



# ALTERNATIVE CHANNELS SERVICES - ONLINE BANKING AND ATM

Tariff Section	Tariff	Types Of Services	Prime	Plus	Wealth	Non CIB Customers
Online Banking	Checkbook request	Fees for checkbook requested through internet banking OR mobile banking (50% less than if checkbook requested from the branch)	Subject to Bank's tariff	Free	Free	
Online Banking	One Time Password (OTP)	Soft Token OTP	Free	Free	Free	
Online Banking	Hard Token OTP	Hard Token OTP	EGP225	EGP225	EGP225	
Online Banking	Transfer - Outward No Fees (Local Transfers in EGP is waived till December 31 <sup>st</sup> 2021 as per CBE new guidelines for all segments.	Through internet or mobile banking in LCY	0.1% minimum EGP10 - maximum EGP250 + 50% of swift charges + corresponding charges	0.1% minimum EGP10 - maximum 250EGP + 50% of swift charges + corresponding charges	0.1% minimum EGP10 - maximum 250EGP + 50% of swift charges + corresponding charges	
Online Banking	Through internet or mobile banking in USD Transfer outward	Through internet or mobile banking in USD FCY	0.15% minimum USD10 - maximum USD100 or equivalent + 50% of swift charges + corresponding charges	0.15% minimum USD10 - maximum USD100 or equivalent + 50% of swift charges + corresponding charges	0.15% minimum USD10 - maximum USD100 or equivalent + 50% of swift charges + corresponding charges	
ATM	Checks collection	50% discount on the announced tariff when checks deposit through an ATM	Subject to bank's tariff	Subject to bank's tariff	Subject to bank's tariff	
ATM	Checkbook request	Checkbook request	Subject to bank's tariff	Subject to bank's tariff	Subject to bank's tariff	
ATM	Bill payment	Bill payment	Telecommunications: Vodafone, Orange, Etisalat bills (4EGP per bill) Vodafone, Orange, Etisalat charging bills (no commission) Telecom Egypt bills (EGP3 per bill) Internet: TE-Data - LinkDSL - Noor DSL / Quota (EGP4 per bill) Traveling tickets: Egyptair - Air Cairo - GoBus bills (EGP10 per bill) Air Arabia bills (no commission) Insurance: CIL Commercial International Insurance (no commission) Other services: Canal Company for Electricity (EGP2 per bill) Central Egypt Electricity, North Delta (EGP3 per bill) Giza Water Company (EGP5 per bill) American Chamber of Commerce (EGP5 per bill)	Telecommunications: Vodafone, Orange, Etisalat bills (4EGP per bill) Vodafone, Orange, Etisalat charging bills (no commission) Telecom Egypt bills (EGP3 per bill) Internet: TE-Data - LinkDSL - Noor DSL / Quota (EGP4 per bill) Traveling tickets: Egyptair - Air Cairo - GoBus bills (EGP10 per bill) Air Arabia bills (no commission) Insurance: CIL Commercial International Insurance (no commission) Other services: Canal Company for Electricity (EGP2 per bill) Central Egypt Electricity, North Delta (EGP3 per bill) Giza Water Company (EGP5 per bill) American Chamber of Commerce (EGP5 per bill)	Telecommunications: Vodafone, Orange, Etisalat bills (4EGP per bill) Vodafone, Orange, Etisalat charging bills (no commission) Telecom Egypt bills (EGP3 per bill) Internet: TE-Data - LinkDSL - Noor DSL / Quota (EGP4 per bill) Traveling tickets: Egyptair - Air Cairo - GoBus bills (EGP10 per bill) Air Arabia bills (no commission) Insurance: CIL Commercial International Insurance (no commission) Other services: Canal Company for Electricity (EGP2 per bill) Central Egypt Electricity, North Delta (EGP3 per bill) Giza Water Company (EGP5 per bill) American Chamber of Commerce (EGP5 per bill)	
ATM	Cash withdrawal or balance inquiry by non CIB card	Cash withdrawal or balance inquiry by non CIB card	-	-		Subject to issuer bank's tariff Waived till 31 December 2021
ATM	Tuition fees payment	Tuition fees payment				