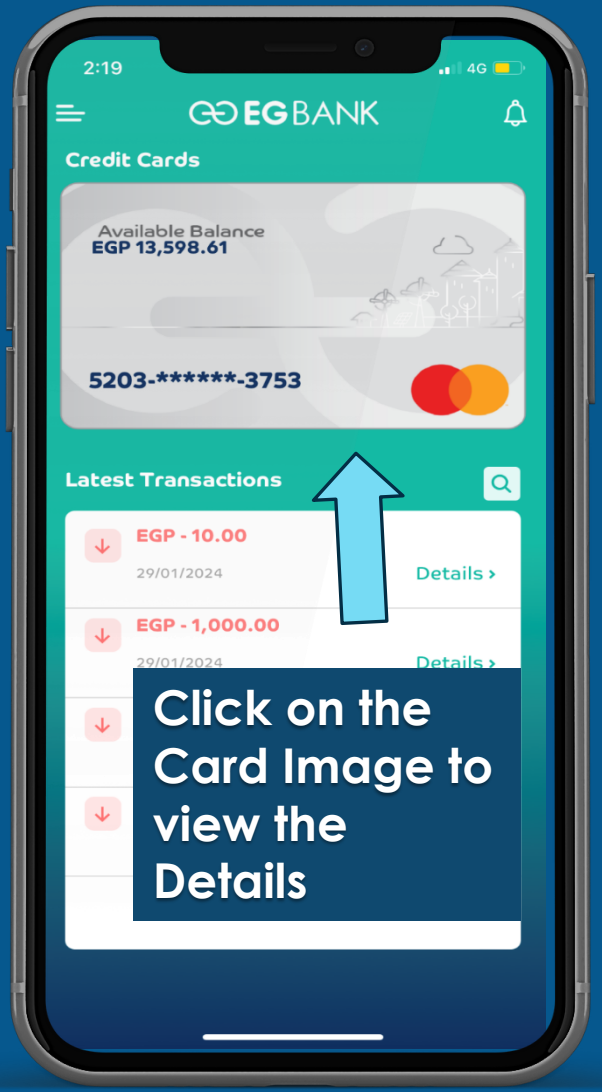
EGBANK

Credit Card

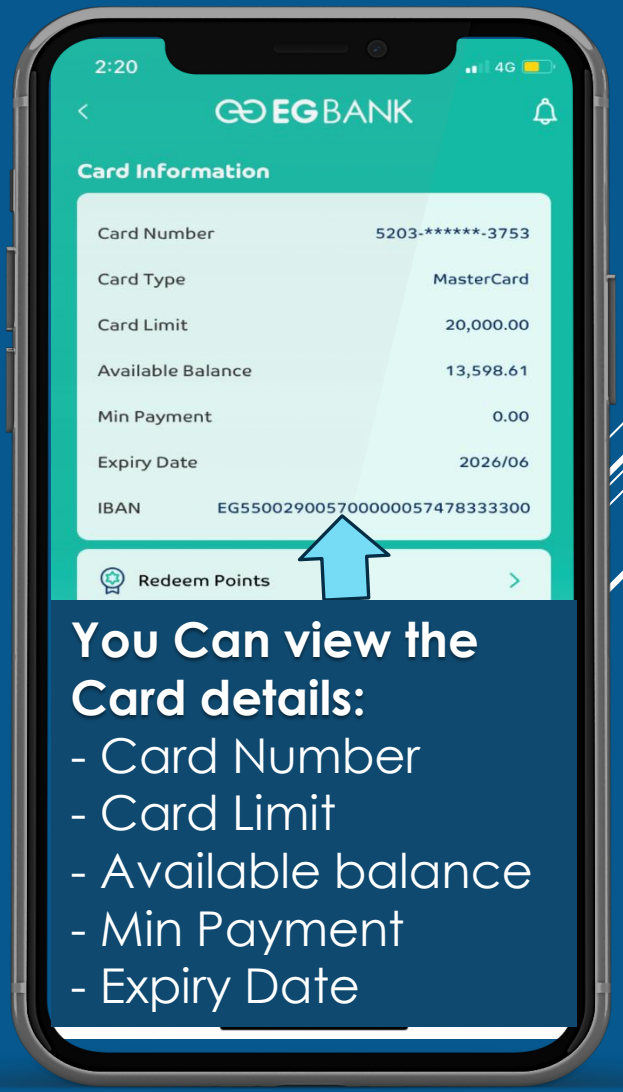
You can check your Card Details by following the below steps:



From Home Screen Click on (Credit Cards)



Click on the Card Image to view the Details

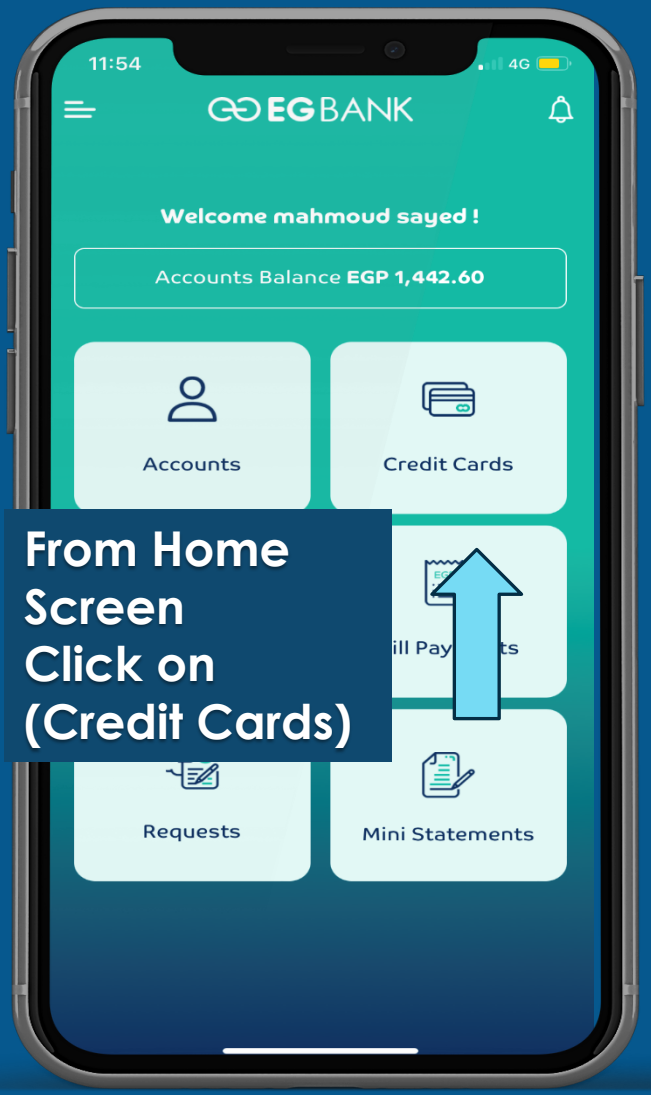


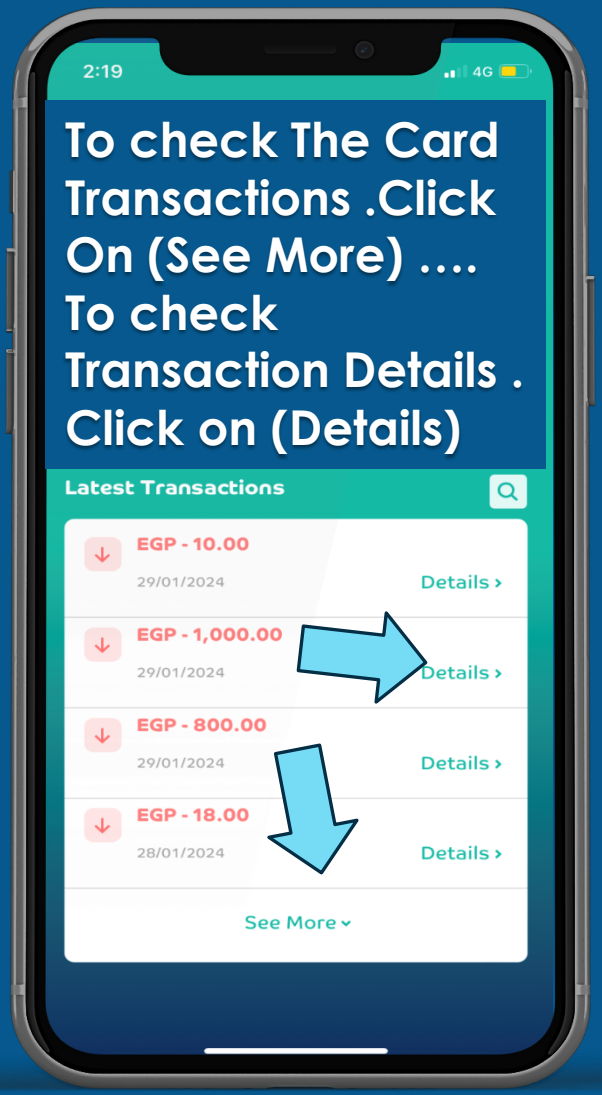
You Can view the Card details:

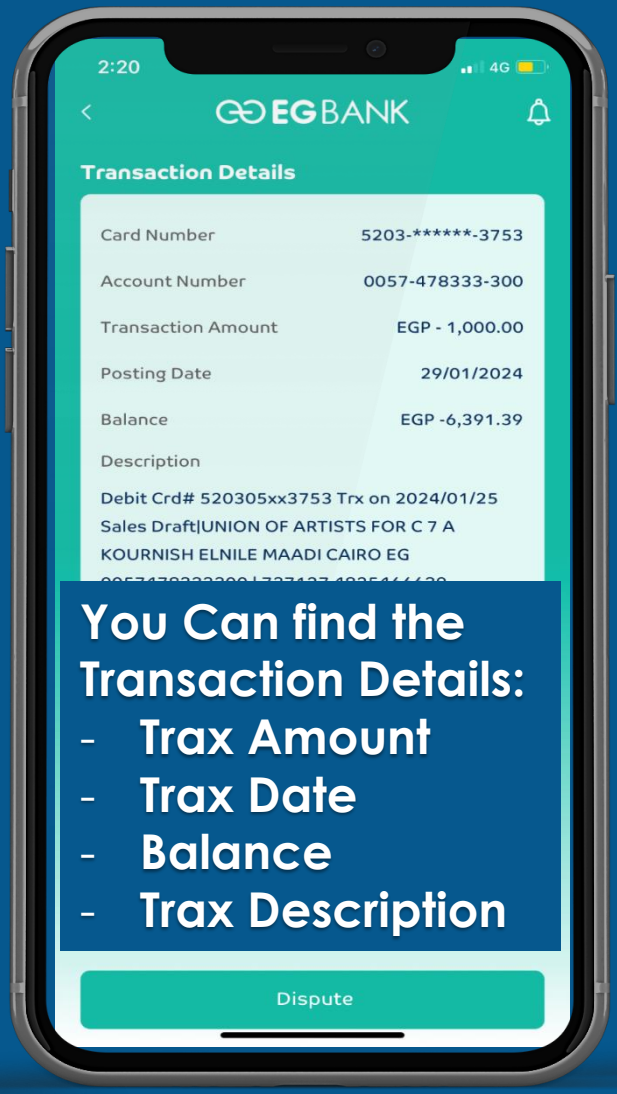
- Card Number
- Card Limit
- Available balance
- Min Payment
- Expiry Date

