بنك فيصل الإسلامي المصري

FIB ONLINE BANKING
User Guide

Your simple, step by step guide to using FIB Online Banking

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ONLINE BANKING USER GUIDE

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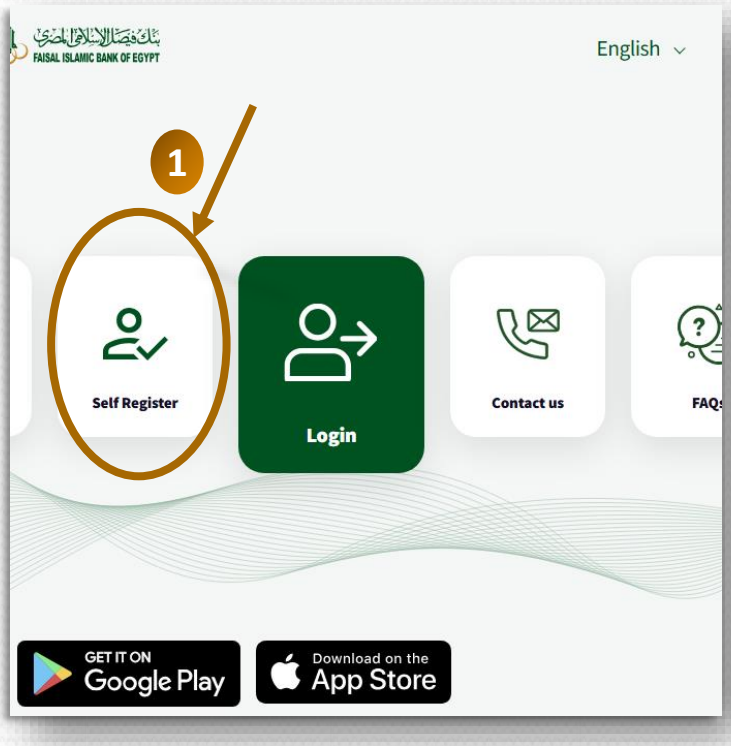
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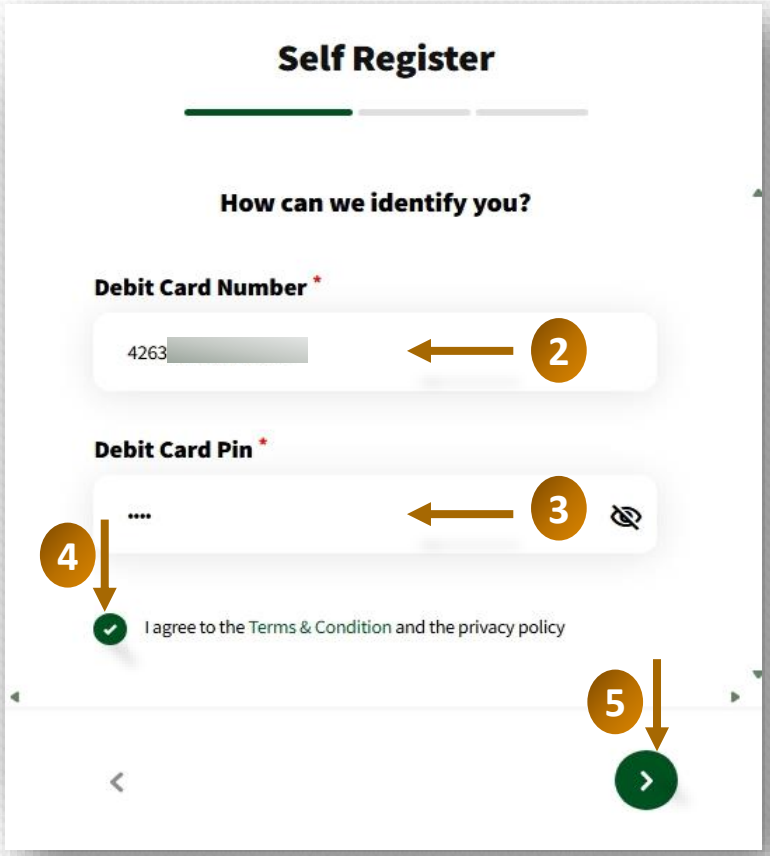
ONLINE BANKING USER GUIDE

Section No.	Section Name
14	Open New Deposit
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Click any section to go directly to its page

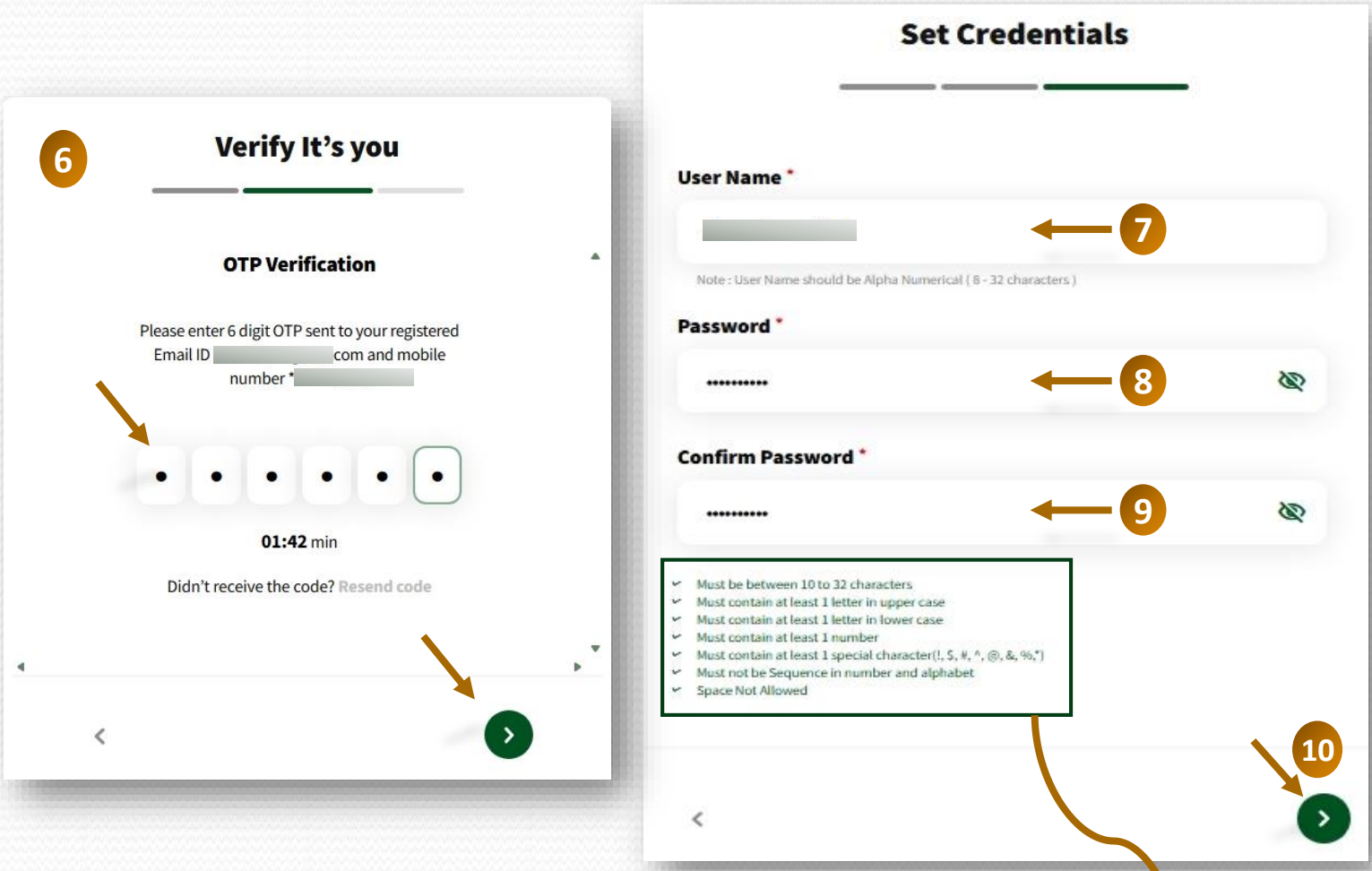
Self Register 1/2





1. Click **Self Register**
2. Enter your 16-digit Debit **Card Number**
3. Enter your **Card PIN** (the 4-digit PIN you use for card transactions)
4. Review and accept the **Terms and Conditions**
5. Click on the **Next Icon**

Self Register 2/2



6. Enter the **OTP** sent to your registered mobile number or email address

7. Create your **Username**

8. **Create your Password**

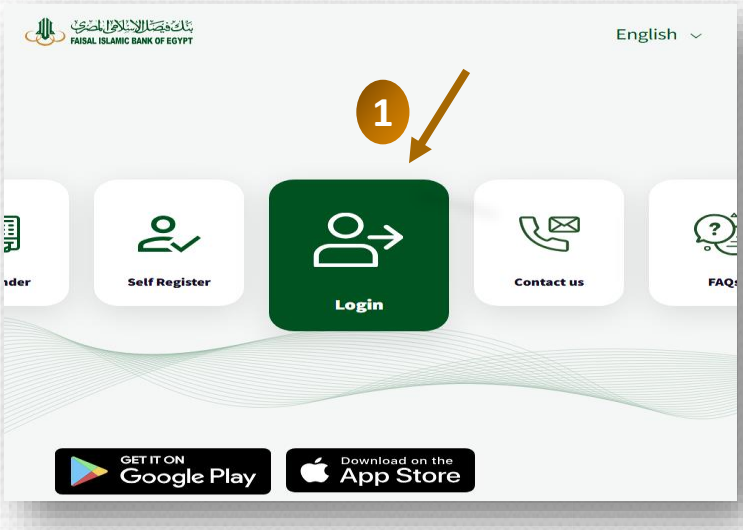
Make sure your new password meets all the requirements shown on the screen

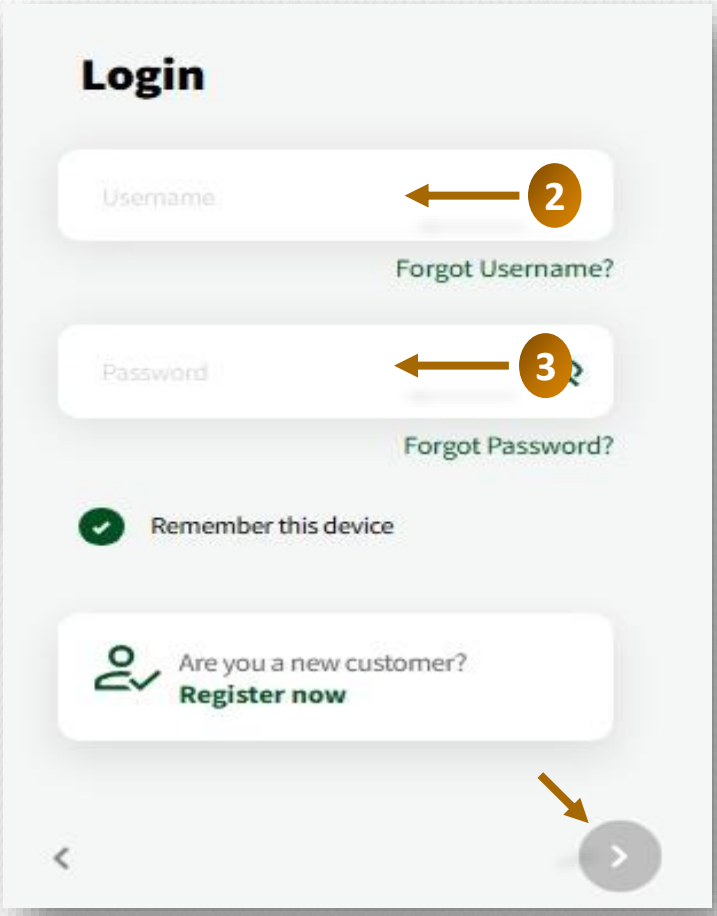
9. **Re-enter your Password** to confirm it

10. Click on the **Next Icon**

- You can then log in using your Username and Password

Login



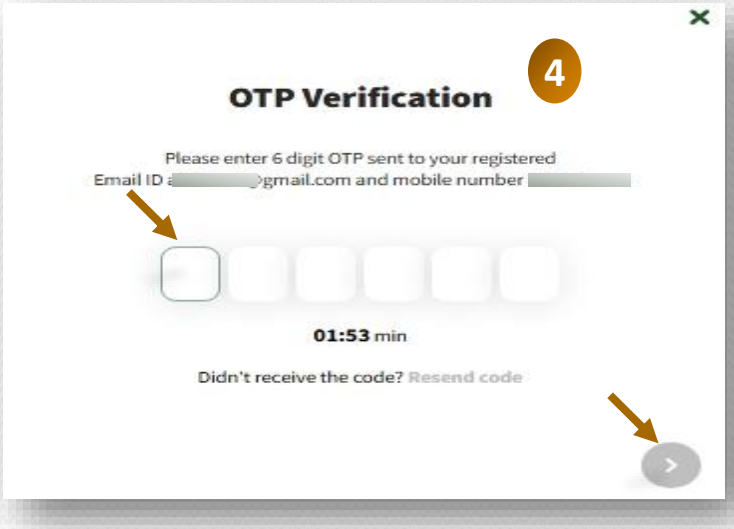


- Open Faisal Online

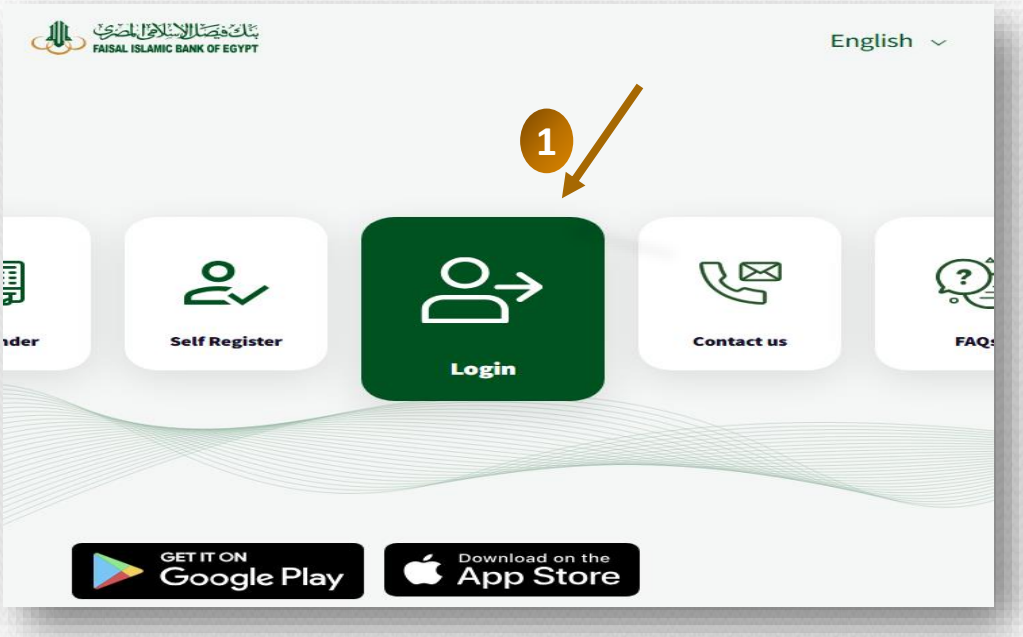
1. Select **Login**
2. Enter Your **User Name**
3. Enter Your **Password**
4. Enter the **OTP**

"If you're logging in from another device"

5. Click on the **Next Icon**

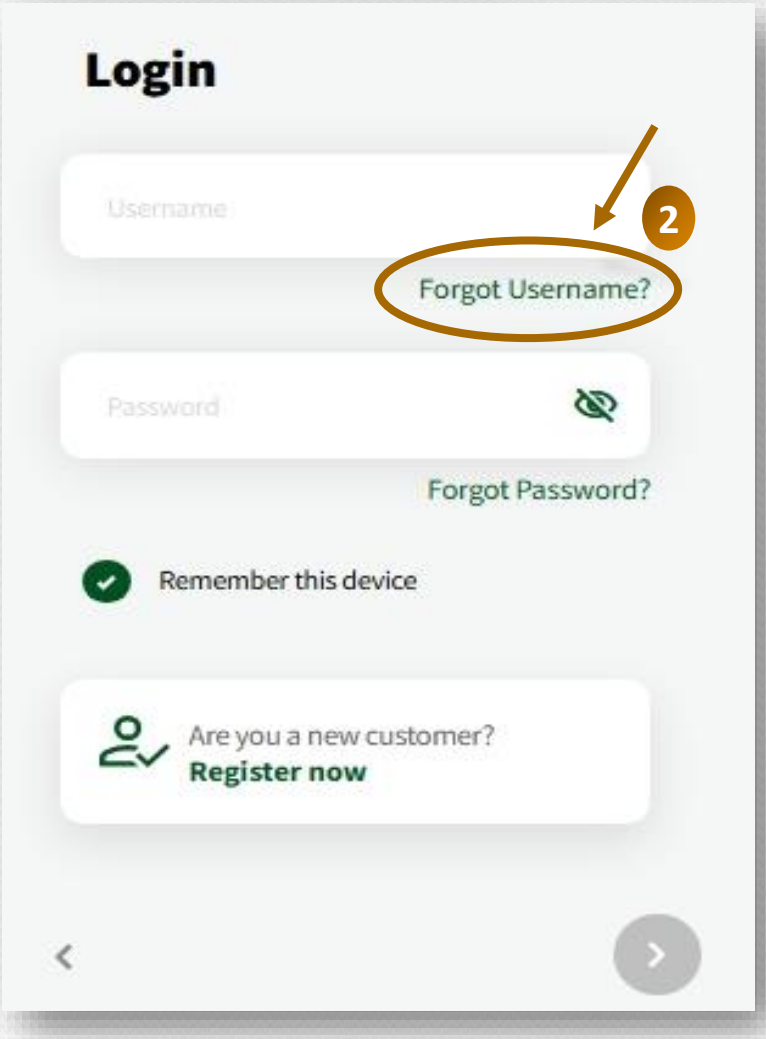


Forget User Name 1/3

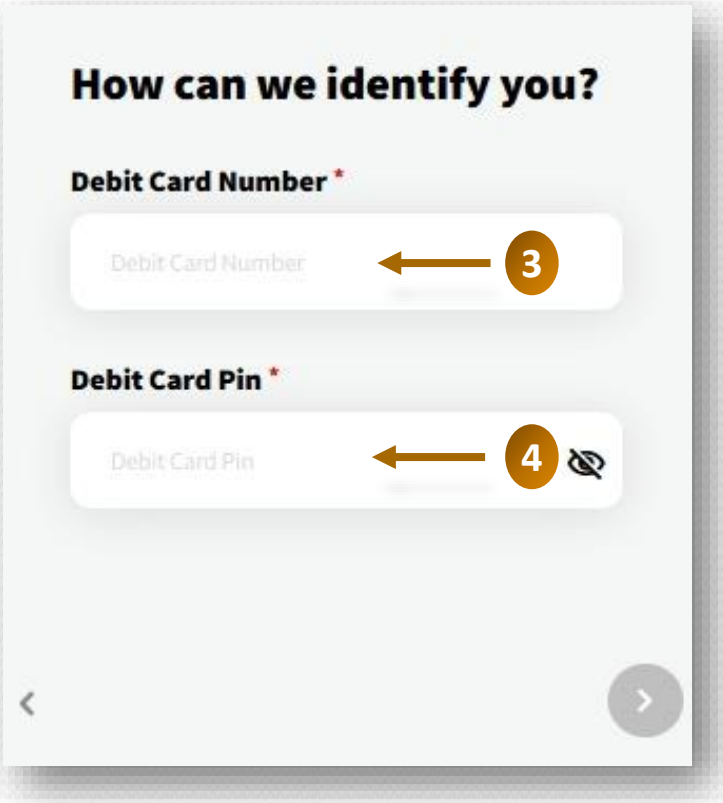


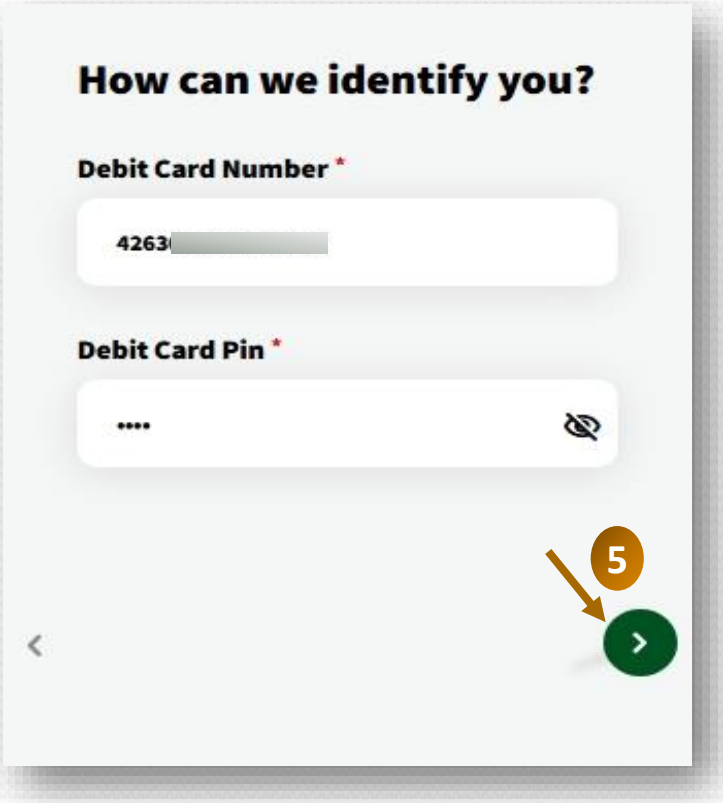
- Open Faisal Online

1. Select **Login**
2. Select **Forgot Username**



Forget User Name 2/3





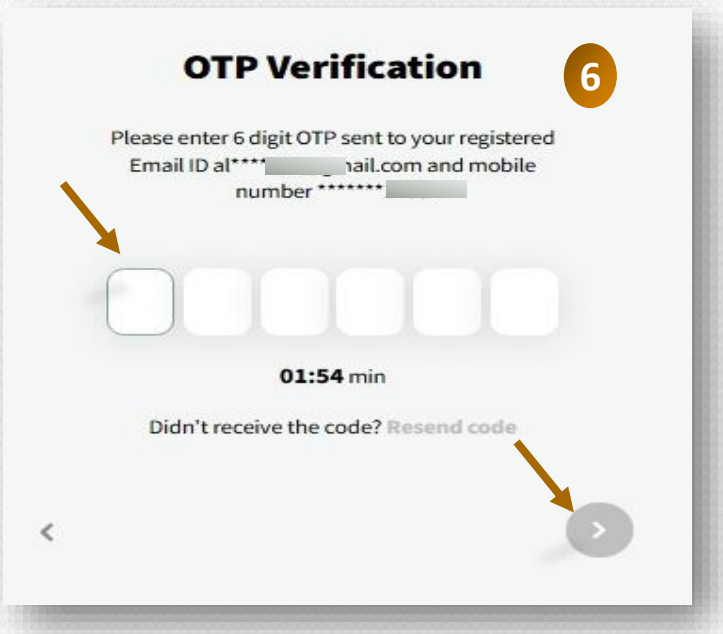
3. Enter your 16-digit Debit **Card Number**

4. Enter your **Card PIN**

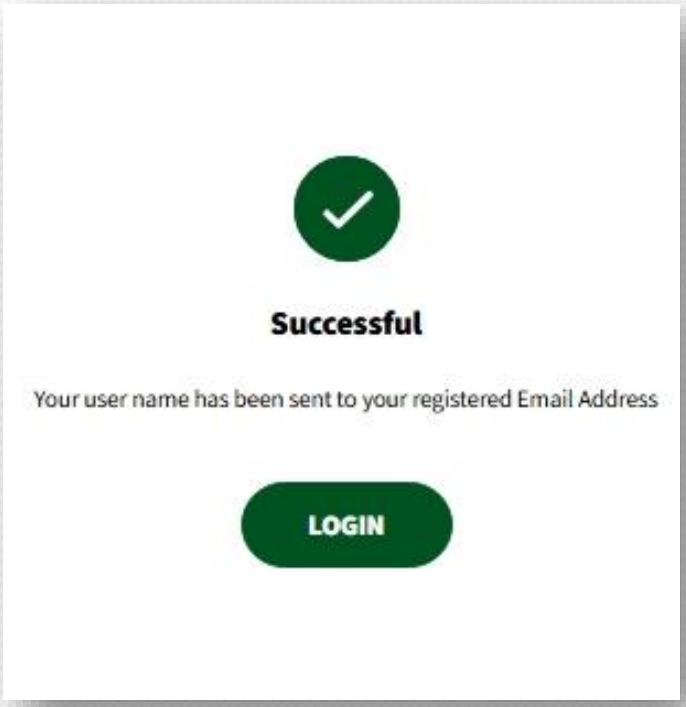
(the 4-digit PIN you use for card transactions)

