

## Frequently Asked Questions about Rebranding to Kuwait Finance House Bank (Egypt)

- 1. Is Kuwait Finance House Bank (Egypt) under the supervision of the Central Bank of Egypt?**  
Kuwait Finance House Bank (Egypt) is under the supervision and regulation of the Central Bank of Egypt.
- 2. Who is eligible to open an account with Kuwait Finance House Bank (Egypt)?**  
All individuals, companies, institutions, associations, clubs, governmental institutions, legal entities, and public and private organizations are eligible to open accounts with Kuwait Finance House Bank (Egypt), provided they meet the bank's and regulatory authorities' requirements.
- 3. Will the bank change existing customer account numbers?**  
No, the bank will not change the existing account numbers for its customers; they will remain unchanged.
- 4. Will rebranding affect existing contractual relationships with the bank's customers?**  
No, it will not affect existing contractual relationships such as accounts, deposits, certificates, or financing. It will not impact customer obligations, payments, installments, due dates, or any other key commercial terms.
- 5. Will rebranding affect services relate to existing or newly issued credit, debit, or prepaid cards?**  
No, rebranding will not affect services related to existing or newly issued credit, debit, or prepaid cards, which will continue under the existing terms and conditions.
- 6. Will existing cards be changed to bear the new brand?**  
Yes, all bank-issued cards will be changed to bear the new brand according to a schedule, with a maximum deadline by the end of 2025. Customers will be notified about the new issued cards and the process of receiving and activating them through various official communication channels of the bank.
- 7. Will the bank change the current call center number "19072"?**  
No, the call center will continue to operate with the current number without any changes.
- 8. Will the bank change existing IBAN numbers?**  
No, the bank will not change the existing IBAN numbers for its customers.

9. Will the bank change its SWIFT code?  
No, the bank will not change its SWIFT code at this time.
10. What will happen to banking tools and applications like e-wallets and internet banking?  
They will continue to operate under the name of Kuwait Finance House Bank (Egypt).
11. What will happen to the "InstaPay" application?  
It will continue to operate under the name "Kuwait Finance House Bank (Egypt)".
12. Do I need to re-add my accounts with Ahli United Bank after the rebranding?  
No, your accounts will remain as they are in the InstaPay program and will continue to be processed normally.
13. Do I need to re-add my account numbers to fund the e-wallet after the rebranding?  
No, account numbers will remain the same to fund the e-wallet.
14. Will the WhatsApp service number change after the rebranding?  
No, the service number will remain the same: 01555819072.
15. Will the bank change the fees for ATM withdrawals and inquiries?  
No, the bank will not change the fees for ATM withdrawals and inquiries currently due to rebranding process.
16. Will the bank change or delete beneficiaries added through internet and mobile banking?  
No, the bank will not change or delete beneficiaries added through internet and mobile banking.
17. Do I need to register again for internet and mobile banking services?  
No, you do not need to register again for the service as long as you are already registered. You can log in with your existing username and password.
18. Will the bank impose any new fees for internet and mobile banking services?  
Internet and mobile banking services are currently free of charge.
19. What will happen to existing checks held by the bank's customers?  
Your existing checks will remain valid and accepted without changes until they are exhausted.
20. How will existing customer collateral and personal guarantees be handled?  
The collateral and personal guarantees provided by customers or their guarantors will remain unchanged and will continue to secure their obligations to the bank.

**21. What advantages and opportunities will arise from the brand change?**

This change will enhance the bank's growth opportunities, expand its presence in the Egyptian banking market, and ability to offer a variety of services and products to meet all needs, contributing to the growth of the Egyptian economy. This is due to the strong financial stability and highly competitive capabilities of the "Kuwait Finance House" group, both regionally and globally.

**22. How to obtain information about the bank's Sharia-compliant products and services?**

You can obtain comprehensive information about all our products by visiting the bank's website at [www.eg.kfh.com](http://www.eg.kfh.com), calling the contact center at 19072, or visiting any of the bank's branches.

Best regards,  
Kuwait Finance House Bank (Egypt)

**Note:** Please be aware that these FAQs provide general information that may vary depending on your specific products and solutions. The mentioned information, terms, and conditions may be subject to change. For additional information and clarifications, please consult your bank account manager, visit a branch, or call the Kuwait Finance House Bank (Egypt) customer service number 19072 within Egypt or +(202) 21229500 from outside Egypt.