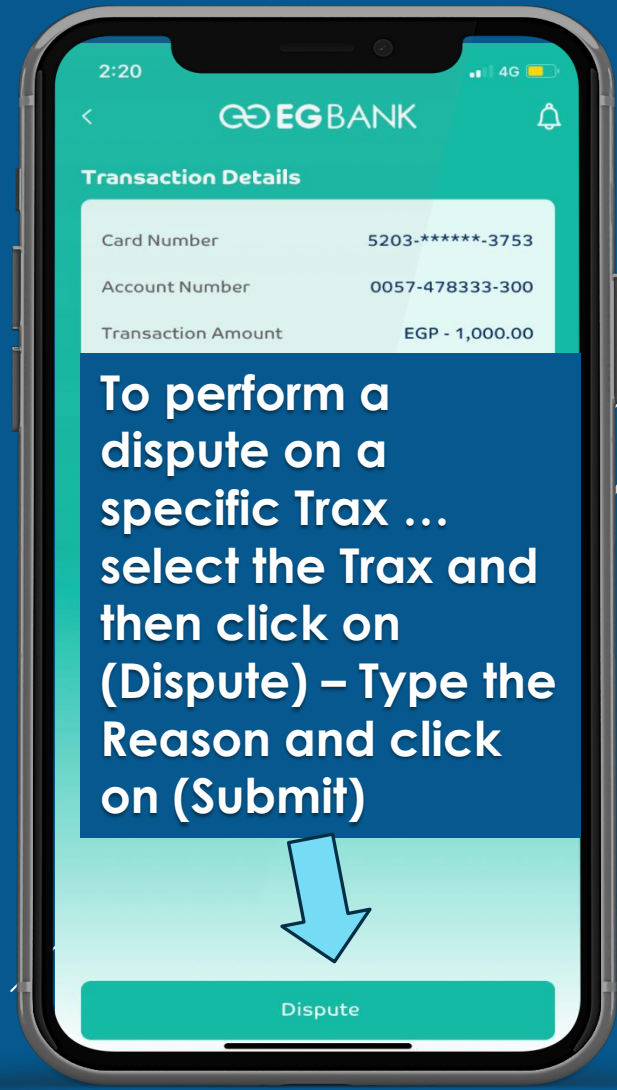
EGBANK

Card Transactions



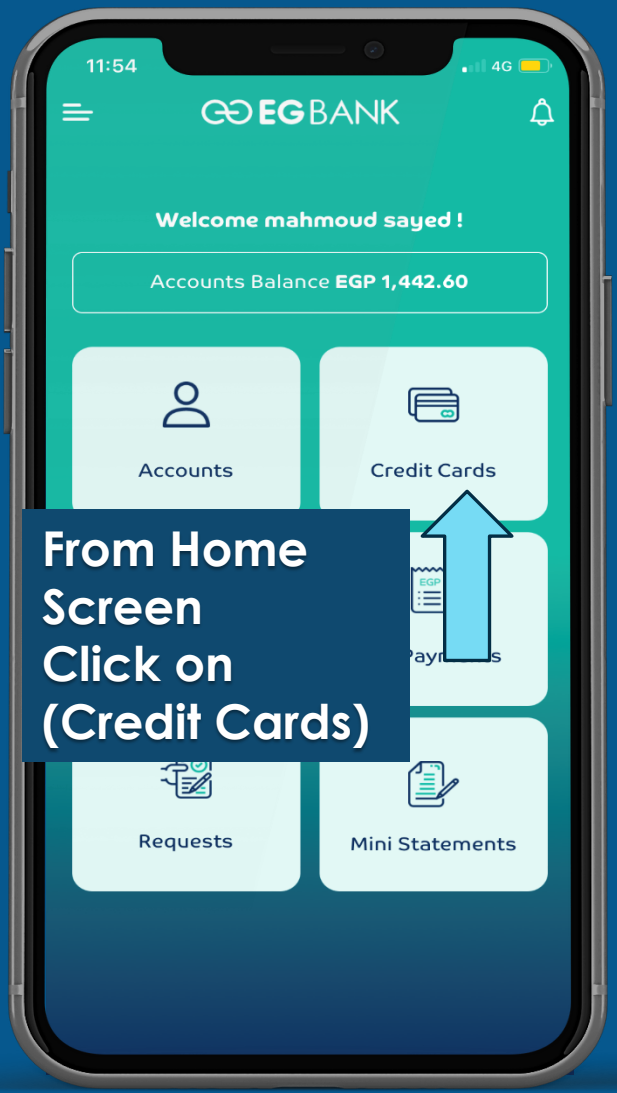




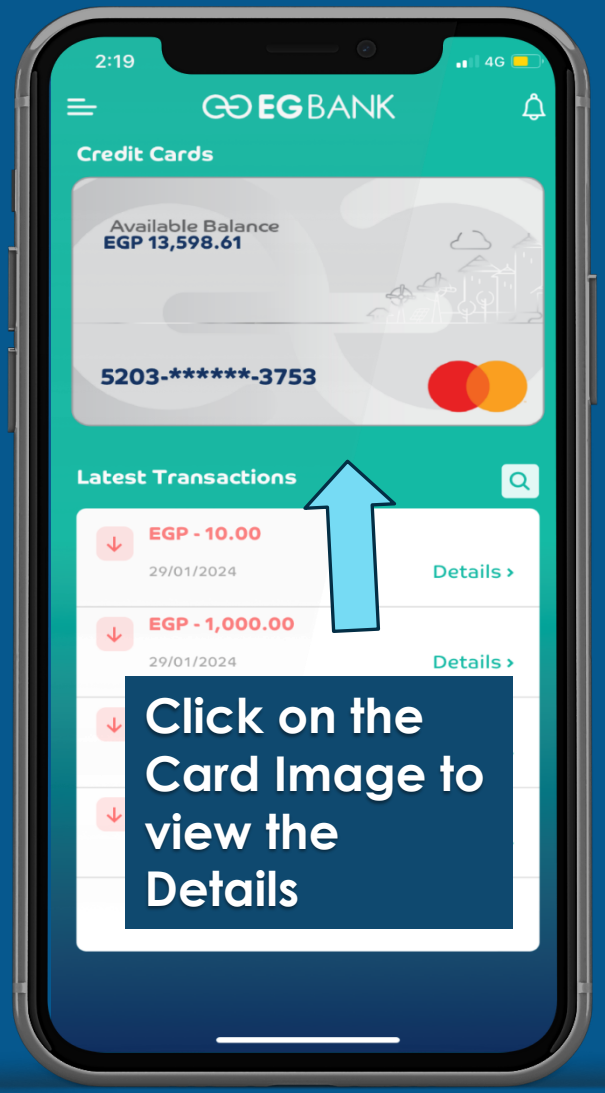


EGBANK

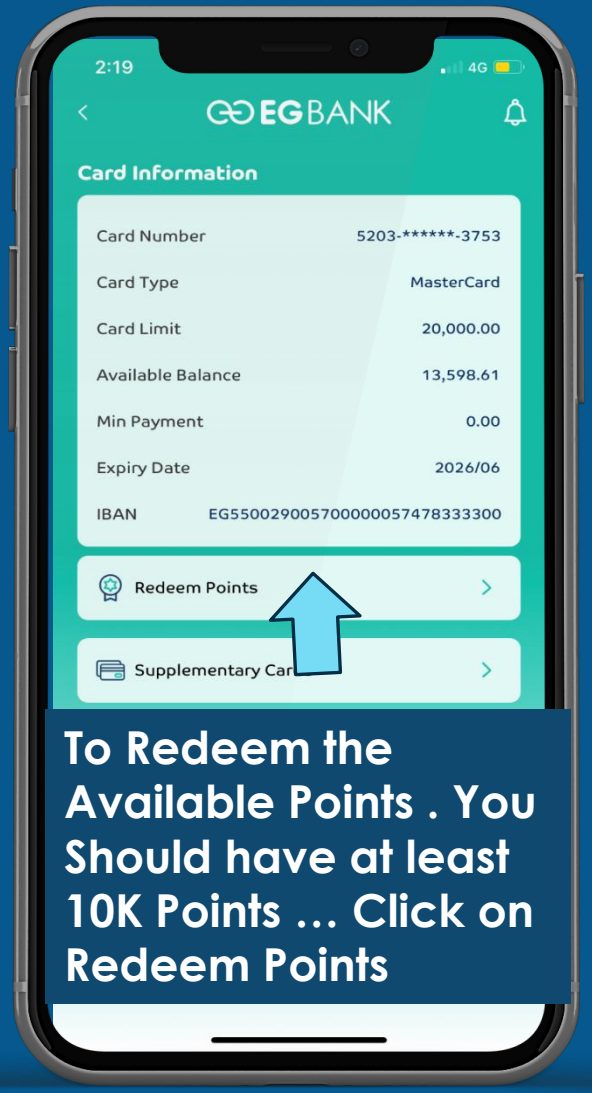
Points Redemption



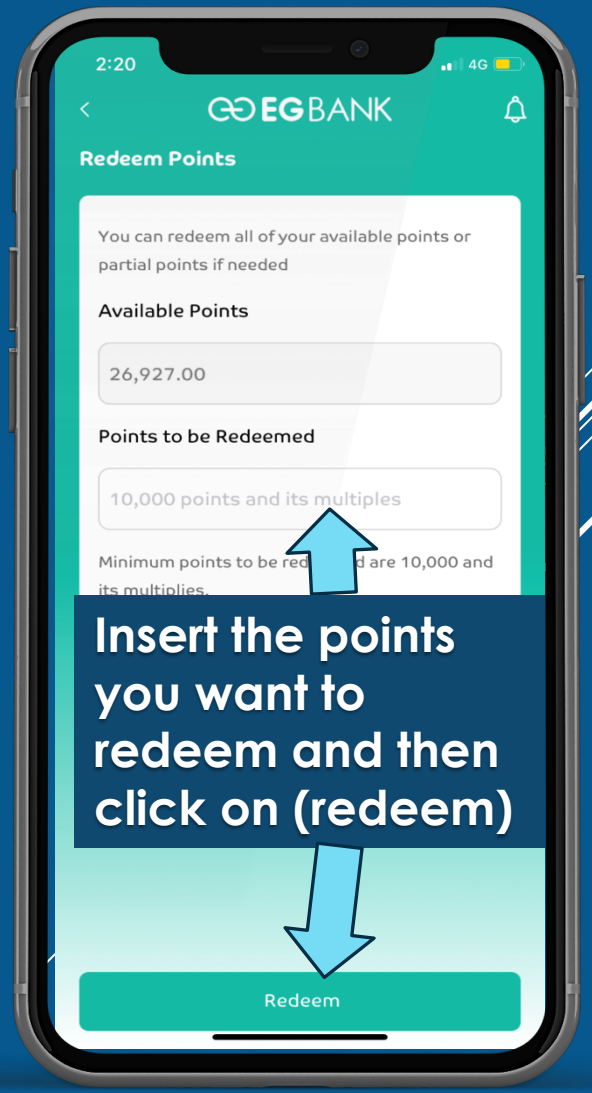
From Home Screen Click on (Credit Cards)



Click on the Card Image to view the Details



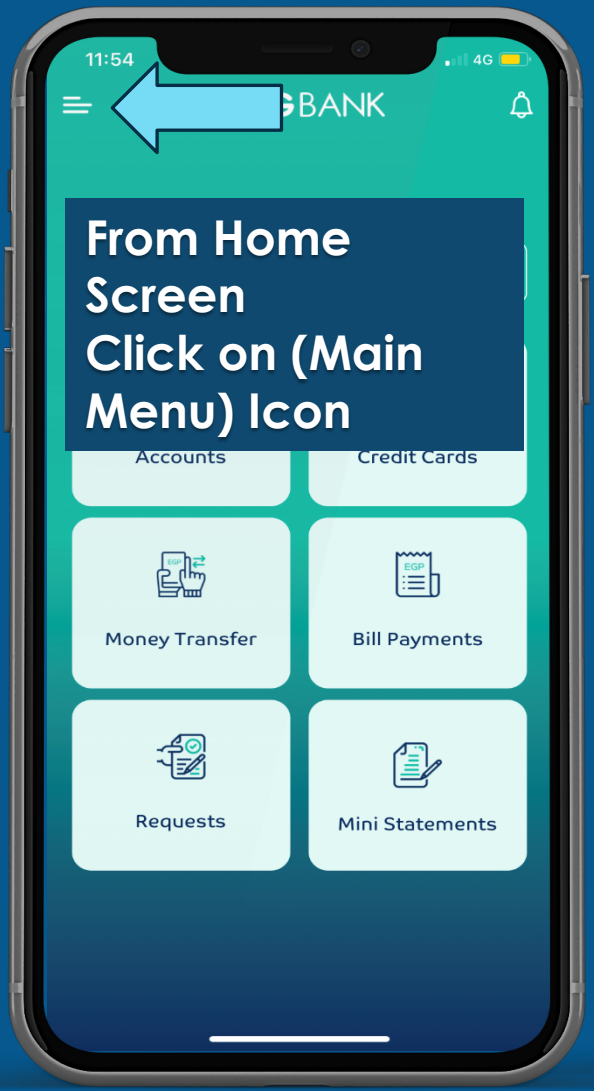
To Redeem the Available Points . You Should have at least 10K Points … Click on Redeem Points

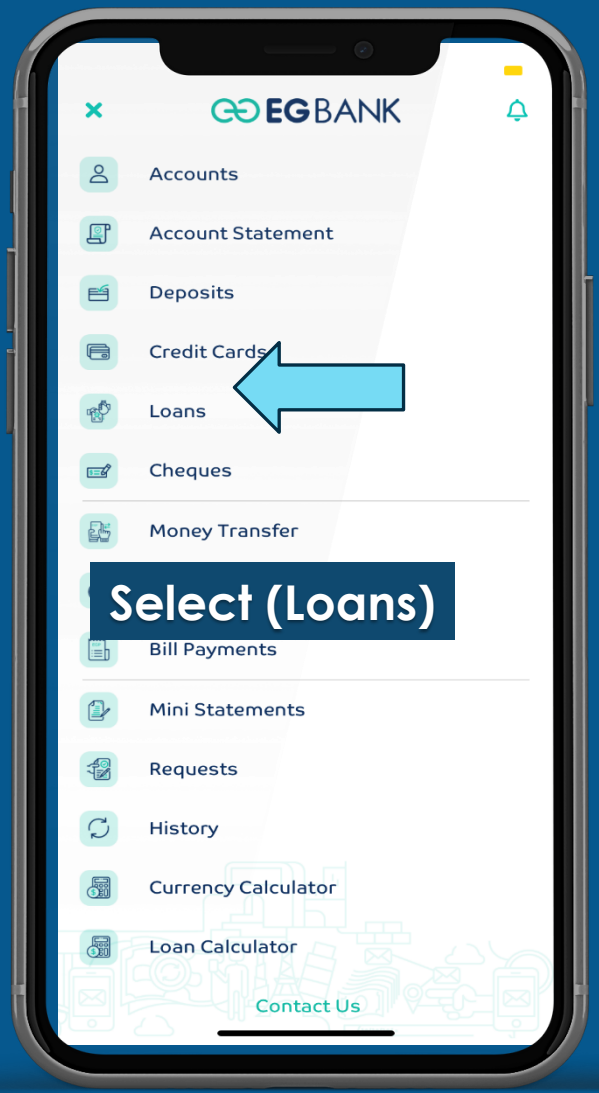


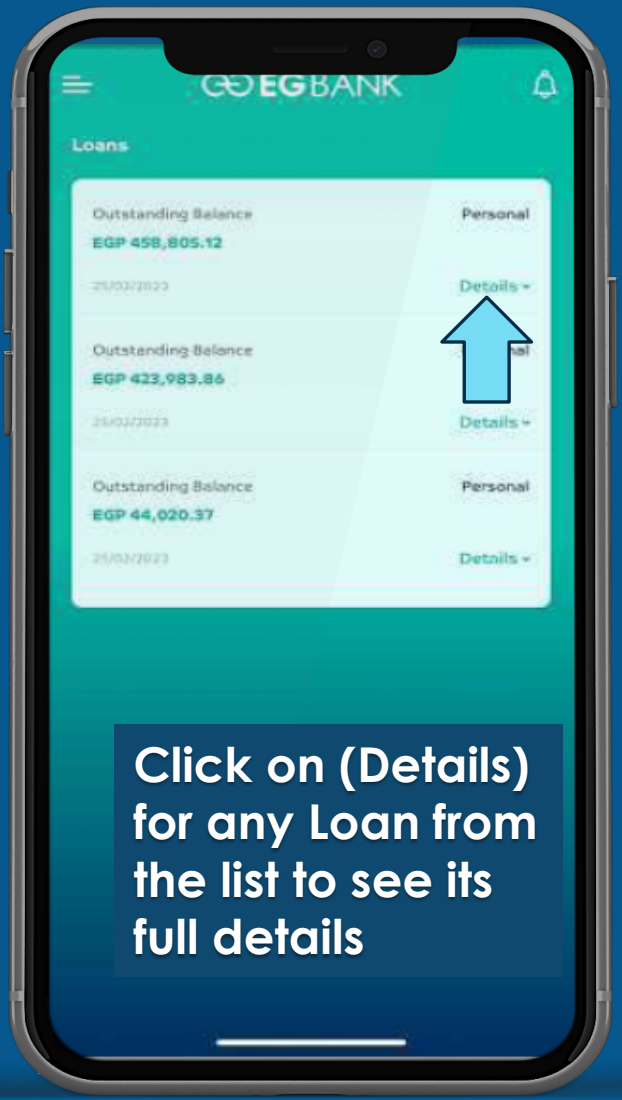
Insert the points you want to redeem and then click on (redeem)