5. Click on the **Next Icon**

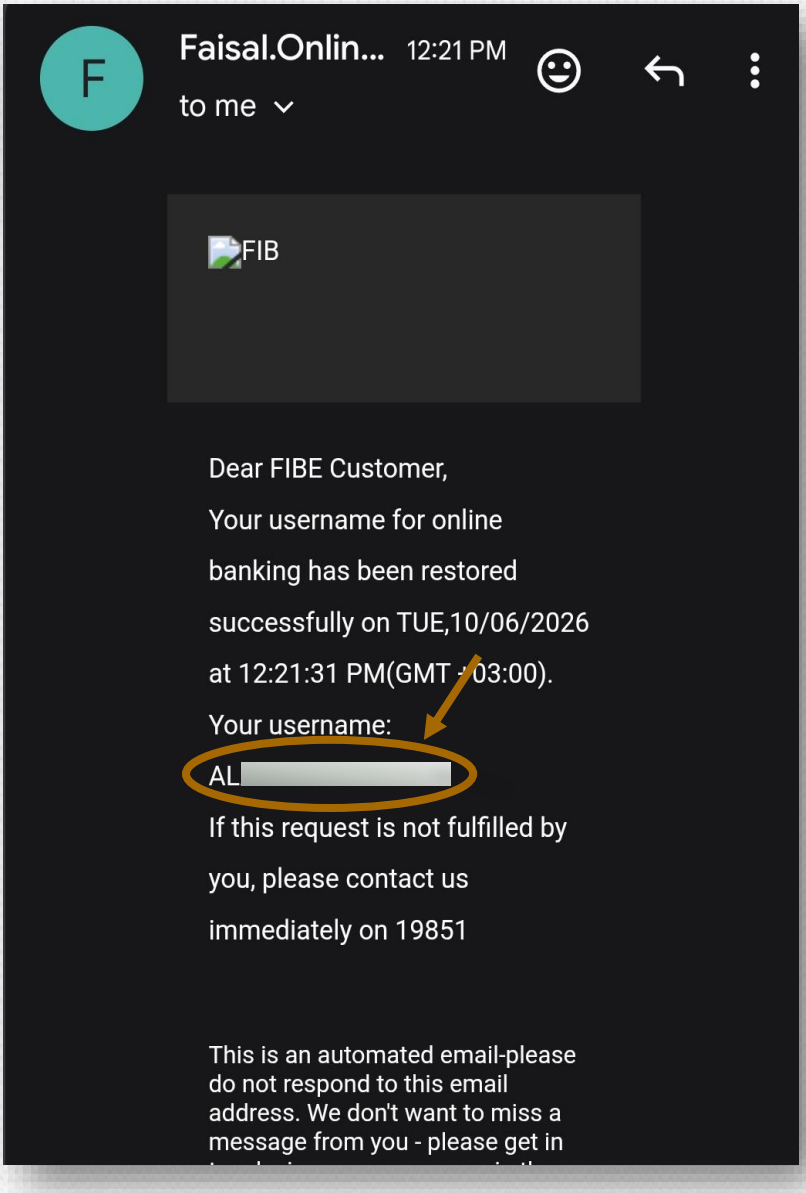
6. Enter the **OTP** sent to you



Forget User Name 3/3

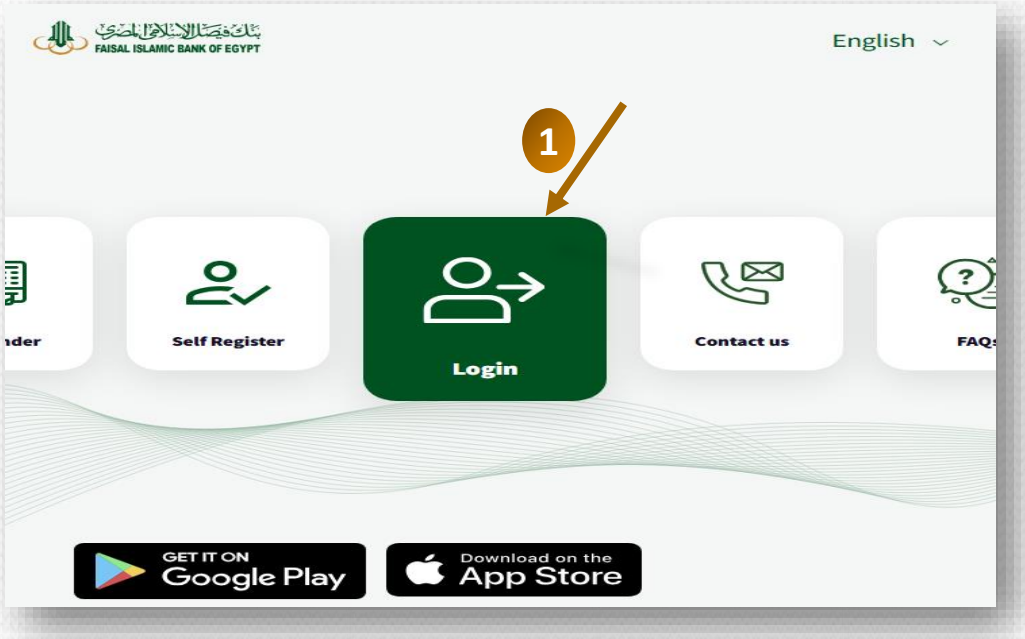


Your Username will be sent to your registered email address



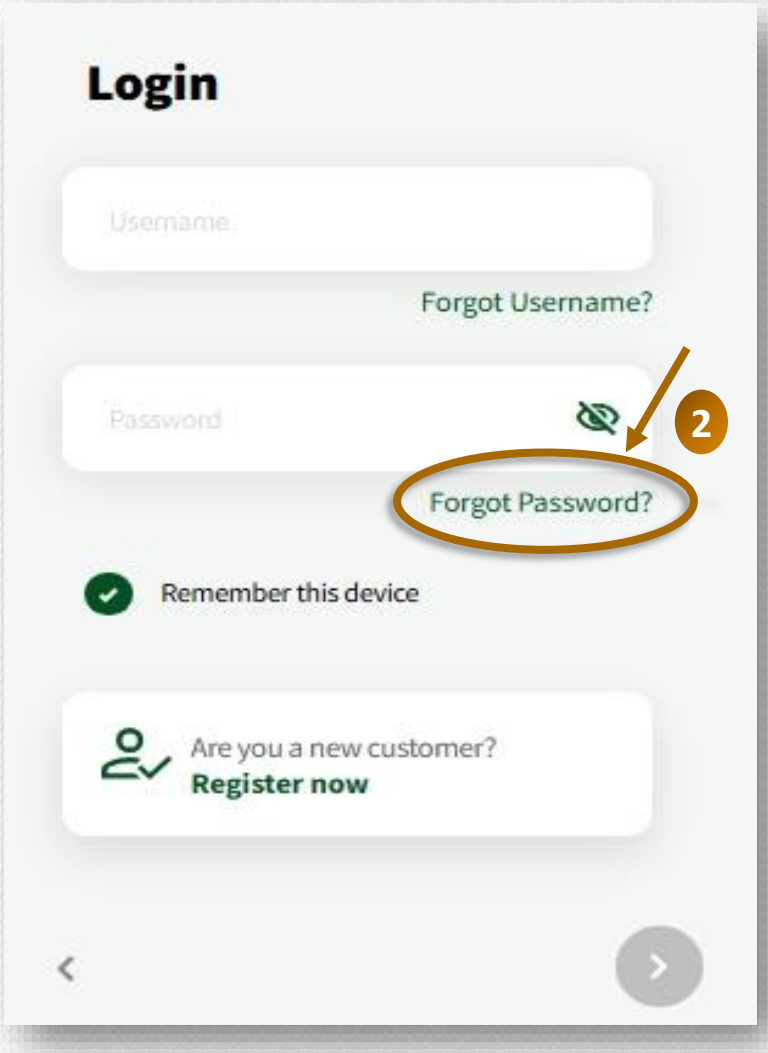
Open your email to find your Username and use it to log in to Faisal Online

Forget Password 1/3

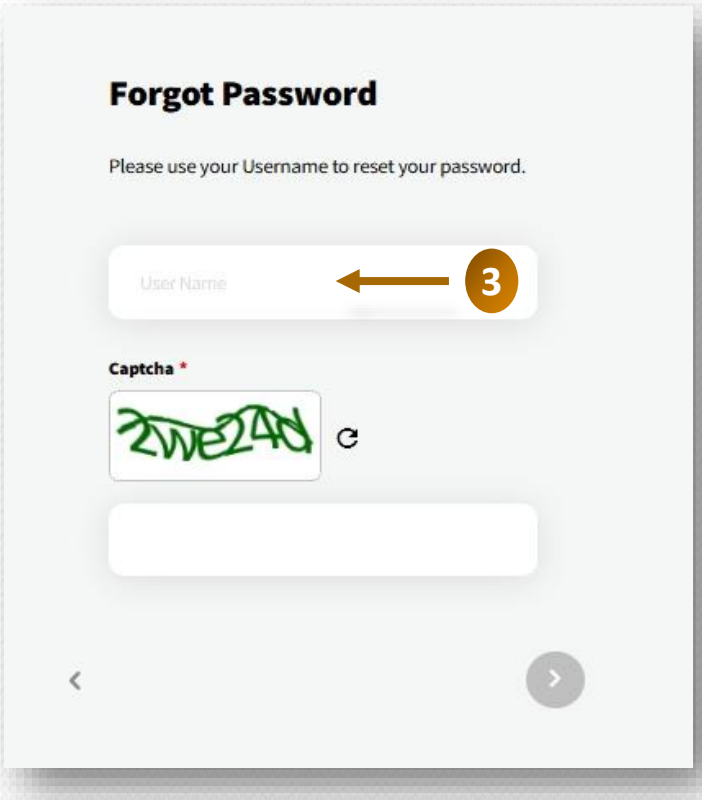


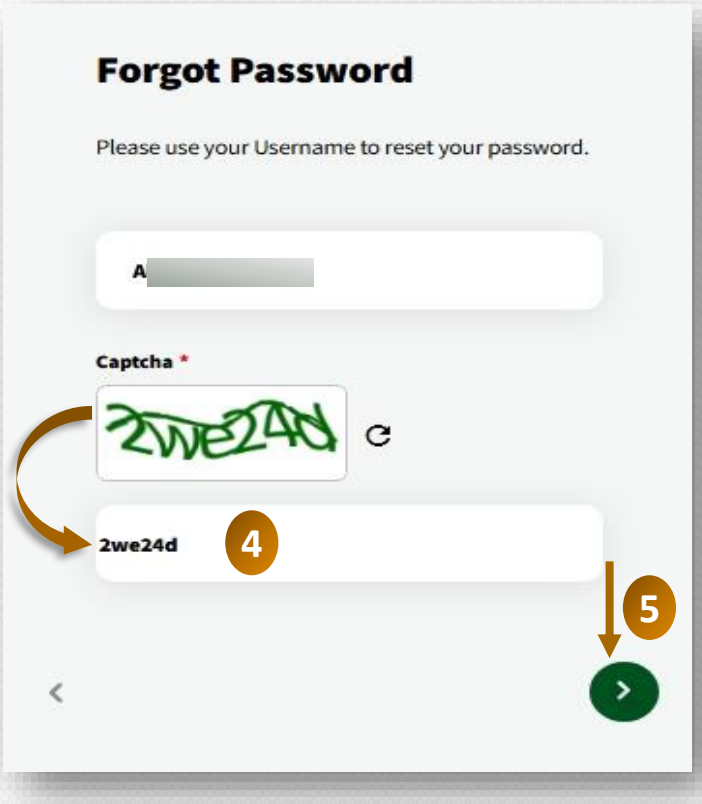
- Open Faisal Online

1. Select **Login**
2. Select **Forgot Password**



Forget Password 2/3





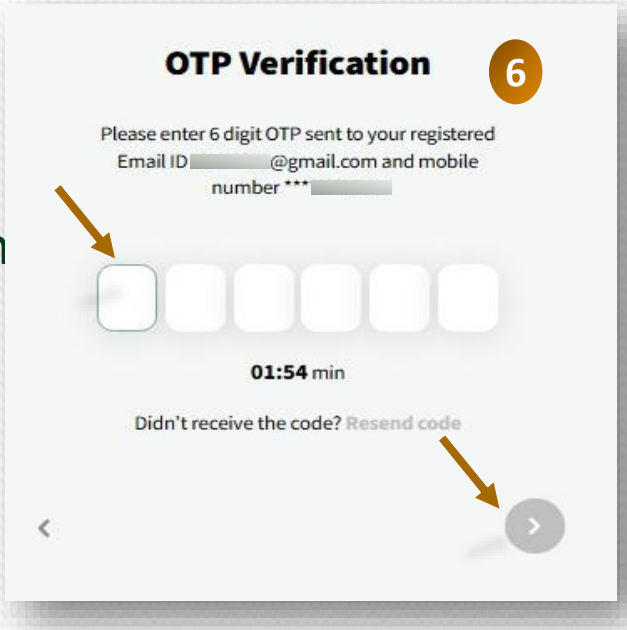
3. Enter your **User Name**

4. Enter the **Captcha**

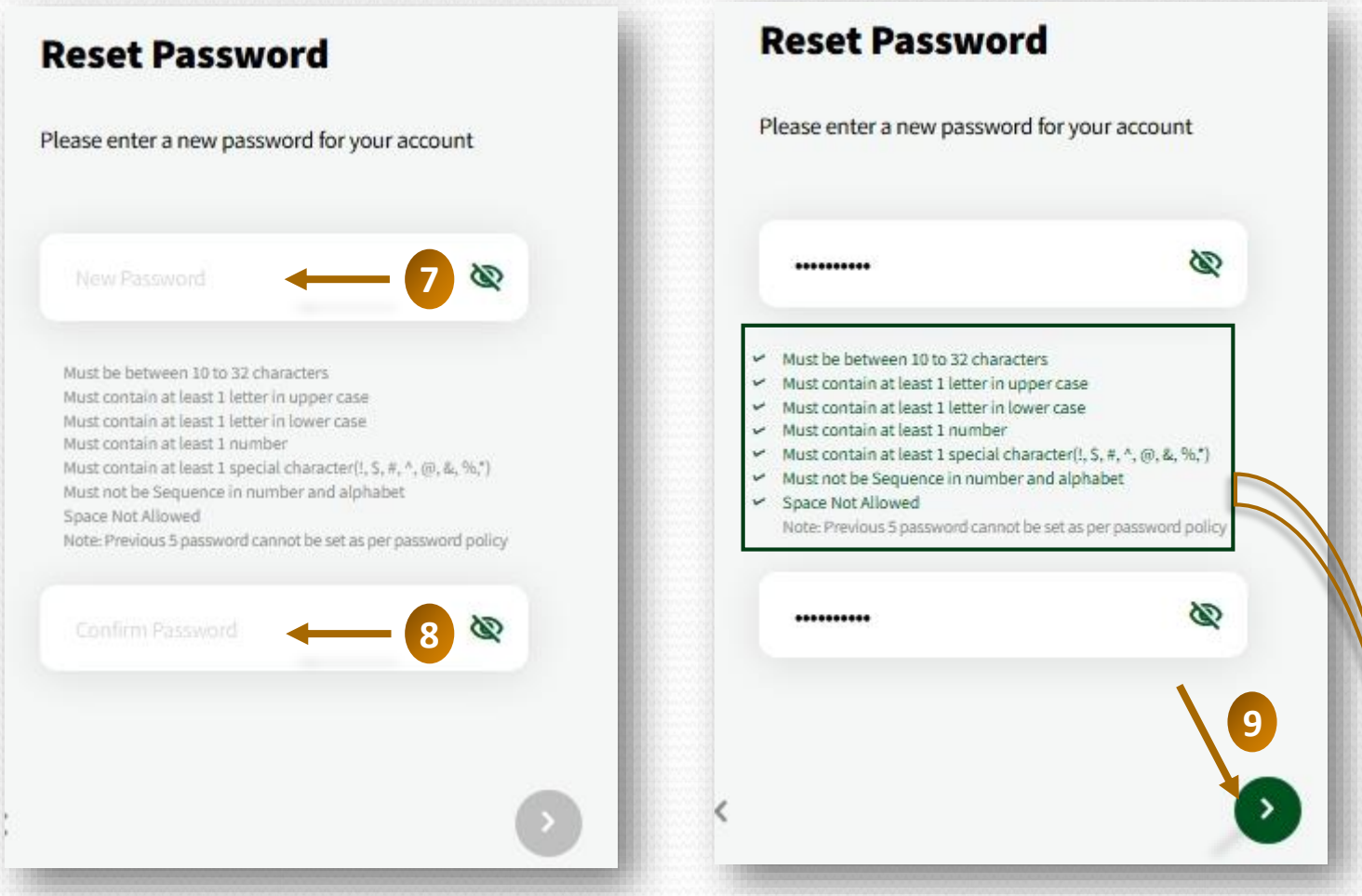
(the letters and numbers shown on the screen)

5. Click on the **Next Icon**

6. Enter the **OTP** sent to you



Forget Password 3/3



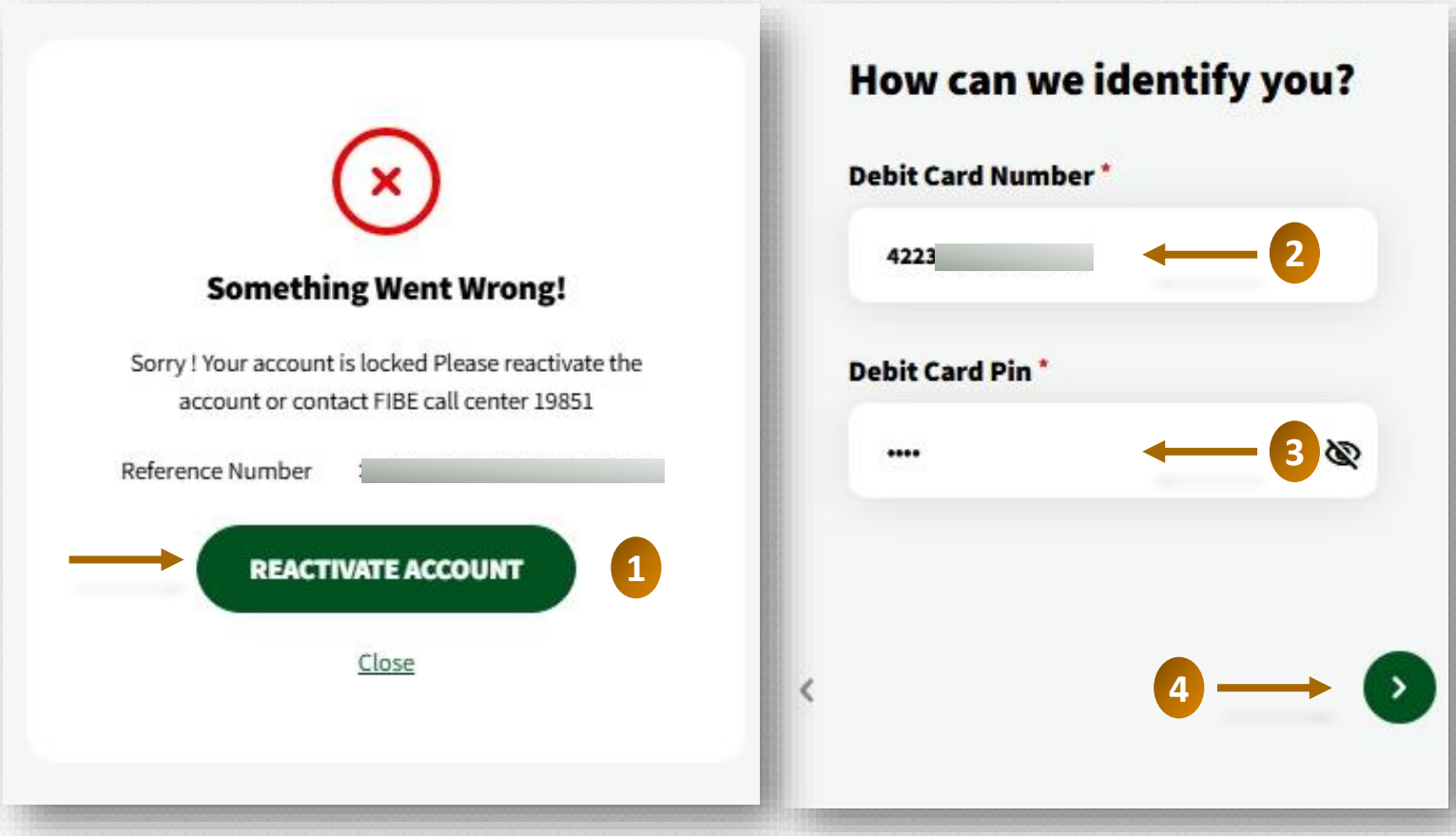
7. Enter the **new password** you want to use

8. **Re-enter your new password**

9. Click on the **Next Icon**

Make sure your new password meets all the requirements shown on the screen

Reactivate locked account 1/4



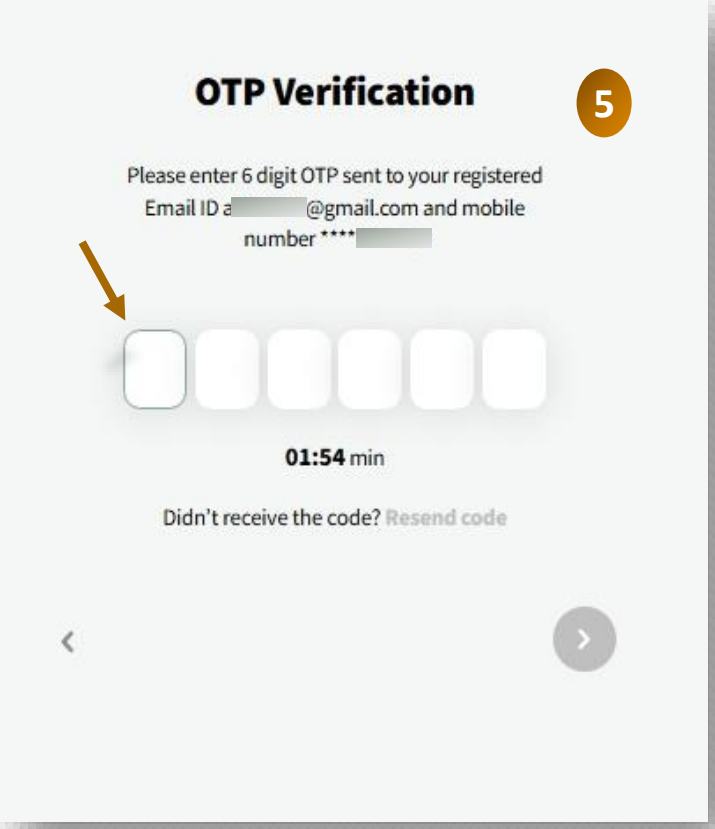
- If the account reactivation message appears when you try to log in, *follow these steps*

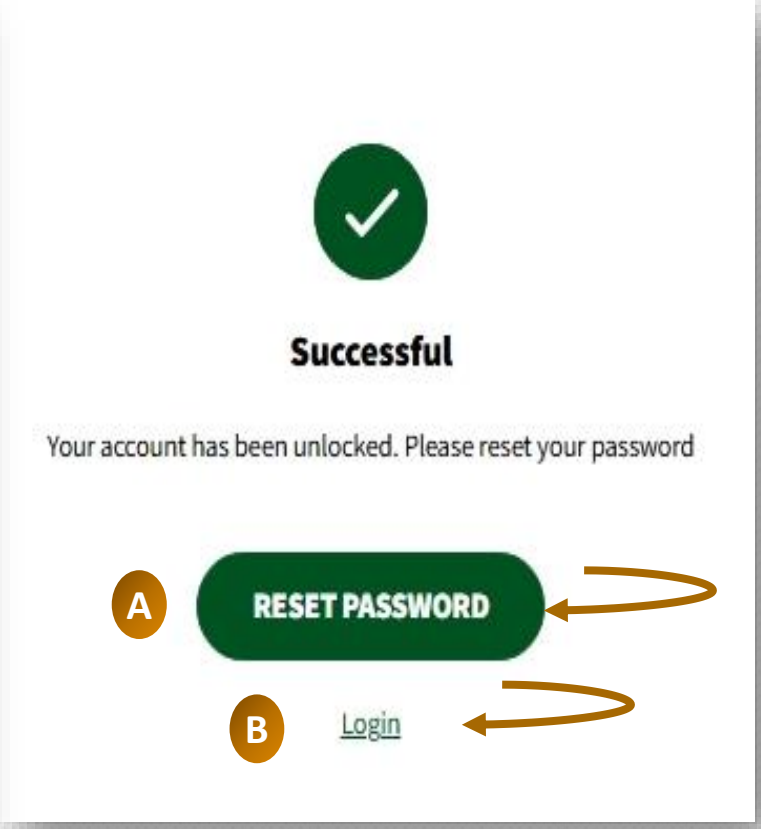
1. Click Reactivate Account
2. Enter your 16-digit Debit **Card Number**
3. Enter your **Card PIN**

(the 4-digit PIN you use for card transactions)

4. Click on the **Next Icon**

Reactivate locked account 2/4





5.Enter the **OTP** sent to you

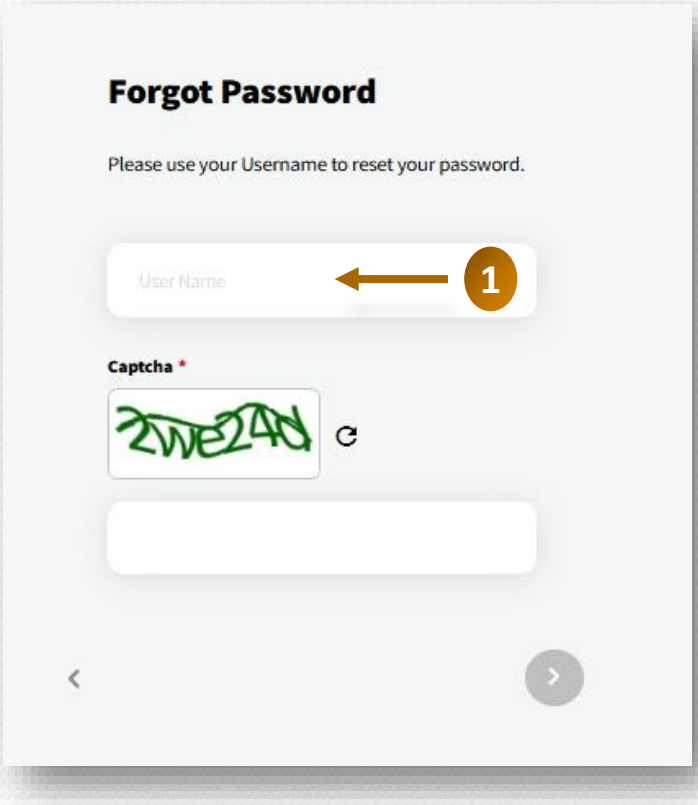
✓ **Your account is now active again**

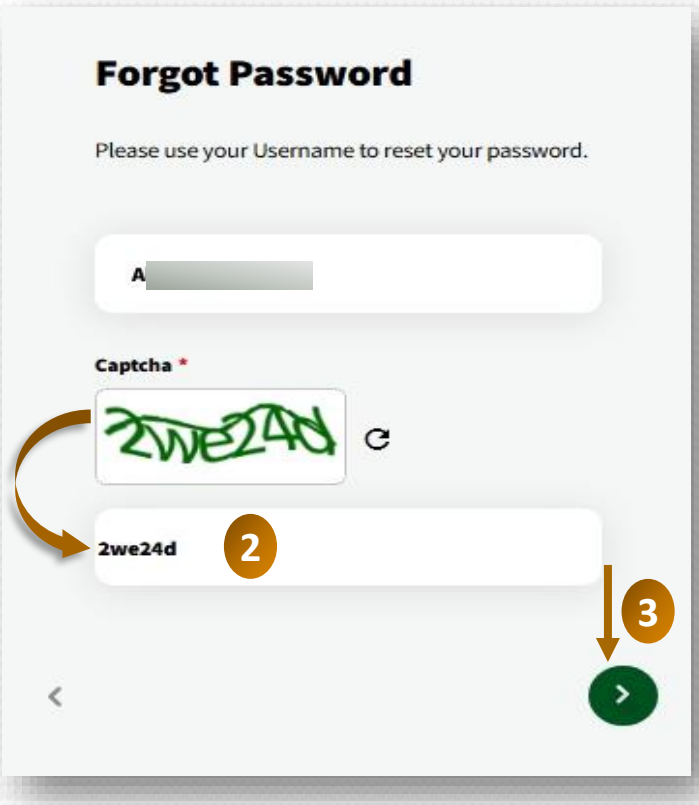
- You can now *choose one of the following options*:

