

Financial and Banking Awareness

- In accordance with the country's and the central bank's orientation towards expanding the concept of financial inclusion, banking knowledge has become a right for everyone with the aim of educating the public dealing with banks to protect them and help them to take appropriate financial decisions that are appropriate to their daily requirements and needs and commensurate with their financial capabilities.

In order to be able to choose the right service for you, you must first be familiar with the basic banking terms.

Bank account

- It is an accounting record (financial account) with the licensed banks, in which all financial transactions between the customer and the bank are recorded. This account is also created under a contract called "Account Opening Agreement" signed by the bank and the account holder (the customer).

Types of Accounts

(1) Current account (checking account):

- It is a bank account with no interest. The account can be used in traditional operations such as deposits and withdrawals.
- Money transfers can be made using this account.
- There may be a minimum amount required to open the account and it varies from one bank to another.
- A check book can be issued to the current account, and therefore checks can be issued and used for payment and collection.

(2) Saving Account:

- It is a bank account that gives the customer an interest on the balance deposited in the account, and the method of calculating the interest varies, as it may be calculated daily or monthly.
- There may be a minimum amount required to open the account and it varies from one bank to another.
- It can be used as a short-term savings method (e.g. for one year).
- The account can be used in traditional operations such as deposits and withdrawals.
- Money transfers can be made using this account.



(3) Joint Account

- It is an account that is opened in benefit of more than one person - according to the policy and procedures of each bank - (for example between husband and wife) and any balance in the joint account is the property of jointly shared customers with equal proportions unless agreed upon certain proportions to distribute the balance between the jointly shared customers

Saving products

(1) Time Deposit

- A saving product where the deposit amount is booked with a specific interest for a specified period. The interest is calculated from the second day it is booked and it is due at the end of the agreed period.

- Term of the deposit: ranges from 1 week to 12 months (short term deposits)

- The customer may withdraw the deposit amount at any time before the end of its specified period, but he loses his right to receive the interest

-The higher the interest and amount of the deposit, the higher the rate of return

(2) Certificate of deposit

- A saving product where the amount of the certificate is booked with a specific interest for a specific period and the interest is due monthly, quarterly, semi-annually or annually (the periodicity is determined in the application request)

- There is a minimum amount for one certificate (for example, the minimum amount is 1000 EGP and its multiples)

- Certificate duration: ranges from 1 year to 10 years (long-term deposits)

- The customer may liquidate the certificate at any time before the end of its specified period (provided that the first six months of the date of purchase have passed), but fees for breaking the certificate are imposed on him.

Cards

(1) Direct debit cards

- A plastic card issued by the bank in the customer's name for use in cash withdrawals from the account or for purchases (electronic payment method).

- The direct debit card can be linked to your current or savings accounts and thus you can safely obtain various banking services by using ATMs or online banking services without having to visit the branch to conduct the transaction.

- Can be used for purchases through POS And internet websites online.



(2) Credit cards

- A plastic card issued by the bank in the name of the customer for use in cash withdrawals from the account or in purchases by providing a specific credit limit to the customer (a credit facility provided by the bank to the customer).
- One of the most used and widely spread credit products that can be issued with a collateral (for example, with savings certificates) or with a personal guarantee.
- The card can be used for purchases through POS and internet websites online.
- The card can be used for cash withdrawals locally and internationally and to pay in Egyptian pounds (with the commission charged accordingly).

PIN Code

- It is an abbreviation of the term Personal Identification Number. It is a security code to verify your identity that consists of 4 digit number. It is a security method for conducting financial and banking transactions. It is also an electronic signature issued by the customer to validate the transaction execution. The customer creates it when the debit card is activated. As for the credit card, the bank sends the number separately from the credit card delivery letter

CVV Number

- The credit / debit card security code is an additional 3-digit printed code representing the card verification number to reduce bank fraud.

Score Digital Credit Score

- It is a database in which all financial and credit data and information are recorded for individuals, companies and institutions who have obtained credit facilities from all banks operating in Egypt, which helps bank departments in taking appropriate decisions when granting facilities to any customer by identifying the customer's credit history and the extent of its regularity in paying previous loans and credit facilities

Bank Transfer Service

- It is a service that enables you to transfer your money quickly and safely from one account to another, whether it is between your personal accounts or to other people's accounts, whether inside the bank or outside the bank and whether the account transferred to is in a bank inside or outside the country.
- International Bank Account Number IBAN is a number consisting of 29 digits, including basic routing information for electronic payments that the customer uses to transfer from his personal accounts to other accounts in other banks.



