



Frequently Asked Questions for Swype Card

Q1. What is the difference between Swype credit cards and the other CIB credit cards?

A1: Swype is a credit card operating on an installment re-payment basis. This mechanism allows paying all retail transactions and cash withdrawals in equal monthly installments instead of paying the entire amount at once. Which will help manage one's budget and monthly expenses more easily by dividing the dues into an equal installment plan.



Q2. What are the Swype credit card types & what's the difference?

A2: Swype credit card has 3 card types (Swype 12, 36 & 60) offering 3 different default installment plans; 12, 36, or 60 months respectively, allowing you to choose the one that best suits your needs and financial situation.



Q3. How does Swype card work?

A3: All card transactions will be automatically installed, over a pre-specified tenor according to the card type. (Subject to: Transaction's value meets the minimum specified value for automatic EPP enrollment).



Q4. Which transactions are eligible for installments?

A4: All transactions will be automatically enrolled into fixed installments depending on the card tenor including retail transactions (POS & E-Commerce) & cash withdrawal transactions. The customer can install transactions conducted locally & internationally in local & foreign currencies, subject to meeting the minimum transaction value for installments.



Q5. What is the minimum transaction amount to be automatically enrolled in EPP?

A5: Each card type has its own minimum transaction value. For more about the terms and conditions click here: <https://cib.eg/vt18>



Q6. What is the applied interest rate for Swype Cards?

A6: For card fees and charges click here: <https://cib.eg/Of2489>

Q7. What if I made a transaction below the minimum transaction amount?

A7: Any transactions below the minimum specified value for each card type will not be installment-based. It will be treated as a normal credit transaction that is requested to be settled on the next cycle due date.



Q8. What will be the interest applied on the transactions below the minimum auto installment amount?

A8: The interest rate applied for non-installment retail or cash withdrawal transactions; will be the monthly interest rate announced on the bank's website for Swype Card. (In case of cash withdrawal, interest will be calculated daily until the full amount is paid).



Q9. Are there any additional fees for installing the transactions?

A9: Yes, there are a one-time admin fees per transaction, deducted as a % from the total transaction value.

For card fees and charges, click here: <https://cib.eg/Of2489>



Q10. Can I enroll a transaction on a different tenor than the cards pre-defined installment tenor?

A10: No, it is not possible to enroll any transaction on an equal payment plan with a different tenor than the card's identified tenor.



Q11. Can I cancel the installment plan on a transaction I did?

A11: Yes, but a cancellation fee per transaction will apply which is a % of the total outstanding transaction amount. For card fees and charges click here:

<https://cib.eg/Of2489>



Q12. What is the grace period for Swype Cards?

A12: The grace period is 40 days.



Q13. Are there charges on cash withdrawal using Swype credit card inside Egypt?

A13: No fees apply for cash withdrawals via ATM inside Egypt.



Q14. Are there charges on cash withdrawal using Swype credit card outside Egypt?

A14: Yes, A fee applies for cash withdrawal outside Egypt.

For card fees and charges click here: <https://cib.eg/Of2489>

Q15. If I withdrew cash from my credit card, how will the interest be calculated?

A15: If your cash transaction is above the minimum cap of installment amount, the monthly interest will be calculated based on the installment plan terms. If the cash withdrawal transaction is below the minimum cap, interest will be calculated daily until the full amount is settled. In that case, the interest calculated will be based on the announced rates by the bank.



Q16. For any installment based transaction, when will my first installment be?

A16: The first installment is due on the month following the transaction date. The installment is considered part of the minimum due amount, which consists of the installment or total installments in addition to the minimum due amount for non-installment balances, if any.



Q17. Are there any charges for late payment?

A17: Yes, late payment fees per month applies for each unsettled month. For card fees and charges click here: <https://cib.eg/Of2489>



Q18. Does Swype card provide BONUS points?

A16: Yes, BONUS points are earned on retail transactions eligible for installment only, meaning that the retail transactions are meeting the minimum transaction value for installment per card type. (Cash transactions are excluded from BONUS points earning).



Q19. How many BONUS points do I earn on my card?

A19: You can earn BONUS points for the installed retail transactions only.

- Swype 12: 1 point for every 1 EGP on installed retail transactions only
- Swype 36: 2 pts for every 1 EGP on installed retail transactions only
- Swype 60: 3 pts for every 1 EGP on installed retail transactions only



Q20. Can I benefit from the EPP offers by CIB through its merchant network?

A20: Yes, you can take advantage of all the installment offers provided by CIB through its merchant network, but only if you choose the offer's installment plan through the Point of Sale (POS) while purchasing.



Q21. Will the installed transaction be automatically cancelled in case of transaction refund?

A21: In case of transaction refund, installment transaction is not automatically cancelled. cardholder must contact 19666 to request installment cancellation. Cancellation fees will apply on the remaining due amount. For more about the terms and conditions click here: <https://cib.eg/vt18>.