A) Reset your password to create a new one

B) Log in using your current password

Reactivate locked account 3/4



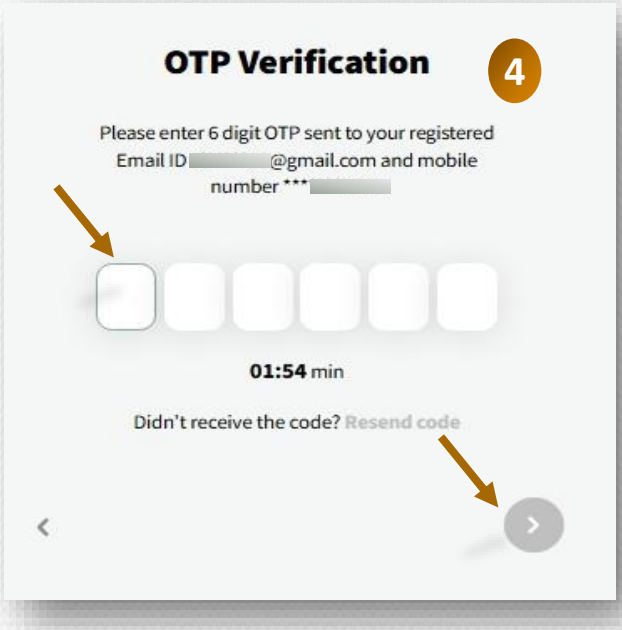


- If you Click reset password

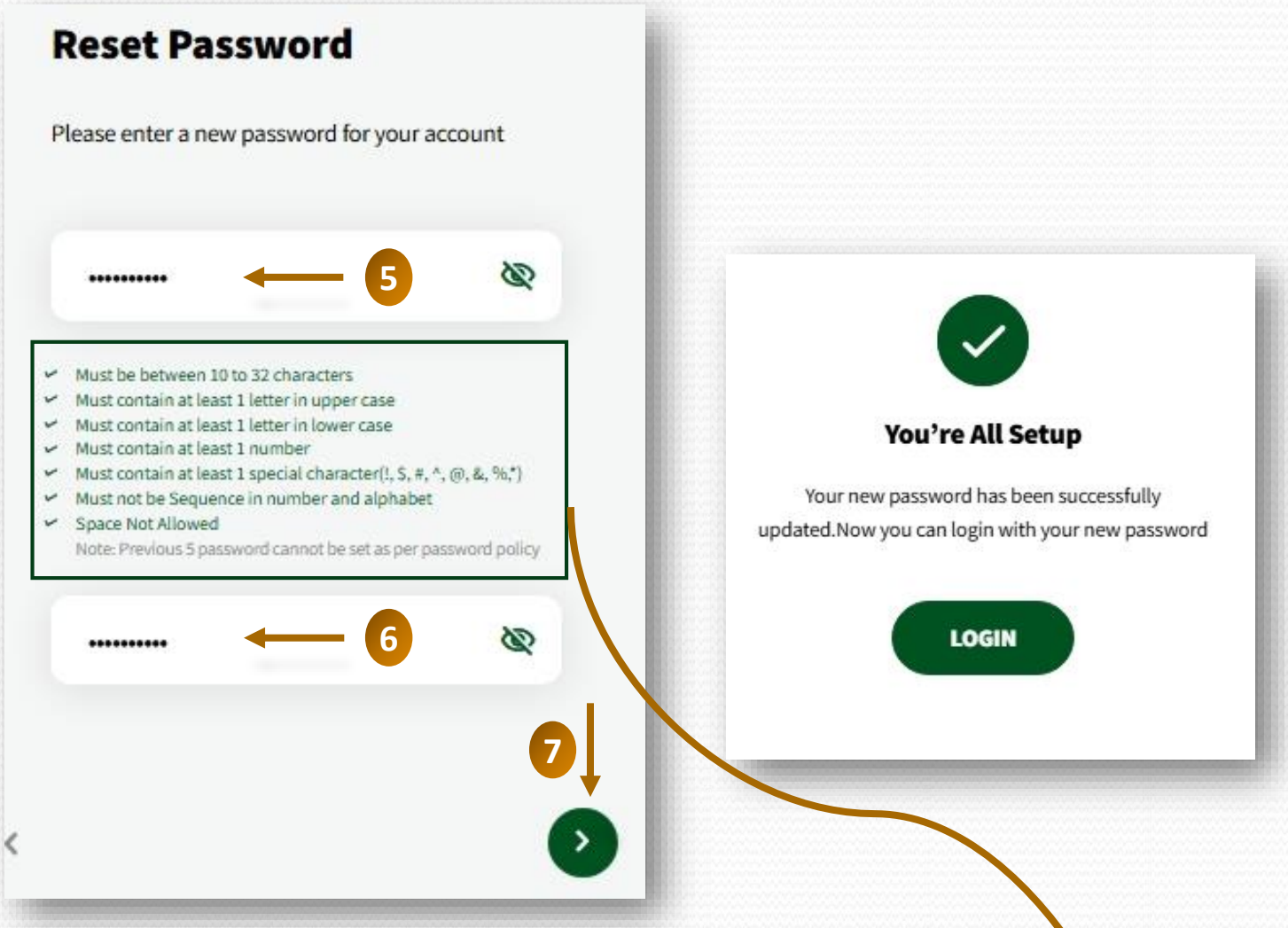
1. Enter your **User Name**
2. Enter the **Captcha**

(the letters and numbers shown on the screen)

3. Click on the **Next Icon**
4. Enter the **OTP** sent to you



Reactivate locked account 4/4



5. Enter the **new password** you want to use

6. **Re-enter your new password**

7. Click on the **Next Icon**

- **Then log in using your new password**

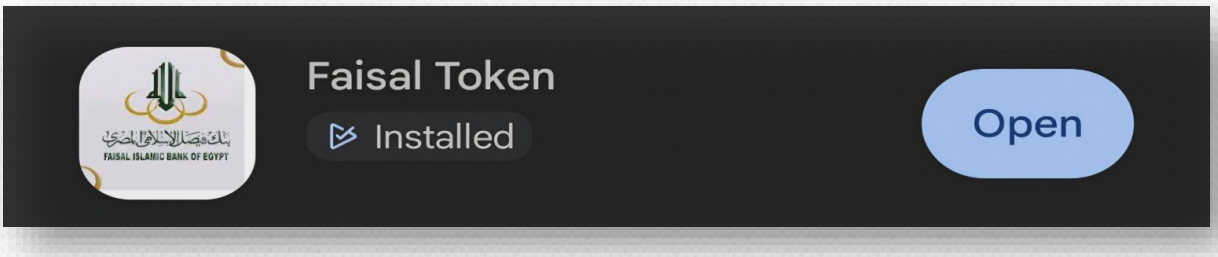
Make sure your new password meets all the requirements shown on the screen

Token Activation 1/6

Step 1: Install FIB Token

Install FIB Token on your mobile phone using the appropriate link below:

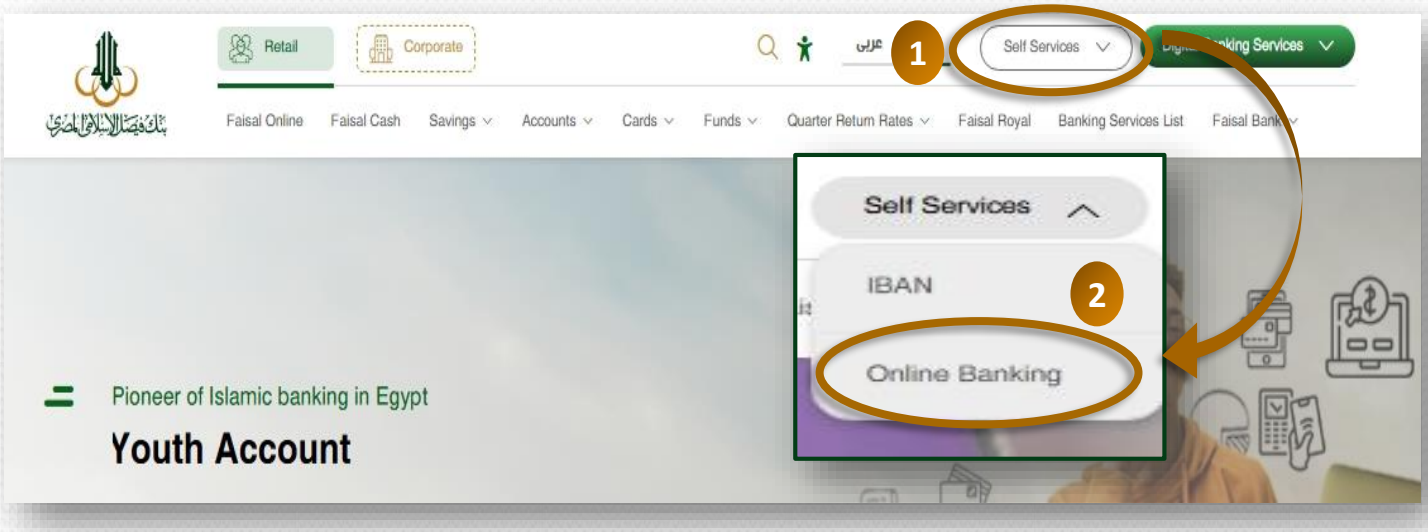
- Android:
  https://play.google.com/store/apps/details?id=com.faisaltoken
- IOS:
  https://apps.apple.com/eg/app/faisal-token/id6745223671



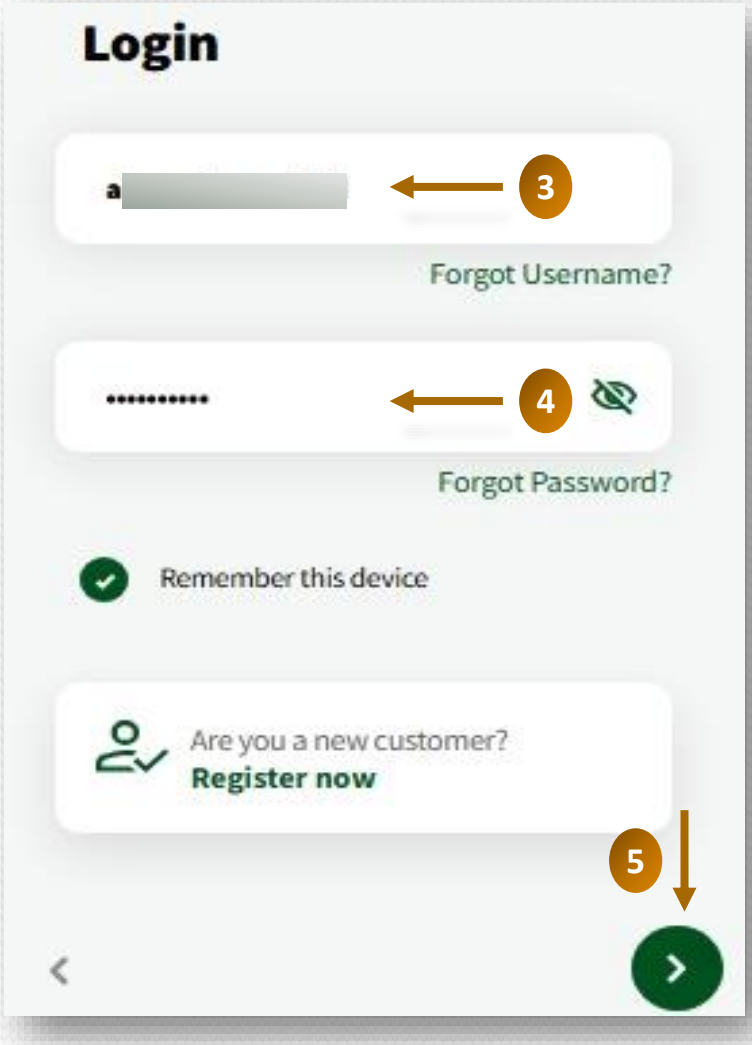
Step 2: Start Activation Through internet banking

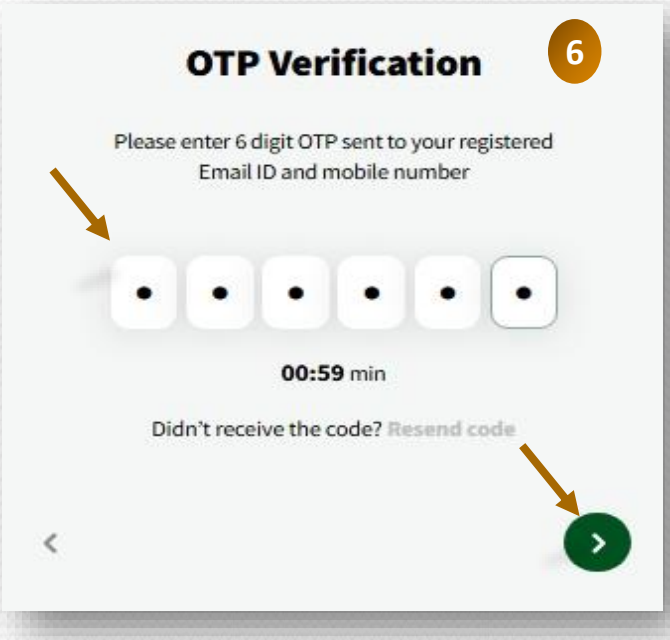
➢ On your computer, open the official FIB website, then follow these steps to access Internet Banking:

1. Select **Self Services**
2. Select **Online Banking**



Token Activation 2/6





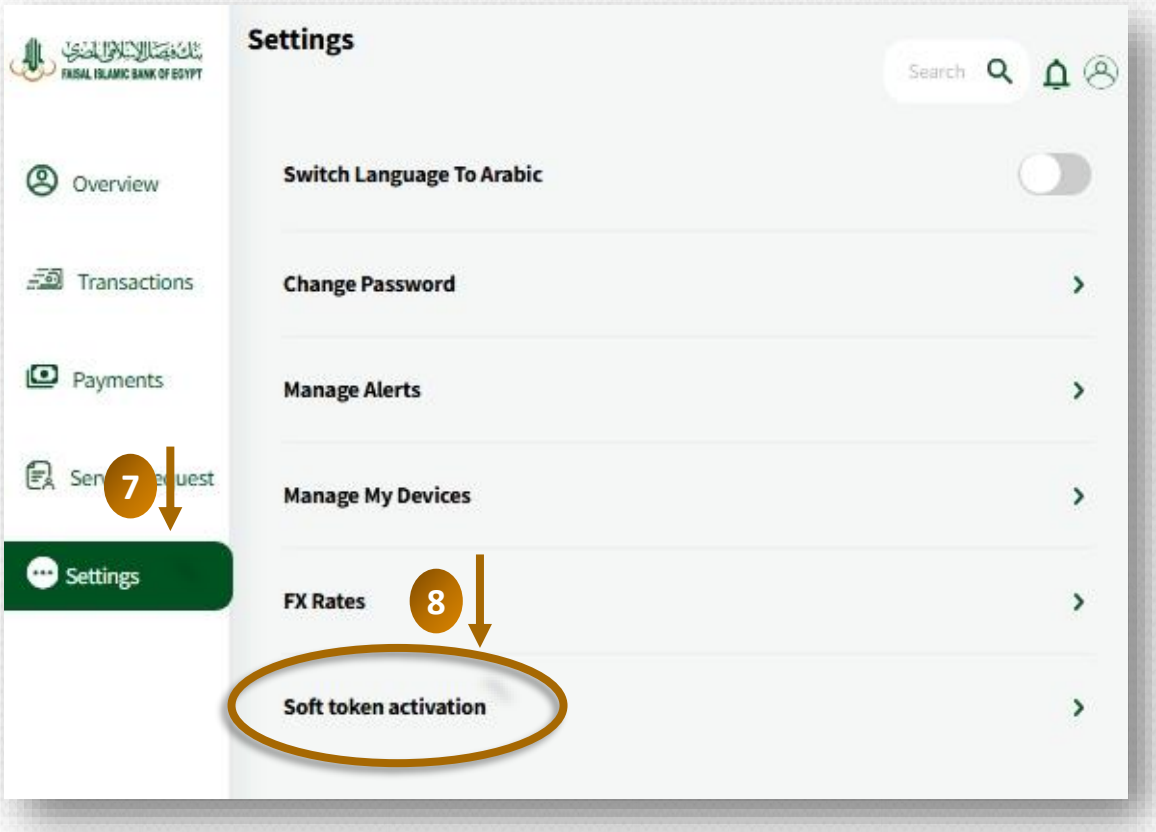
3. Enter your **Username**

4. Enter your **Password**

5. Click on the **Next Icon**

6. Complete the **OTP** Verification

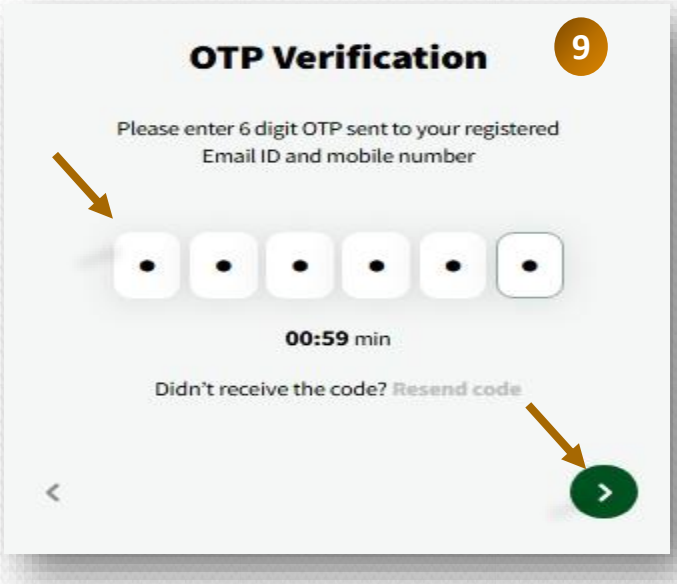
Token Activation 3/6



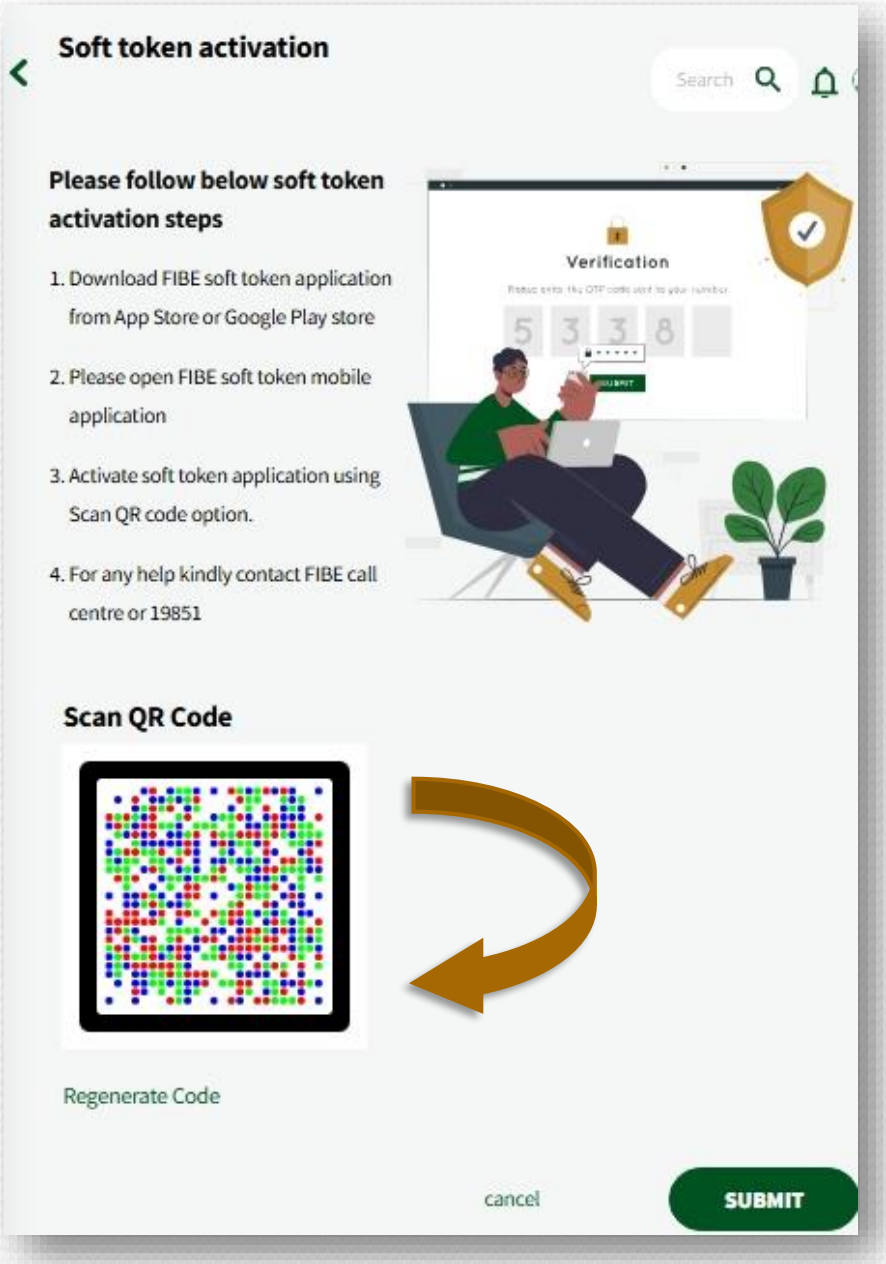
7. Go to **Settings**

8. Select **Soft Token Activation**

9. Complete the **OTP verification**



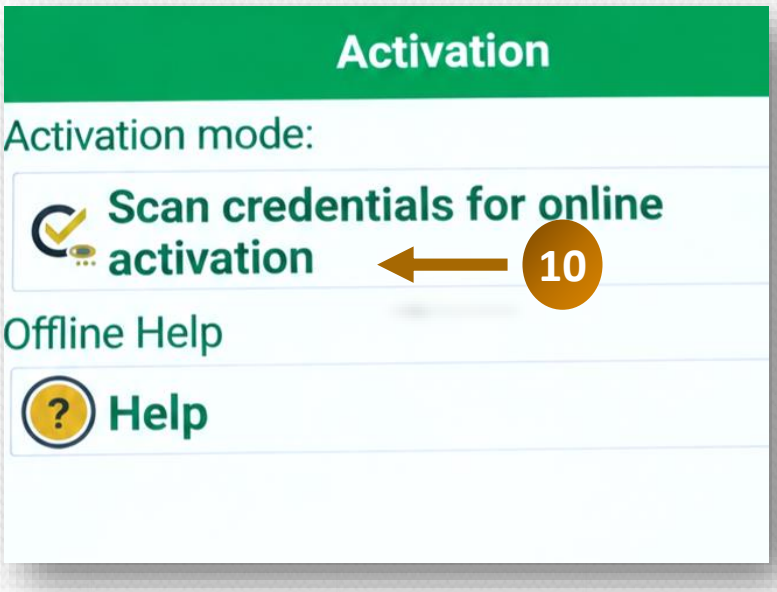
Token Activation 4/6

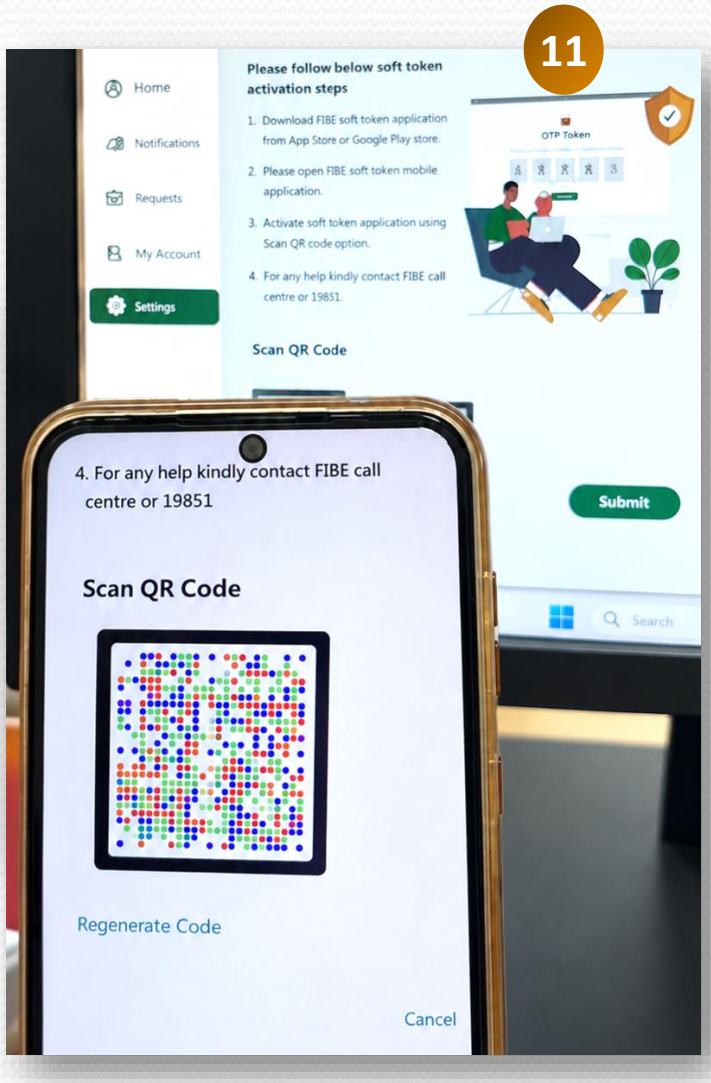


The activation page will display a **QR code**

- Keep this page open and **continue** with the next steps **before the QR code expires**

Token Activation 5/6





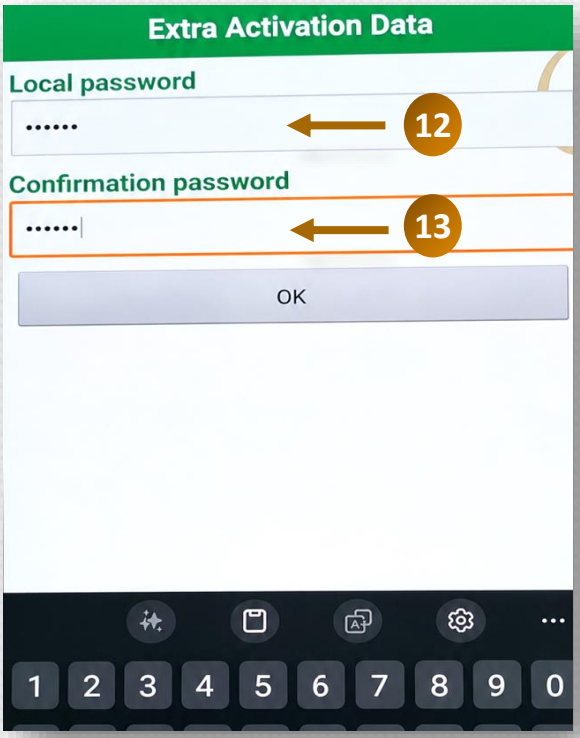
Step 3: Complete Activation Through FIB Token

- Open the FIB Token app on your mobile phone

10. Select **Scan Credentials for Online Activation**

11. **Scan the QR** code displayed on your computer screen

Token Activation 6/6



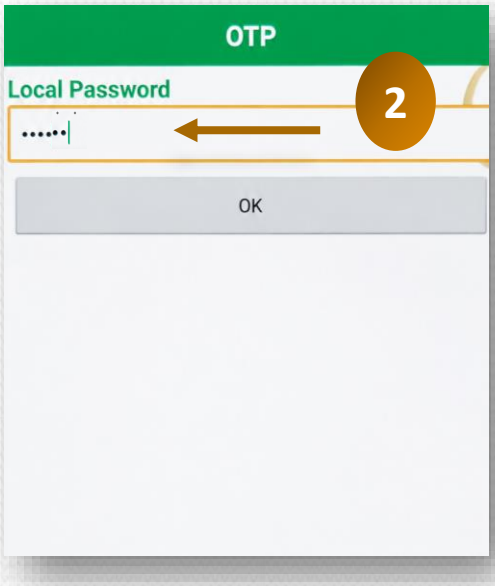
Remember your PIN. You'll need it every time you open the token app to generate a Soft Token Verification Code.

