

Usage Tips:

- Please call customer service to activate your card before using it.
- Ensure Creating a PIN after activating the card through the nearest AIB EGP ATM machines.
- Call customer service to add a memo with your travelling schedule.
- Make sure to activate the SMS service before travelling; to receive messages after each transaction.
- Upon arrival from travel, please contact the customer service office in your branch to assure that your card is not enrolled among the Cards Replacement List.
- Your card is as important as cash money. So be careful not to lose or damage the card.
- Enjoy secured online transactions with one-time password (OTP) service.
- In the event of a card loss, you should report it immediately to the customer service center to block the card.
- You should monitor your card usage to ensure the validity of all transactions.
- When using your contactless card, make sure to enter your pin on the POS device.
- The cardholder should perform one contact transaction (Balance Inquiry) before using contactless feature.
- For contactless (Tap & Go) parameters, please contact customer service 19604 and globally (00 202 19604), or view the bank's tariff.
- Ensure placing contactless card covered to avoid data theft using special devices.
- Do not place contactless card near POS devices while unused to avoid data collision.
- Do not disclose any of your personal data, pin, or card data to anyone and if required contact your bank immediately.
- For 24/7 customer service, please call 19604 and globally (00 202 19604).