Financial inclusion

-Financial inclusion is intended for every individual or organization in the society to find financial products suitable for their needs, for example

Savings Accounts

Current Accounts

Payment and transfer services

Finance and credit

And other different financial products and services

- These products are supposed to be offered through legitimate channels, such as banks, the Postal Authority, NGOs, and others, also these products should have prices that are suitable for everyone, should be easily accessible and take into account the protection of consumer rights

- All this is to ensure that all segments of society have appropriate opportunities to manage their money and savings in a safe and secure manner to ensure that the majority do not resort to unofficial means that are not subject to any control and supervision, and that can expose them to fraud.

The importance of financial inclusion and its objectives

Financial inclusion is a major reason for the country's economic growth and financial stability**How**

- The economic condition of the country will never improve as long as along there are a large number of individuals and organizations financially excluded from the formal financial sector. The financial inclusion also ensures that the financial institutions develop their products and compete with each other to offer cheaper and easier financial products that are considerate to the consumers' interests

- Financial inclusion is concerned with many segments of society, especially marginalized groups or those who do not have access to formal financial products that suit their needs, such as the poor, low-income people, especially women, owners of small and medium enterprises, owners of microenterprises, children, youth and others. Financial inclusion ensures that all these groups find financial products that are appropriate to their needs and circumstances, which will lead to a higher standard of living, thus reducing poverty rates and achieving economic growth for individuals and the country.

The most important guidelines when dealing with banks

- When submitting an application to obtain a product or service from the bank, you must disclose all your financial obligations with all entities and you must ensure that this is appropriate to your needs, and to make sure that your decision is based on your ability to meet the obligations that you will have after obtaining the product or service.



Instructions for using the bank's products and services and the most important security and protection measures

(1) Bank accounts

- Opening a bank account that helps you better manage your finances.
- Choose the bank account that best suits your needs, whether you want to save and get an interest, or open a current account to withdraw, deposit, transfer, and obtain a check book.
- Make sure to review the movements on your account periodically by reviewing the account statement / movements, and in case you discover any transaction that is unknown or suspect a fraud attempt in it, inform the bank immediately
- Always commit to using the account in accordance with its terms and conditions
- Always keep the confidentiality of account data and do not disclose it in any form

(2) Bank cards debit - credit

- Despite the ease of banking transactions using cards, they are subject to a number of potential risks such as being stolen, piracy or fraud. Here are some tips that you should consider to avoid such risks.
- Keep the confidentiality of your financial, banking and personal data, and this means that no one will be permitted to disclose that data.
- Do not give your bank card to anyone, regardless of how you relate to them, to use it on your behalf, based on the principle of trust, because you cannot expect current or future transactions from this person on your accounts.
- Keep the card in a safe or secure manner so as not to be damaged / bent / broken, and keep it away from any metal objects so that the magnetic part of the card or chip is not damaged.
- Do not try to write on the card.

Password/Pin number

- Keep your bank card in your wallet to facilitate your notice that it was lost or stolen.
- Avoid using the same password for more than one purpose or on more than one website, especially the password that allows obtaining financial information or on the bank's online services.



- Change the password once you receive your card and choose numbers that are easy for you to memorize and always remember.
- Be careful not to use a password that is easy to guess and avoid using any dates related to you or using serial numbers like 1234 or repeated like 1111, it is preferable to use numbers randomly.
- Remember your password and never write it down, and if you do not have an option you can record the password in a way that no one else can understand or analyze.
- Avoid writing down / writing the password or keeping it with the card in one place

TAKE CAUTION! Do not keep the card and password in one place

- You must change your password one or more times every three months
- Do not ask anyone for help to enter the password, and go to the nearest branch for a specialist to assist you.
- In case of losing the card and / or the password together, you must inform the bank immediately to stop the validity of using the card.
- Report immediately any SMS that you may receive regarding a transaction that you did not perform by contacting the call center.
- Immediately report stolen or lost cards, even if they were locked in the ATM machine by contacting the call center.

(3) ATM Machine

- ATM machines enable you to carry out many different banking transactions such as:

Cash withdrawal.

Inquiry about the balances of your bank accounts.

Print a brief account statement.

Inquiry about the latest movements on your account, around the clock without the need to visit the branch.