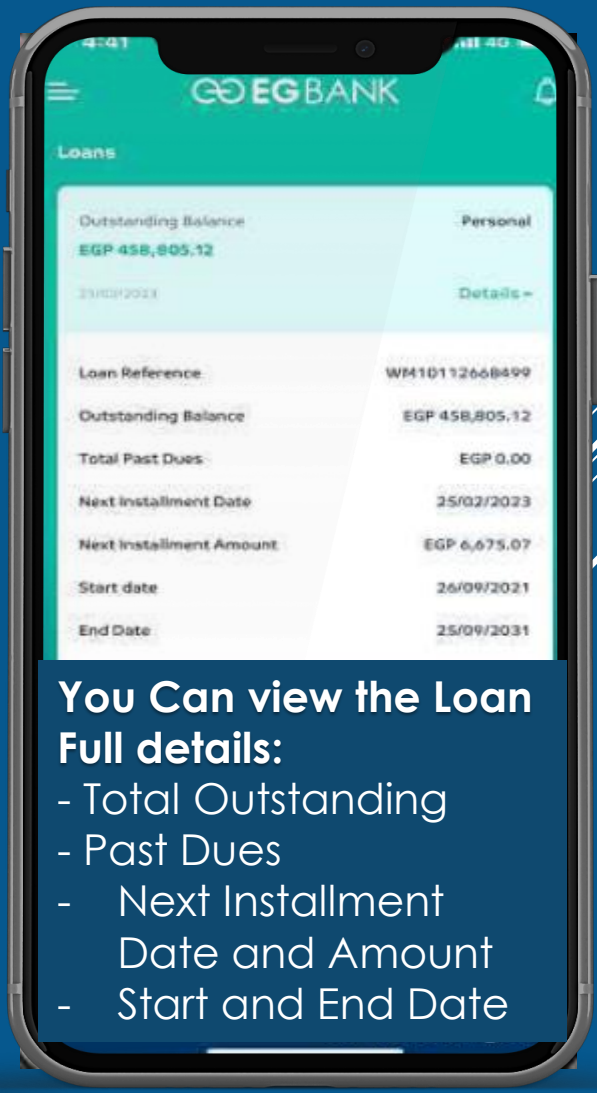
EGBANK

Loans





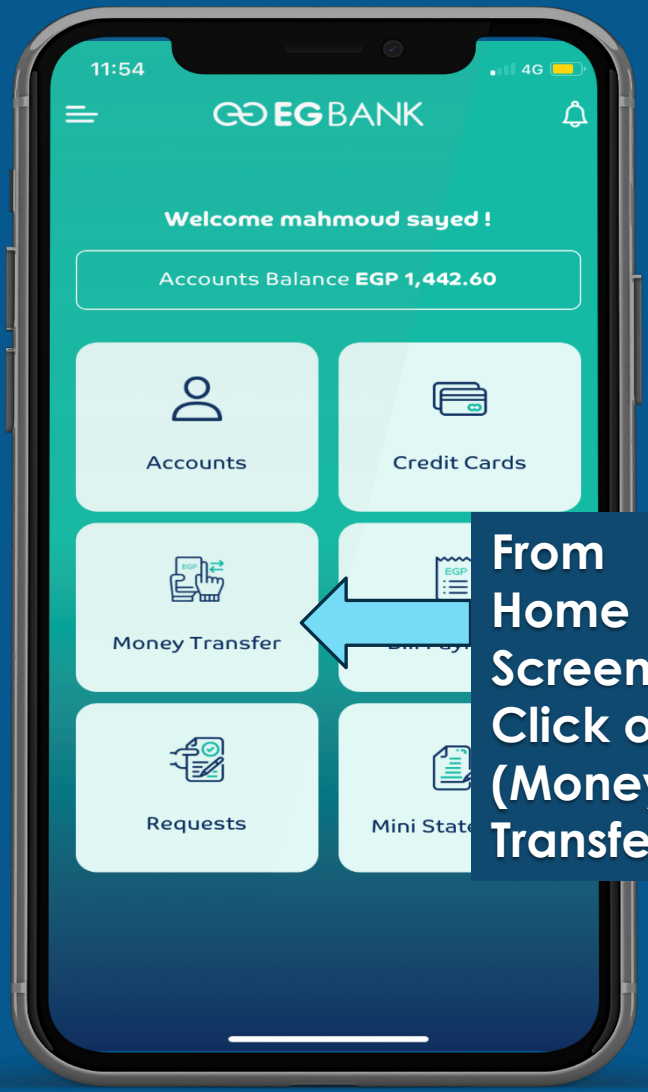




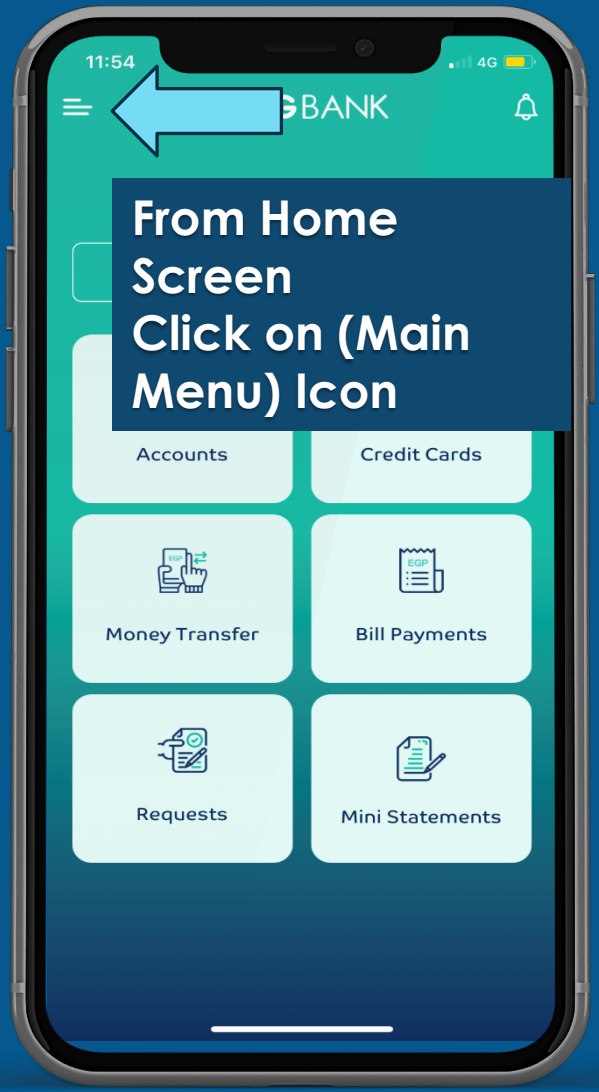
EGBANK

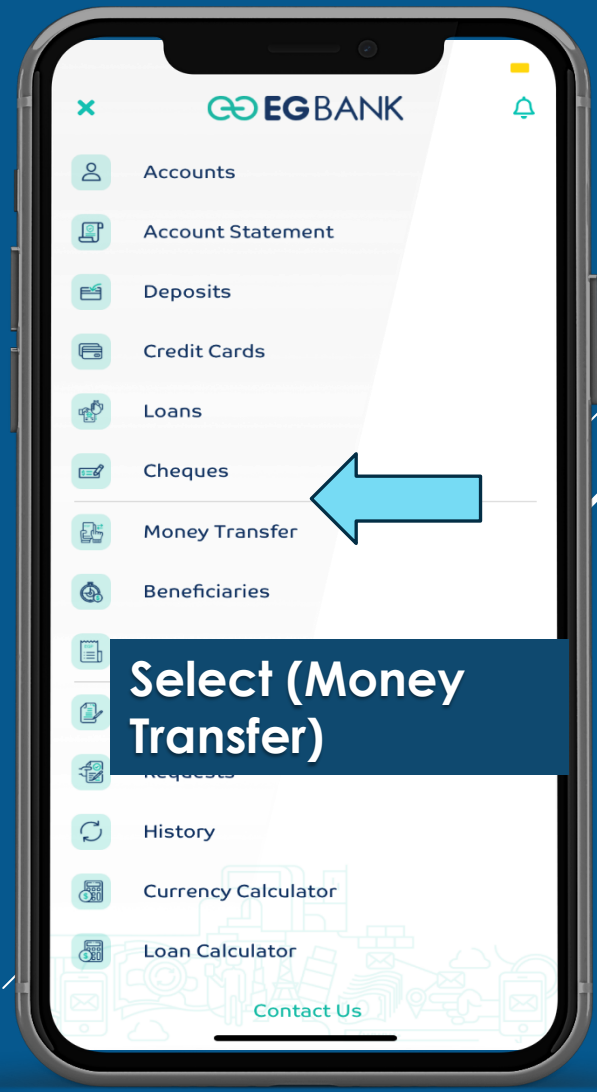
Money Transfer

You can Transfer Money from your accounts by following the below steps:



OR





EGBANK

1 Own Accounts Transfer

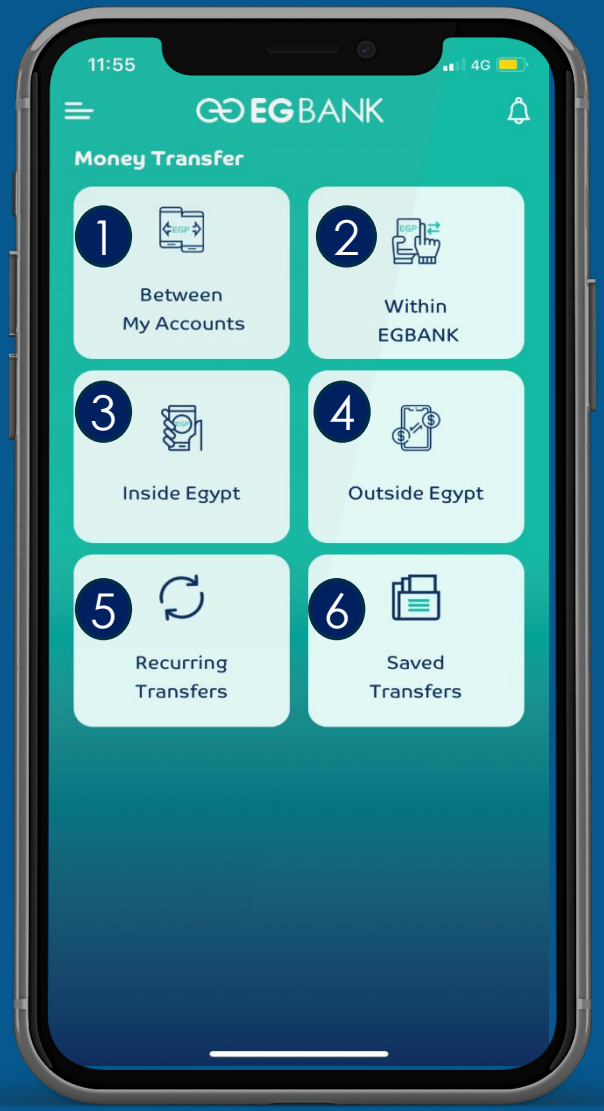
2 Within EGBank

3 Inside Egypt

4 Outside Egypt

5 View Recurring Transfers

6 View Saved Transfers



EGBANK

Between My Accounts

You can transfer between your accounts by following the below steps:

1- Select the account you want to send from

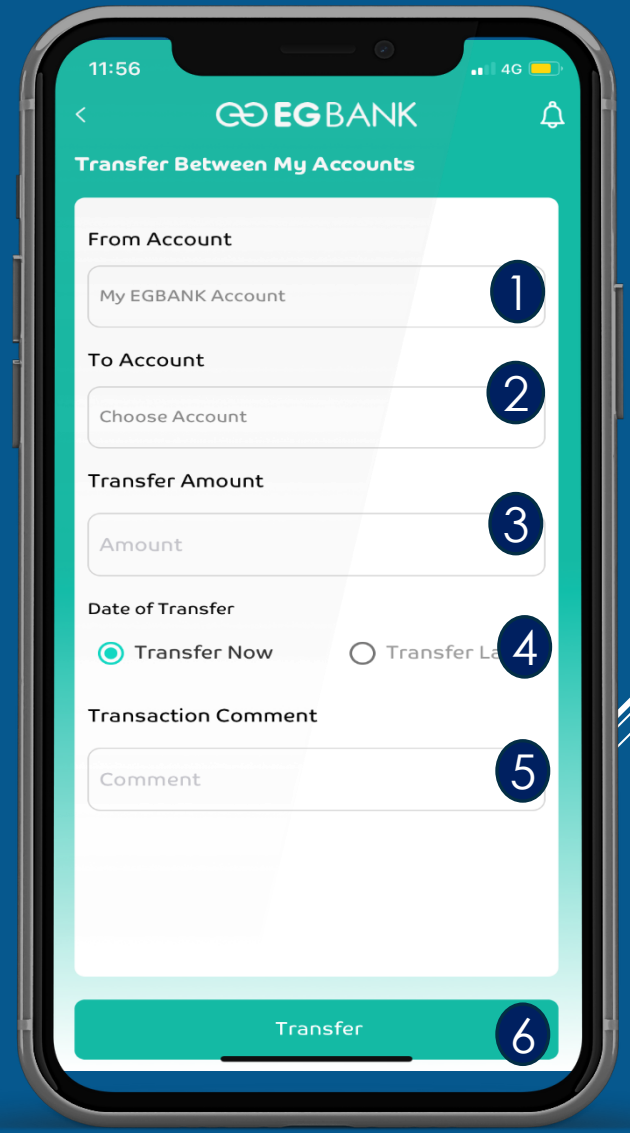
2- Select the beneficiary account

3- Insert The Amount

4- Select to transfer Instantly or to transfer Later

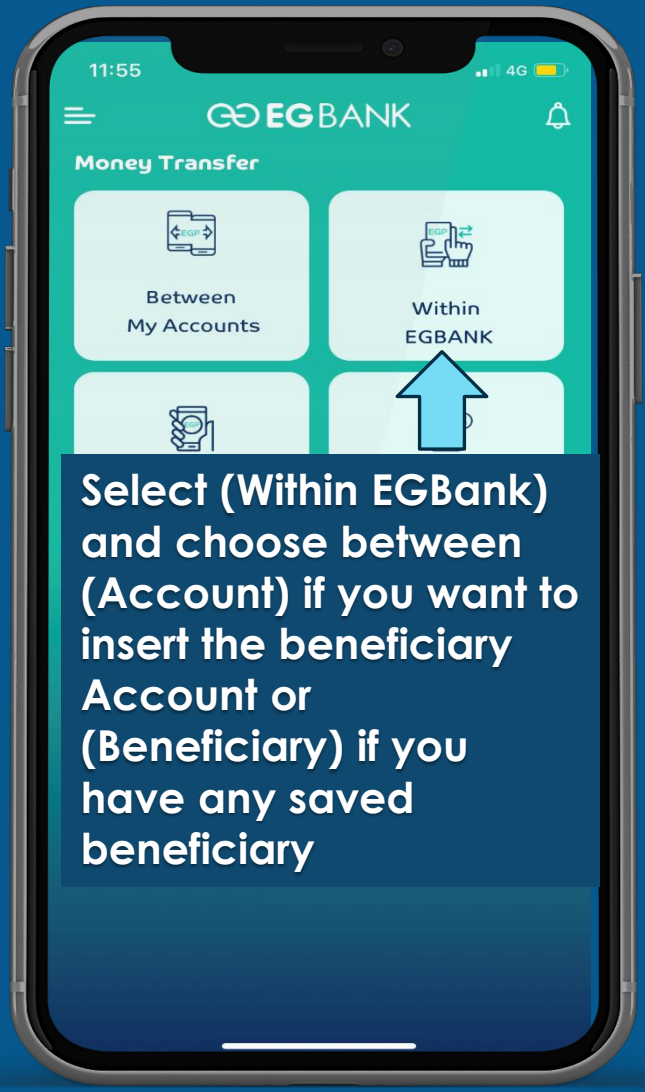
5- Insert a comment

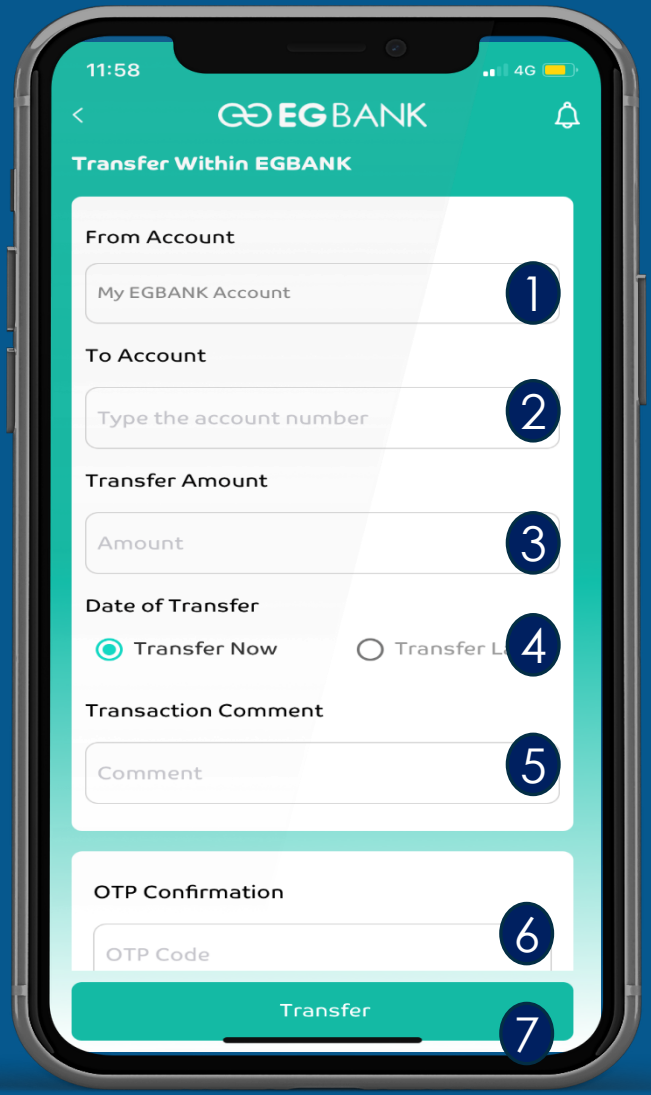
6- Click on (Transfer)



EGBANK

Transfer Within EGBank





1- Select the account you want to send from

2- Type the beneficiary account

3- Insert The Amount

4- Select to transfer Instantly or to transfer Later

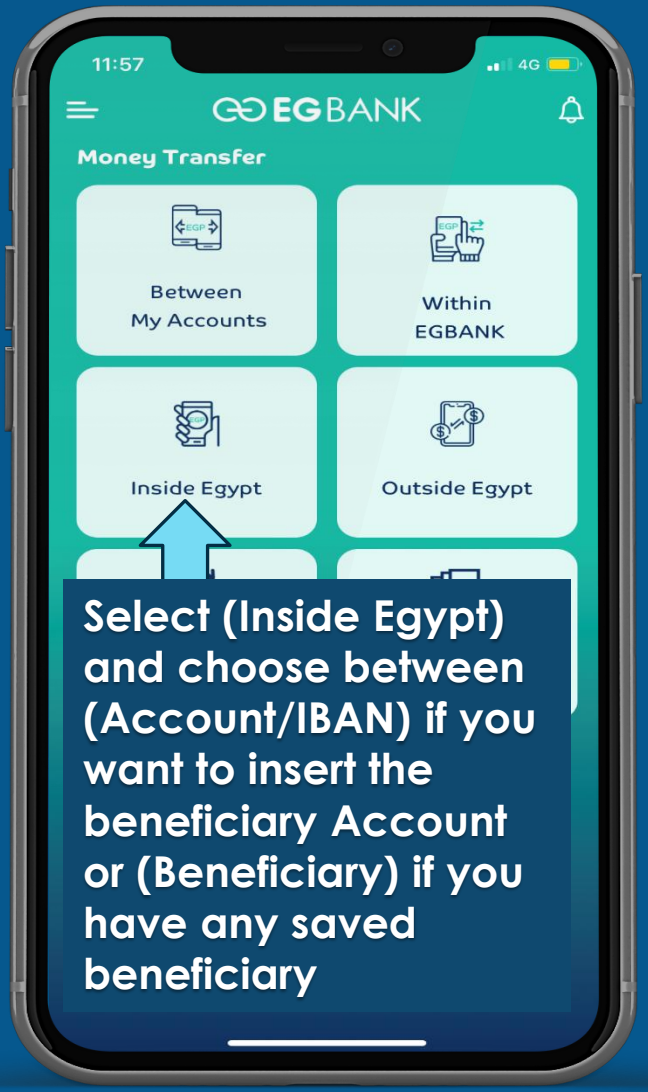
5- Insert a comment

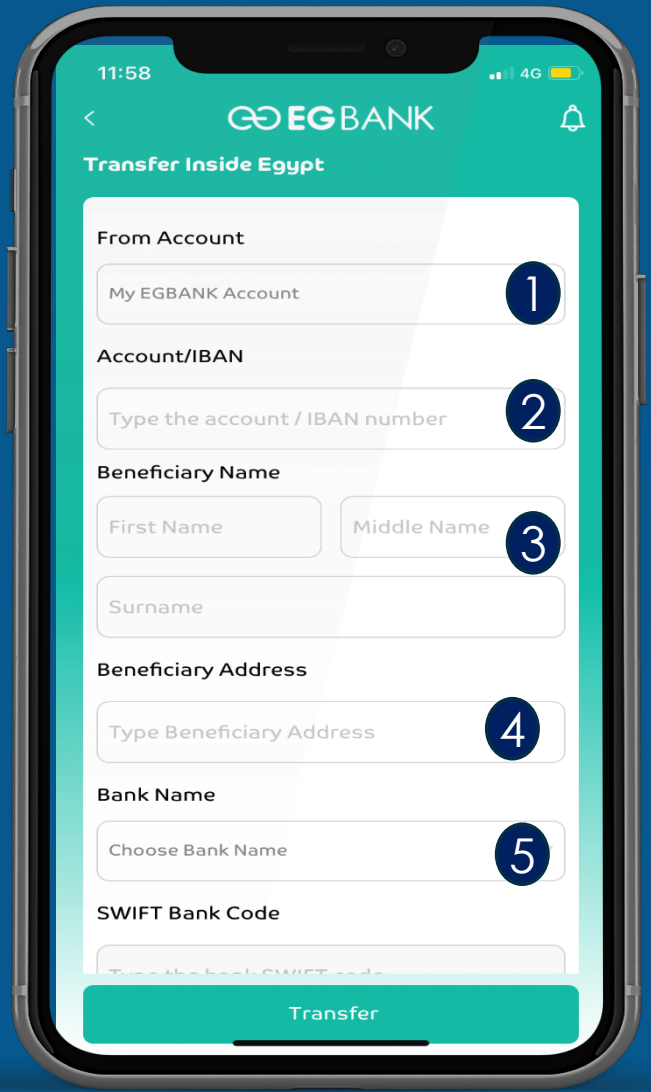
6- Type the OTP Code from EGBank Token

7- Click on (Transfer)

