

FAQs:

➤ **What is AL-AHLY Points reward program?**

AL-AHLY Points is NBE's loyalty program that rewards its valued customers through earning points for every purchase transaction made by your NBE MasterCard and Visa cards (credit, debit & prepaid) which can then be redeemed for E-vouchers that can be used at all our redemption network or Travel all over the world or Mobile Top Up or Cash Rewards.

Points are not earned for installment, Fawry, government payment transactions, and Mobile Wallet transactions done by NBE cards.

➤ **How do I enroll into AL-AHLY Points reward program?**

- Enrollment into AL-AHLY Points Program is automatic and free, once you activate your NBE MasterCard & Visa Cards (credit, debit & prepaid).

➤ **How do I earn AL-AHLY Points?**

- Use your NBE MasterCard & Visa Cards for all your domestic and international retail spends to earn AL-AHLY Points.

The number of AL-AHLY Points that you will be awarded depends on the type of MasterCard & Visa Card you hold.

Points for every pound	Card type
2 points	MasterCard World Elite Credit Cards
1.75 point	MasterCard World Credit Cards
1.5 point	Platinum, Manchester Titanium Credit Cards
1 point	Titanium , Gold or Classic Credit Cards
1 point	Corporate Credit Cards
1.5 point	MasterCard World Elite Debit Cards
1.25 point	MasterCard World Debit Cards
1 point	Platinum Debit Cards
0.5 point	Gold or Classic Debit Cards
0.5 point	Prepaid cards "Manchester united, Colleges and Remittance"
1 Point	Remittance cards "International transfer from foreign currencies to EGP"

- **Are there any membership fees to enroll in the program?**
 - No. The enrollment in AL-AHLY Points program is absolutely free of charge and NBE customers are automatically enrolled in AL-AHLY Points Rewards Program, once they activate their NBE MasterCard & Visa Cards.
- **What are the NBE Products and Services that offer AL-AHLY Points?**
 - You will earn AL-AHLY Points on all spend made using any of NBE MasterCard & Visa Cards (credit, debit and prepaid "Manchester united, Colleges and Remittances") **except for installment, fawry, government payment, and Mobile Wallet transactions.**
- **Do AL-AHLY Points expire?**
 - AL-AHLY Points collected will automatically expire after 36 months from the date of the transaction.
- **How can I keep track of my AL-AHLY Points balance?**
 - AL-AHLY Points balance can be found either when you log on to the rewards website www.alahlypoints.com or by calling our call center on 19623.
- **How can I redeem my AL-AHLY Points to e-voucher?**
 - To redeem your points online; log on to www.alahlypoints.com and redeem directly online.
 - To redeem over the phone, contact our call center on 19623 and request a redemption of your AL-AHLY Points.
- **Can the vouchers be exchanged for cash?**
 - No, you cannot exchange your e-vouchers for cash, you can however use your vouchers together with cash to make a purchase.
- **How can I receive my e-vouchers?**
 - SMS will be sent to the customer's registered mobile number at NBE.

- **How can I burn my e-voucher at the merchants?**
 - We require to provide the pin code mentioned in the SMS in addition to the last 6 numbers of your NID.

- **How can I redeem my AL-AHLY Points to travel all over the world?**
 - The customer redeems the points personally through the program's website www.alahlypoints.com and the customer service role is limited to replying to the customers inquiries.
 - National bank of Egypt is not liable for any incorrect data used to complete any reservation on this feature.

- **How can I redeem my AL-AHLY Points to Mobile top up?**
 - The customer redeems the points personally through the program's website www.alahlypoints.com and the customer service role is limited to replying to the customers inquiries.
 - National bank of Egypt is not liable for any incorrect mobile number used.

- **How can I redeem my AL-AHLY Points to Cash Rewards?**
 - You can redeem your points through the website or the call center by refunding the cash amount on your valid credit card only.

- **How long does it take to get the cash reward on my credit card?**
 - All cash rewards transactions will take up to 2-3 working days for processing.
 - For failed transactions, AL-AHLY Points will be refunded in 5 working days.