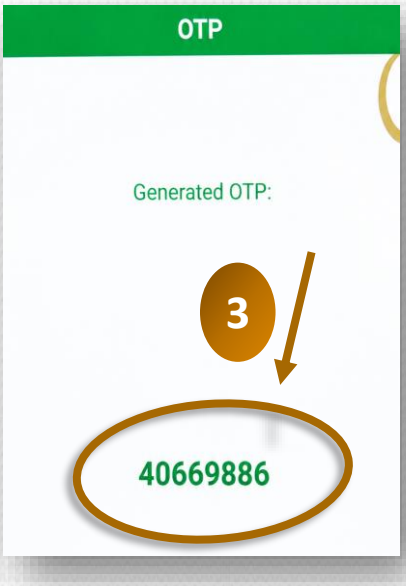
12. **Set a 6-digit password** for the FIB Token app

13. **Re-enter the password** to confirm it

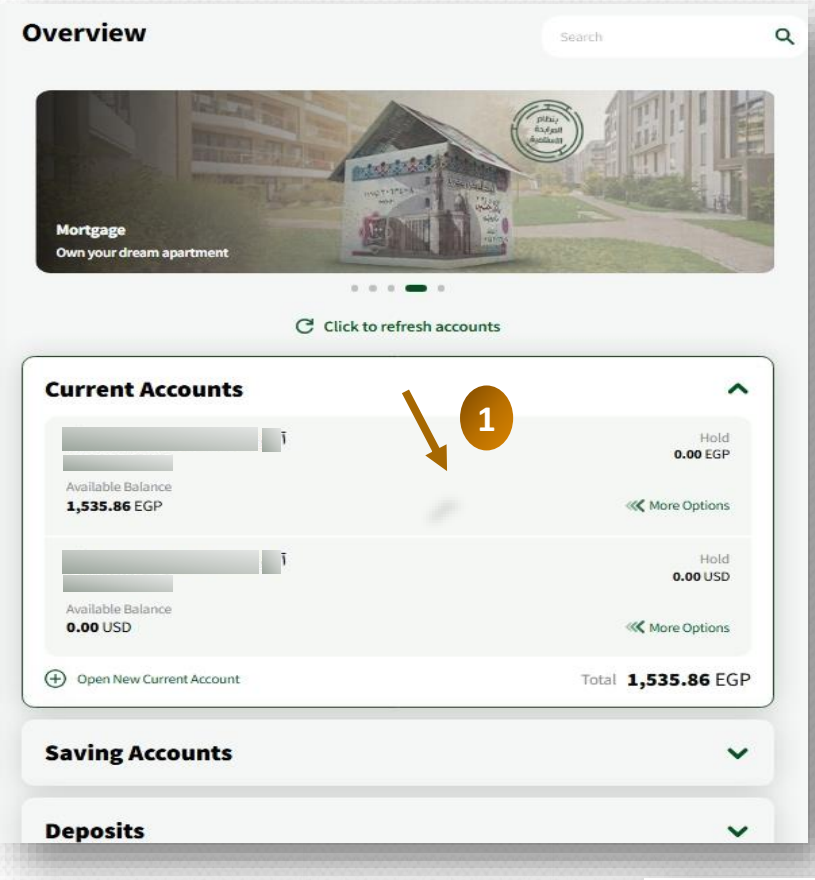
- ***To generate a Soft Token verification code, follow these steps:***



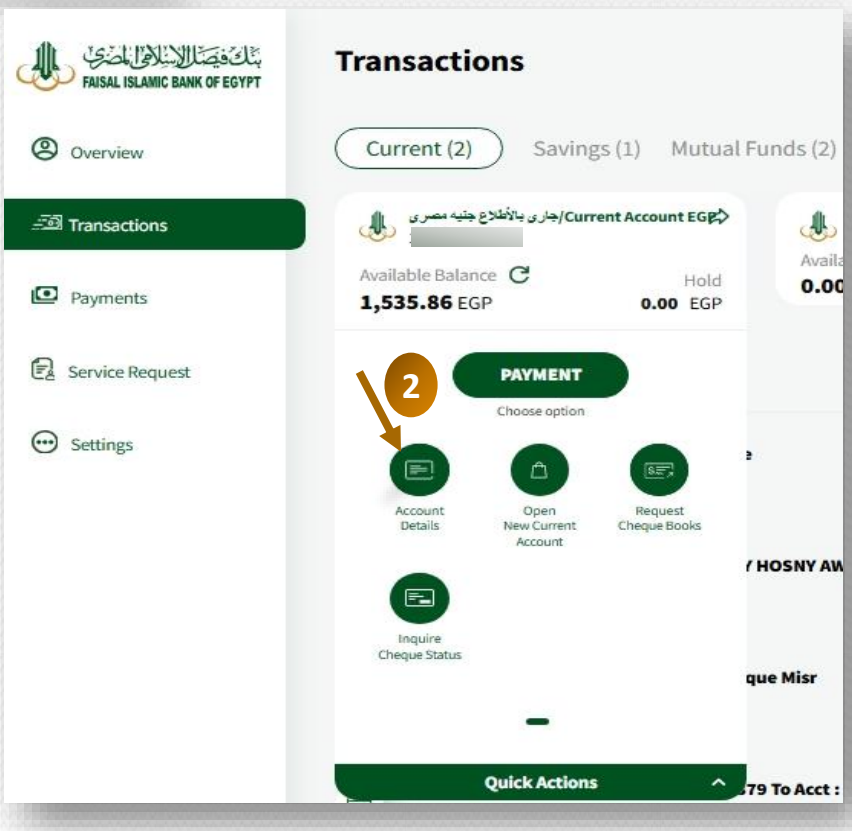




View Account Details 1/2

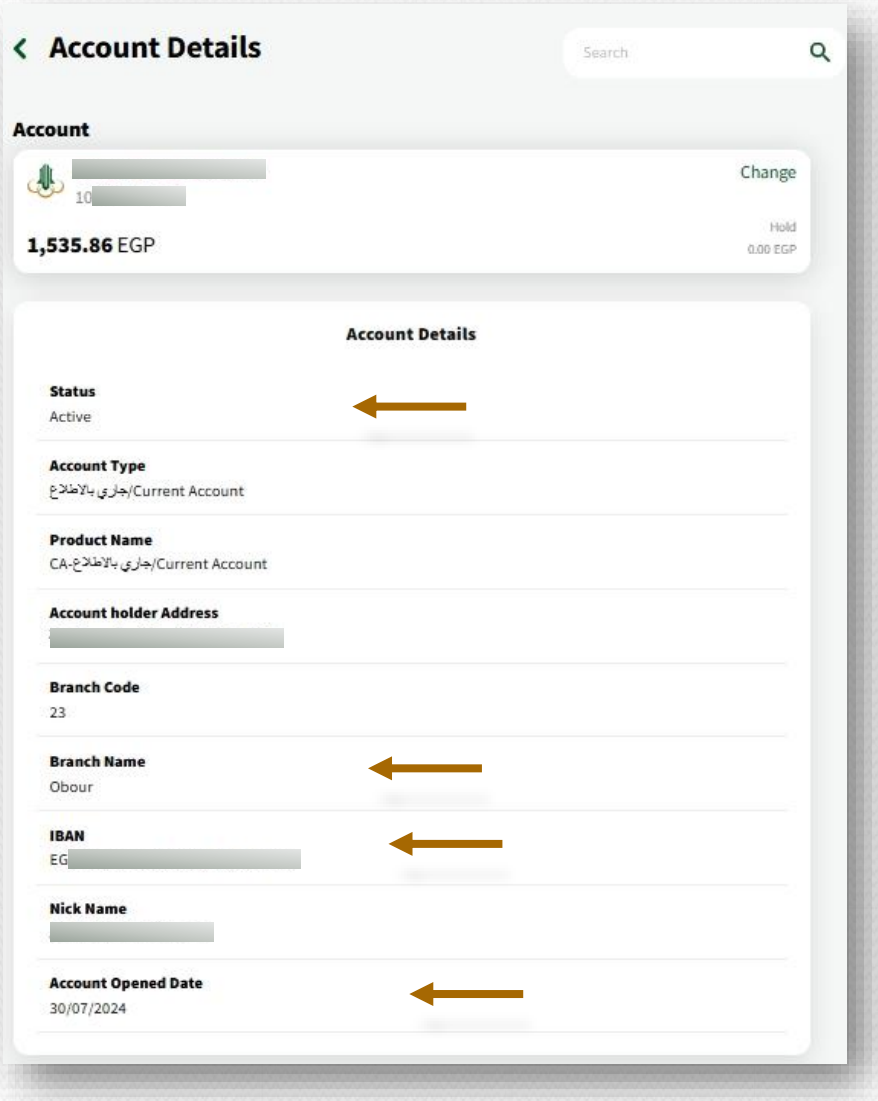


1. From the Home page, **select the Account** you want to view



2. Select **Account details**

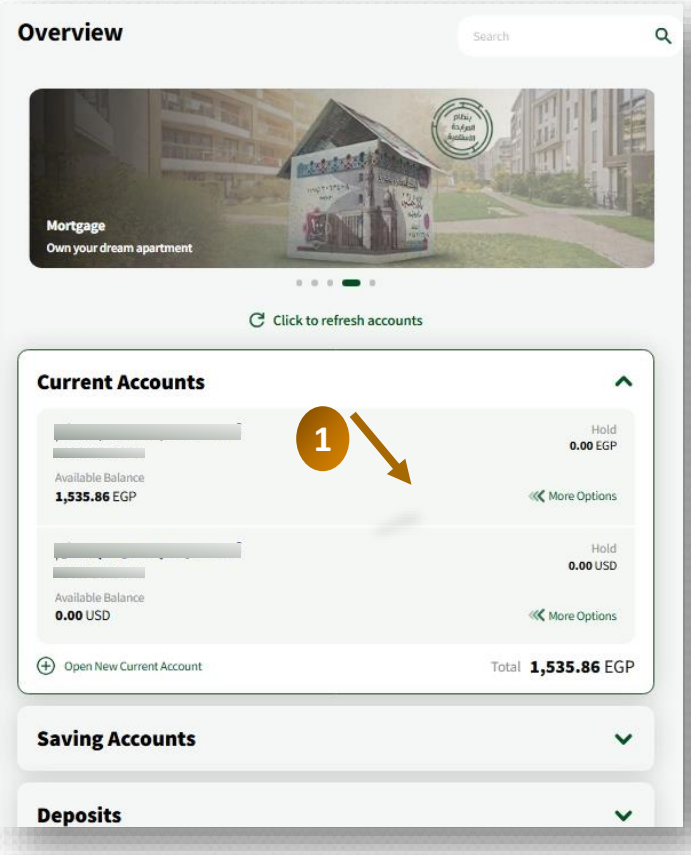
View Account Details 2/2

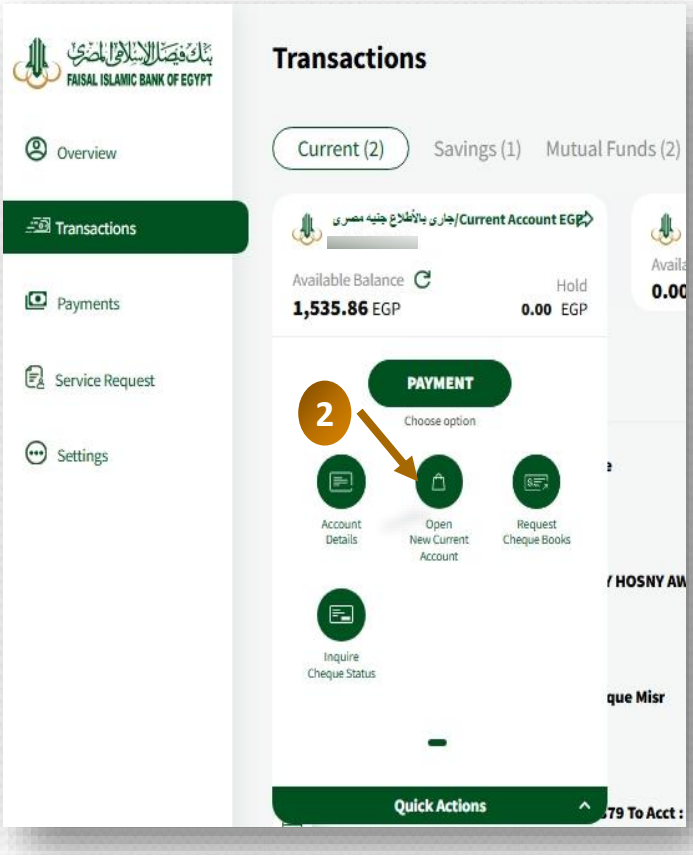


You can view the following account details:

- **Account Status**
- **Account Type**
- **Account Holder Address**
- **Branch Name & Code**
- **IBAN**
- **Account Nickname**
- **Account Opening Date**

Open New Account 1/2



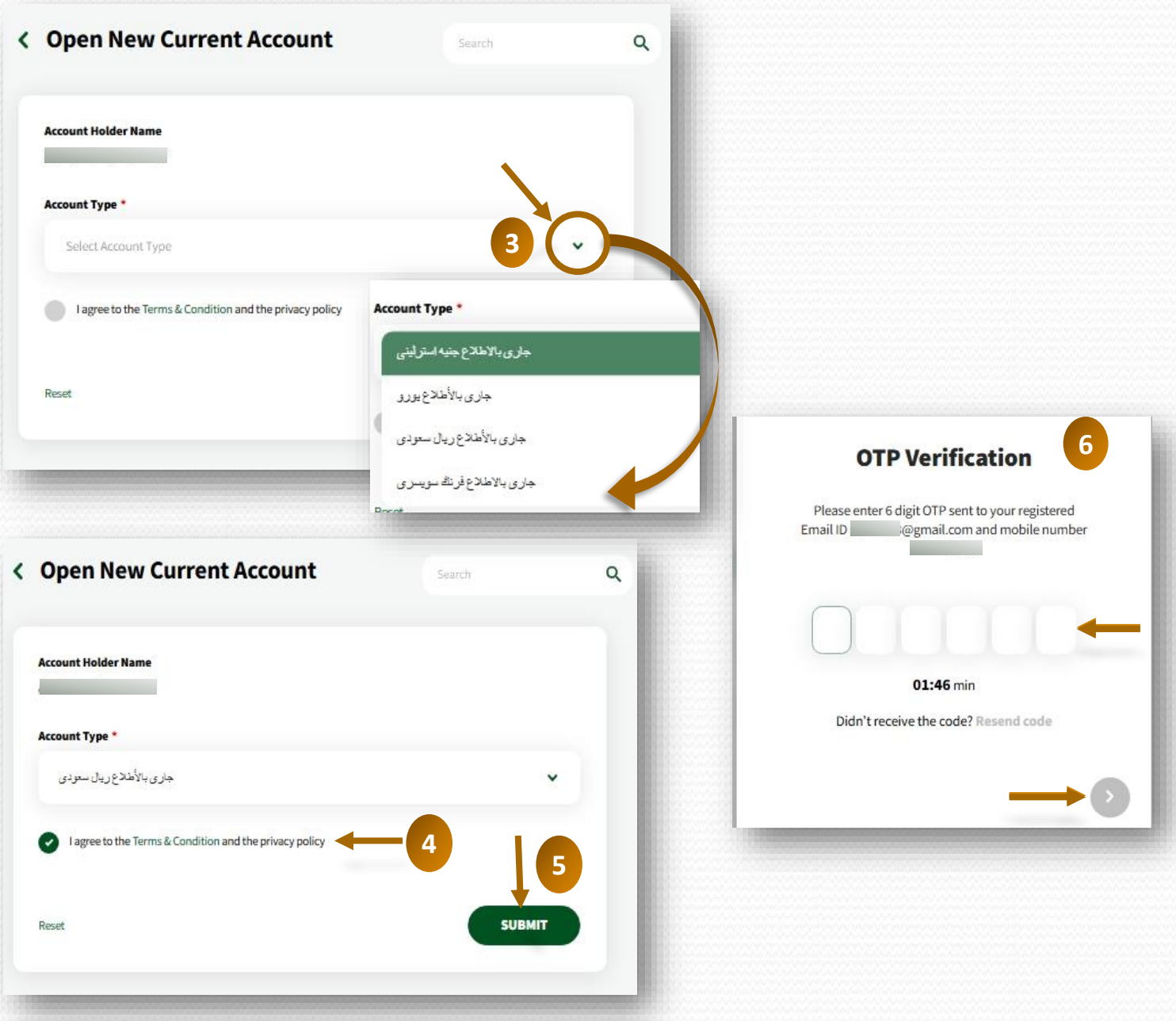


1. From the Home page, **Click on your Current account or Savings account** *"depending on the account type you want to open"*
2. Select **Open new account**

Note: To open a **Savings Account**, you must first have a **Current Account in the same currency**

For example, to open a USD Savings Account, you'll need to have a USD Current Account first

Open New Account 2/2



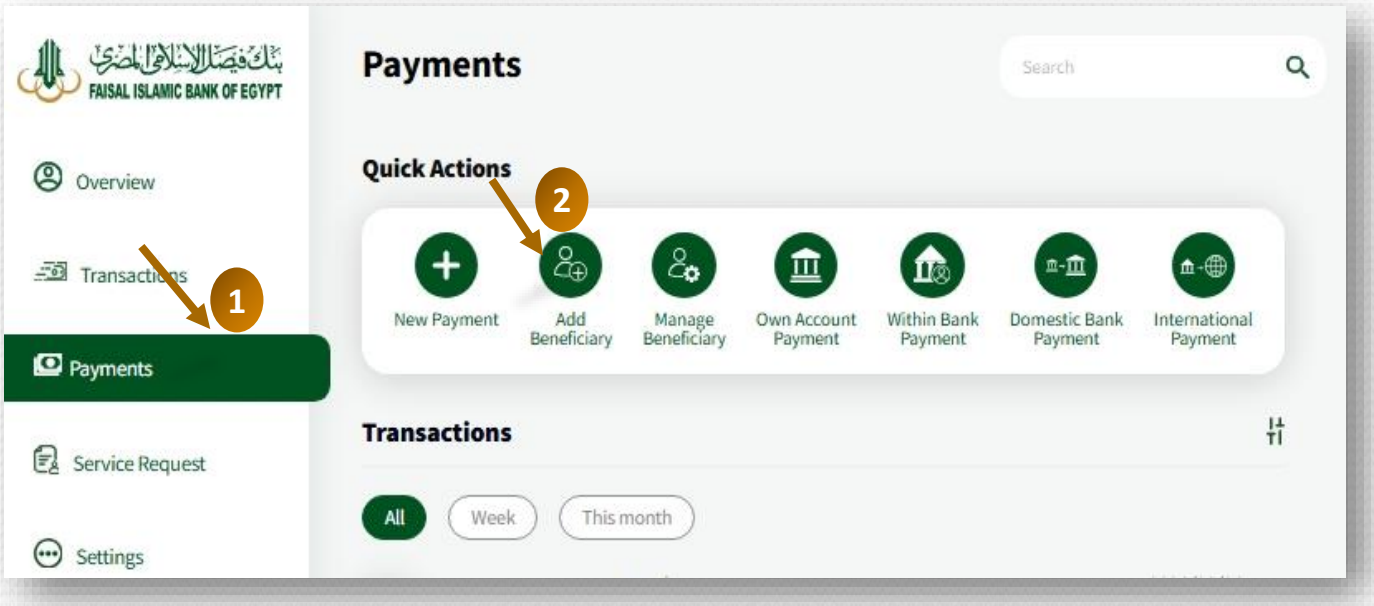
3. Choose The **account type**

4. Review and accept the **Terms and Conditions**

5. Click **Submit**, then **Confirm**

6. Enter the **OTP** sent to you to confirm the request

Add Beneficiary – Within bank 1/2



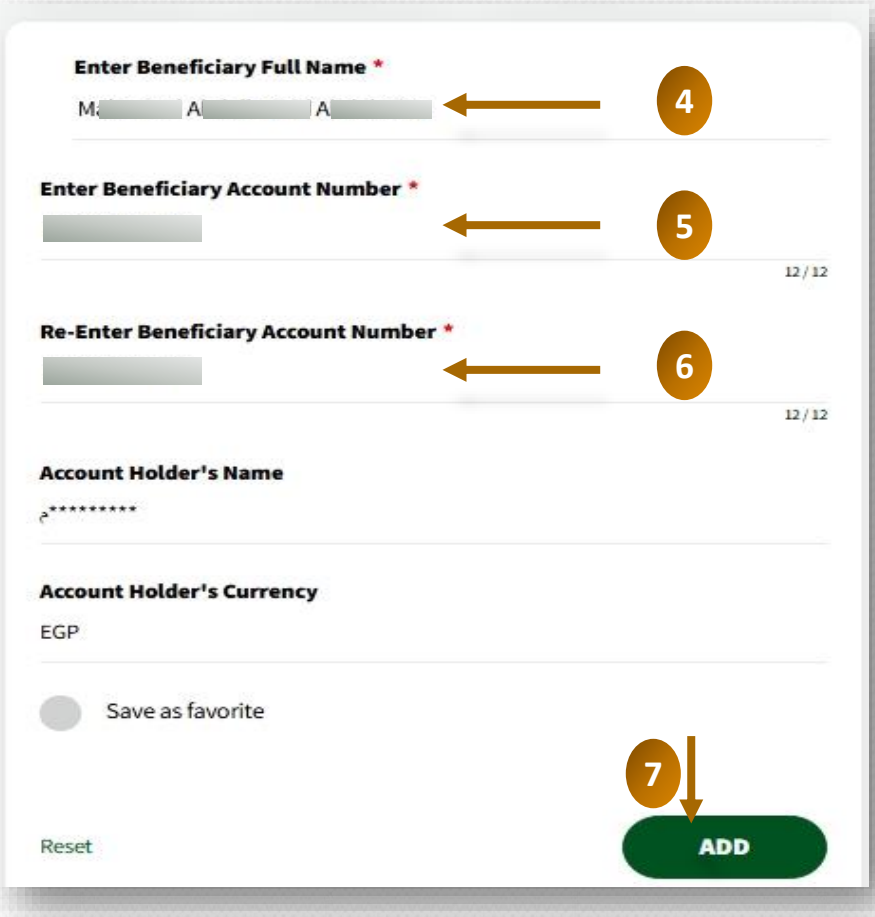
1- From the Home page, select **Payments**

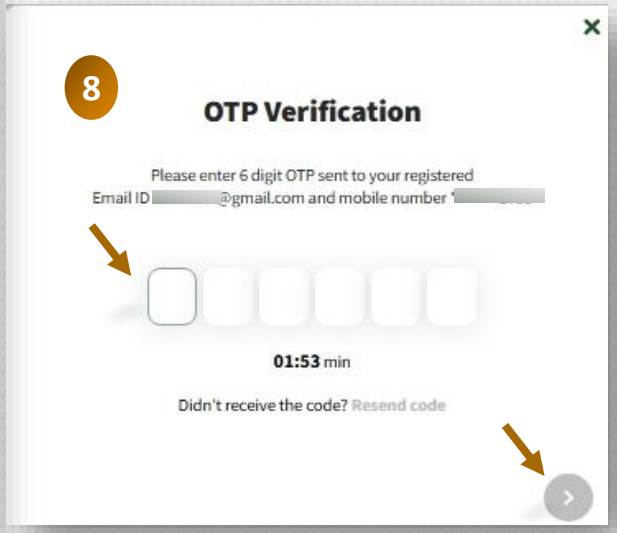
2- Select **Add Beneficiary**



3. Select **Within Bank**

Add Beneficiary – Within bank 2/2





4. Enter the **beneficiary's first, second, and third Name**

5. Enter the **beneficiary's account number**

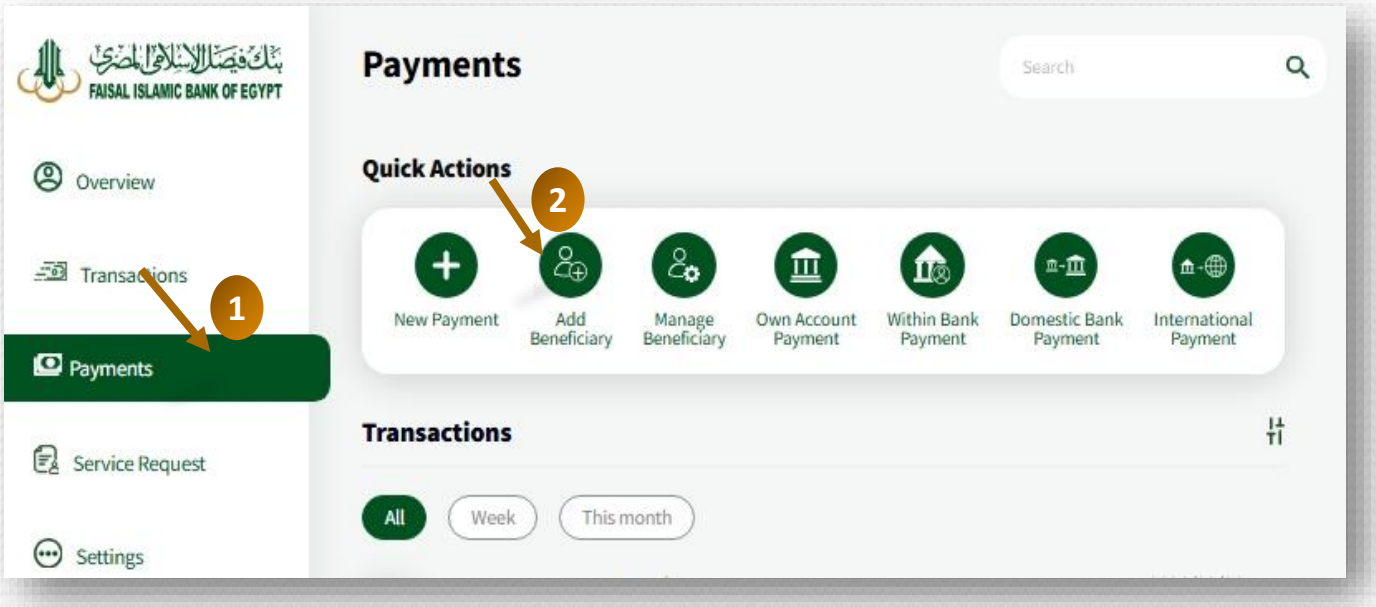
6. **Re-enter the beneficiary's account number**

- The beneficiary's account holder name and account currency will be displayed automatically

7. Click **Add**, then **Confirm**

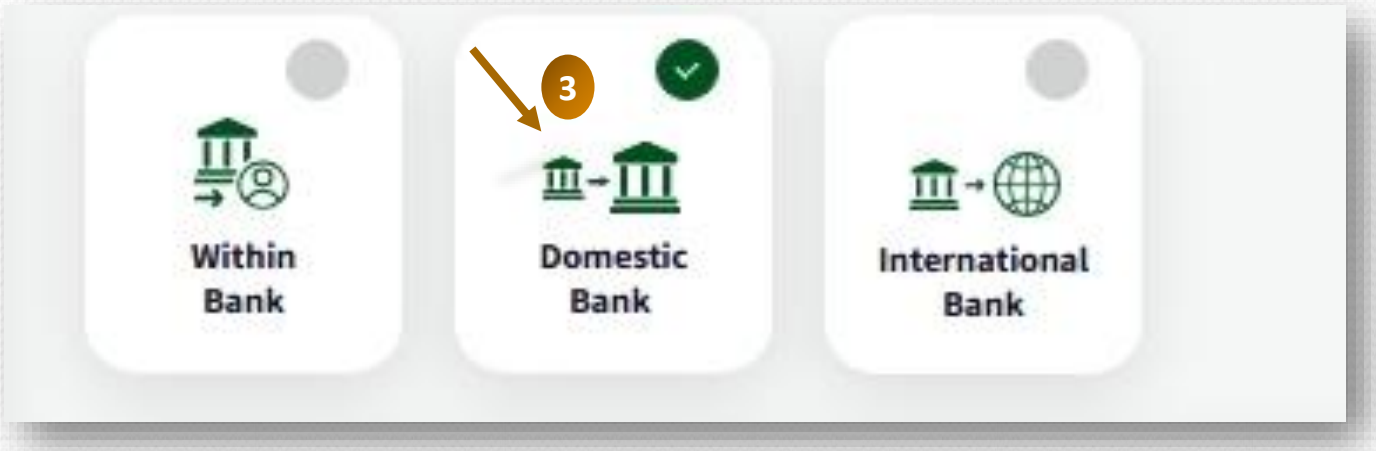
8. Enter the **OTP** sent to you to complete **the verification**