EGBANK

Transfer Inside Egypt





1- Select the account you want to send from

2- Type the beneficiary account / IBAN

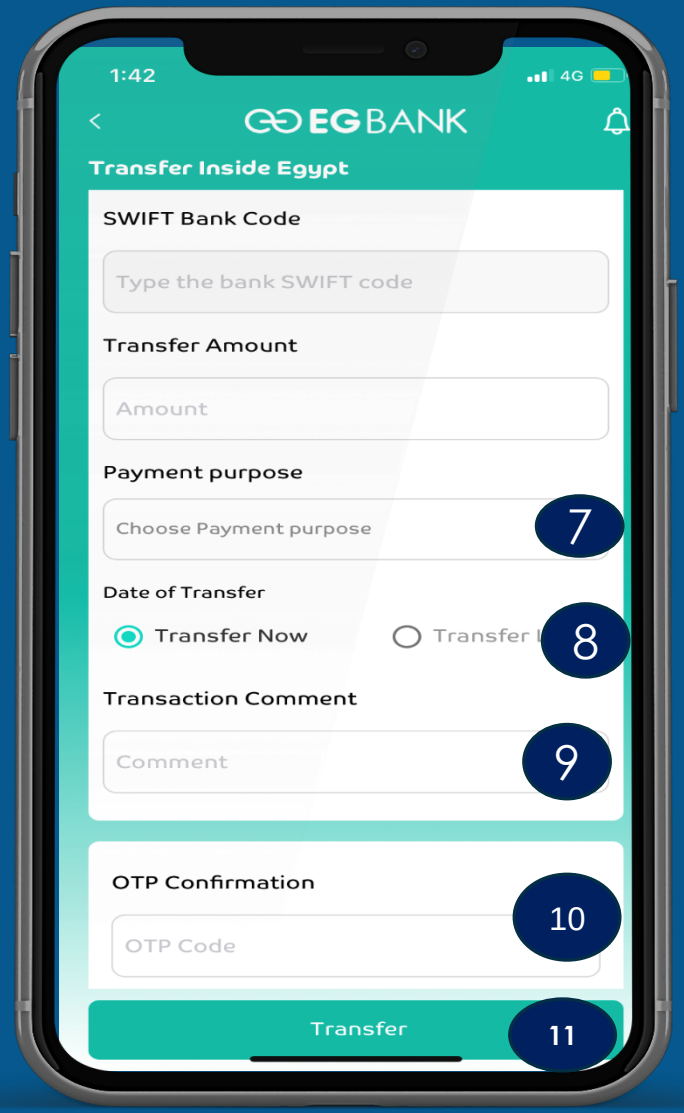
3- Insert The Beneficiary Name (First/Middle/Surname)

4- Insert the beneficiary Address

5- Select The Beneficiary Bank

EGBANK

Transfer Inside Egypt



7- Select The Payment Purpose

8- Select to transfer Instantly or to transfer Later

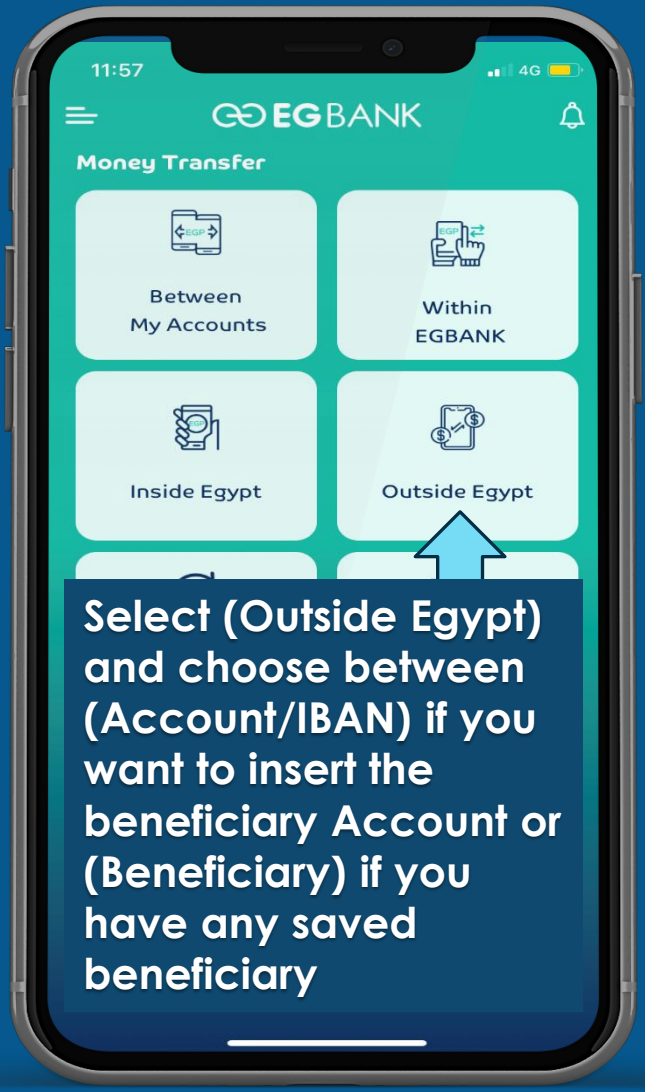
9- Insert a comment

10- Type the OTP Code from EGBank Token

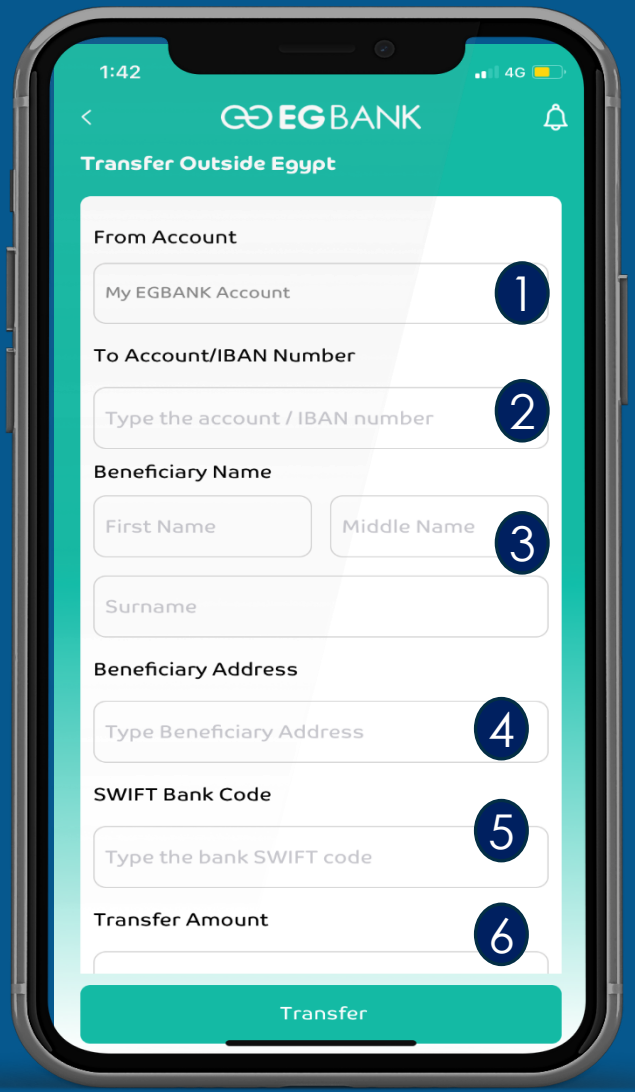
11- Click on (Transfer)

EGBANK

Transfer Outside Egypt



Select (Outside Egypt) and choose between (Account/IBAN) if you want to insert the beneficiary Account or (Beneficiary) if you have any saved beneficiary



1- Select the account you want to send from

2- Type the beneficiary account / IBAN

3- Insert The Beneficiary Name (First/Middle/Surname)

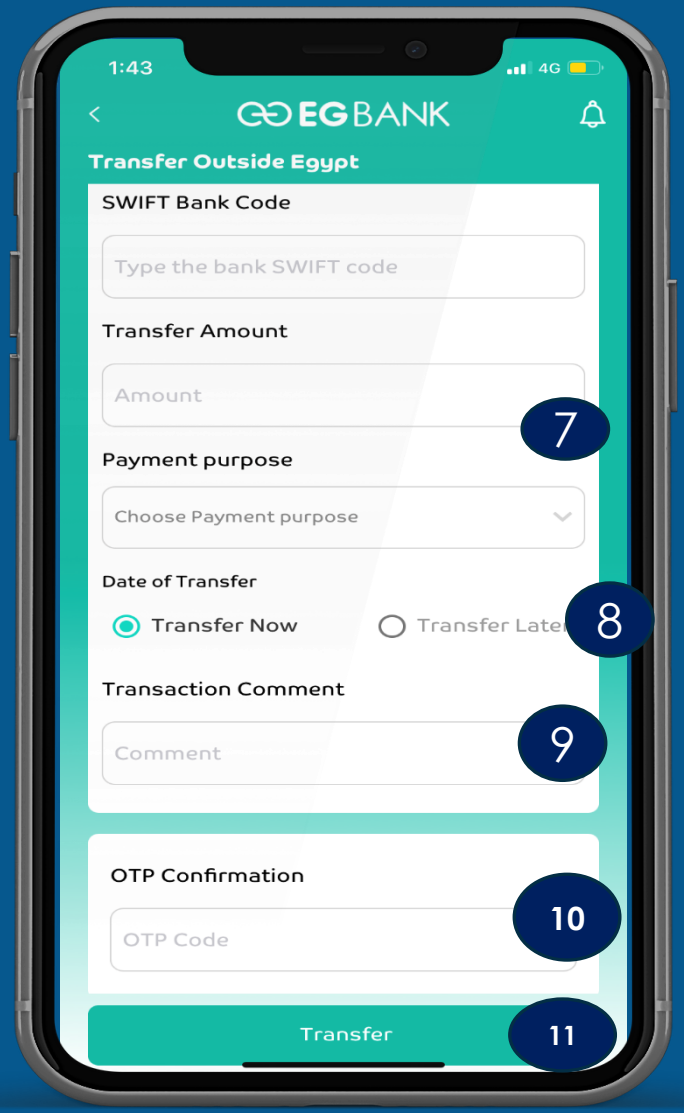
4- Insert the beneficiary Address

5- Insert The beneficiary bank Swift Code

6- Insert The Transfer Amount

EGBANK

Transfer Outside Egypt



7- Select The Payment Purpose

8- Select to transfer Instantly or to transfer Later

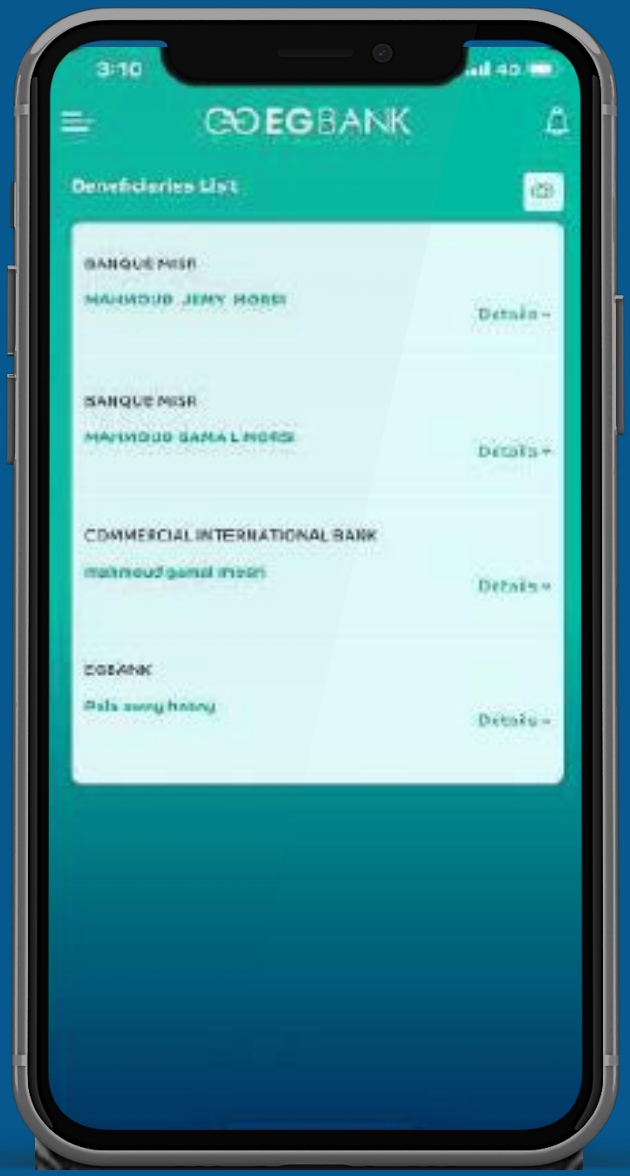
9- Insert a comment

10- Type the OTP Code from EGBank Token

11- Click on (Transfer)

EGBANK

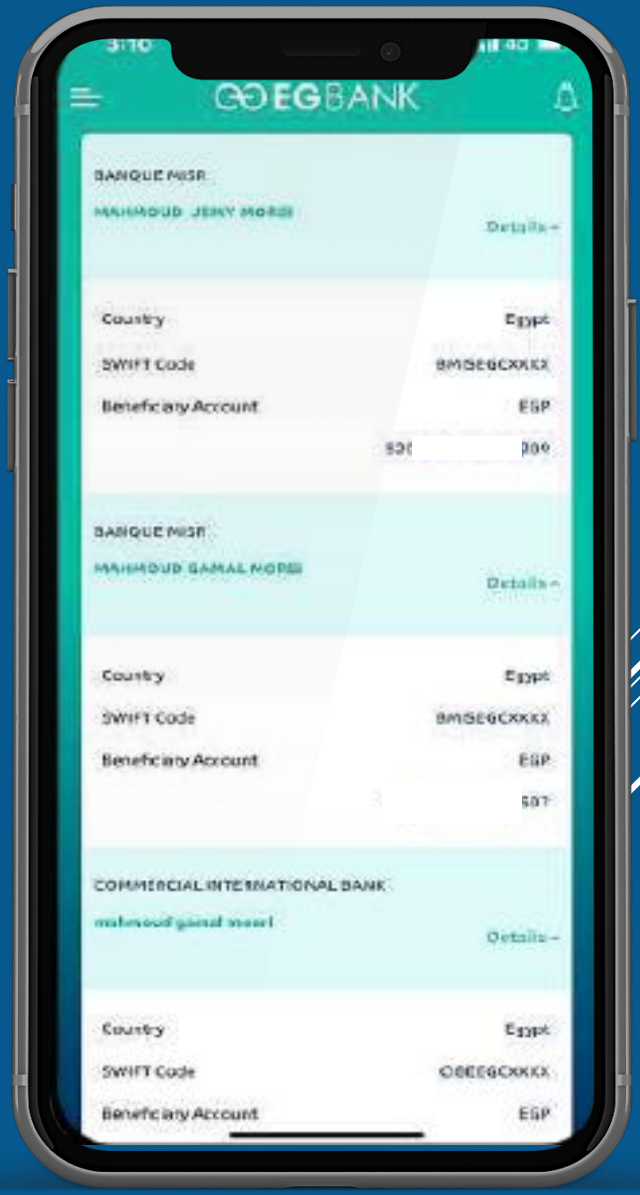
Beneficiaries



You can View all Your saved Beneficiaries Details Including the below:

- Beneficiary Name
- Beneficiary Bank
- Country
- Swift Code
- Account Currency
- Account Number

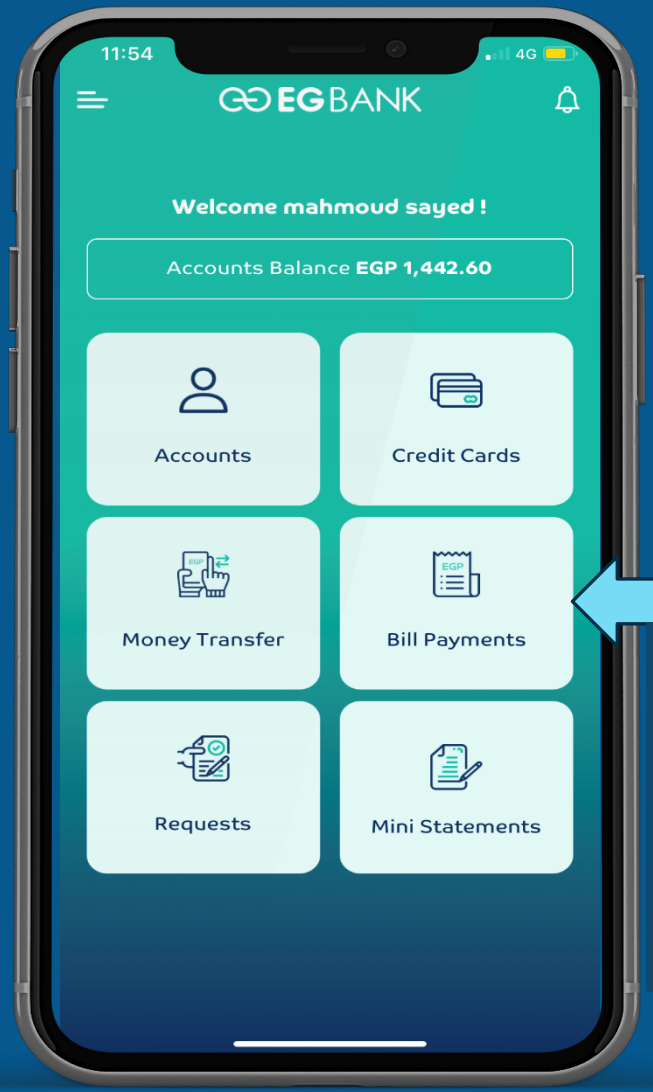
You can Add/ Edit / Remove Beneficiaries Through the Internet banking