- Make sure to enter the card in the place designated for it at the ATM, provided that the magnetic tape is down.
- Enter your 4-digit password using the keyboard on the device.
- Choose the language that suits you.
- Choose the banking service you want within the various options available on the ATM screen.



- Select the type of account you want to withdraw from.
- Enter the amount you want to withdraw from the account (taking into account the daily withdrawal limits and the maximum withdrawal amount per transaction).
- Make sure to get your card when the ATM automatically ejects it and wait a while for cash
- If the card is delayed, do not attempt to ask anyone for help to extract the card from the device, you should call the number 19342 for the call center for free or inform the branch.
- Check and make sure that cash comes out of the ATM, do not rush, pull the card, and leave immediately.
- Pull the cash immediately and as quickly as possible so that the machine does not take it back if you are late in taking the money from it.
- If your card was withdrawn by the ATM, quickly inform your branch or the call center about this.
- Make sure to take the withdrawal receipt at the end of the process.

How to securely use an ATM Machine

- Fraudsters try to install some devices in front of ATMs with the purpose of stealing the card or obtaining information from the magnetic tape installed on the card, so if you notice that there is anything unusual in the machine you must stop using it and call the call center toll free 19342.
- You should always stand close to the ATM machine in a way that does not show the keyboard so that no one can see the password when using the machine.
- You should contact the bank immediately if you notice indications of attempts to tamper with the ATM or if you notice the presence of external electrical connections or wires.
- If you notice weakness in the ATM lighting, or the machine is in a dark place or out of sight, you If you feel suspicious while using an ATM, cancel the process and leave immediately.
- When using an ATM machine, you must make sure that there is no intruder watching you when you enter the password or withdraw cash from the machine.
- Do not count any cash near the ATM, but put your money, card and cash receipt in your wallet.
- Always make sure to memorize the toll-free call center number 19342 to be able to promptly report if your card is lost or stolen.
- Scammers may take advantage of receipts or account statements extracted from an ATM that were thrown into the trash to obtain your personal information (such as your name, address, card number, expiration date, birth dates, or family name). All this information is used to impersonate you and access your bank account.
- All data provided in the bank and the card statements must be read carefully.
- Any receipts or messages containing your name, address or any other personal information must be destroyed.



- If you have not done so, you must call the toll-free number for the call center 19342 to set up security measures related to your account; this will facilitate your identification when calling.

TAKE CAUTION!

- Do not enter the password if you feel there is someone watching you or someone close to you.

TAKE CAUTION!

- Stop entering the password if you enter it wrong three times in a row and try again later or ask for help by calling our toll-free call center 19342.

TAKE CAUTION!

- Do not leave any receipts at the ATM machine because it contains important information about your account, nor do you throw it in the trash without destroying it.

(4) Internet Banking Service:

- The Internet banking service enables you to deal with banking services and products easily at any time and from any place where you can, for example (see your account - inquire about the movements executed on your account - inquire about your daily account balances - make transfers), but you have to Consider the following:

- Do not access your online bank account from an internet café, a shared computer, or an unsafe public internet.

- Make sure that your computer, mobile phone and web browser operating systems have the latest security updates.

- Use and update antivirus software regularly. And make sure to enable automatic updating of the program.

- Use Personal Firewall.

- Never leave an Internet banking session open.

- Fully keep the confidentiality and privacy of all information and data.

- Be careful and don't respond to any emails from unknown sources and avoid answering any inquiries about your personal data or your financial or banking information.

- If you notice anything strange with your accounts or if you suspect that your accounts have been subjected to a hacking attempt, you should quickly contact the toll-free number for the call center 19342

Password precautions

- Do not disclose your online banking password to anyone and change it regularly.

- Always use strong passwords, that can't be easily guessed and don't use it for multiple accounts, use a different password and do not write it.



- Do not use easy-to-guess passwords such as your name, nickname, family name, address, phone number, or any other information that may be easily accessible.
- Do not use the same password that you use to log in to your computer or access your email.

TAKE CAUTION! Watch out for responding to fraudulent emails.

- Fraudulent emails have many forms. They may be in the form of a message from the bank asking you to re-enter the password or pin code to electronic services the bank provides to its customers or in the form of personal financial information. (The bank will never ask for this information).
- Fraudulent e-mails may also take the form of an incoming message from someone you do not know that offers you to participate in a specific matter or work and obtain a large amount of money in return for your assistance to him, or tells you that you won an award in a lottery you did not participate in.
- Ignore these emails completely because they are intended to obtain information related to your account (s).
- If there is any doubt regarding these messages which appear to be from the bank, you can contact the call center 19342 before taking any action.
- If you suspect that you have disclosed some of your banking details, you should immediately call the Call Center 19342.

