

## **FAQs:**

### ➤ **What is the AI Ahly Points reward program?**

AI Ahly Points is NBE's loyalty program that rewards its valued customers through earning points for every purchase transaction made by your NBE credit card, debit cards and prepaid "Colleges & Remittances" 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 Reward.

Points are not earned for installment or fawry transactions done through NBE cards.

### ➤ **How do I enroll into AI Ahly Points reward program?**

- Enrollment into AI Ahly Points Program is automatic and free, once you activate your NBE Cards either credit, debit and prepaid cards "Colleges & Remittances".

### ➤ **How do I earn AI Ahly Points?**

- Use your NBE Cards for all your domestic and international retail spends to earn AI Ahly points.

The number of AI Ahly Points that you will be awarded depends on the type of Card you hold.

Points for every pound	Card type
1.5 point	Platinum credit cards
1 point	Gold or Classic credit Cards
1 point	Platinum Debit cards
0.5 point	Gold or Classic Debit Cards
0.5 point	Prepaid cards " Colleges and Remittances "
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 AI Ahly Points program is absolutely free of charge and NBE customers are automatically enrolled in AI Ahly Points Rewards Program, once they activate their NBE 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 Cards (MasterCard and Visa) (credit, debit and prepaid "Colleges and Remittances" ) , except for installment or fawry 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](http://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](http://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 Ahly points to travel all over the world?**
  - The customer redeems the points personally through the program's website [www.alahlypoints.com](http://www.alahlypoints.com) and the customer service role is limited to replying 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 Ahly points to Mobile top up?**
  - The customer redeems the points personally through the program's website [www.alahlypoints.com](http://www.alahlypoints.com) and the customer service role is limited to replying the customers inquiries.
  - National bank of Egypt is not liable for any incorrect mobile number used.
  
- **How can I redeem my Ahly points to Cash Reward?**
  - 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 reward transactions will take up to 2-3 working days for processing.
  - For failed transactions, AL-AHLY Points will be refunded in 5 working days.