EGBANK

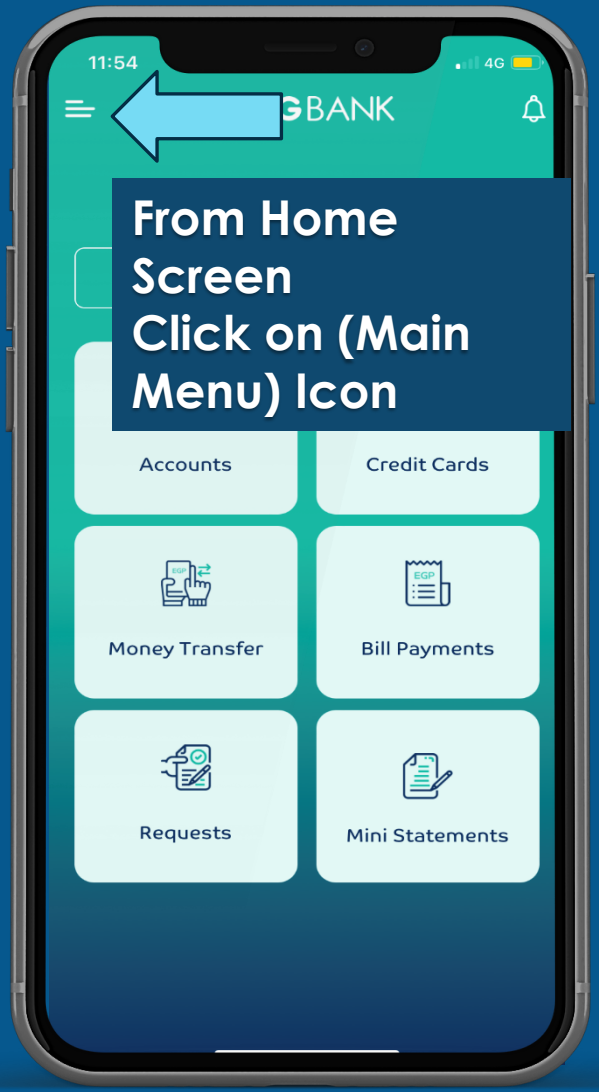
Bill Payment

You can Pay your bills by following the below steps:

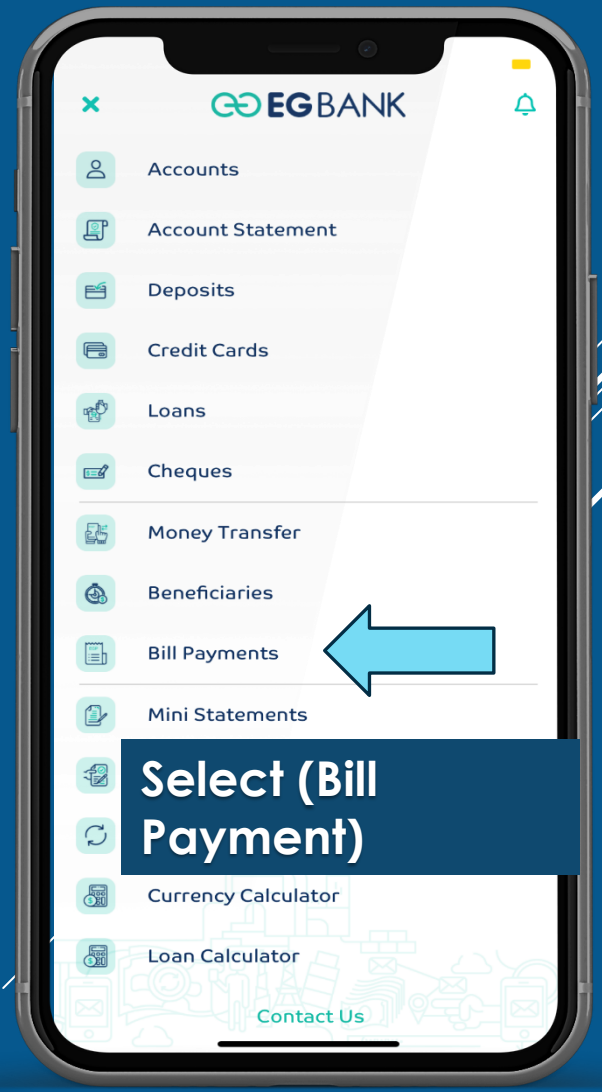


From Home Screen Click on (Bill Payment)

OR

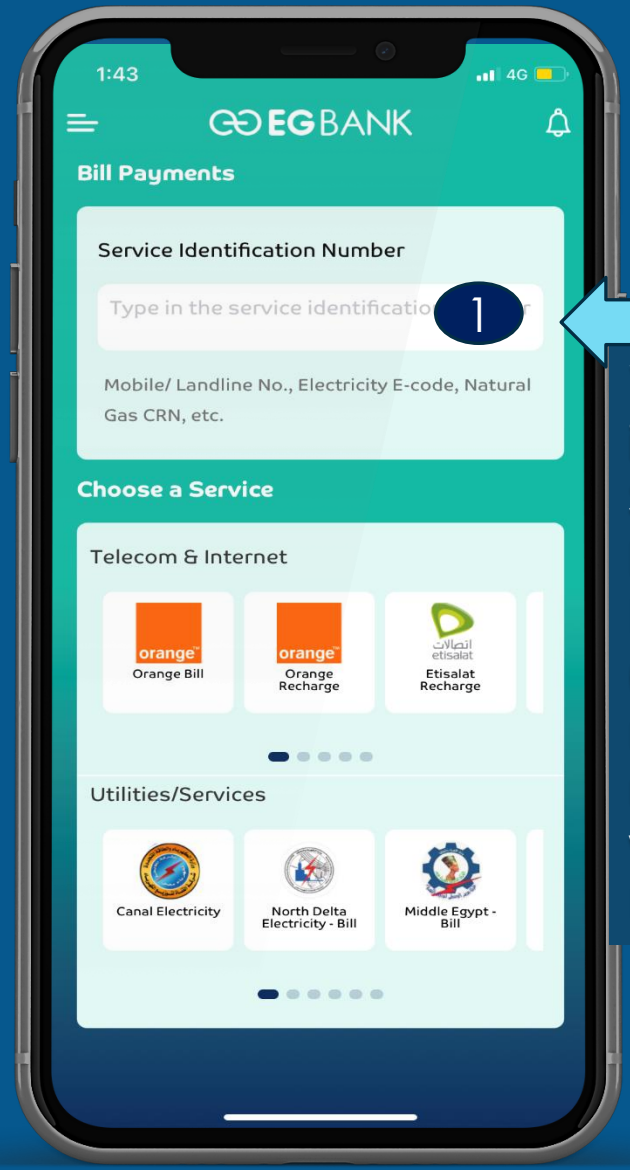


From Home Screen Click on (Main Menu) Icon

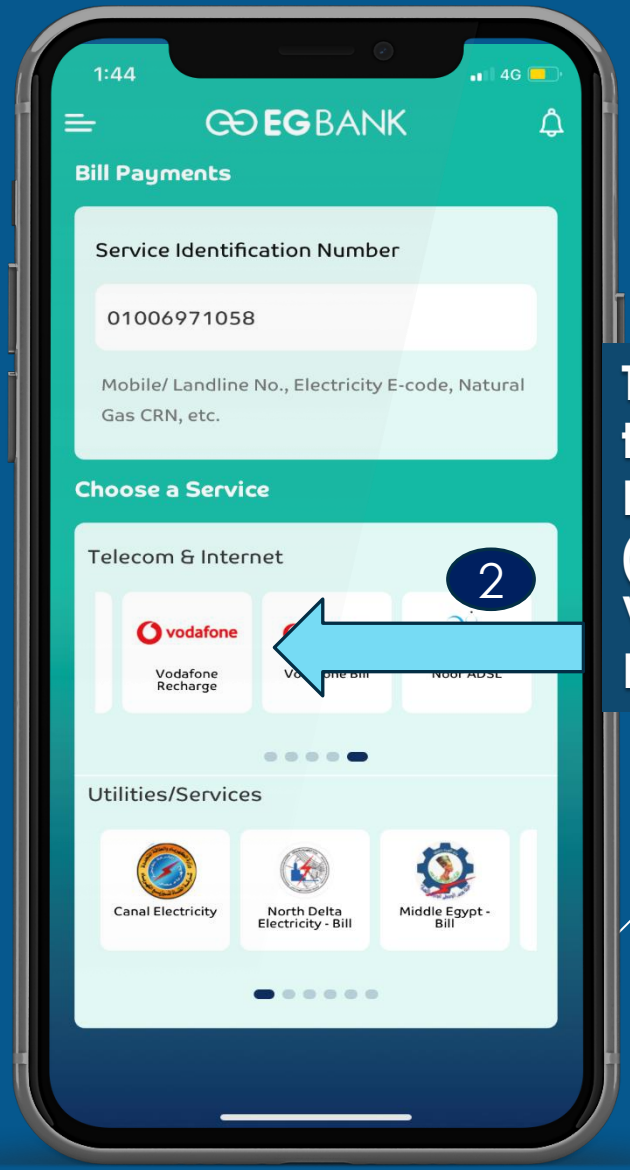


Select (Bill Payment)

EGBANK

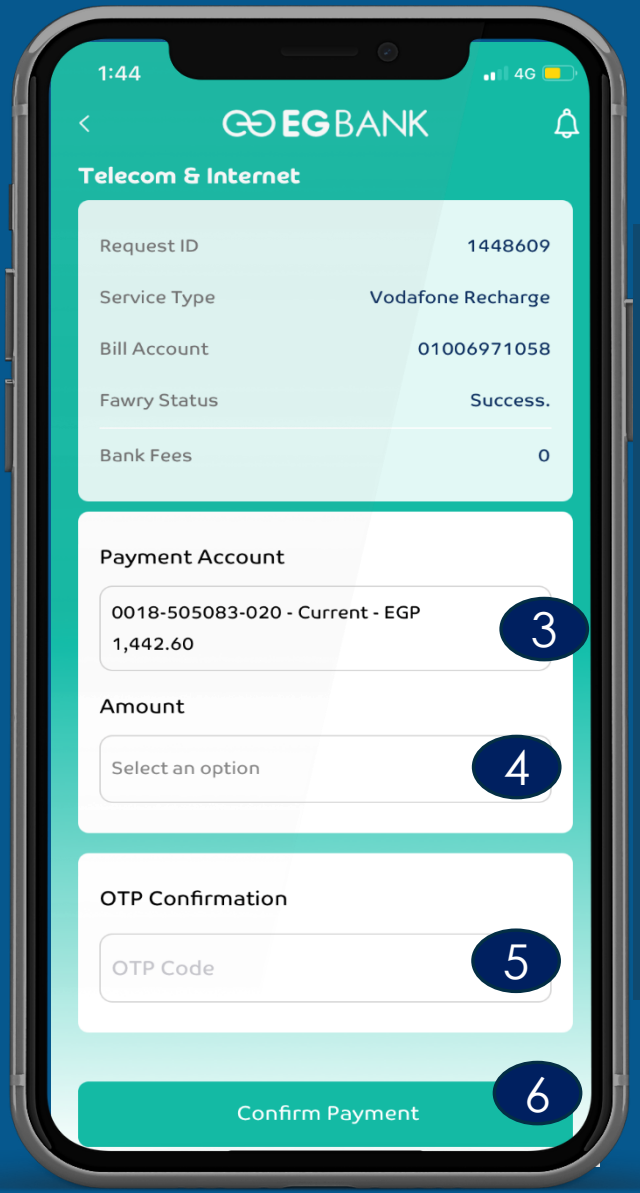


You have to insert the Service Identification Number First (For Ex: You mobile number if you want to Recharge It)



Then Select the Service Provider (For Example: Vodafone Recharge)

EGBANK

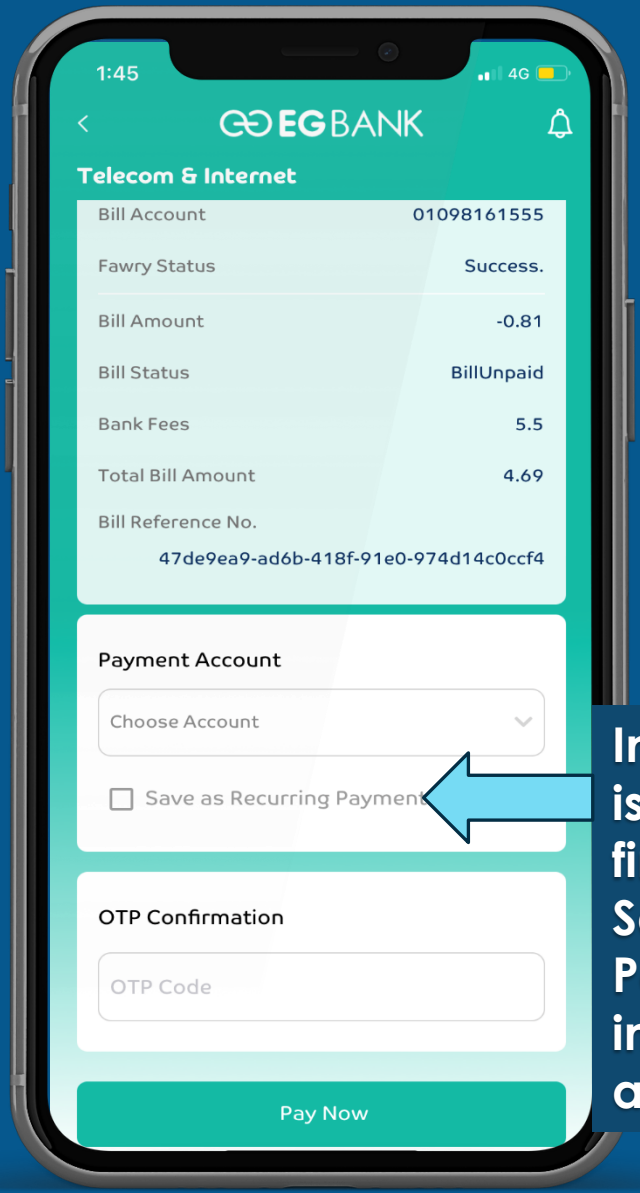


3- Select The Account You want To pay from.

4- Select The Amount (For Recharge Only)

5- Type the OTP Code from EGBank Token

6- Click on (Confirm Payment

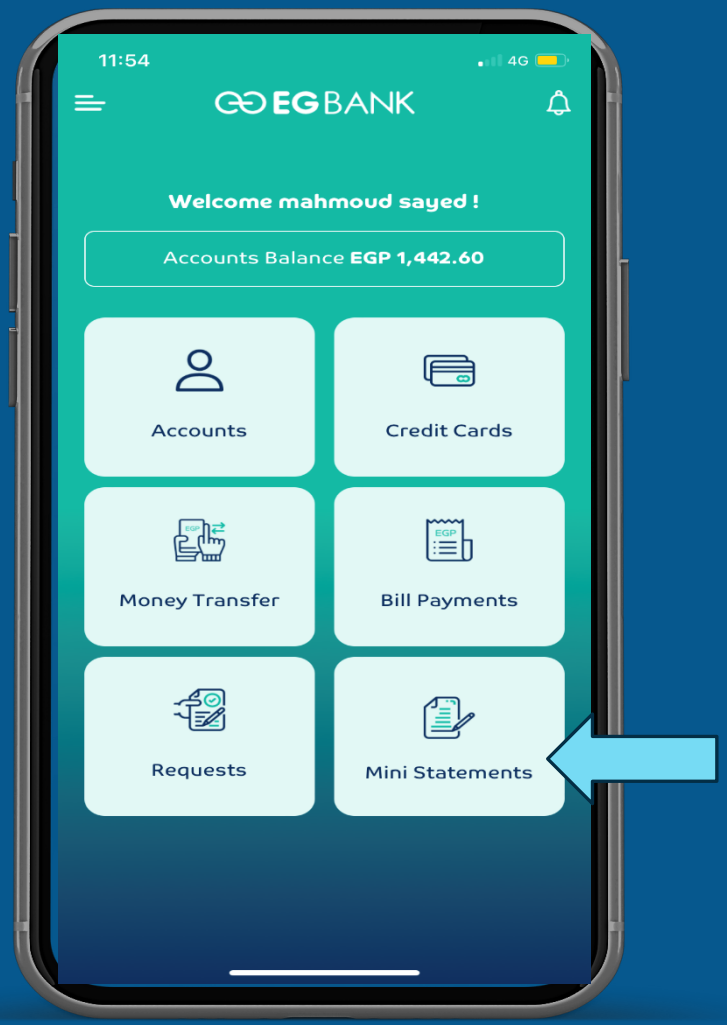


In Case the payment is for a Bill … You can find an option to Save It as a recurring Payment to be paid in the future at a specific Date