(5) Banking transfer service

-In order to transfer your money safely and to avoid exposure to fraud or abuse of the service, you should take care of the following:

- Do not disclose your account number to others to pass money transfers to other beneficiaries that you do not know nor for any unknown or unjustified purpose
- Do not agree to receive remittances from persons, entities or institutions that you are not familiar with or for unclear purposes.
- Avoid responding to emails or phone calls that request your account number in order to send remittances of high value amounts.
- Check the accuracy, completeness and validity of the beneficiary information when requesting the issuance of a special transfer if the beneficiary is outside the country.
- Always accurately disclose in detail the purpose of the transfer and the relationship with the beneficiary.
- Do not rely on memory to remember the account number or the address of the beneficiary, as this data must be written, complete and clear.
- Always remember that the bank relies on the data and information that was written on the transfer request form and uses it when sending the transfer. Therefore, make sure that it is clear and correct.



(6) Loans and Credit Facilities:

-The bank offers many credit facilities to finance various personal and commercial purposes that aim to meet the needs and requirements of individuals and companies by providing the suitable credit products for them such as personal loans - auto loans - real estate loans - credit cards ...etc. In order to raise the customers' awareness and regulate their relationship with the bank, the following are some relevant guidelines and advice based on the principle of clarity and transparency:

- When applying for a credit facility, accurate information about the monthly income and its sources must be provided in order for the burdens that the customer will be required to fulfill match with the income (so that the customer does not default later)
- The updated rates for banking services should be read on the bank's website, where it clarifies the expenses, commissions and fees related to the banking services provided by the bank.
- Do not hesitate to ask for a detailed and complete explanation of each term of the loan contract or facility contract from the bank's employee.
- Review all the details of the credit facility that were agreed on before signing the documents and contracts, including the amount of the credit facility, the date of grant, the date of the loan expiry, the date of deduction of the installment (installments), the scheduled rate of return, delay fine, and expedited commission of payment.
- Ensure that all data required in the loan contracts are fully met and verified. Interest, commissions and any other items are met, provided that writing is in clear and understandable writing.
- Avoid signing partially or completely blank contracts.
- Make sure to receive a final copy of the contract after signing it by the bank.
- Make sure to receive and review the repayment schedule for progressive loans, which shows the principal of the debt, the value of interest, the value of the monthly installments and their maturity dates.

TAKE CAUTION! Your regular due payment, maintains your I-Score digital credit record

- As we mentioned previously, the I-Score digital credit record is the customer credit database on which bank departments depend on to make decisions when granting facilities to any customer, it is a mirror that reflects the extent of customer commitment and regularity, since in the event that you fail to pay your credit obligations, that is It exposes you to listing on irregular clients, which may hinder you from obtaining any loans or credit cards.

How can you keep a good credit record?

- Before applying for a credit facility from the bank, you must calculate the monthly income with its various sources (for example a monthly salary - certificate interest - property rent) and your personal and family obligations and expenses
- Commitment to pay the credit card debt on a monthly basis, or at least pay the minimum monthly amount, so that arrears do not accumulate on your card.



- Full commitment to pay the loan installments on the due date and therefore good planning for the use and distribution of income must be done.
- Always make sure that there is sufficient balance in the account to cover the value of checks drawn before their due date to avoid the presence of bounced checks on the account, and this requires saving the dates of checks in a special record with the customer or on the checkbook stub in order to facilitate follow-up.
- Try to check your credit history annually to verify its data and address any problems.

TAKE CAUTION! If you are required to be the guarantor of a credit facility customer, this will entail obligations on your part towards the bank, so make sure that this customer has a regular credit history

Who is the guarantor? A person (individual / corporate) who provides a guarantee (personal "signature checks or bonds" / in kind) in exchange for financing or credit facility granted to a customer and accordingly:

- The guarantor undertakes to pay the finance installments due on the original debtor (the customer) in the event that the customer fails to pay.
- In case of delay or failure to pay the installments on their due dates repeatedly, this will negatively affect the credit rating of the guarantor with the Egyptian Credit Inquiry Company.(I-SCORE).
- In case of stopping the payment for a period of more than 180 days, the bank will include the name of the guarantor in black list of clients in the Central Bank of Egypt, and this will negatively affect the guarantor's future credit transactions.
- You must read the contract well, inquire about any item that is not clear and make sure that it is well understood.
- You can request a copy of the contract at any time.

