

## Frequently Asked Questions

### **What is the installment and cashback offer?**

An offer for credit card customers only on any payment transactions done at hotels and travel agencies via POS machines or online during the months of November and December 2024.

The installment service will be available without interest for 3 or 6 months in addition to a cashback of up to 10% on transactions that were paid in installments

### **How to make installments?**

The customer makes payment transactions and then calls the call center on 16668 to complete the installment process.

### **Can we pay in installments for executed transactions after a period of time?**

A: The installment service must be requested in the same month in which it is carried out.

### **When will the cashback be obtained?**

The cashback amount will be deposited in the month after the offer period.

### **Are there any limits on the transactions that can be paid in installments, and a maximum amount for the cashback?**

Yes, the minimum amount for a single transaction is EGP 5,000 and the maximum total amount for transactions is EGP 100,000 and the maximum amount for the cashback is EGP 2,000

### **How is the cashback amount calculated?**

The maximum cashback amount per card is EGP 2,000. In the case of transactions executed in foreign currency, the cashback amount will be calculated on the value that was deducted in Egyptian pounds.

### **Are there any interests on installment transactions or any other fees?**

The installment service is available for 3 or 6 months without any interest. Only an administrative fee of 6% of the transaction value is calculated. In the event of canceling the installment, a 7% commission is applied to the remaining amount of the original transaction.