EGBANK

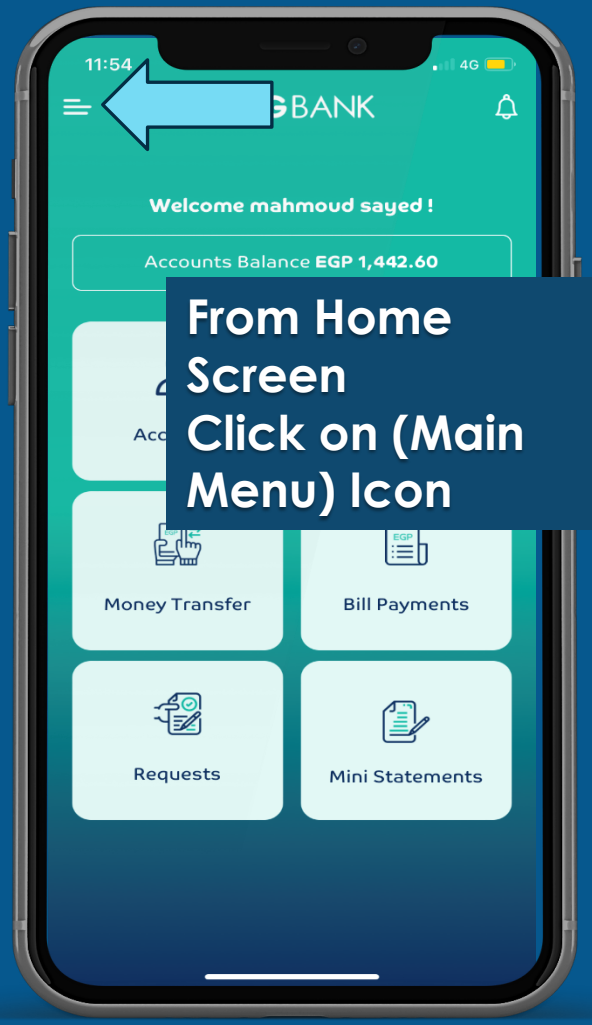
Mini Statement

You can check the Last 10 Transactions for all your accounts following the below steps:

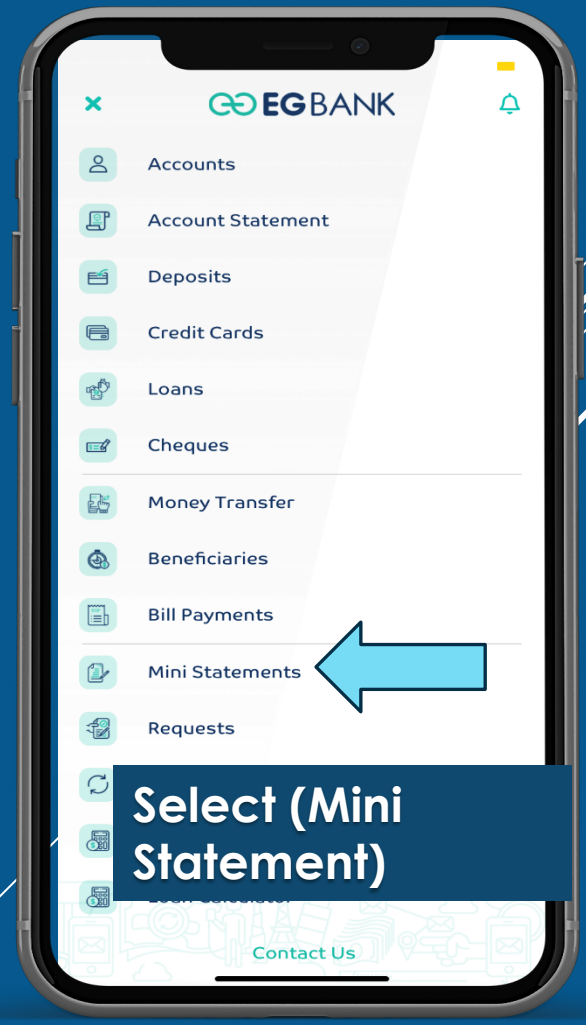


From Home Screen Click on (Min Statement)

OR

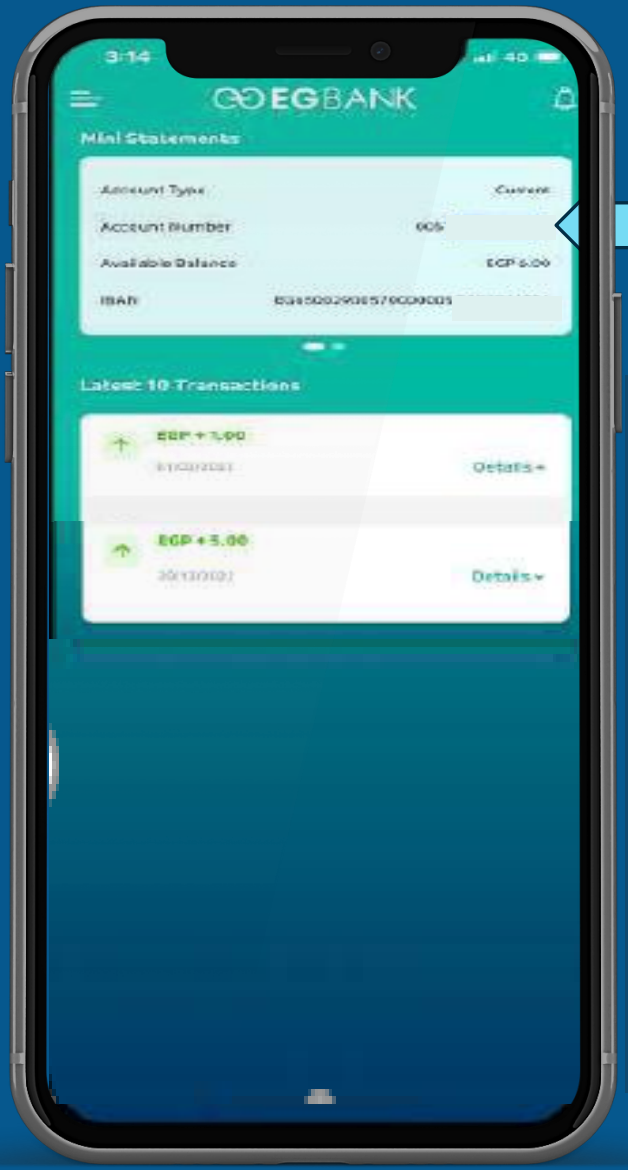


From Home Screen Click on (Main Menu) Icon



Select (Mini Statement)

EGBANK

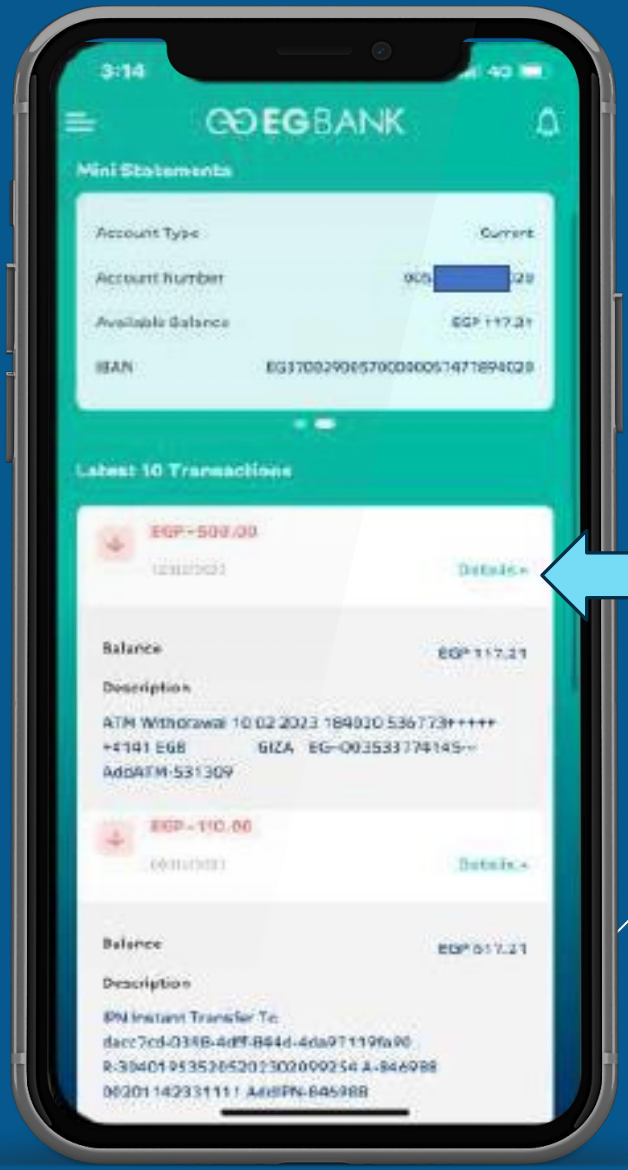


You Can view the account details:

- Acc Type
- Acc Number
- Available Balance
- IBAN

and the last 10 Transactions

You can scroll Right and left to change between the accounts

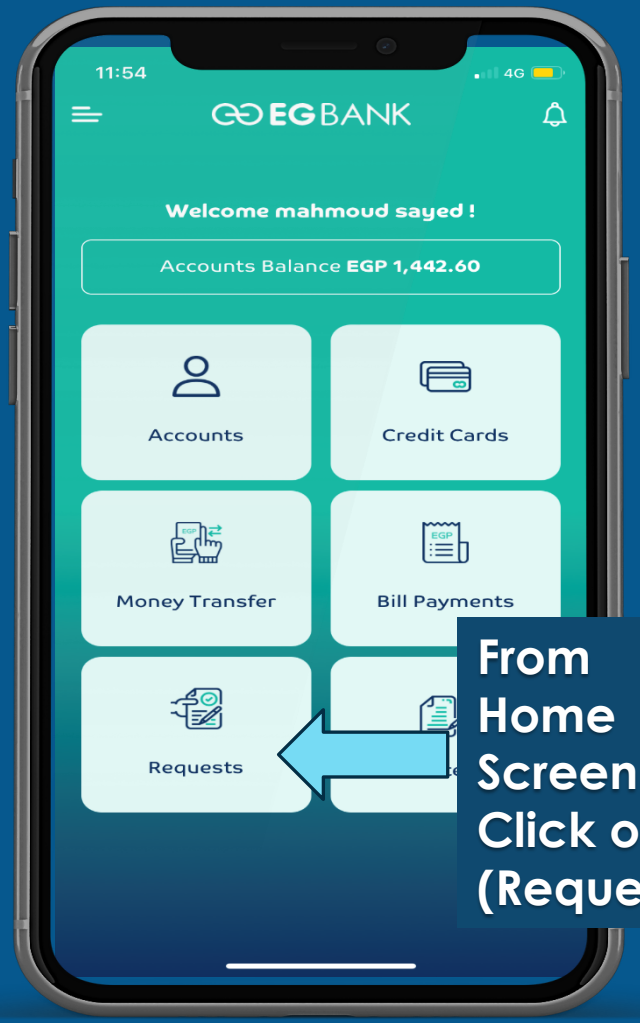


To view any Transaction Details .. click on (Details)

EGBANK

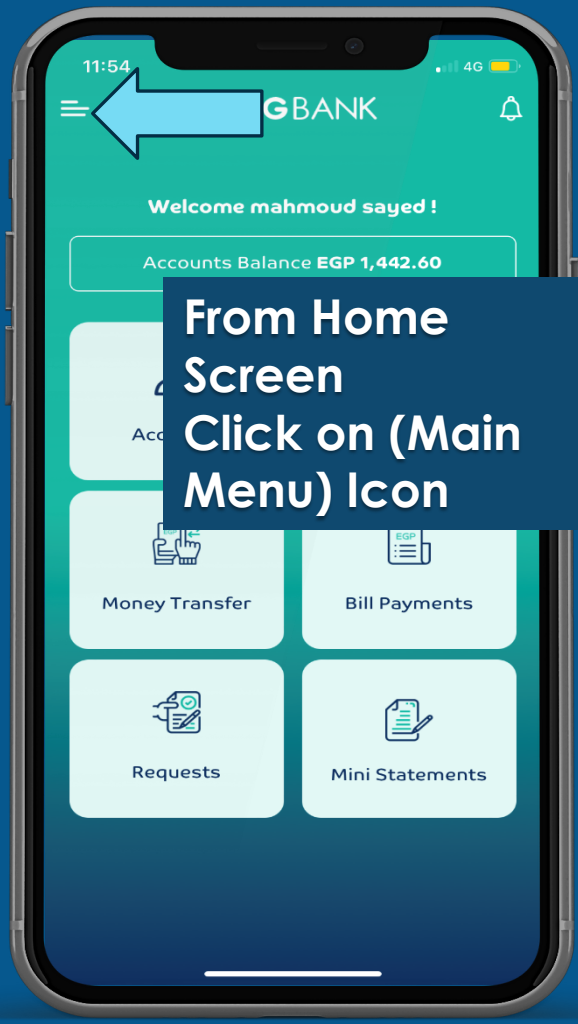
Requests

You can submit Requests through the Mobile App following the below steps:

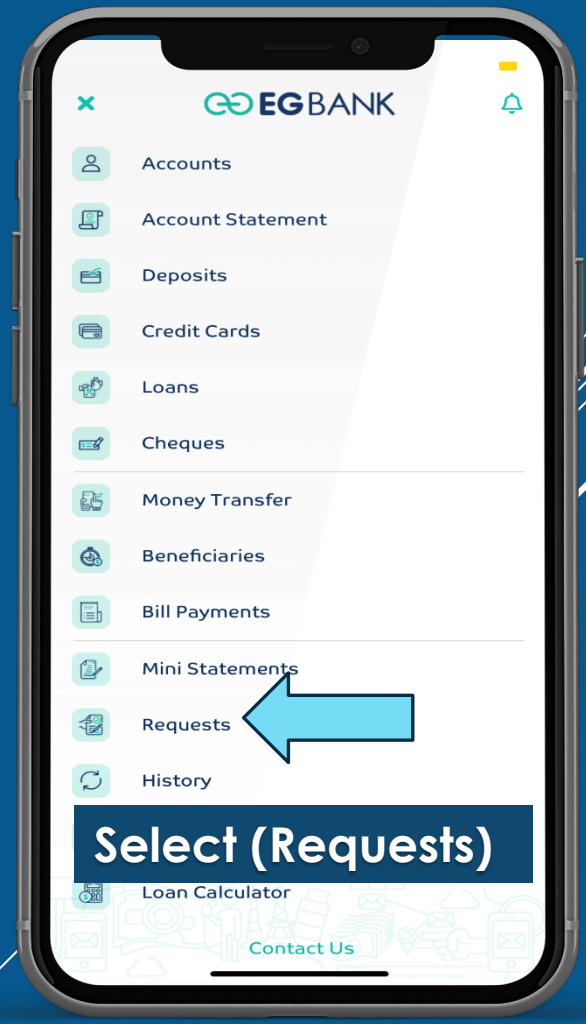


From Home Screen Click on (Requests)

OR



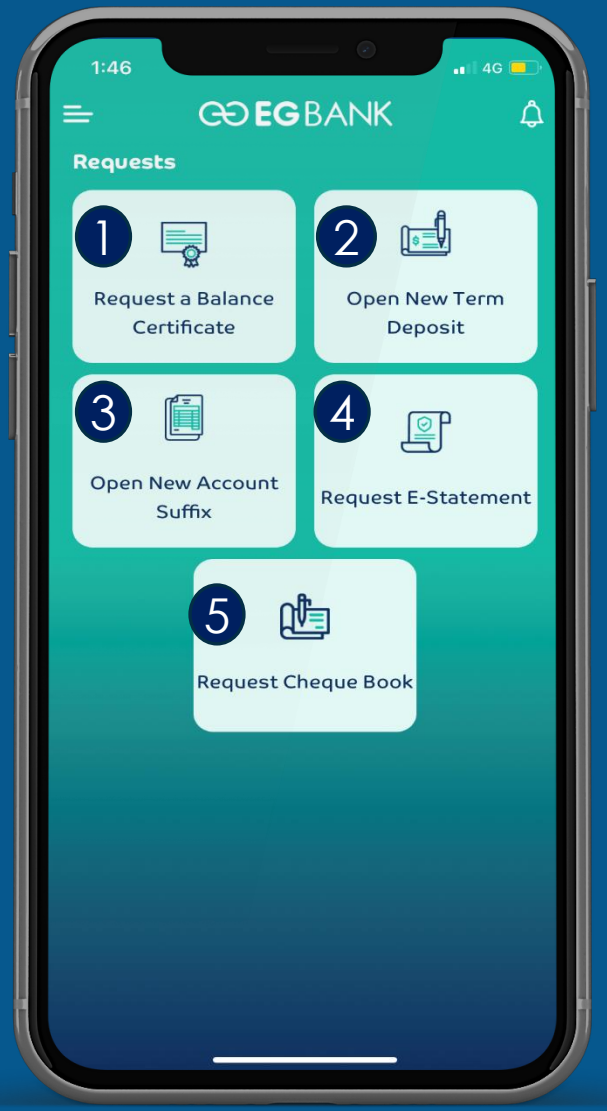
From Home Screen Click on (Main Menu) Icon



Select (Requests)