The importance of reading contracts

- The importance of reading the terms and conditions mentioned in the contracts / forms:
- Ensure that your basic information is met accurately, such as the correspondence address and contact numbers mentioned in the contract / service form, so that it facilitates the communication process between you and the bank when needed.
- Some customers skip reading the terms and conditions or do not complete reading them, which might cause them harm as they don't know their rights and obligations, so the customers must read the terms and conditions carefully before signing them.



- It is important to ask the bank staff questions about any term that is not clear or a condition that you have not comprehended. You must ensure that the form / contract is complete (in terms of the number of pages), as well as make sure that all the required data is met, and not to sign blank or incomplete forms.
- If you encounter any difficulty in understanding any of the terms and conditions mentioned in contracts or forms, ask the bank employee to clarify the matter. The staff will answer any questions in a professional manner that will help you in making decisions according to your needs and financial situation.
- Do not use the service or product except in accordance with its terms and conditions, in which you must review and make sure that they are fully understood and meeting your needs.
- When reading transactions and contracts, make sure that all required fields and numbers are completed in the form that was submitted to you before signing, and do not sign blank or incomplete forms.

TAKE CAUTION!

- For example when reading the loan contract, make sure you know (contract duration - rate of interest - expenses and commissions applied - payment term - payment date)

TAKE CAUTION!

- For example, when reading the request form for saving certificates, make sure (the type of certificate - the duration of the certificate - the applied rate of interest - the periodicity of the exchange of the interest - the conditions for redeeming the certificate)

The importance of providing accurate and complete information to the bank:

- Be sure to provide your information in a transparent and reliable manner.
- Providing the bank with accurate and clear information, helps it to provide the appropriate products and services for you
- When submitting an application for a product or service, you must disclose all your financial obligations with all parties and you must ensure that this is appropriate to your needs and your ability to pay.
- You should review all the information you recorded on the different bank forms to ensure that there are no errors in (account number, amount or beneficiary information), as your signature means approval of the content of the form.
- You must update your personal and banking information at the request of the bank or in the event of any change in your data in order to protect your transactions and to provide services that match your new needs.



TAKE CAUTION!

The National ID card must be valid to complete your transactions inside the bank.

Keep your data confidential

- You must not disclose, under any circumstances, any details of your bank account or any other banking or personal information to any other party.
- The necessity of not disclosing any confidential information regarding the accounts to any other party, and taking all necessary measures to maintain debit or credit cards, as well as the user name and password.

The importance of updating the personal data:

- You must update your personal information with the bank regularly, including contact information. When any change have occurred, and you will be responsible for the information that you have not provided the bank / financial institution.
- Use your postal address (regular mail and e-mail) and your contact numbers when requested from the bank. Do not use other addresses that do not belong to you, such as those belonging to friends or relatives, as this could divulge your financial information to them.

The need to notify the bank when discovering any transaction that steals, misappropriates, manipulates accounts, or deducts unauthorized transactions from the customer on debit or credit cards.

- If you discover unknown, mysterious and unknown transactions on your account, you must inform the bank immediately.

Guidelines for dealing with bank fraud and forgery:

- keep your confidential information for yourself and do not share it with anyone (such as a PIN code or password)
- Do not give your password to any person when you call the bank or anyone who calls you, even if they mentioned that they are from the bank or claim to be from the police or any other security agency.
- To protect against fraudulent calls watch out for suspicious phone calls, especially if you are asked to disclose personal information and trust that bank will not contact you for the purpose of obtaining information that is supposed to be exclusive only to the customer (password, CVV credit card numbers, date Card expiration, etc.
- If you have doubts about a phone call, an email or a text message from the Egyptian Gulf Bank please quickly contact the call center 19342 or visit the nearest branch
- Never open files attached to email messages from unknown sources or open any links.
- Do not submit your account information to telemarketing or callers who claim to verify your account information.



- Do not download any anonymous software or applications.

TAKE CAUTION!

- If a bank employee calls you, he will never ask you for your confidential data such as your password, PIN code, CVV number, full credit card number, or direct debit card.

- In the event that the customer does not comply with what was stated in the previous terms and conditions, the customer bears full responsibility for any transactions that were carried out without his approval and the commissions and expenses incurred by him.

