



CIB OVERSEAS SERVICES GUIDE!



**OVERSEAS
BANKING**

Experience CIB Overseas - Your ultimate remote banking experience! Tailored for non-resident Egyptians (NREs), CIB Overseas extends its services beyond borders, offering diverse segments with various levels of remote banking support.

Whether you choose **CIB Overseas Prime** for selected remote banking services, **CIB Overseas Plus** for a dedicated officer and secured facilities, or **CIB Overseas Wealth** for the full remote banking experience, exclusive products, and a dedicated premium client advisor, rest assured that we've got you covered!

This services guide outlines the channels for receiving requests for each remote service from abroad according to your segment, ensuring a seamless experience from abroad.

Explore all CIB Overseas segments, choose the suitable one for your banking needs, and enjoy a tailored, stress-free remote banking experience with CIB Overseas today!



CIB Overseas website



Overseas Services Guide:

Service/ Request	Overseas Prime	Overseas Plus	Overseas Wealth
Inactive Account Activation	<ul style="list-style-type: none"> Overseas Support email Call Center 	<ul style="list-style-type: none"> Overseas Officer Overseas Support email Call Center 	<ul style="list-style-type: none"> Overseas Premium Client Advisor Overseas Virtual App (Request Call Back) Overseas Support email Wealth Call Center
Debit & Credit Card Activation	<ul style="list-style-type: none"> Call Center 	<ul style="list-style-type: none"> Call Center 	<ul style="list-style-type: none"> Wealth Call Center
Debit & Credit Card Replacement	<ul style="list-style-type: none"> Internet Banking Call Center 	<ul style="list-style-type: none"> Internet Banking Call Center 	<ul style="list-style-type: none"> Overseas Premium Client Advisor Overseas Virtual App (Request Call Back) Overseas Support email Internet Banking Wealth Call Center
Delivery abroad for Debit Card	<ul style="list-style-type: none"> Call Center 	<ul style="list-style-type: none"> Call Center 	<ul style="list-style-type: none"> Overseas Premium Client Advisor Overseas Virtual App (Request Call Back) Overseas Support email Wealth Call Center
Delivery abroad for Credit Card	<ul style="list-style-type: none"> Call Center 	<ul style="list-style-type: none"> Overseas Officer Overseas Support email Call Center 	<ul style="list-style-type: none"> Overseas Premium Client Advisor Overseas Virtual App (Request Call Back) Overseas Support email Wealth Call Center
Secured Credit Card Issuance	<ul style="list-style-type: none"> Not Available 	<ul style="list-style-type: none"> Overseas Officer Overseas Support email Internet Banking Call Center 	<ul style="list-style-type: none"> Overseas Premium Client Advisor Overseas Virtual App (Request Call Back) Overseas Support email Internet Banking

Service/Request	Overseas Prime	Overseas Plus	Overseas Wealth
Secured Loan (Apply & Book)	<ul style="list-style-type: none"> Not Available 	<ul style="list-style-type: none"> Overseas Officer Overseas Support email Internet Banking Call Center 	<ul style="list-style-type: none"> Overseas Premium Client Advisor Overseas Virtual App (Request Call Back) Overseas Support email Internet Banking
Customer Information Update (KYC)	<ul style="list-style-type: none"> Call Center 	<ul style="list-style-type: none"> Overseas Officer Overseas Support email Call Center 	<ul style="list-style-type: none"> Overseas Premium Client Advisor Overseas Virtual App (Request Call Back) Overseas Support email
Change Mobile Number	<ul style="list-style-type: none"> Internet Banking Call Center 	<ul style="list-style-type: none"> Internet Banking Call Center 	<ul style="list-style-type: none"> Overseas Premium Client Advisor Overseas Virtual App (Request Call Back) Overseas Support email Internet Banking Wealth Call Center
Change Mailing Address	<ul style="list-style-type: none"> Internet Banking Call Center 	<ul style="list-style-type: none"> Internet Banking Call Center 	<ul style="list-style-type: none"> Overseas Premium Client Advisor Overseas Virtual App (Request Call Back) Overseas Support email Internet Banking Wealth Call Center
Online Banking Reset	<ul style="list-style-type: none"> Call Center 	<ul style="list-style-type: none"> Overseas Officer Call Center 	<ul style="list-style-type: none"> Overseas Premium Client Advisor Overseas Virtual App (Request Call Back) Overseas Support email Wealth Call Center
Overseas Team Direct Contact	<ul style="list-style-type: none"> Not Available 	<ul style="list-style-type: none"> Overseas Officer Overseas Support email Call Center 	<ul style="list-style-type: none"> Overseas Premium Client Advisor Overseas Virtual App (Request Call Back) Overseas Support email

Overseas Wealth Exclusive Remote Services:

Service/ Request	Overseas Prime	Overseas Plus	Overseas Wealth
New Debit Card Issuance	Unavailable Remotely (Customer has to visit the branch)	Unavailable Remotely (Customer has to visit the branch)	Available remotely through: <ul style="list-style-type: none"> • Overseas Premium Client Advisor • Overseas Virtual App (Request Call Back)
Cheque Book Delivery Abroad			
Certificate issuance & stamped bank statements			
Clearance Letter Issuance			
Secured Overdraft limit decrease, cancellation			
Loan full / partial settlement			
Break/ Amend CDs & TDs			
One-time delegation acceptance			
Power of Attorney deletion			
Close Sub Accounts			

Contact Us

**You can reach our Call Center
from abroad through:**

Overseas Plus and Overseas Prime customers:

Call (+202 19666) or (+202 35679700)

Overseas Wealth customers:

Call (+202 19847) or (+202 37475500)

You can reach Overseas Support team

overseas.support@cibeg.com

**Download the Overseas
Virtual Banking App through:**



Overseas Virtual Banking App