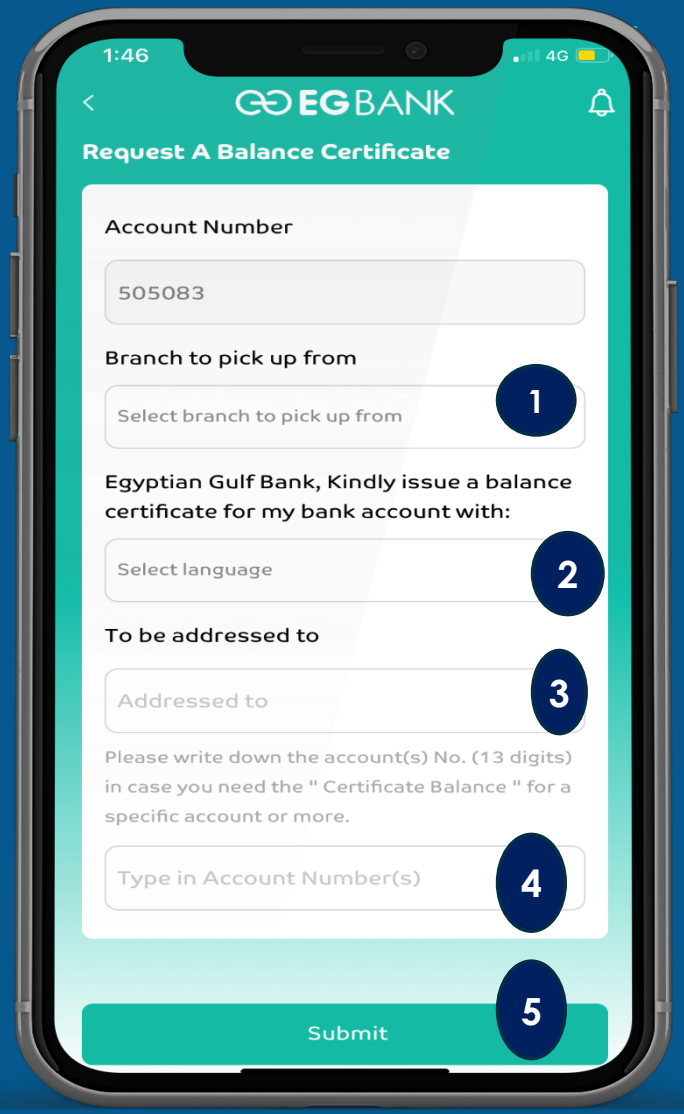
EGBANK

1. Request a Balance Certificate
2. Open New Term Deposit / Certificate
3. Open New Account Suffix
4. Request E-Statement (You have to be subscribed in E-Statement)
5. Request Cheque Book



EGBANK

Request A Balance Certificate



1- Select The Branch that you want to pick the certificate from

2- Select The Preferred language for the Certificate

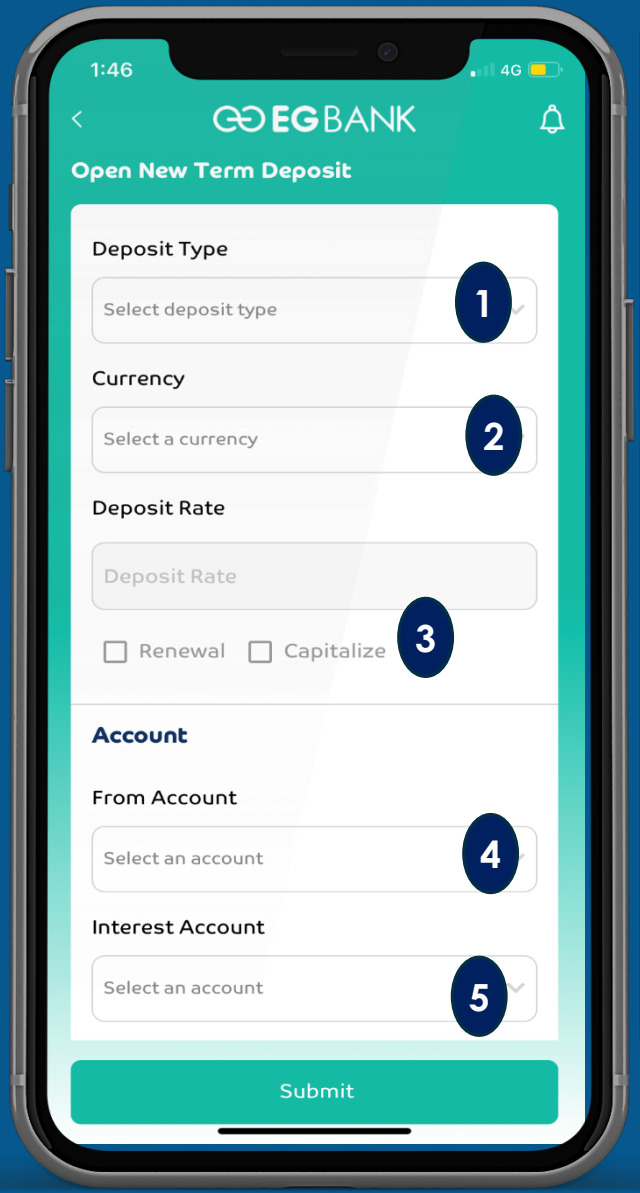
3- Type To whom the Certificate is directed

4- Type the full account Number (13 Digits) in case the certificate will contain a specific account or more

5- Click on (Submit)

EGBANK

Open New TDs / CDS



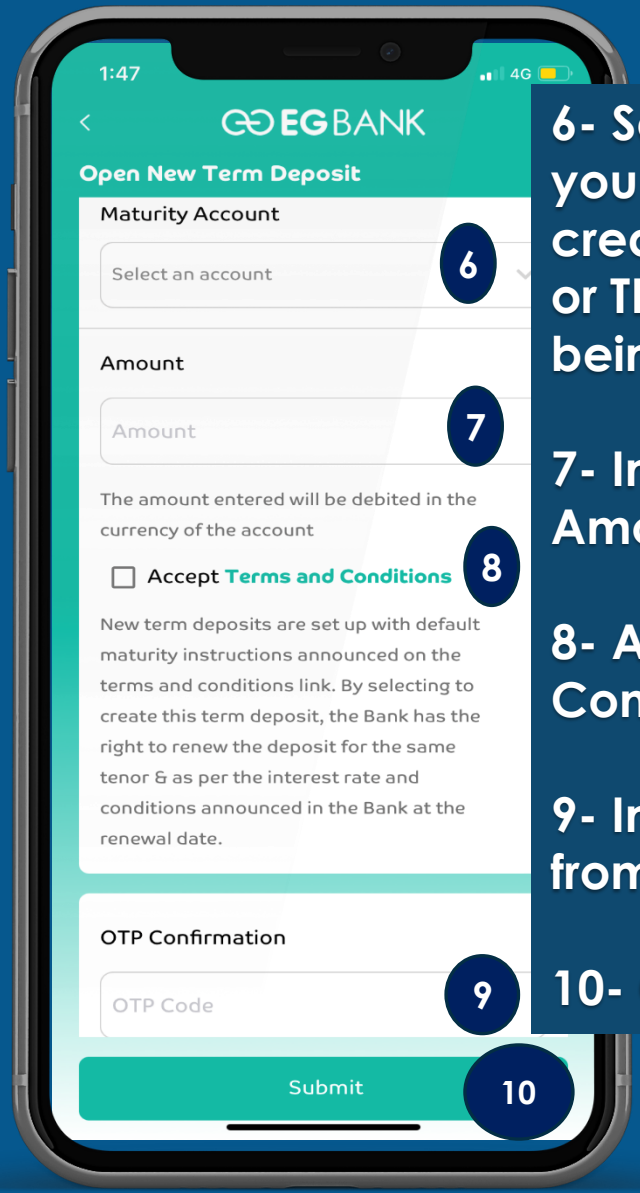
1- Select TD / CD Type

2- Select The TD's/CD's Currency

3- Select in case if (Renewal or Capitalize)

4- Select The Account you want the new TD's or CD's Amount to be deducted from

5- Select which account to be credited with the interest



6- Select the Account you want to be credited with the CD's or TD's Amount after being matured

7- Insert The CD's/TD's Amount

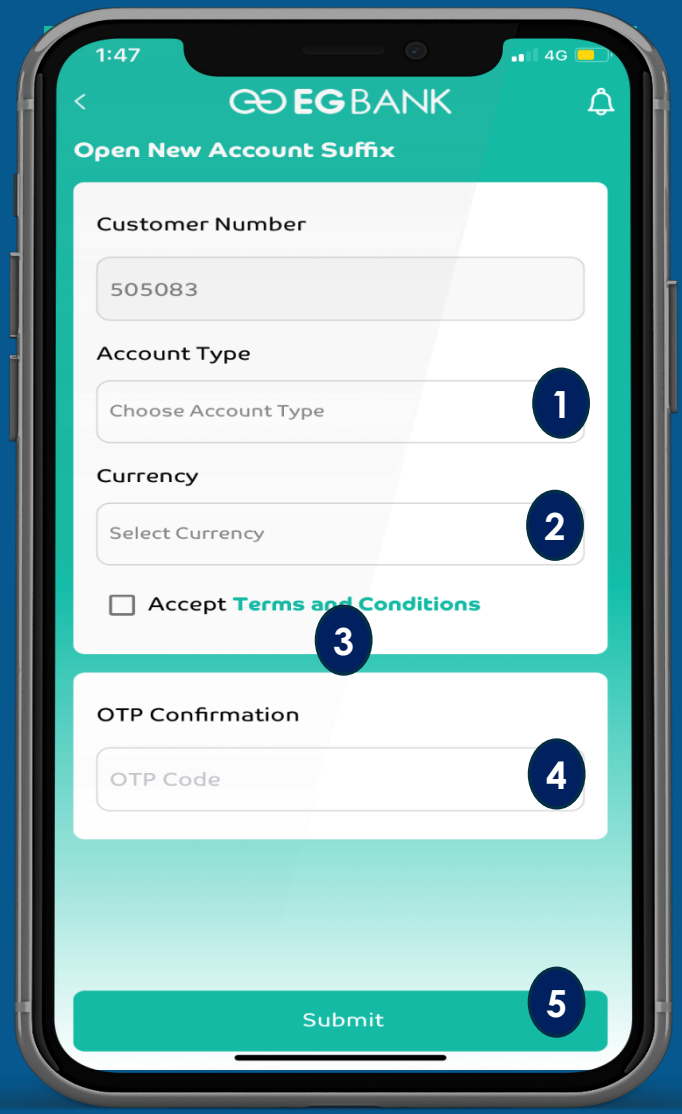
8- Accept Terms and Conditions

9- Insert the OTP Code from EGBank Token

10- Click on (Submit)

EGBANK

Open New Account Suffix



1- Select The Account Type

2- Select The Account Currency

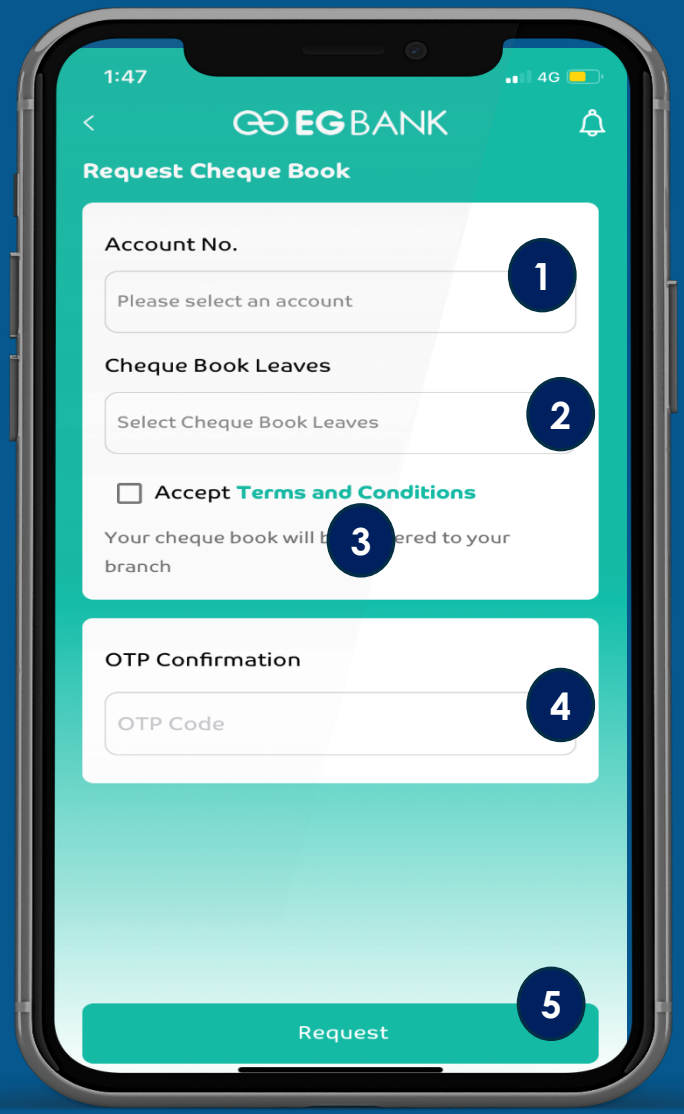
3- Accept Terms and Conditions

4- Insert the OTP Code from EGBank Token

5- Click on (Submit)

EGBANK

Open Cheque Book



1- Select The Account No

2- Select The Cheque Book Leaves (10/50/25)

3- Accept Terms and Conditions

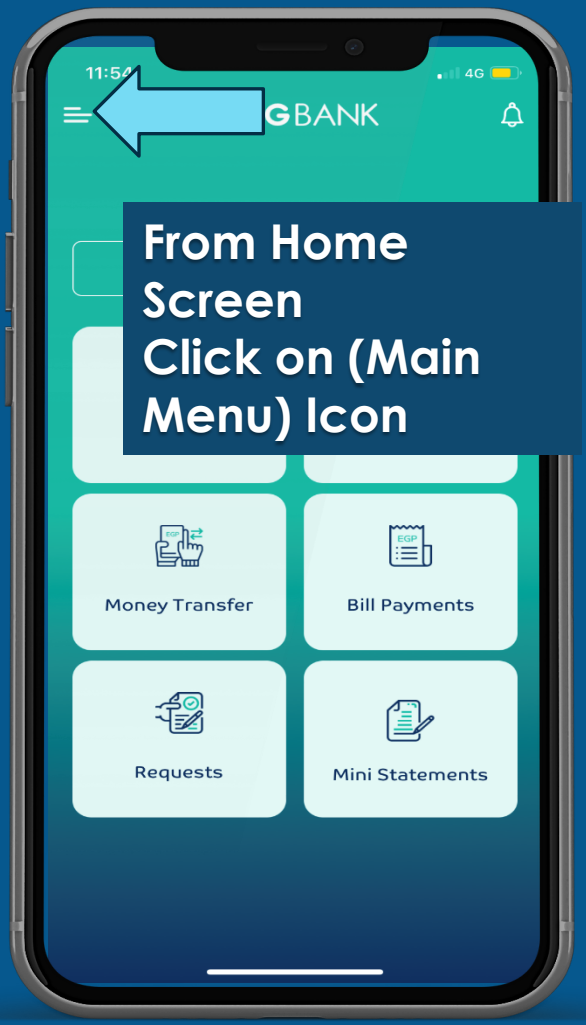
4- Insert the OTP Code from EGBank Token

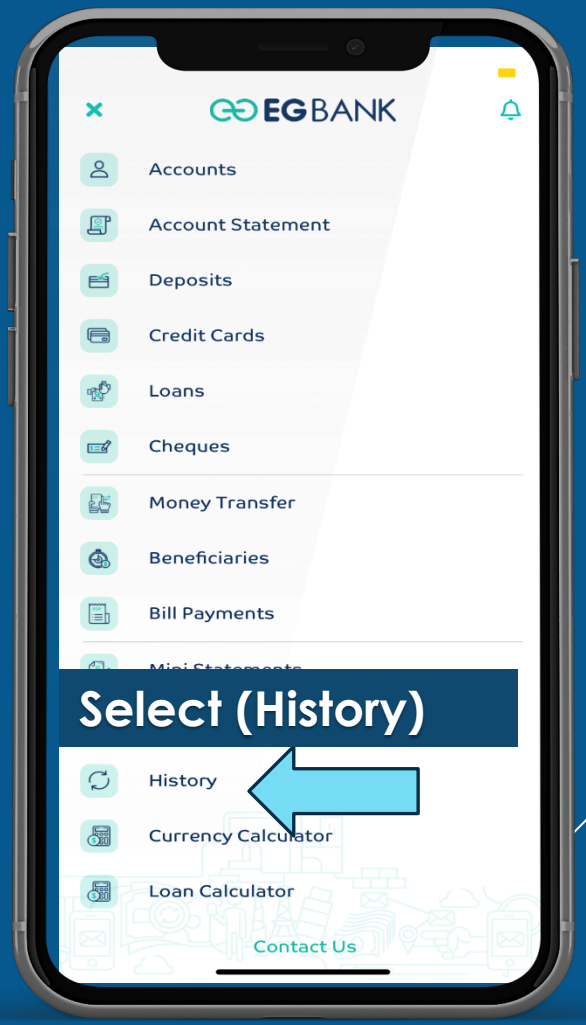
5- Click on (Submit)

EGBANK

Requests History

You can view The Requests History following the below steps:

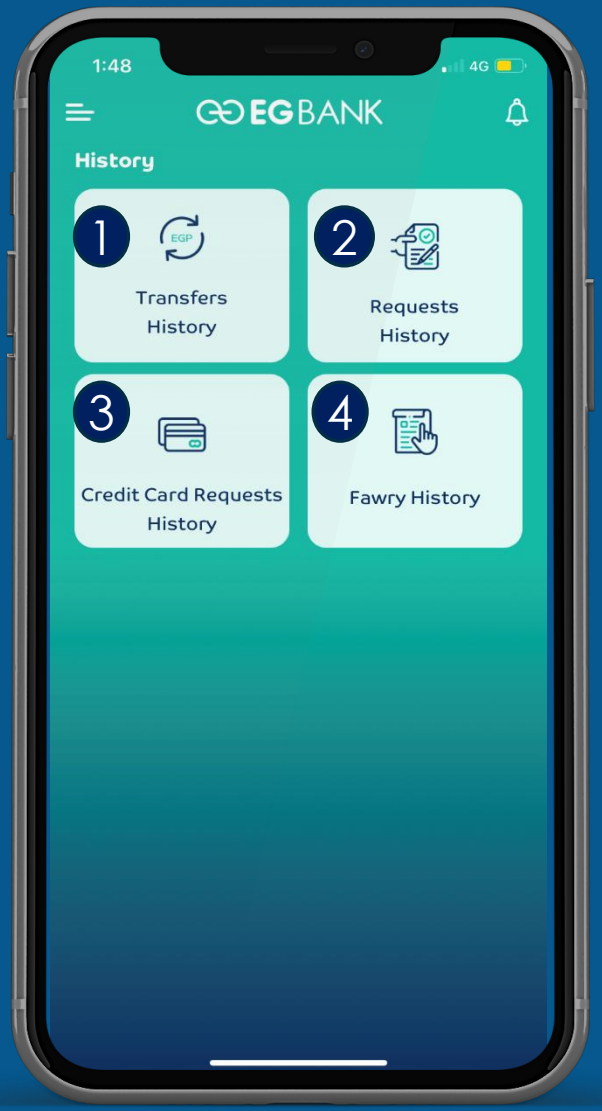




EGBANK

1 Transfers History

2 Requests History



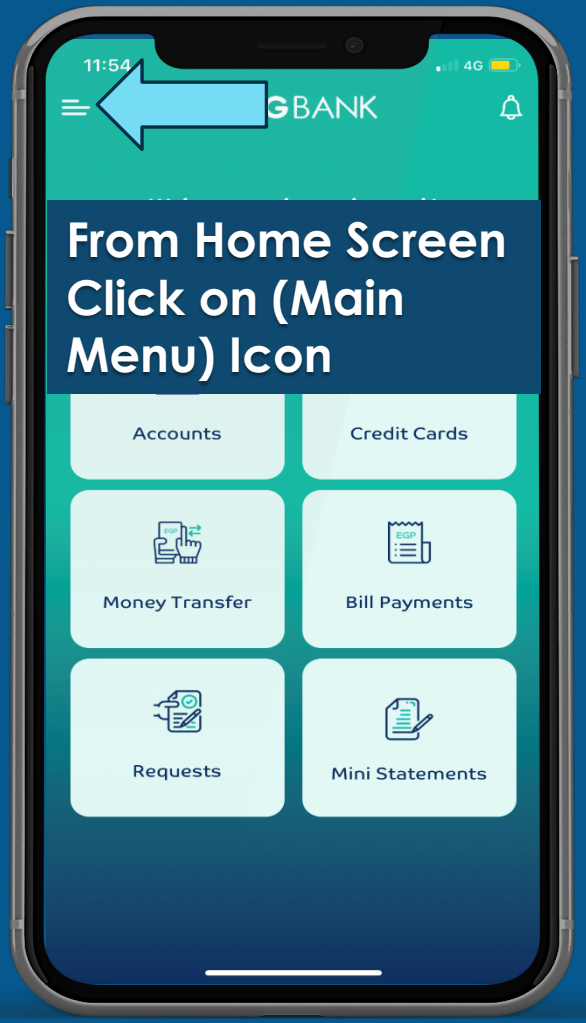
3 Credit Card Requests History

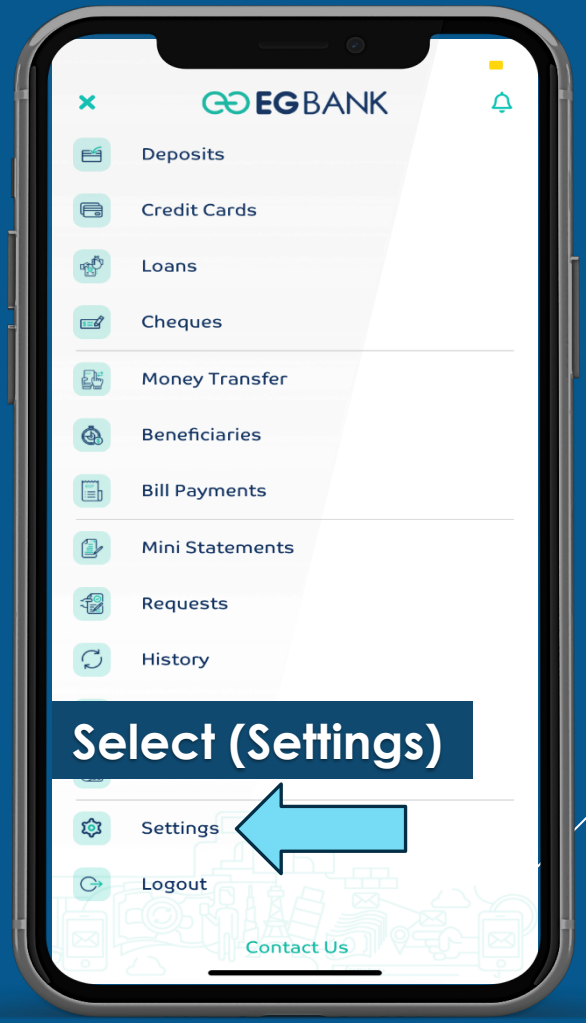
4 Fawry History

EGBANK

Settings

You can View and modify Settings by following the below steps:





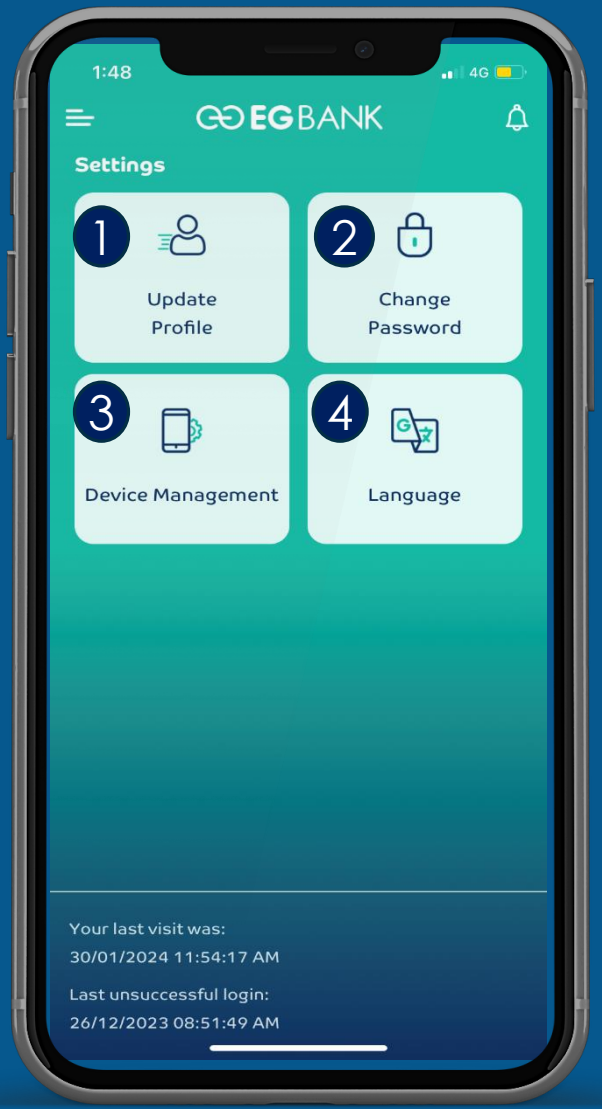
EGBANK

1 Update Profile

2 Change Password

3 Device Management

4 Language



EGBANK

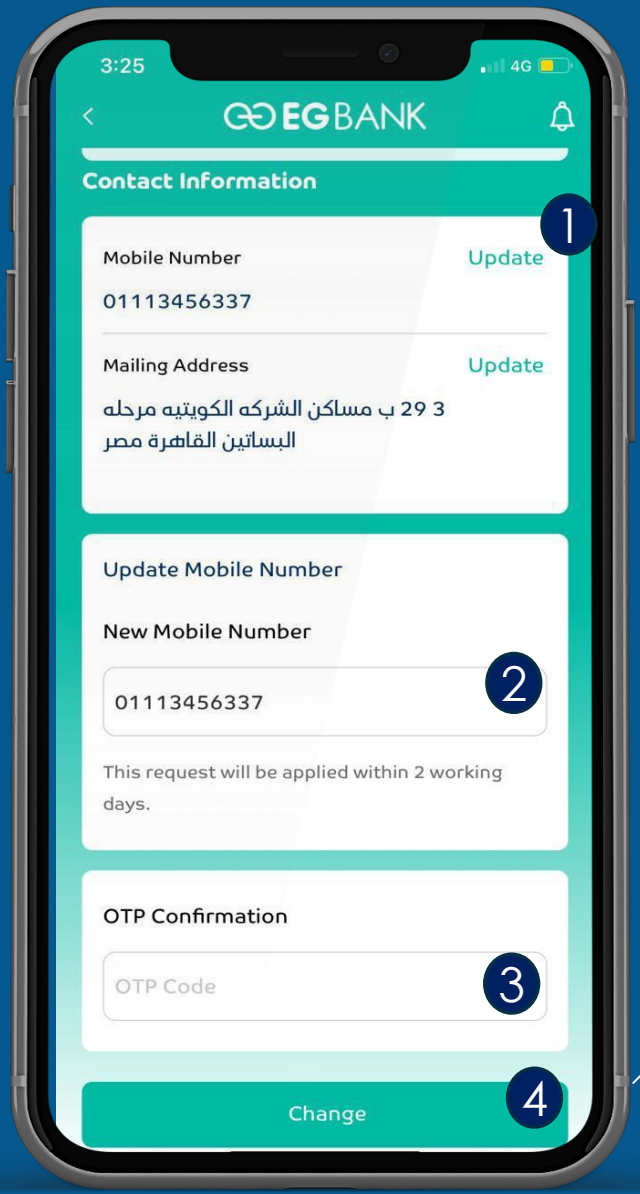
Update Profile



Here You can view and update You Profile Settings

You can view The below details:

- Your Name
- Your Mobile Number
- Mailing Address



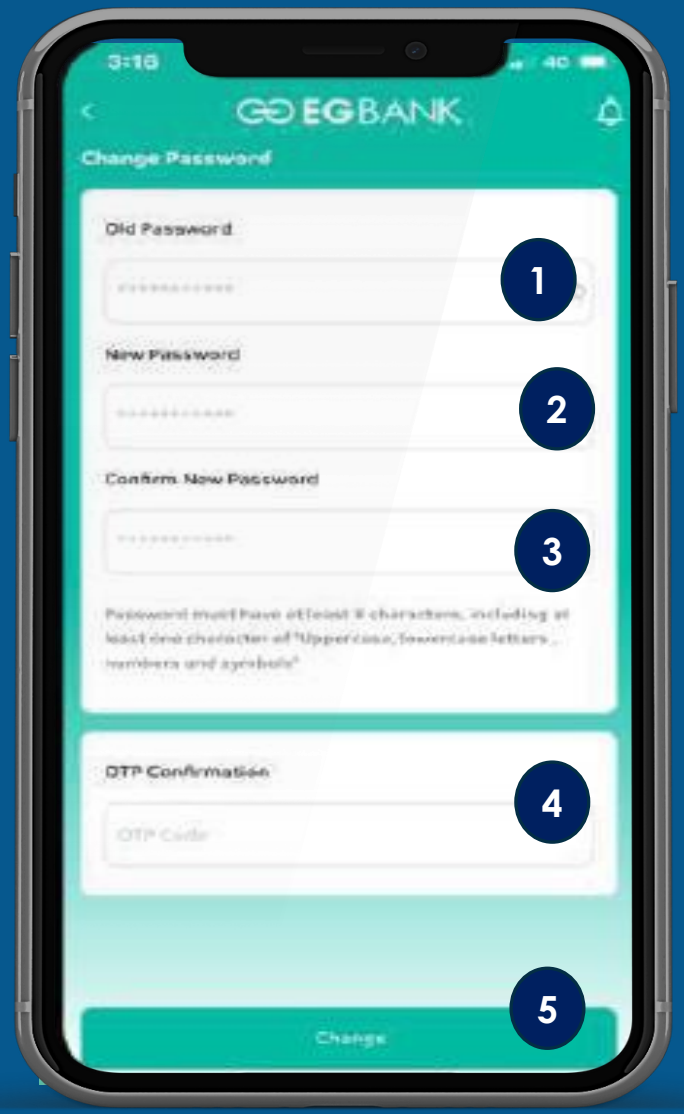
To update any of your profile data
Just follow the below steps

For Example – Update Mobile Number:

1- Click on (Update) on Mobile Number Tab
2- Insert The New Mobile Number
3- Insert the OTP Code from EGBank Token
4- Click on (Change)

EGBANK

Change Password



1- Insert Your Old Password

2- Create a new Password following the Rules of creating new Password

3- Insert the new Password again

4- Insert the OTP Code from EGBank Token

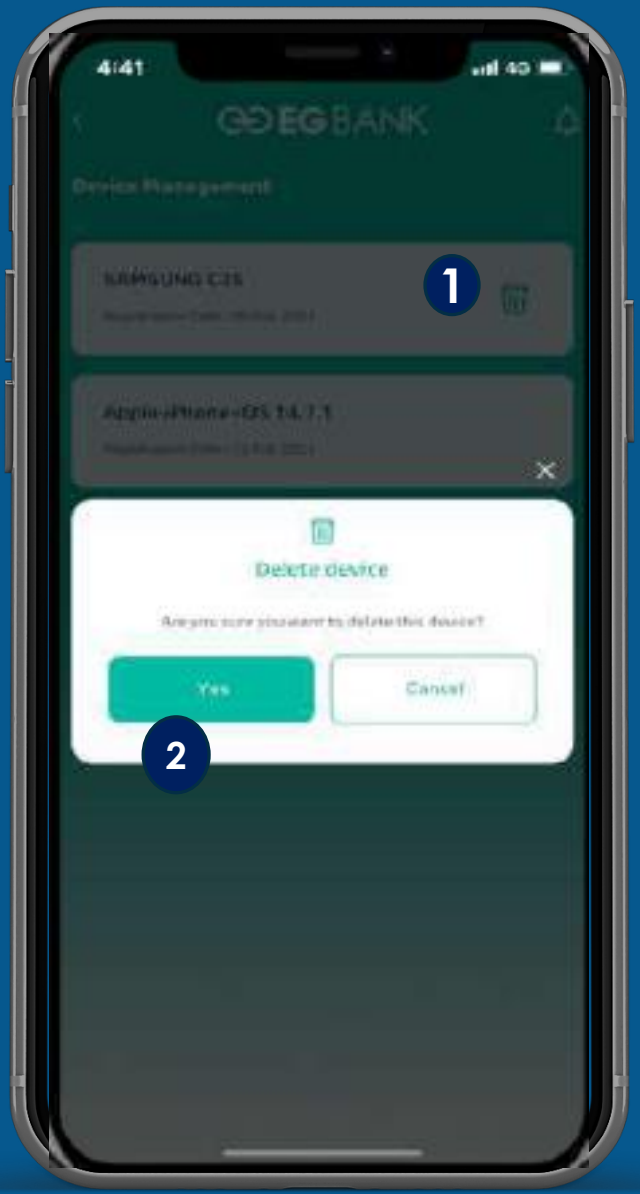
5- Click on (Submit)

EGBANK

Device Management



You can view all the Registered devices that you have logged in to you account from them … The maximum number of registered devices is 3 Devices … To login through a new device you will get an OTP on your registered mobile Number to be entered on the new device



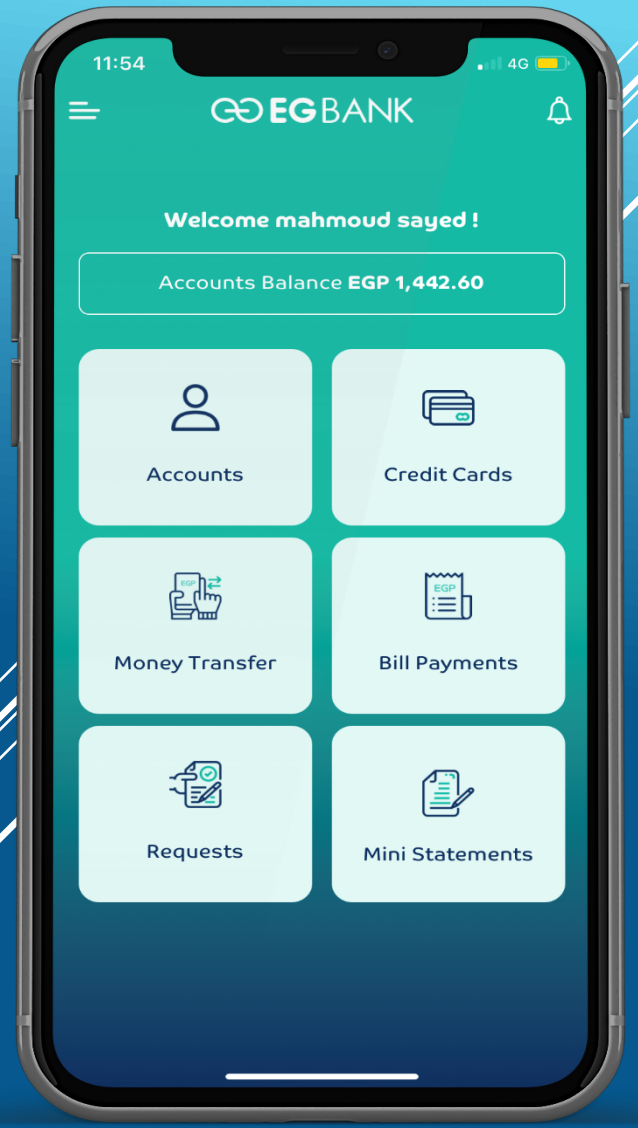
You can delete any of the registered devices by following the below steps

1- Click on (Delete) Icon

2- Select (Yes)

EGBANK

Thank You



Digital Banking Team