

Corporate Internet Banking FAQs

How can I select or change the language of my online banking transactions?

You can select your language from the online banking login page and choose Arabic or English.

How can I subscribe to the corporate online banking service?

Subscription to the corporate internet banking service is done by having the company's authorized signatory visit the nearest branch, specifying the authority of the users (inquiry authority, executor authority, auditor authority) by the company according to the commercial register.

Executor: The person who creates the transaction and waits for the reviewer to approve it.

References: He is responsible for executing transactions using the security token device.

How can I review the terms and conditions of online banking?

Terms and Conditions can be reviewed through the link available on the online banking login page.

Where can I track my requests sent through Online Banking?

Submitted requests can be reviewed by logging into online banking, then selecting "Services," then selecting "Follow Requests." This is to know the status of the request submitted through online banking.

Can I change my username or password before it expires?

However, the password can be changed before it expires by logging into the online banking service, then clicking on (Protection), then choosing (Change Security Settings), then choosing (Change Password).

Can I change my personal contact details through online banking?

No, you can change your personal contact details by visiting the nearest branch.

If I forgot my password, what do I do?

Click on Forgot Password.

Enter the data required to reset the password and then answer your security questions.

A text message will be sent to the number registered in the service, containing a secret code (OTP) to reset the password.

How to reset the password if it is entered incorrectly more than once or the service is temporarily suspended?

The authorized signatory/reviewer must contact the call center on 16668 to reset the password or reactivate the service.

How do I find account transaction activity?

Log in to the Internet banking service, then choose accounts, specify the account, and choose a detailed account statement.

What is a security token device?

It is a device that allows you to conduct your banking transactions via the Internet/mobile banking, as the device extracts the variable secret number OTP, which is used only once to authenticate transactions through the Internet banking.

How can I activate the Saib Hard Token application?

The authorized signatory on behalf of the company/auditor contacts the call center and sets the password for his security code device for the first time.

The device will generate a secret number that will be used only once and will be entered into the online banking service to authenticate transactions and requests in the data confirmation box.

How can I use the Saib Hard Token app?

Press and hold the OK button.

Then enter the 4-digit password

Click (OK) again to accept the password successfully.

Click on (1) to display the OTP to be used to authenticate transactions.

What are the limits for transferring between accounts?

There is no maximum limit for transfers between customer accounts.

- The daily maximum limit for transfers to accounts within the bank is 5,000,000 EGP.
- The daily maximum limit for transfers to accounts in other banks within Egypt is 5,000,000 EGP or its equivalent.
- The daily maximum limit for transfers to accounts in banks outside Egypt is EGP 8,000,000.

How can I track transfers made through online banking?

After entering the Internet banking service, select "Services" and then select "Internet Transaction History"

Can I add an unlimited number of beneficiaries?

Yes

Are there any fees for transfers?

Yes, fees and commissions are applied according to the fees and commissions tariff for companies.

Can I issue a certificate of deposit through online banking?

Yes you can.

Will the deposit be issued on the same day of the request?

Yes, the deposit will be issued on the same day.

Can I break the certificate / deposit using online banking?

No, you can break the certificate/deposit by visiting the nearest branch.