Add Beneficiary – Domestic bank 1/2



1- From the Home page, select **Payments**

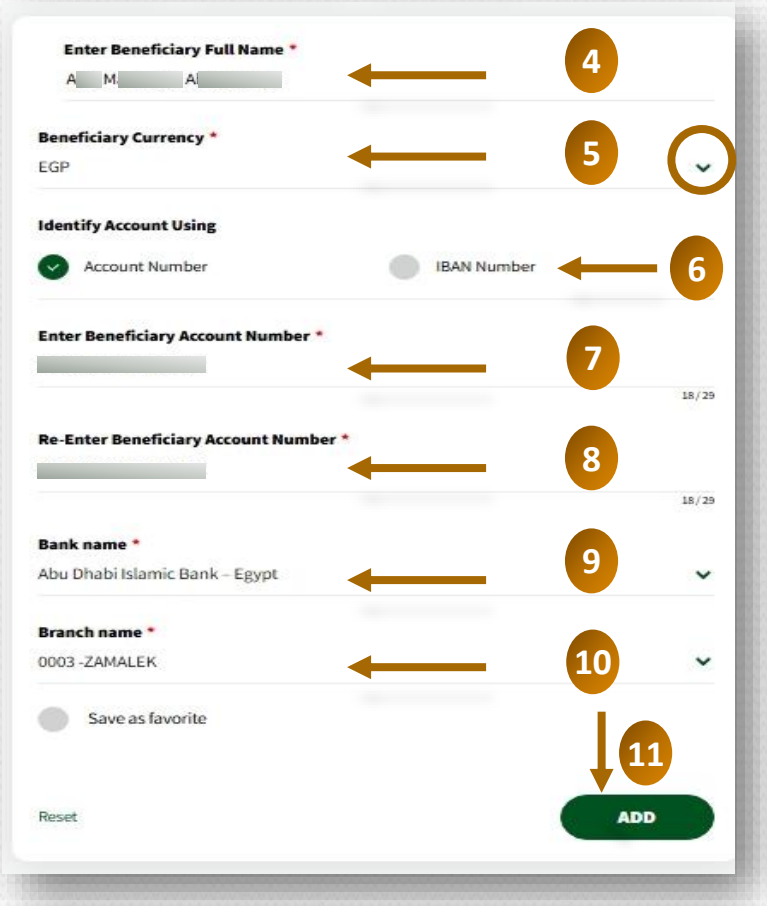
2- Select **Add Beneficiary**

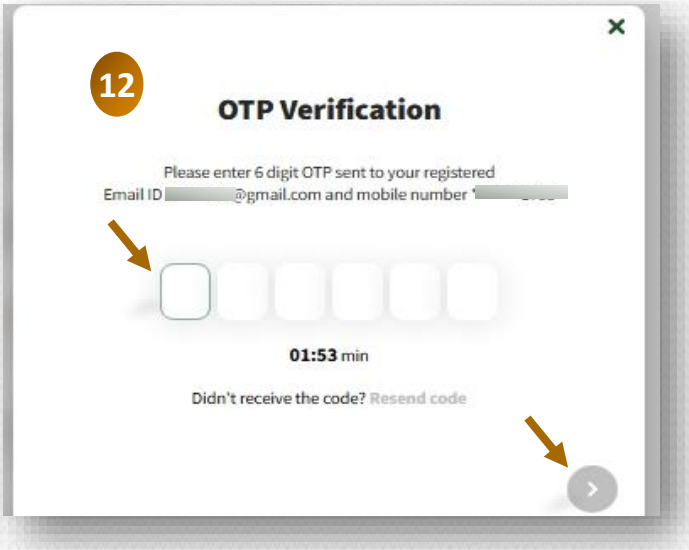


3. Select **Domestic Bank**

- *For **EGP accounts**, you can enter the **account number or IBAN***
- *For **foreign currency** accounts, you can **only** enter the **IBAN***

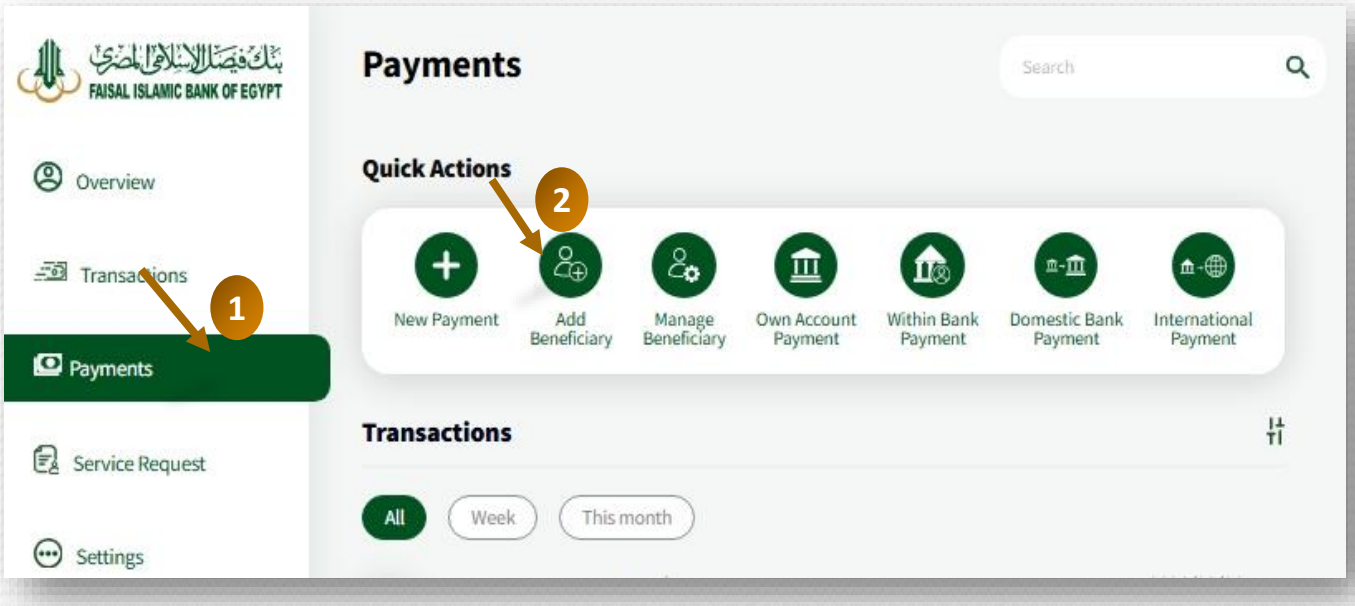
Add Beneficiary – Domestic bank 2/2





4. Enter the **beneficiary's first, second, and third Name**
5. Select the **beneficiary's currency**
6. Choose to enter the beneficiary's **IBAN or Account Number**
7. Enter the **beneficiary's account number/ IBAN**
8. **Re-enter the beneficiary's account number**
9. Select **the beneficiary's bank**
10. Select **the beneficiary's bank branch**
11. Click **Add**, then **Confirm**
12. Enter the **OTP** sent to you to complete the verification

Add Beneficiary – International bank 1/2



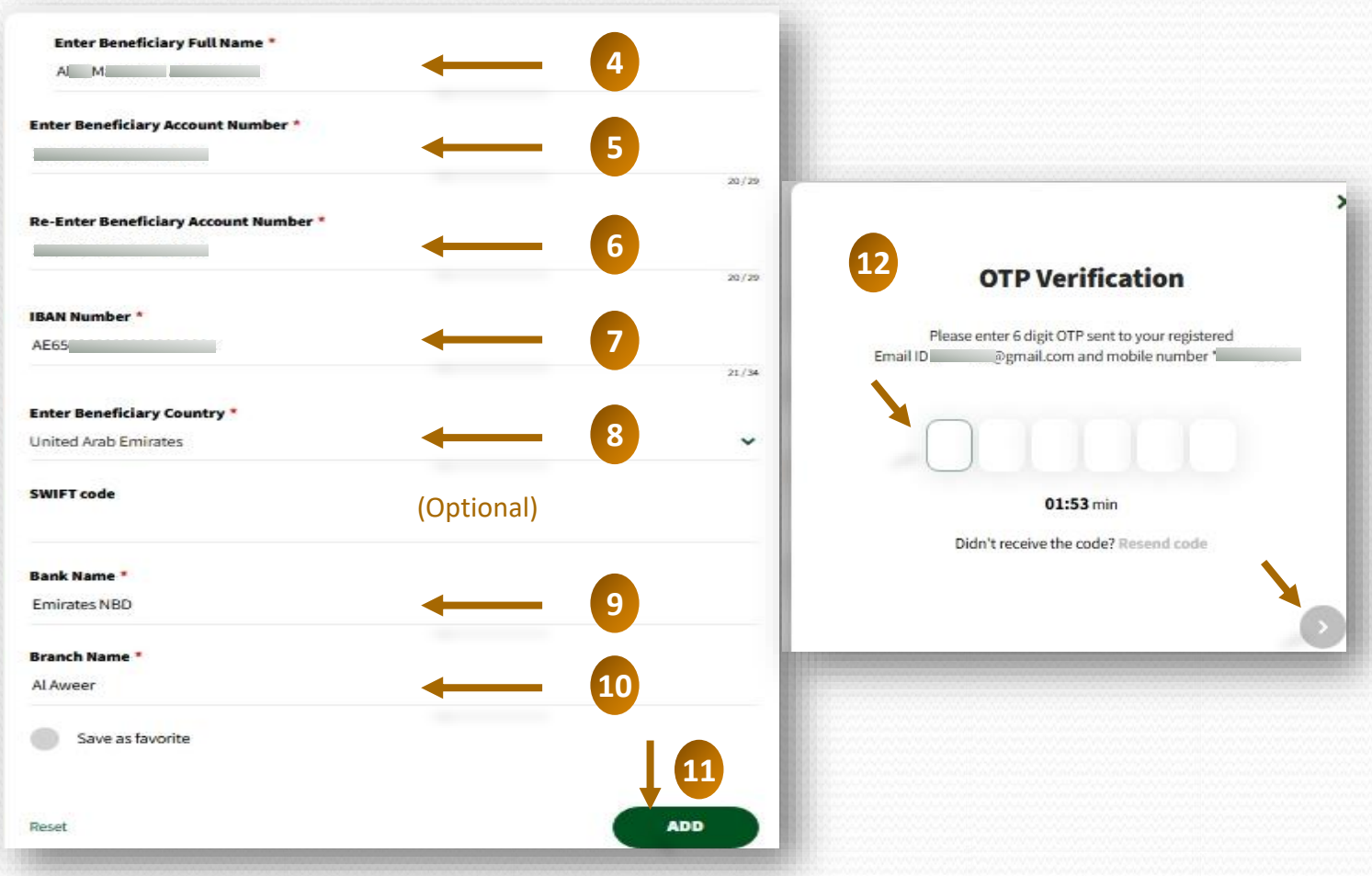
1- From the Home page, select **Payments**

2- Select **Add Beneficiary**



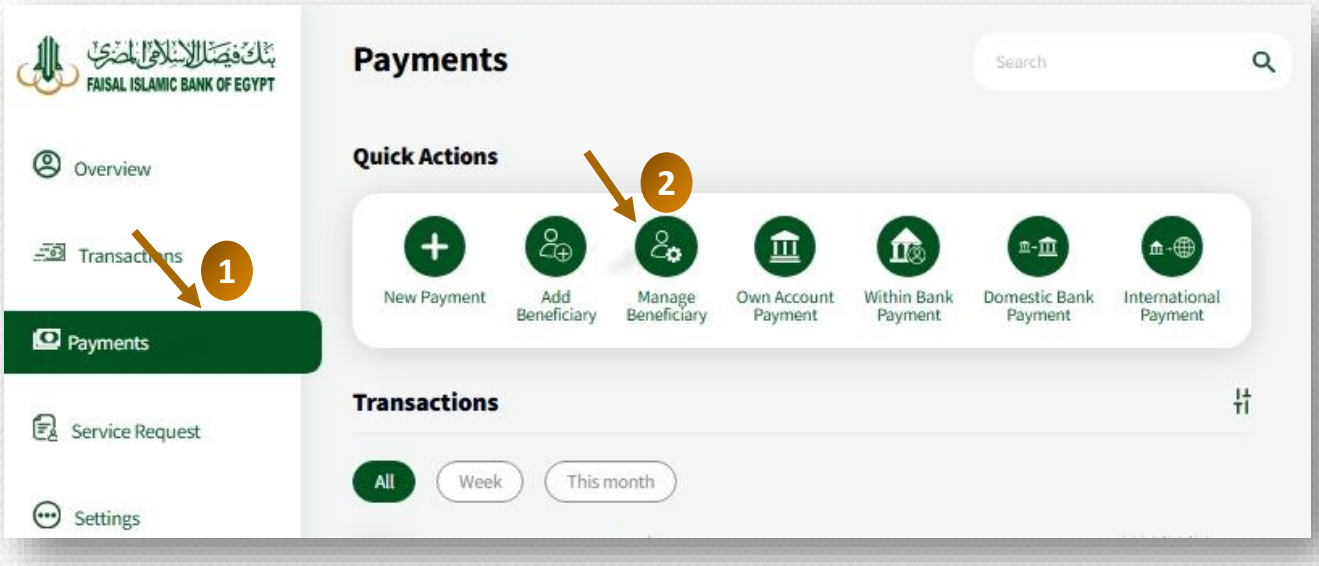
3. Select **International Bank**

Add Beneficiary – International bank 2/2

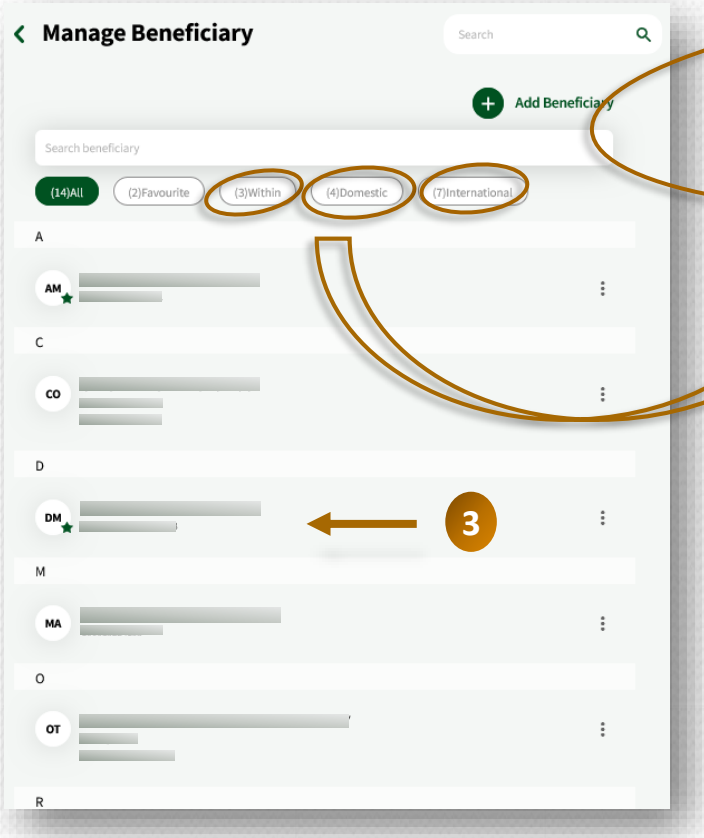


4. Enter the **beneficiary's first, second, and third Name**
5. Enter the **beneficiary's Account number**
6. **Re-enter the beneficiary's account number**
7. Enter the **IBAN**
8. Enter the **beneficiary's Country**
9. Enter the **beneficiary's bank name**
10. Enter the **beneficiary's bank branch**
11. Click **Add**, then **Confirm**
12. Enter the **OTP** sent to you to complete the verification

To View the added Beneficiaries:



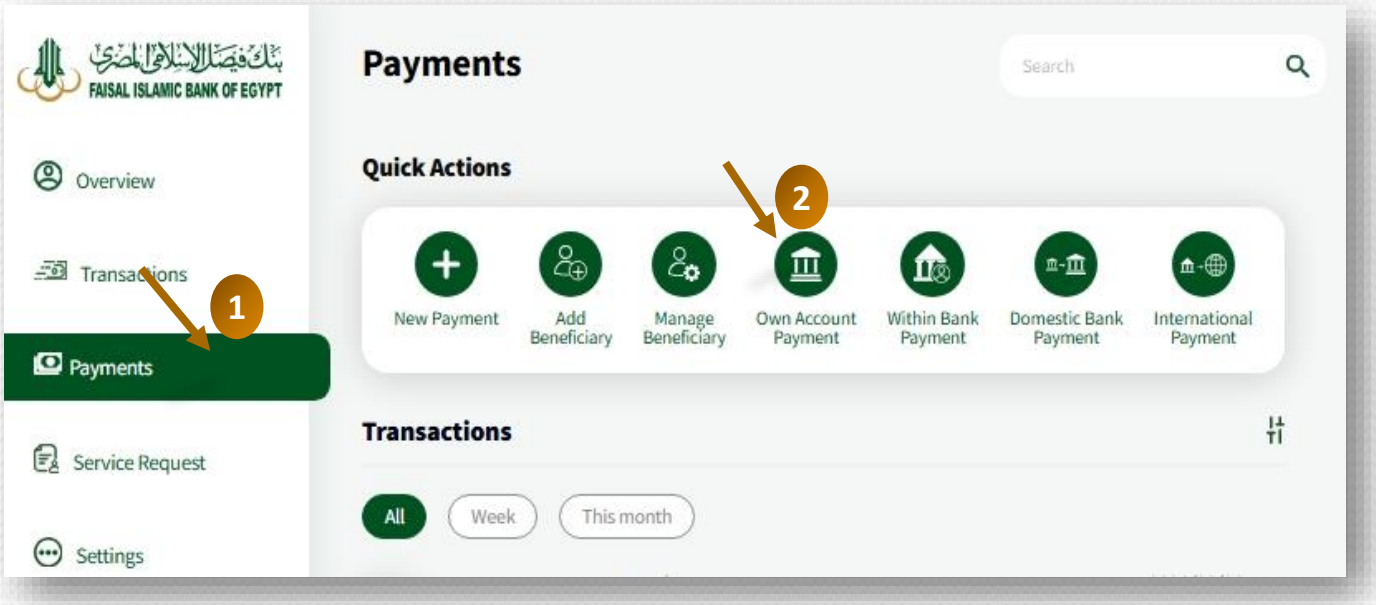
1. Select **Payments**
2. Select **Manage Beneficiaries**



You'll see all your added beneficiaries, grouped by category

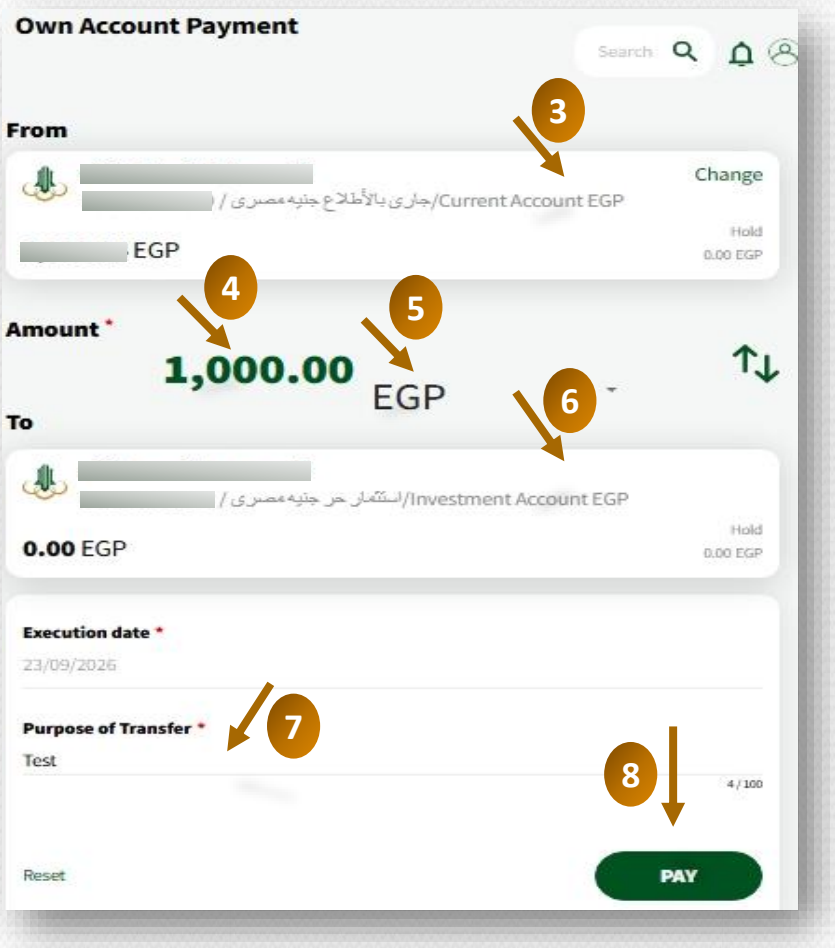
3. **Click on the beneficiary you want to view or edit**

Own Account Transfer 1/2



1. From the Home page, select **Payments**
2. Select **Own Account Payment**

Own Account Transfer 2/2

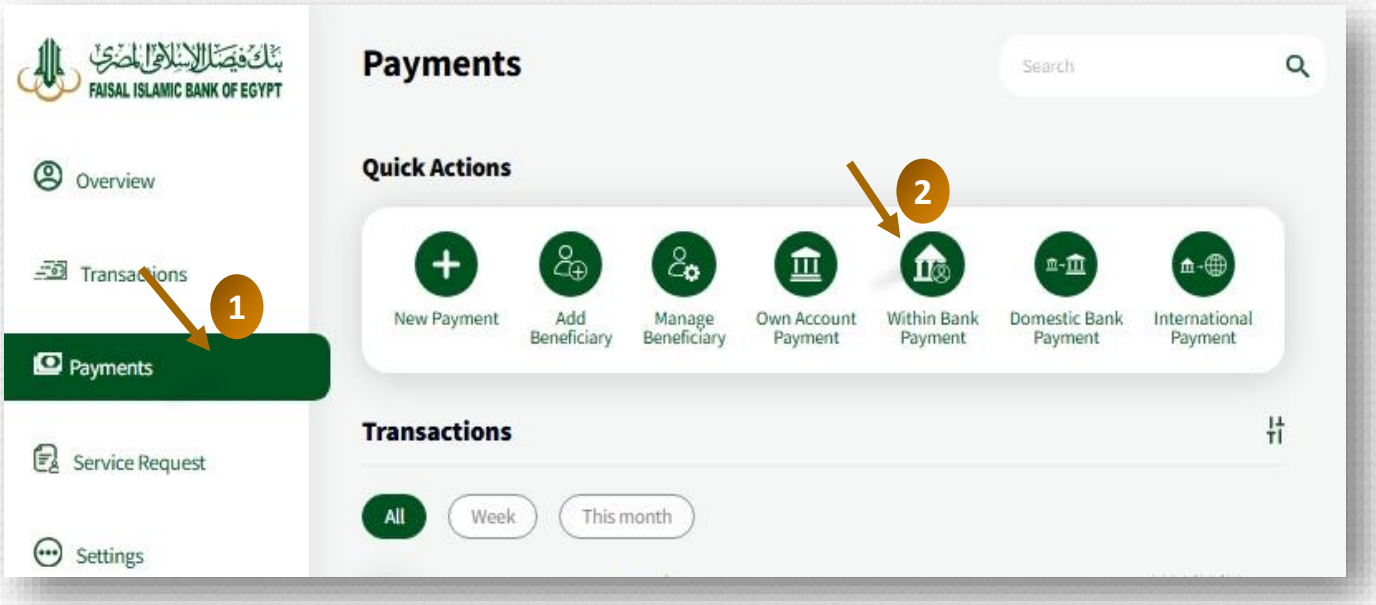


3. Select the **From Account** (the account to pay from)
4. Enter the **amount**
5. Select the **currency**

> ***Note:*** Transfers to a Savings Account must be at least EGP 1,000

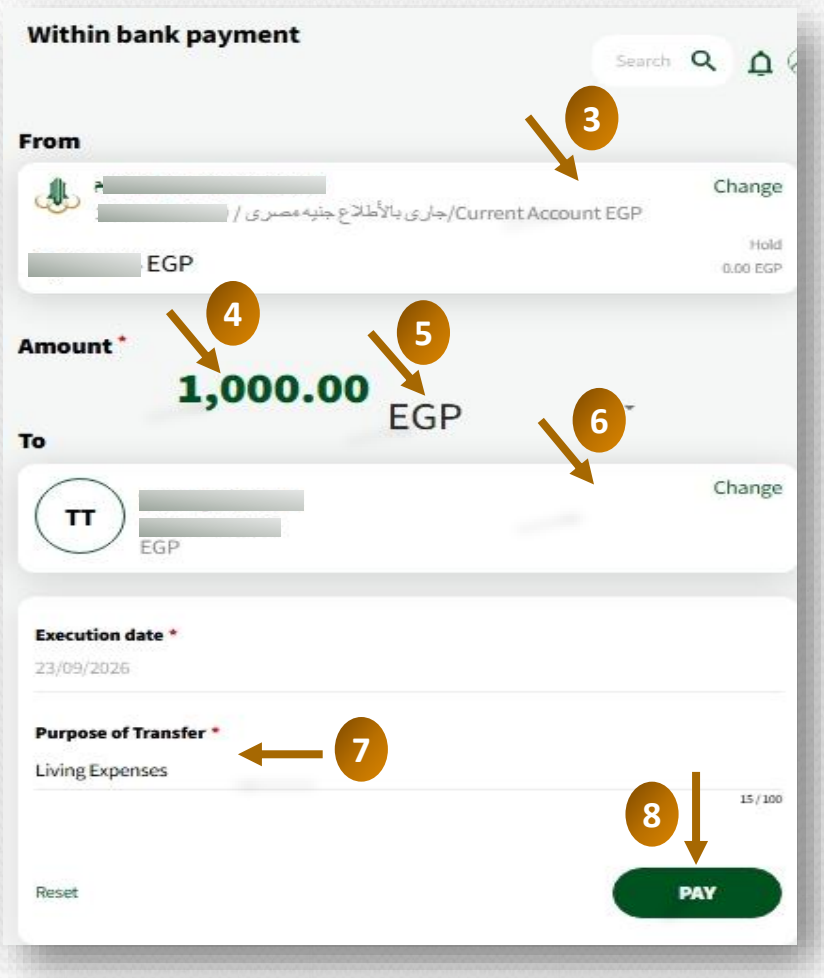
6. Select the **To account** (the receiving account)
7. Enter the **transfer purpose**
8. Click **pay** then **confirm**

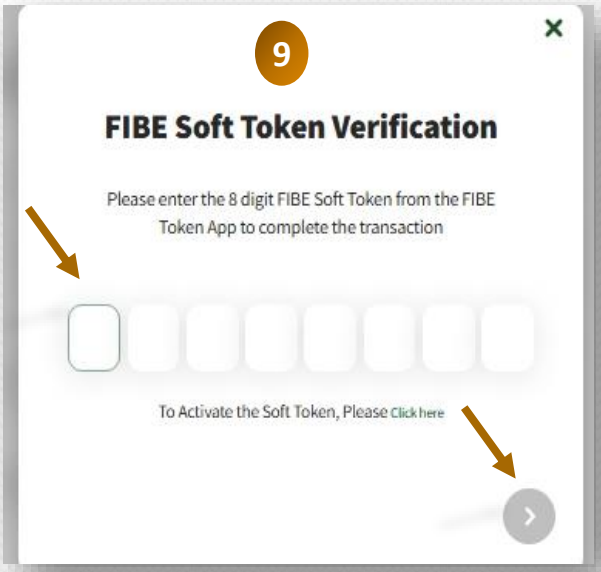
Within bank Transfer 1/2



1. From the Home page, select **Payments**
2. Select **Within Bank Payment**

Within bank Transfer 2/2





3. Select the **From Account** (the account to pay from)

4. Enter the **amount**

5. Select the **currency**

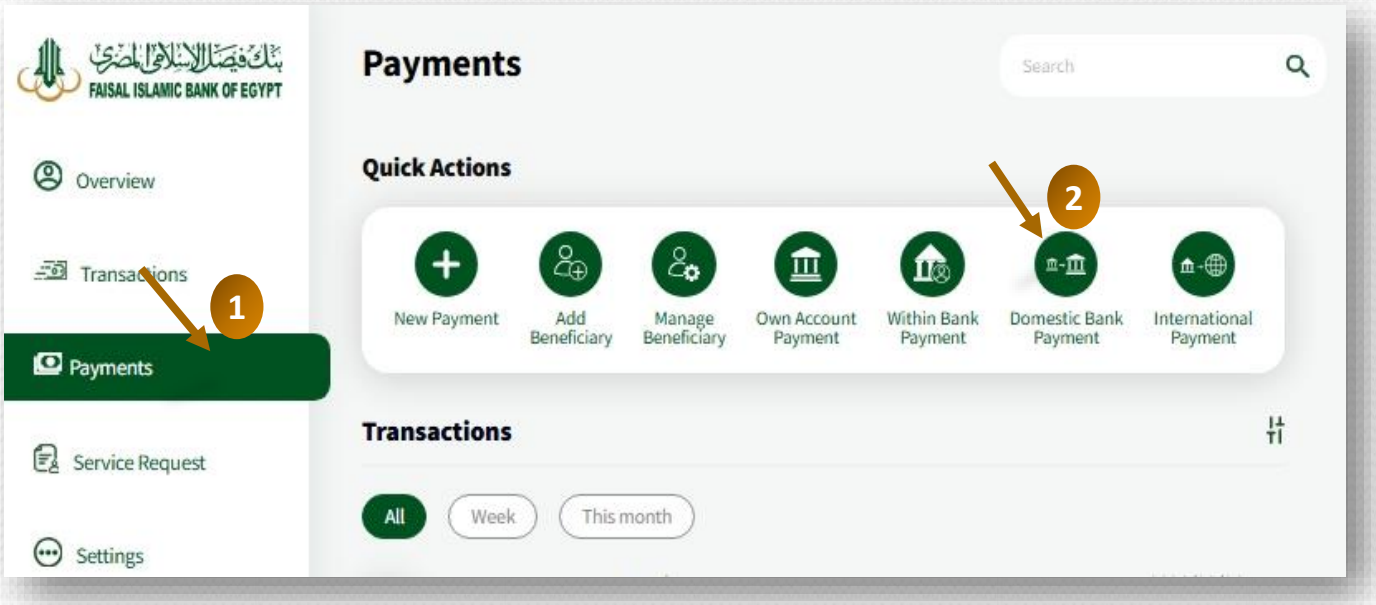
6. Select the **To account** (the receiving account)

7. Enter the **transfer reason**

8. Click **pay** then **confirm**

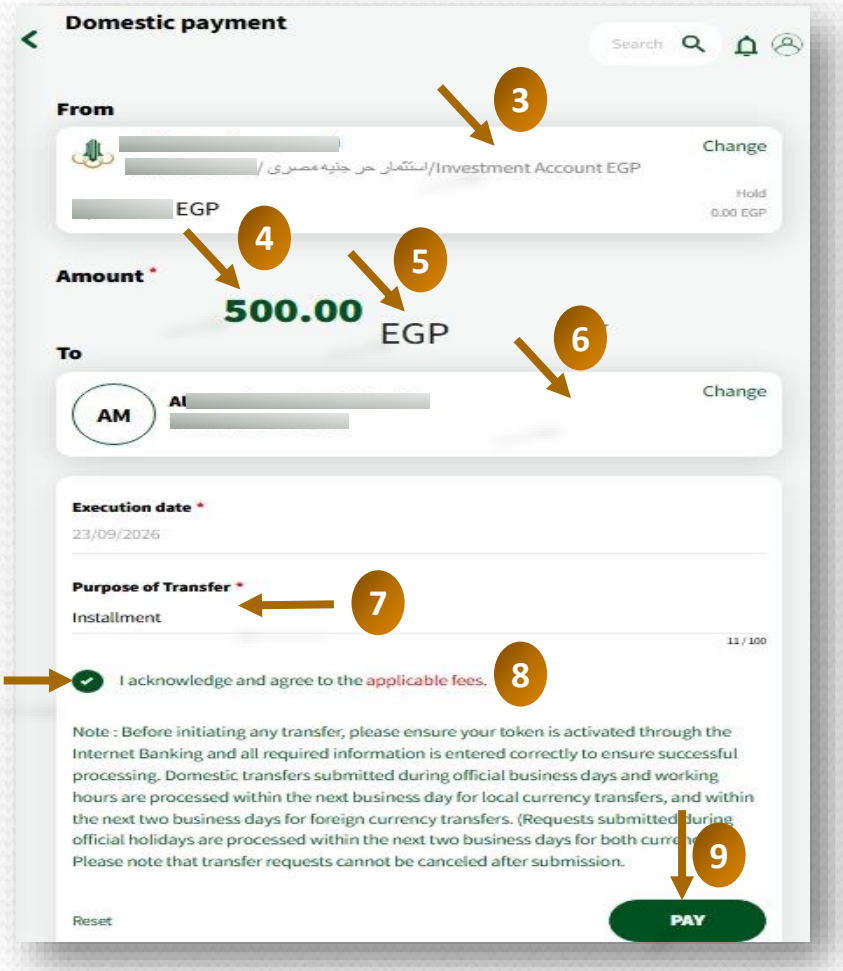
9. Enter the **8-digit code from FIB Soft Token**

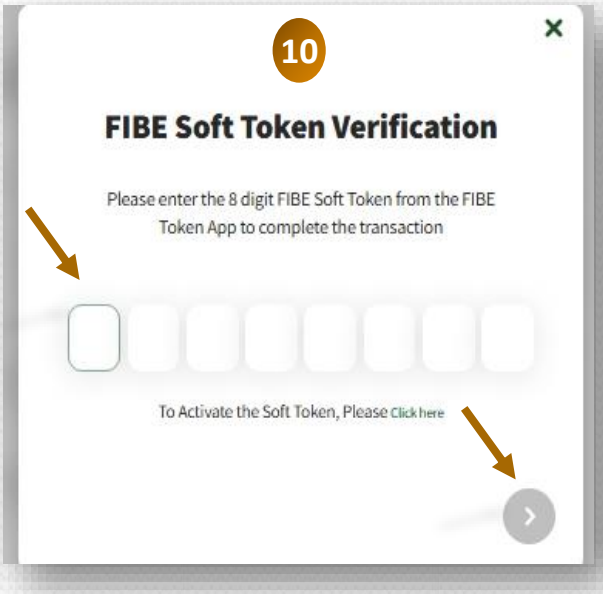
Domestic bank Transfer 1/3



1. From the Home page, select **Payments**
2. Select **Domestic Bank Payment**

Domestic bank Transfer 2/3





3. Select the **From Account** (the account to pay from)

4. Enter the **amount**

5. Select the **currency**

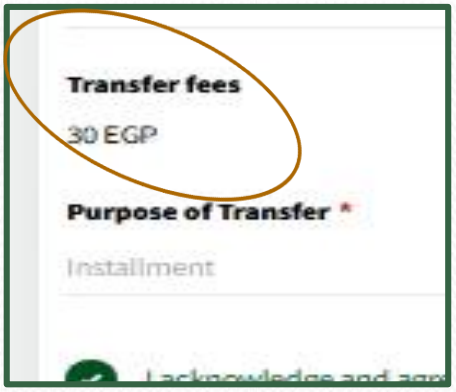
6. Select the **To account**
(the receiving account)

7. Enter the **transfer reason**

8. Review and accept **the applicable fees**

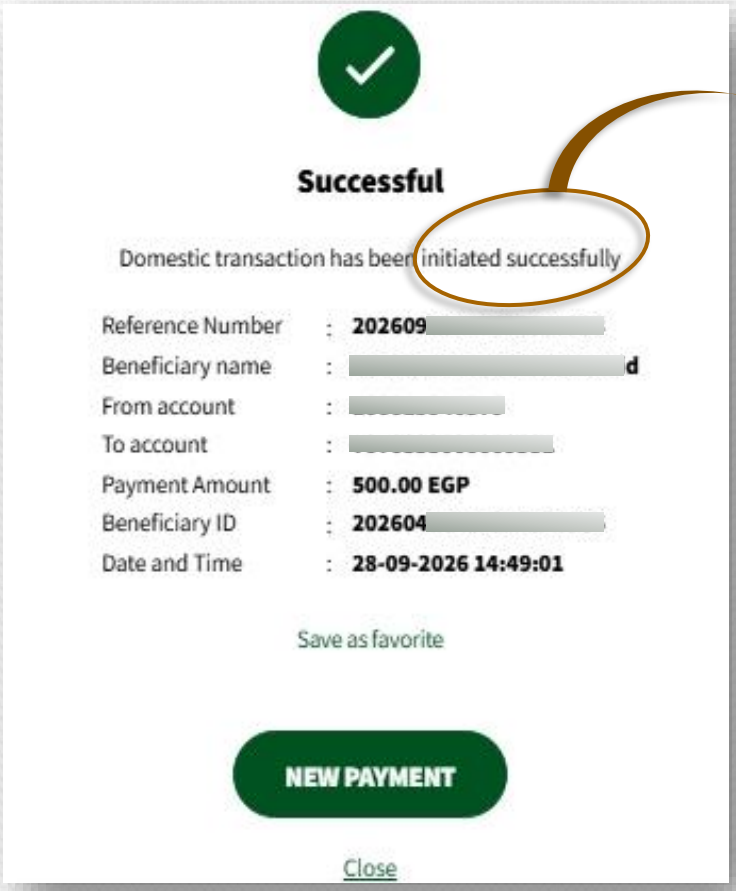
9. Click **pay** then **confirm**

10. Enter the **8-digit code from FIB Soft Token**

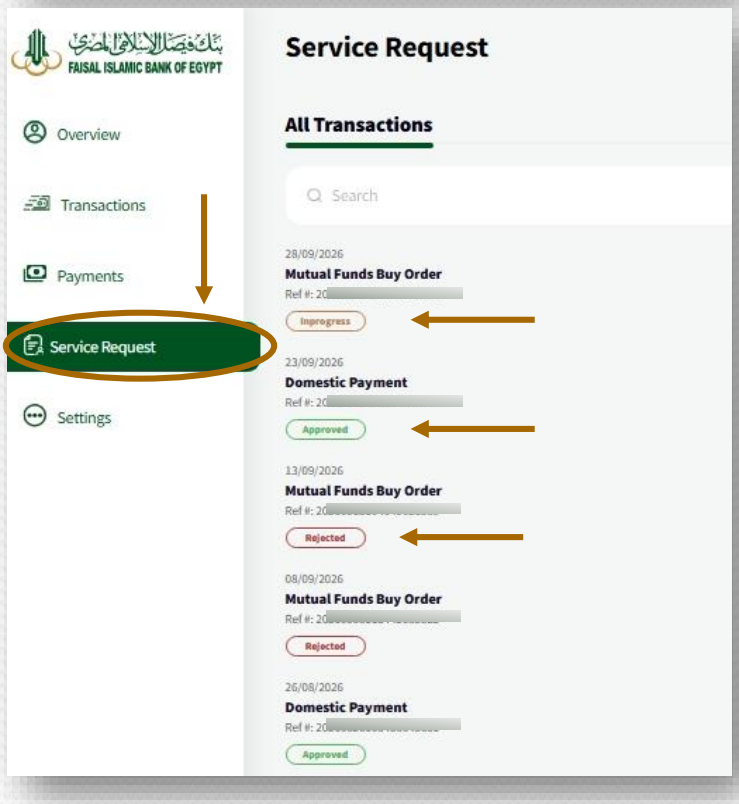


In the confirmation screen you will find the applied fees

Domestic bank Transfer 3/3



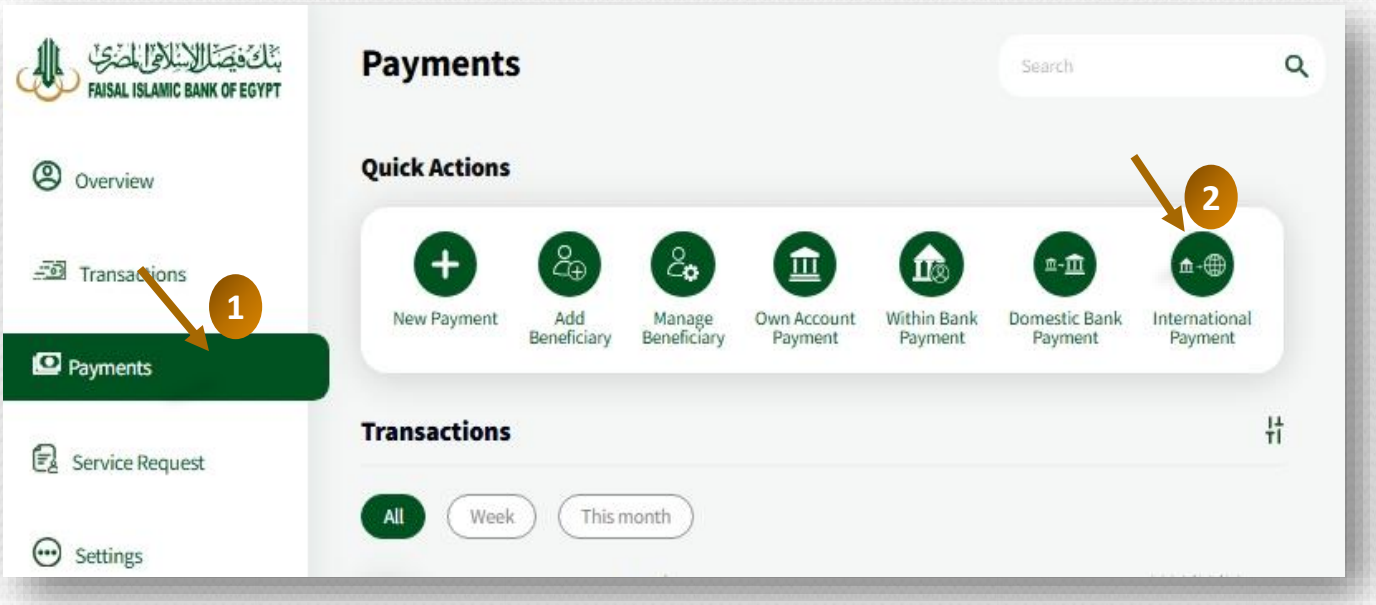
The transfer is now **submitted for processing**.
It will be completed within **the next business day for local currency** and the next **2 business days for foreign currency**, excluding official holidays



You can check your request status **(In Progress, Completed, or Rejected**) from the **Service Requests** tab

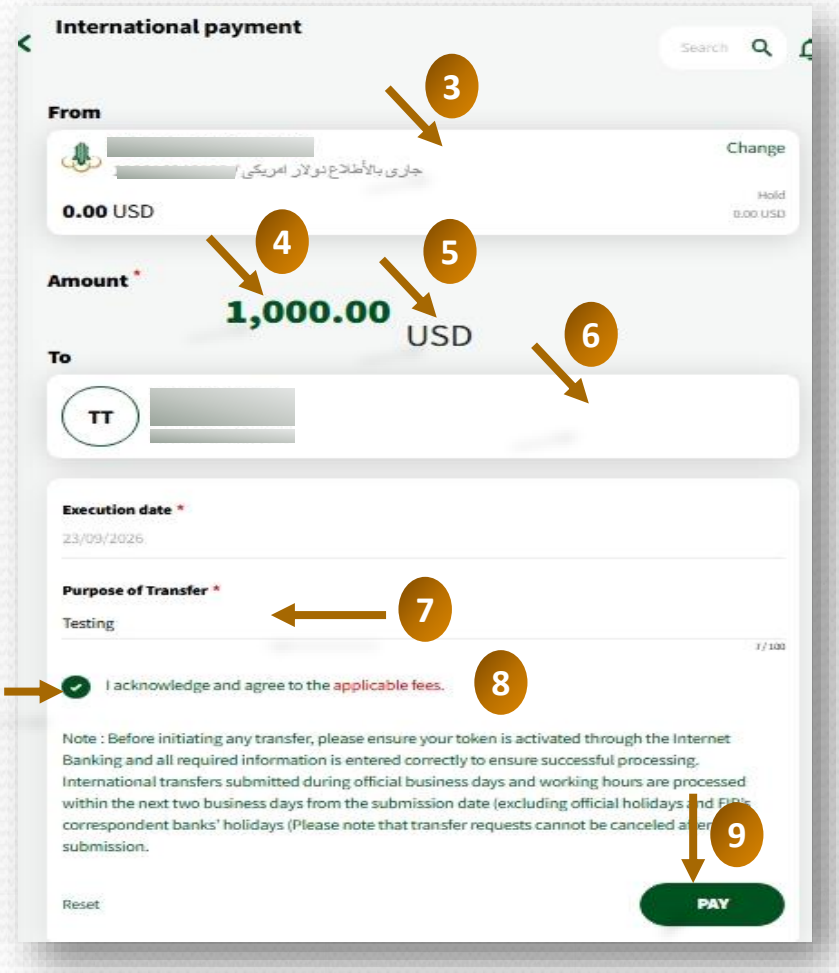
If your transfer takes longer than the expected processing time, please contact our Hotline at [19851]

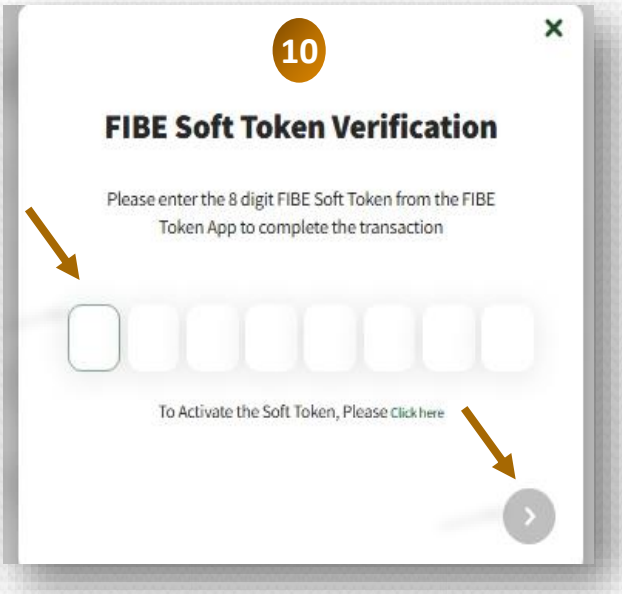
International bank Transfer 1/3



1. From the Home page, select **Payments**
2. Select **International Bank Payment**

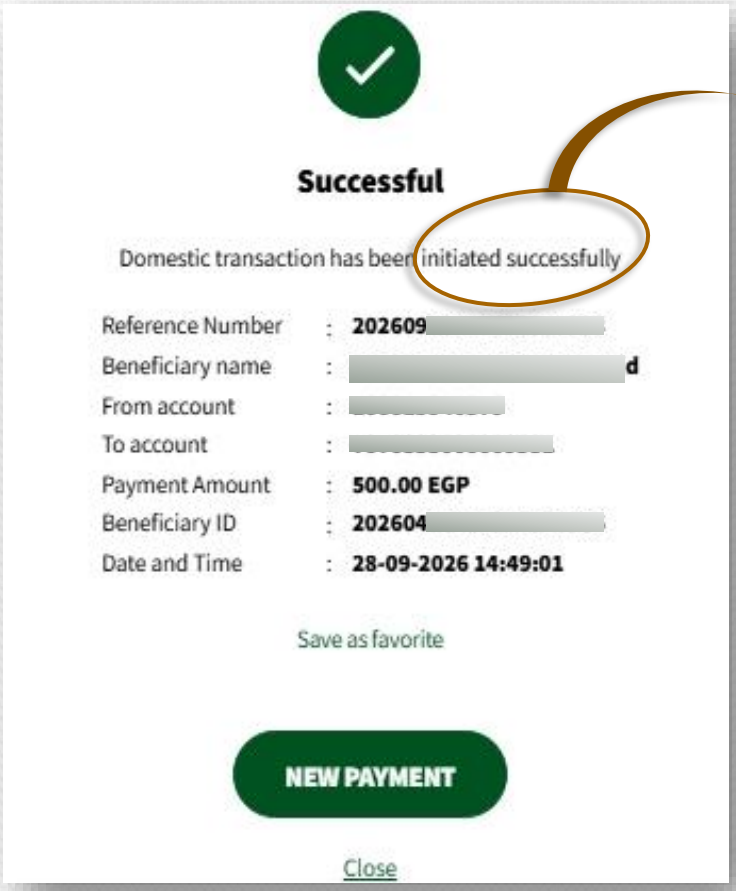
International bank Transfer 2/3



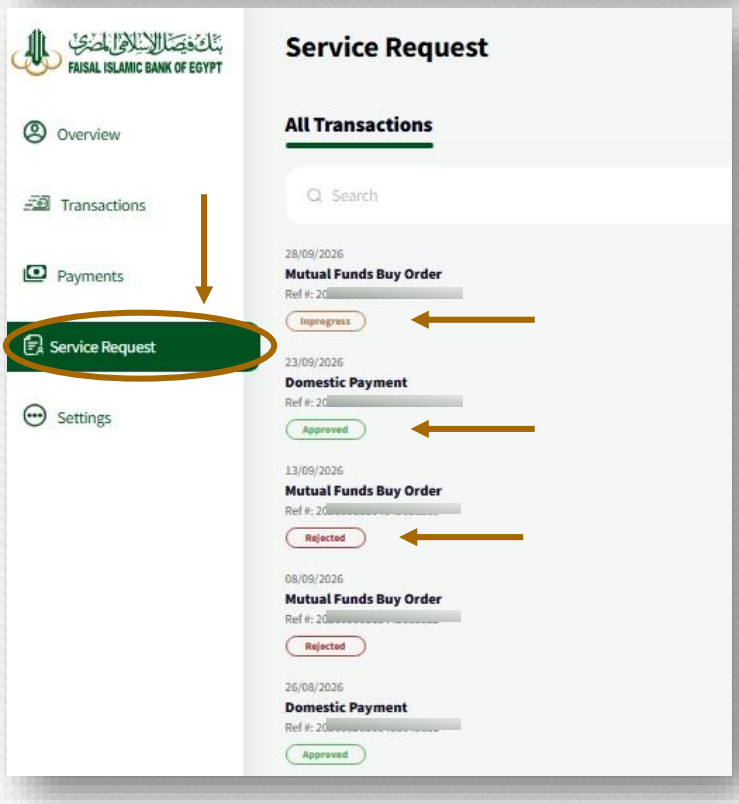


3. Select the **From Account** (the account to pay from)
4. Enter the **amount**
5. Select the **currency**
6. Select the **To account** (the receiving account)
7. Enter the **transfer reason**
8. Review and accept **the applicable fees**
9. Click **pay** then **confirm**
10. Enter the **8-digit code from FIB Soft Token**

International bank Transfer 3/3



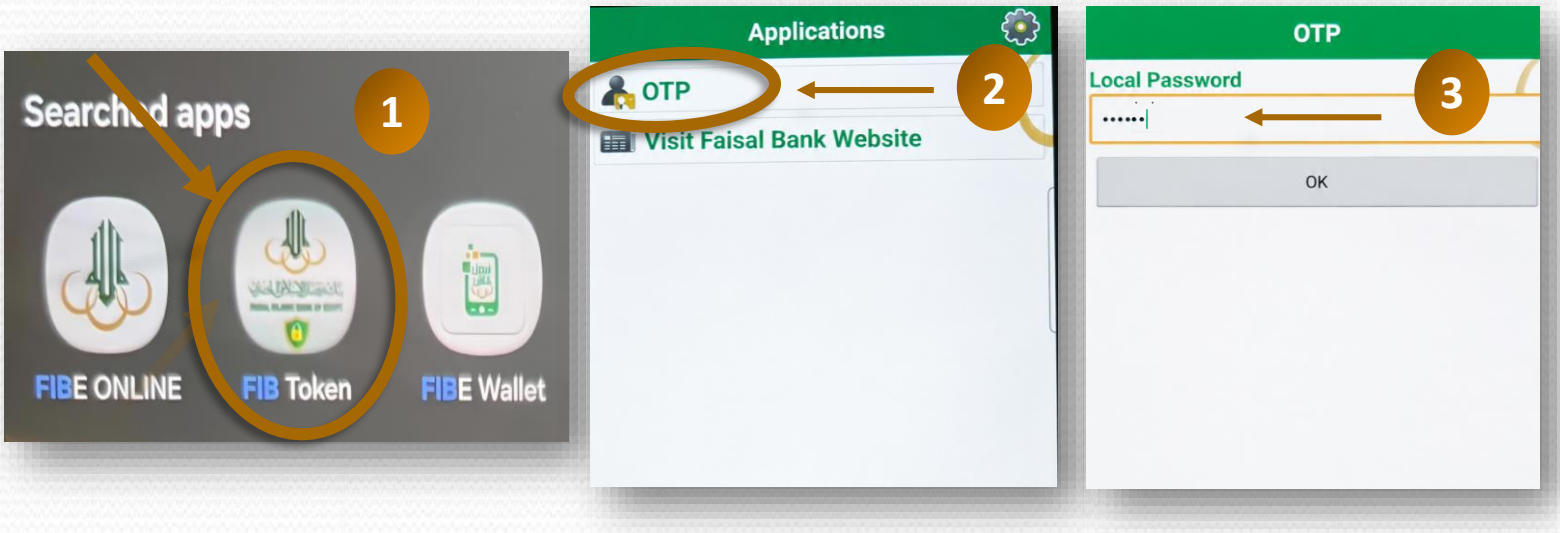
The transfer is now **submitted for processing**.
It will be completed within **the next 3 business days**, excluding official holidays and FIB's correspondent banks' holidays



You can check your request status **(In Progress, Completed, or Rejected)** from the **Service Requests** tab

If your transfer takes longer than the expected processing time, please contact our Hotline at [19851]

Soft Token Verification 1/2



➢ To **complete your Soft Token verification**, follow these steps:

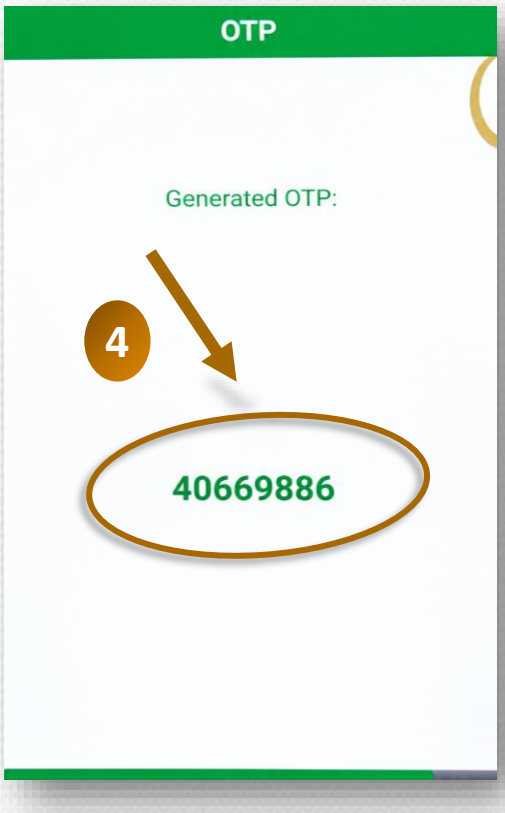
1. **Open FIB Token**

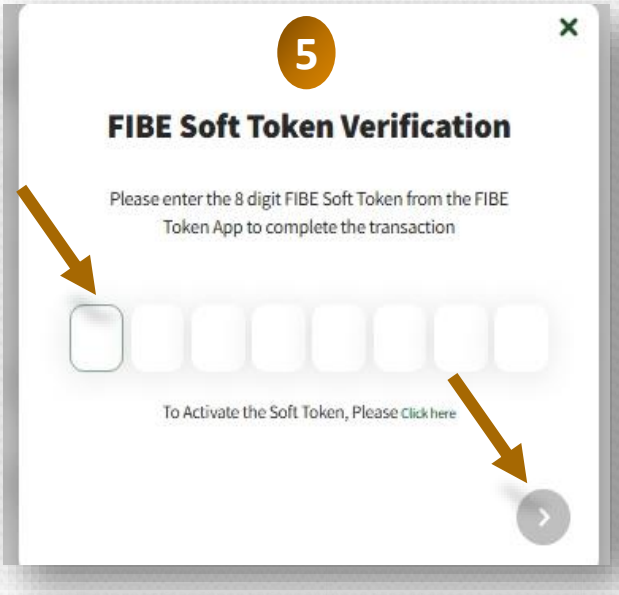
"Note: Make sure your Token is activated before you start. You can find the Token activation steps earlier in this guide"

2. Click on **OTP**

3. Enter the **6-digit password** you set for the Token app

Soft Token Verification 2/2

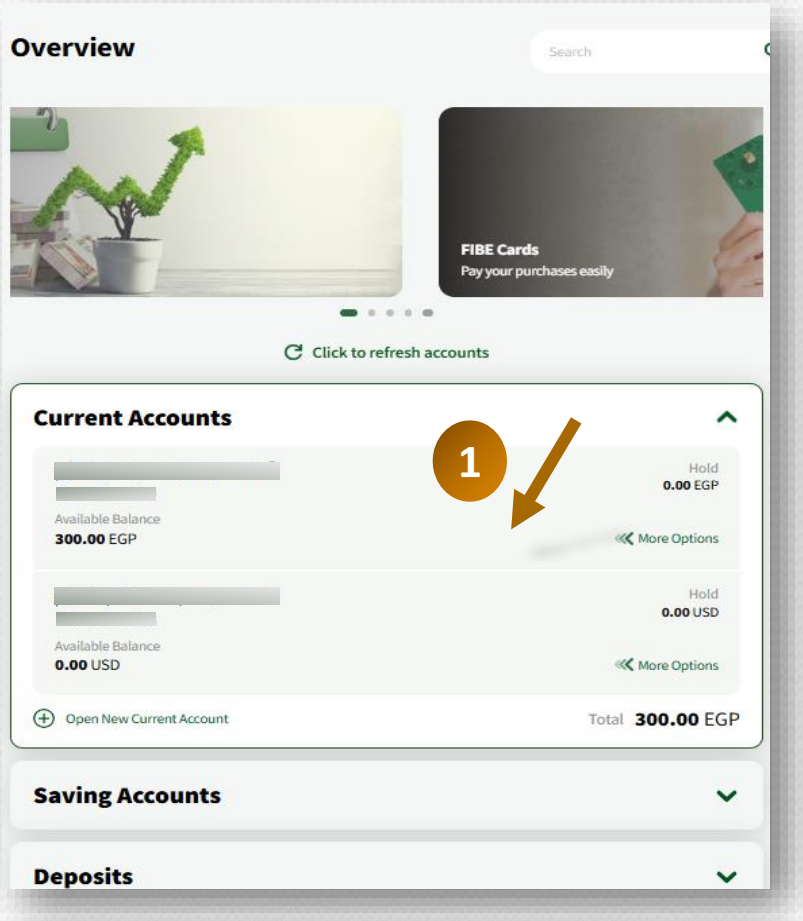




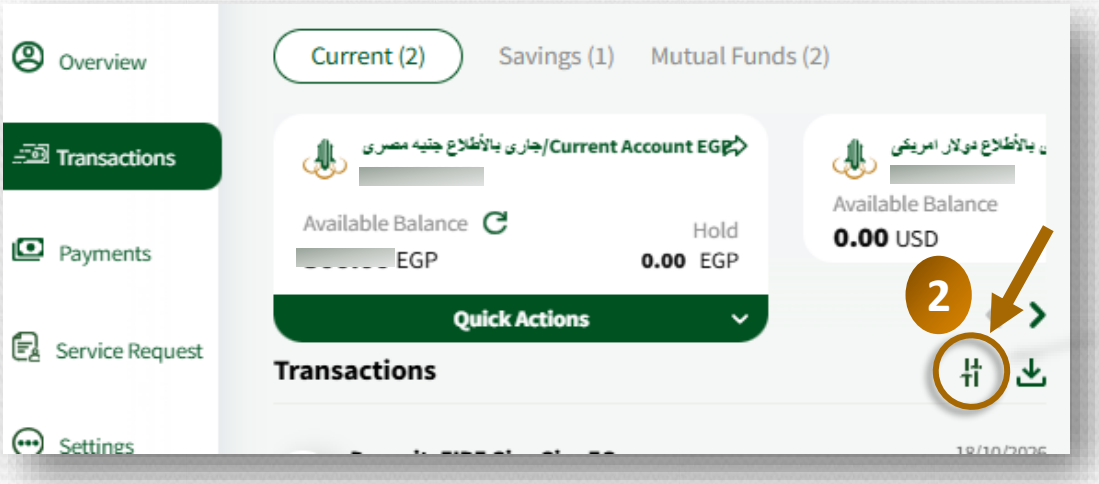
4. **Copy the generated 8-digit OTP**

5. **Enter the 8-digit** code generated **by FIB Token in Internet Banking**

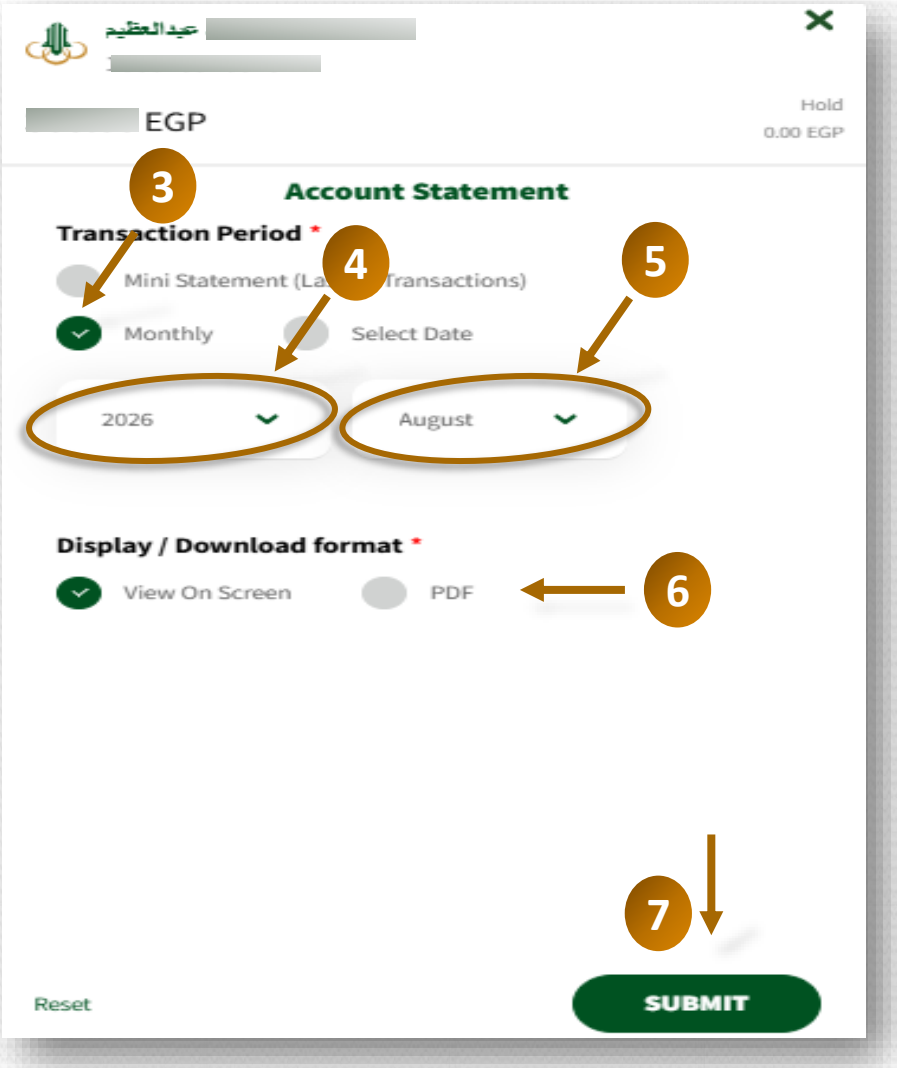
View and download old transactions 1 /3



1. **Select the account** whose transaction details you want to view
2. Click the **Filter Icon**



View and download old transactions 2 /3

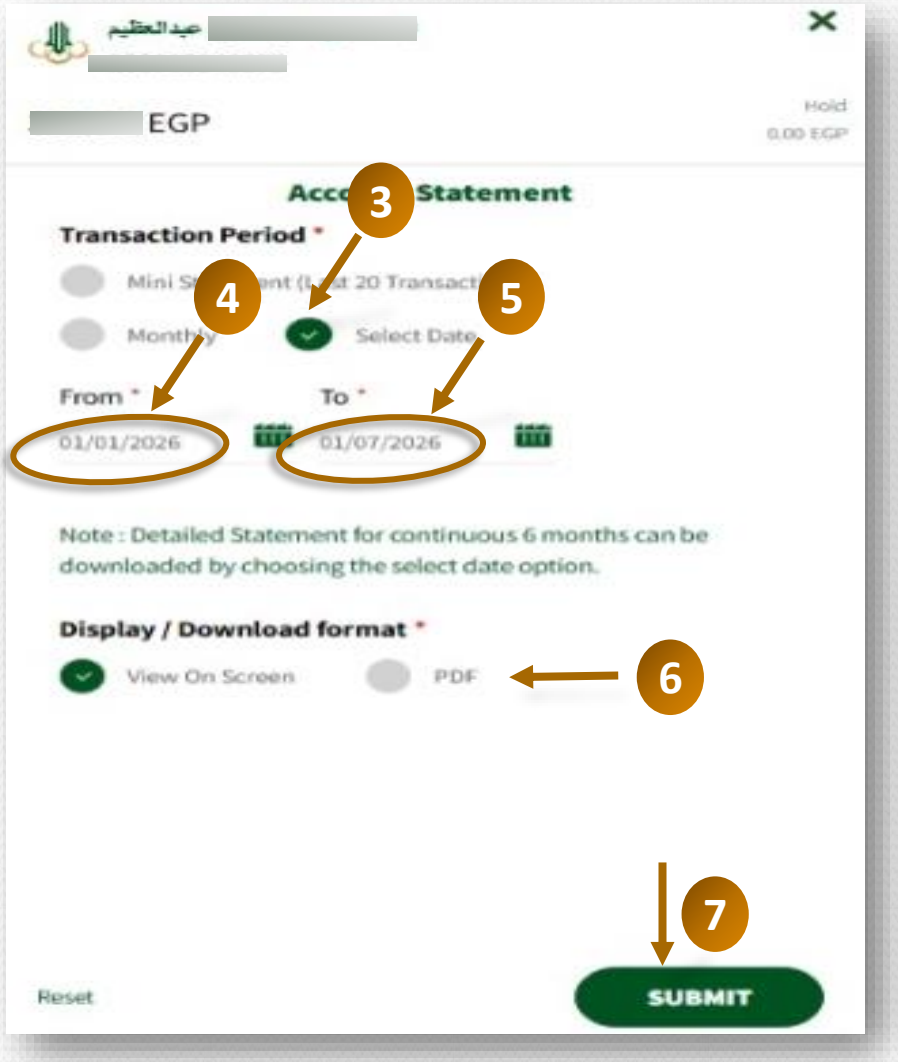


Option A: Monthly

- *Choose how you want to specify the transaction period:*

3. **Select Monthly**
4. Choose the **Year**
5. Choose the **Month**
6. Choose whether to **view the transactions on screen or download them as a PDF**
7. Click **Submit**

View and download old transactions 3 /3



Option B: Select Date

- *Choose how you want to specify the transaction period:*

3. Select **“Select Date”** to choose a specific period of up to 6 months

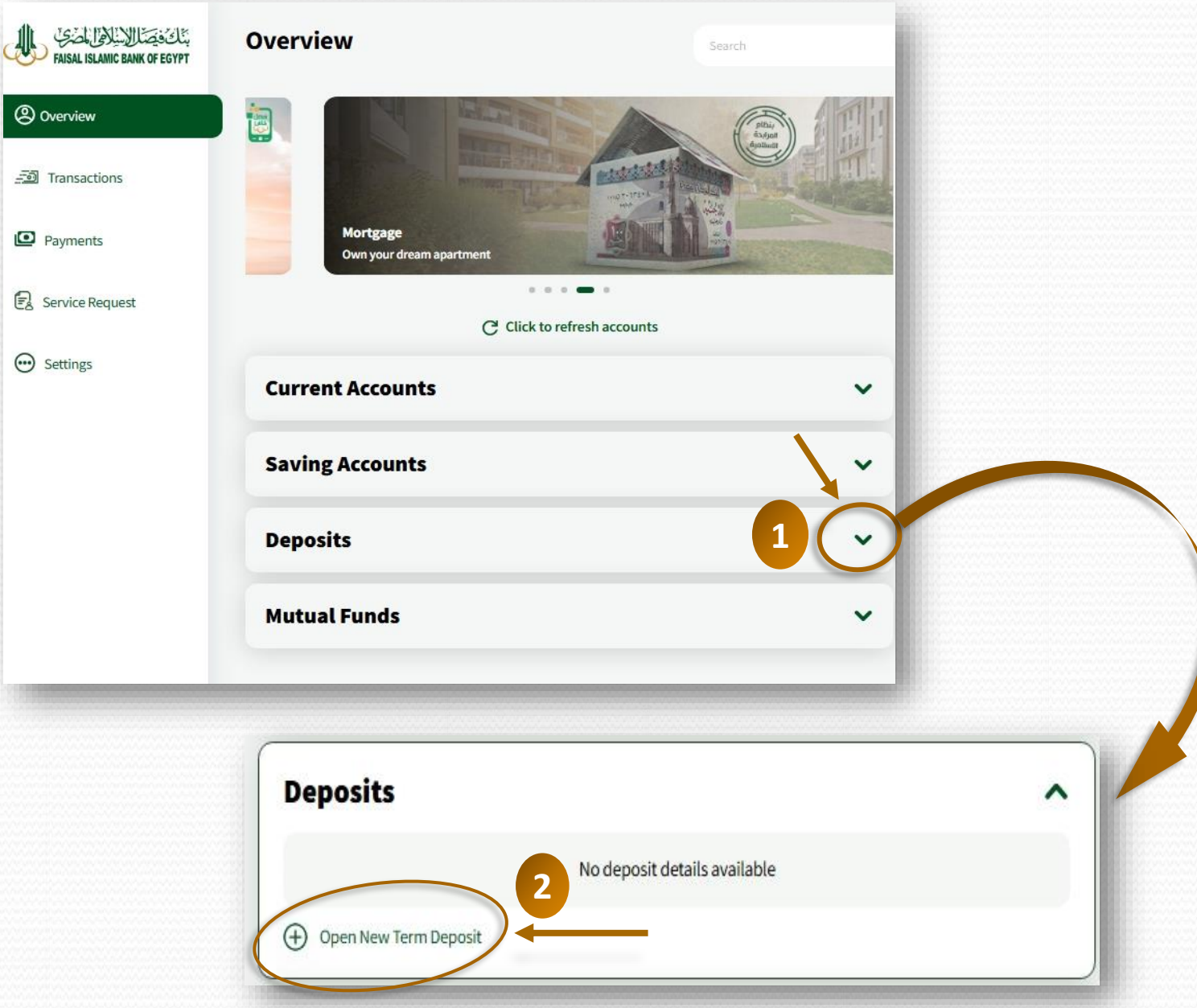
4. Choose the **Start Date**

5. Choose the **End Date**

6. Choose whether to **view the transactions on screen or download them as a PDF**

7. Click **Submit**

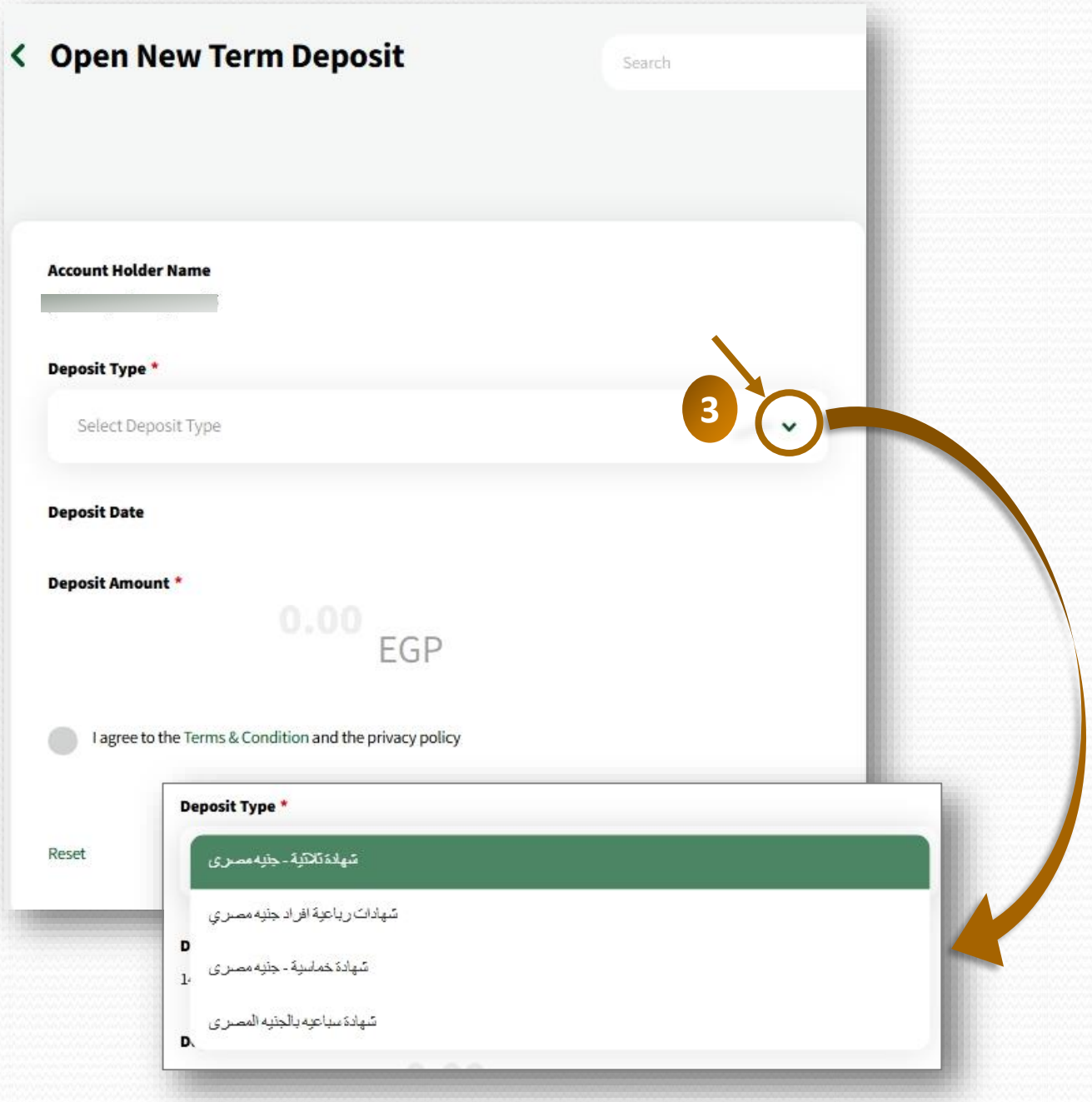
Open New Deposit 1/3



- From the Home page

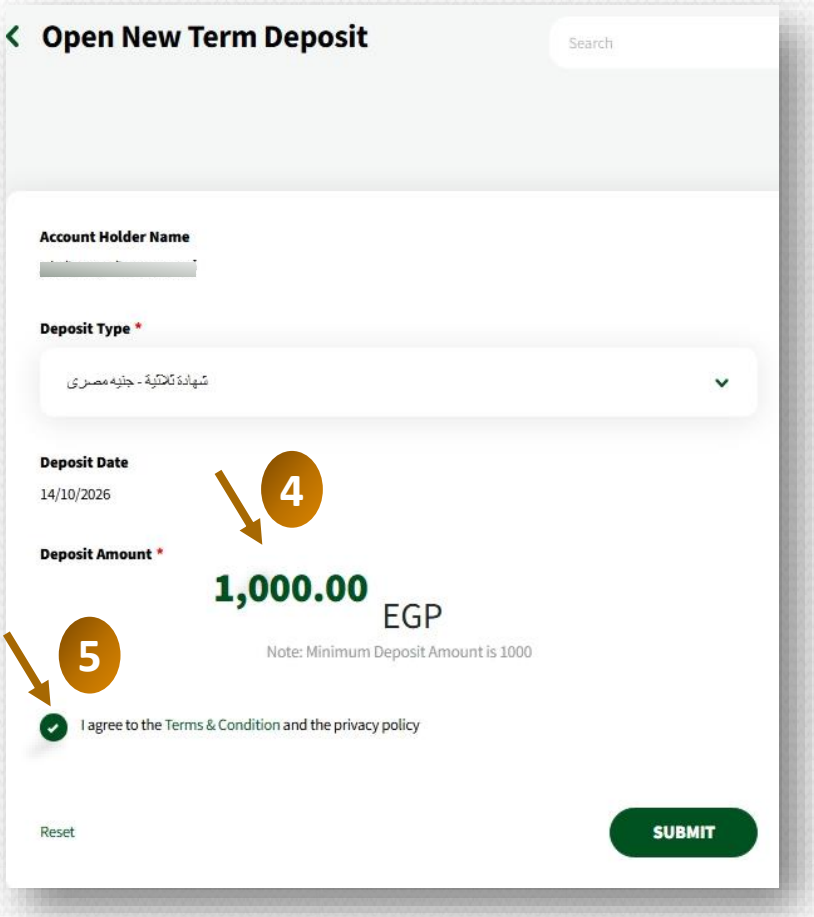
1. Click the **arrow** next to Deposits **to expand the section**
2. Click **Open New Term Deposit**

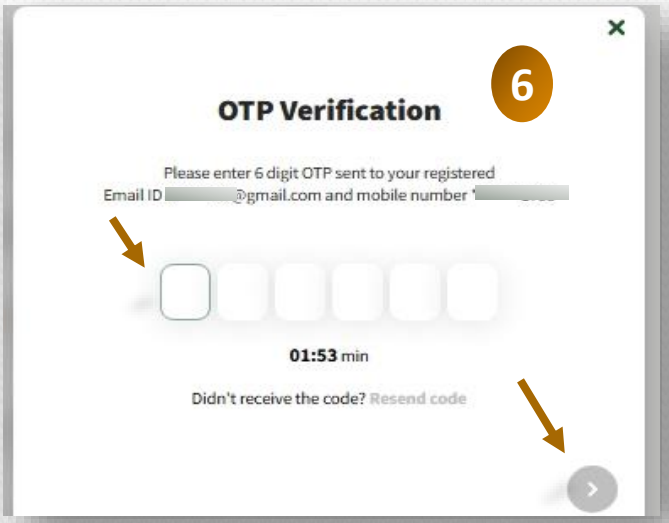
Open New Deposit 2/3



3. Select the **deposit type** you want to open

Open New Deposit 3/3





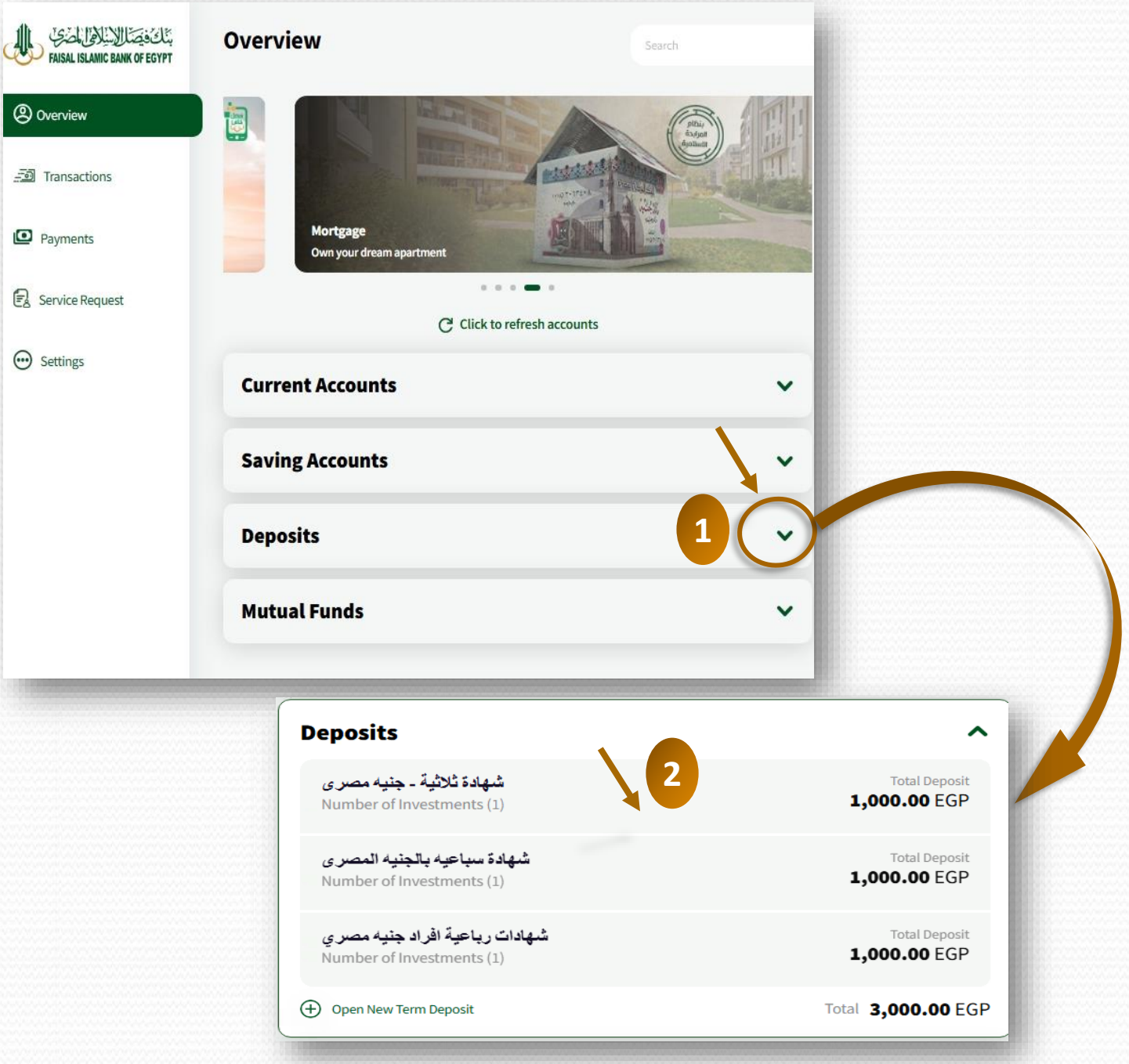
4. Enter the **deposit amount**

5. Review and accept the **terms and conditions**

6. Enter the **OTP** sent to your registered mobile number or email to confirm your request

The certificate amount must be EGP 1,000 or a multiple of EGP 1,000 (e.g., EGP 2,000, EGP 3,000, or EGP 4,000).

View Deposit Details 1/2

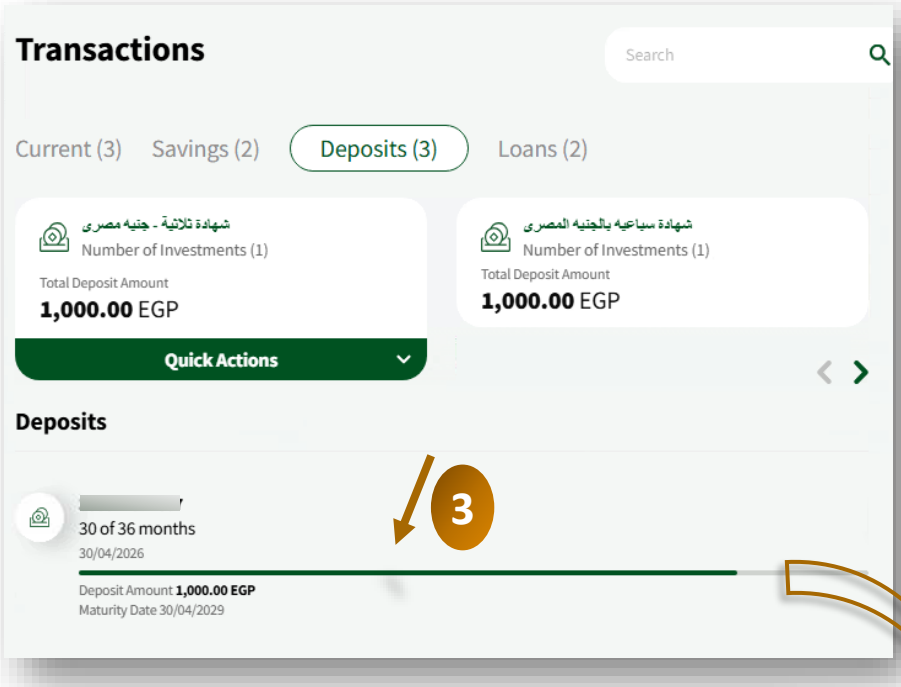


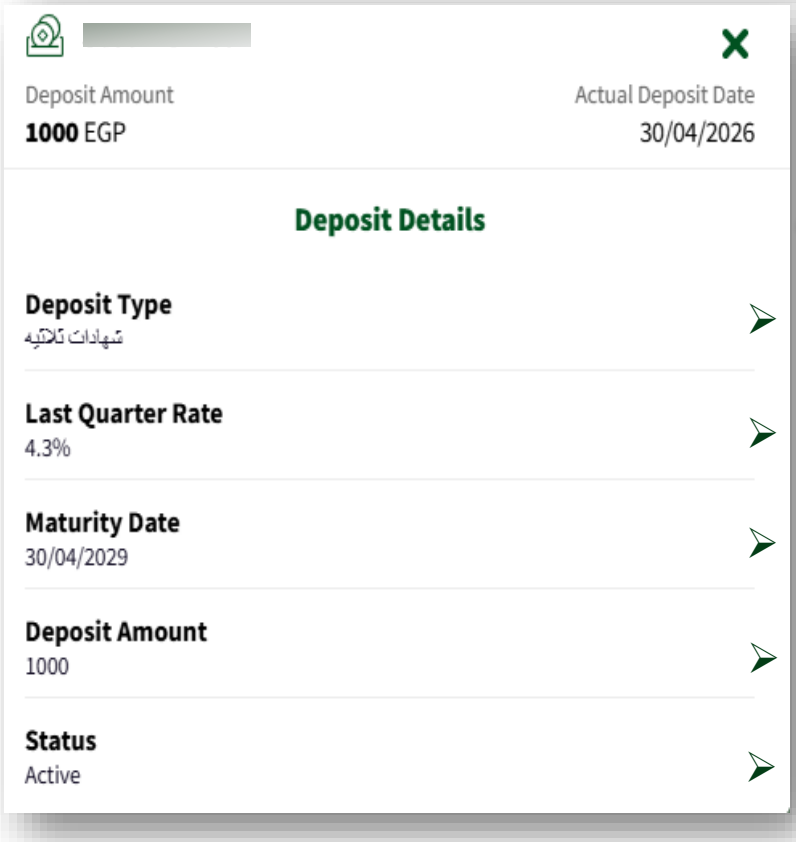
- From the Home page

1. Click the **arrow** next to Deposits **to expand the section**
2. Select a **deposit type** to **view all the deposits you've opened of that type**

View Deposit Details 2/2

3. Select the **specific deposit you want to view** its details

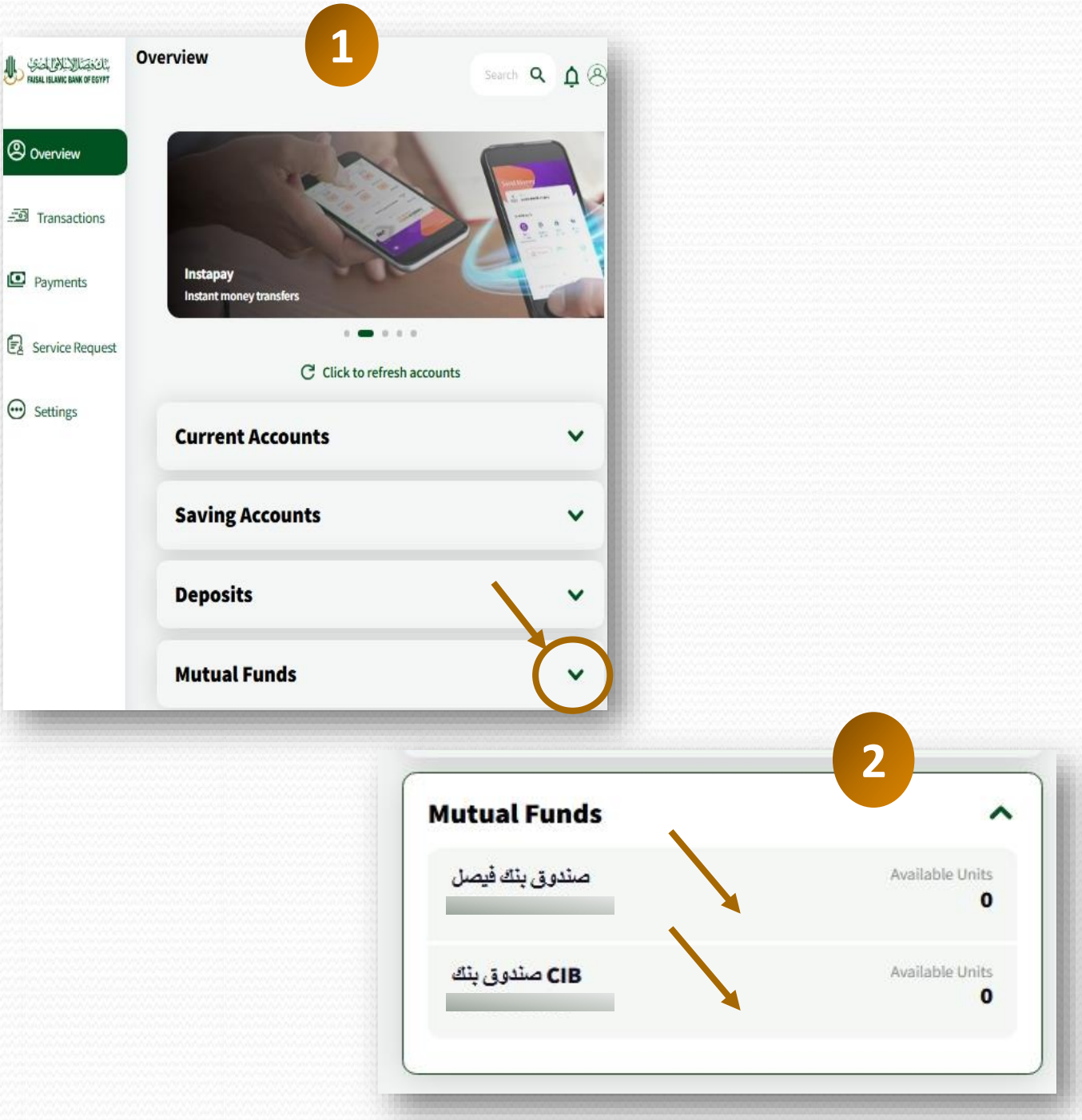




4

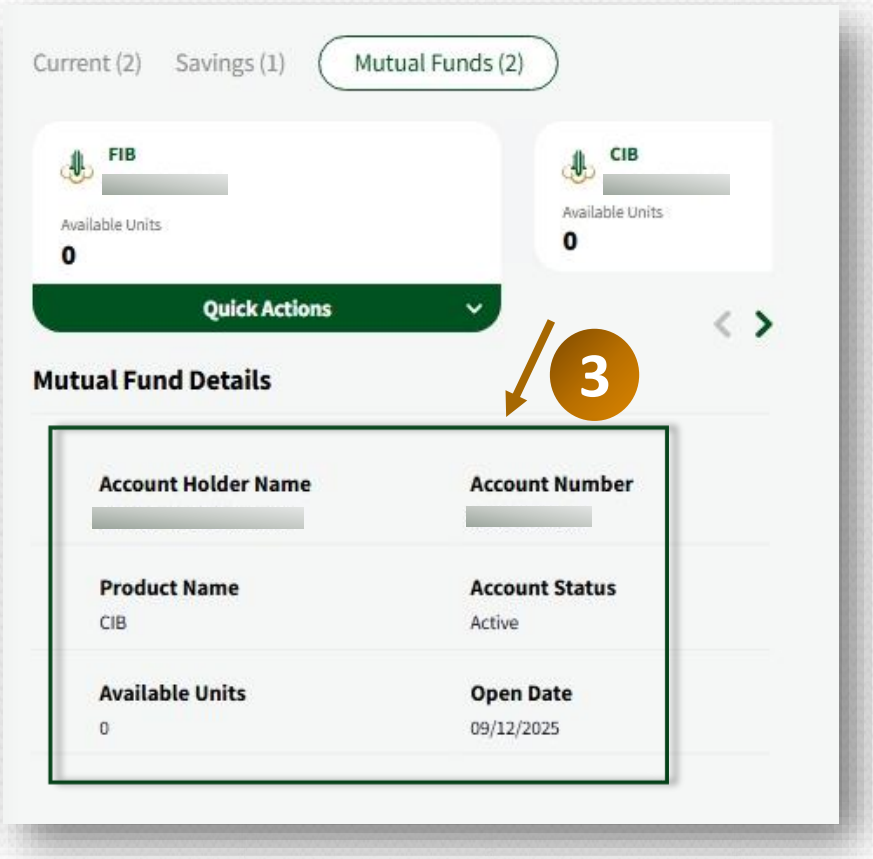
- The type of deposit you opened
- The rate applied during the last quarter
- The date your deposit ends
- The amount you first deposited
- Shows the current state of your deposit

View Your Mutual Funds 1/2



1. From the **Home** page, select **Mutual Funds**
2. Select the fund you want to view: **Faisal Fund** or **CIB Fund**

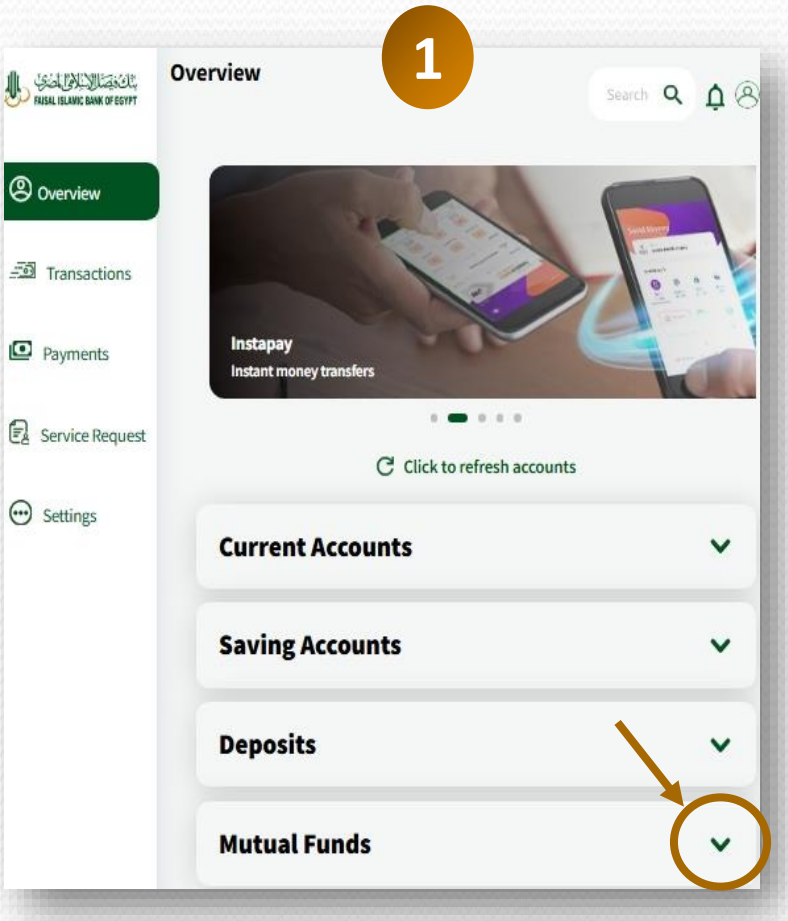
View Your Mutual Funds 2/2



3. The selected fund details will be displayed

Important Note: *To view your mutual funds and use the online Purchase and Sell services, you must first complete your initial mutual fund purchase through a branch*

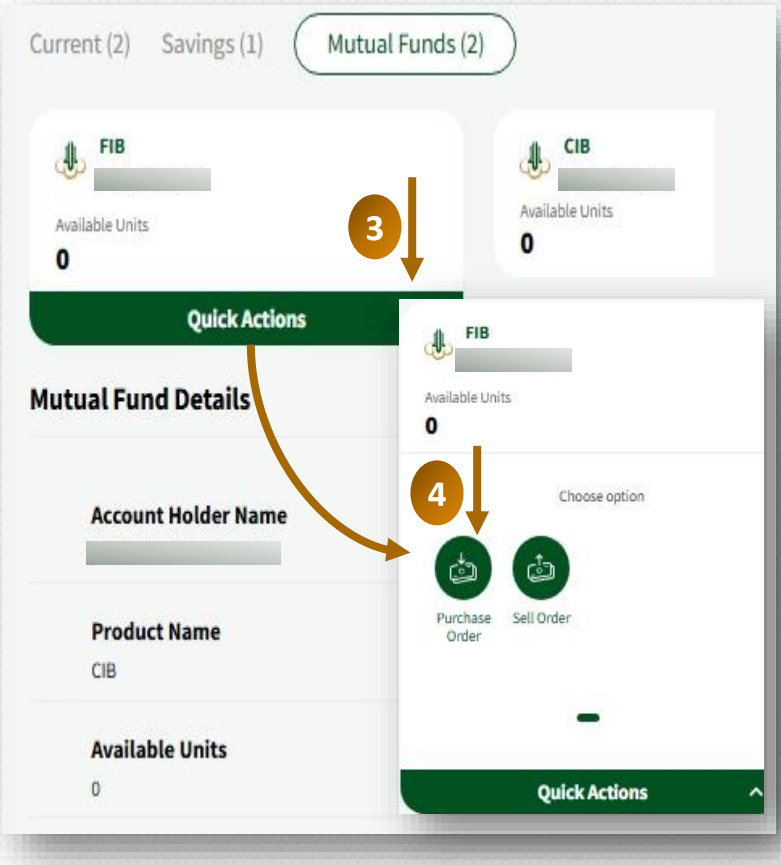
Buy Mutual Funds 1/4

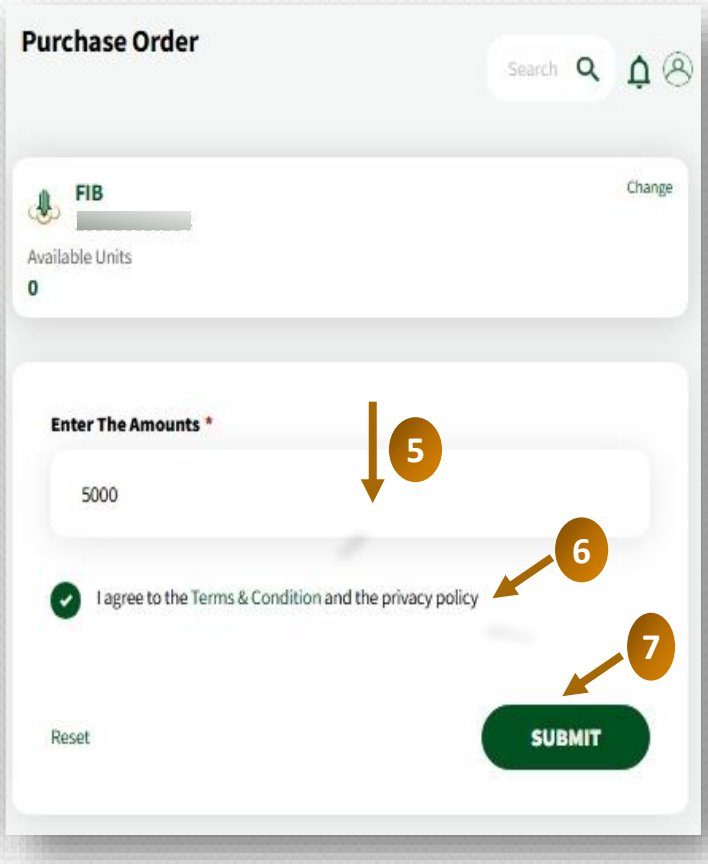




1. From the **Home** page, select **Mutual Funds**
2. Select the fund you want to view: **Faisal Fund** or **CIB Fund**

Buy Mutual Funds 2/4





3. Click on **Quick Actions**

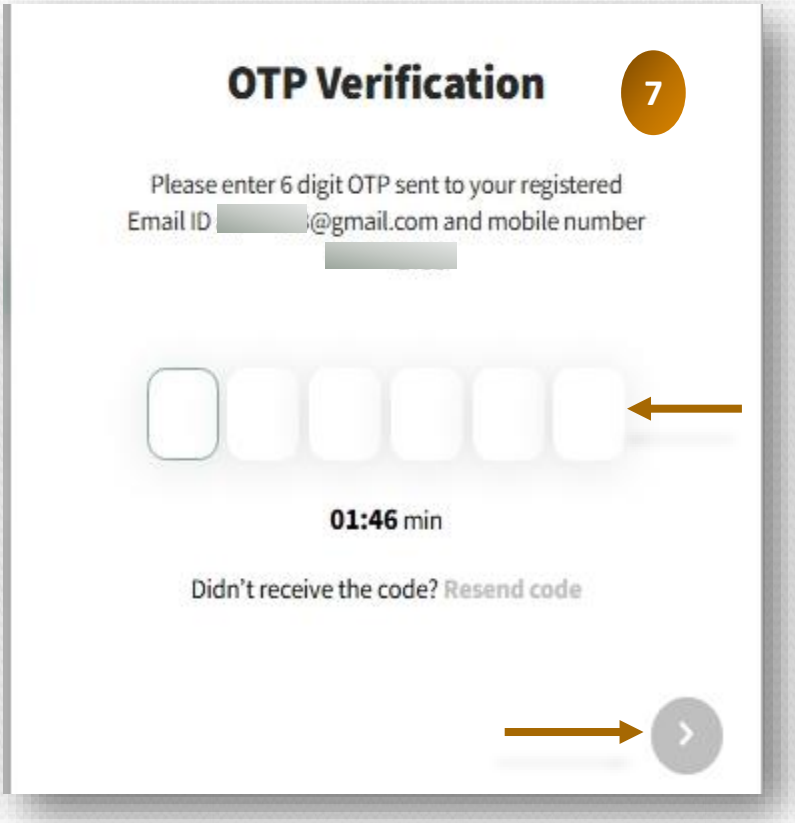
4. Select **Purchase Order**

5. Enter the **purchase amount in EGP**

6. Review and accept the **Terms and conditions**

7. Click **Submit**, then **Confirm**

Buy Mutual Funds 3/4



8. Enter the **OTP** sent to you to confirm the request

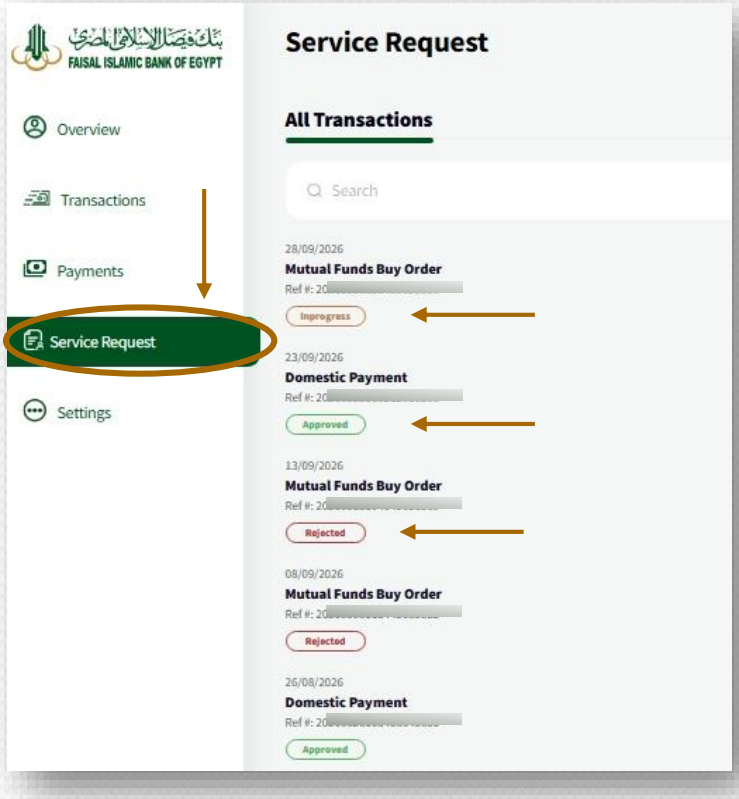
Please note:

The Buy Order has been **submitted only and is not yet completed**

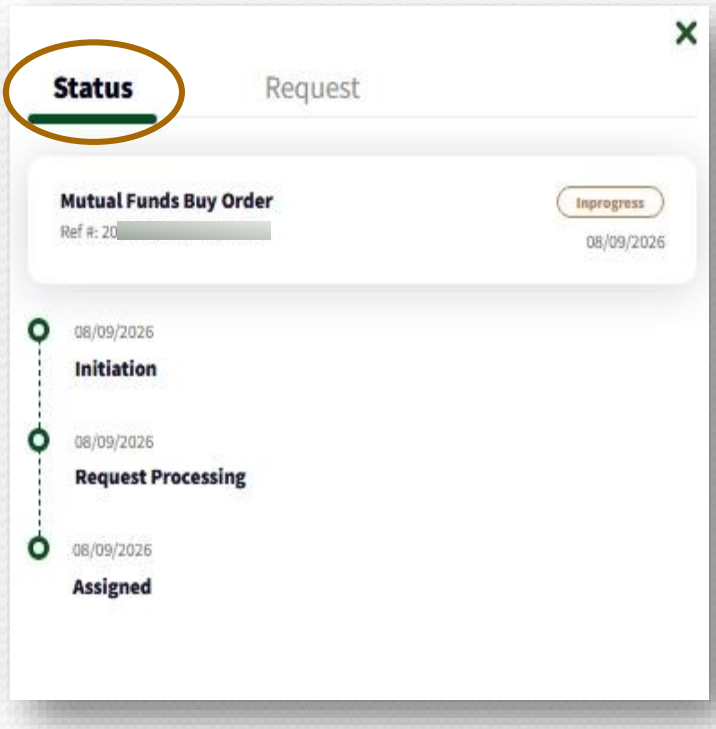
It will be processed according to the **selected fund's processing schedule**

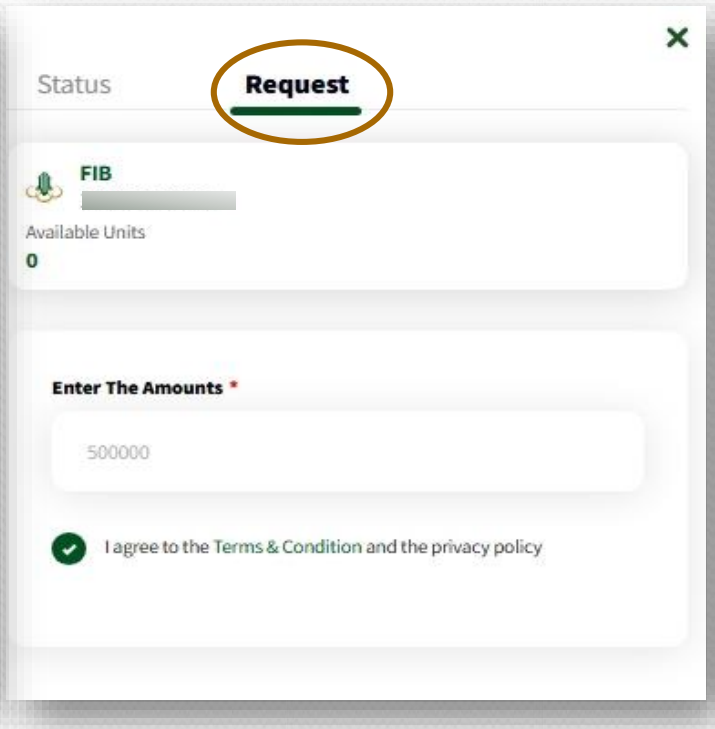
You can track the status of your Buy Order under the **Service Requests** tab

Buy Mutual Funds 4/4

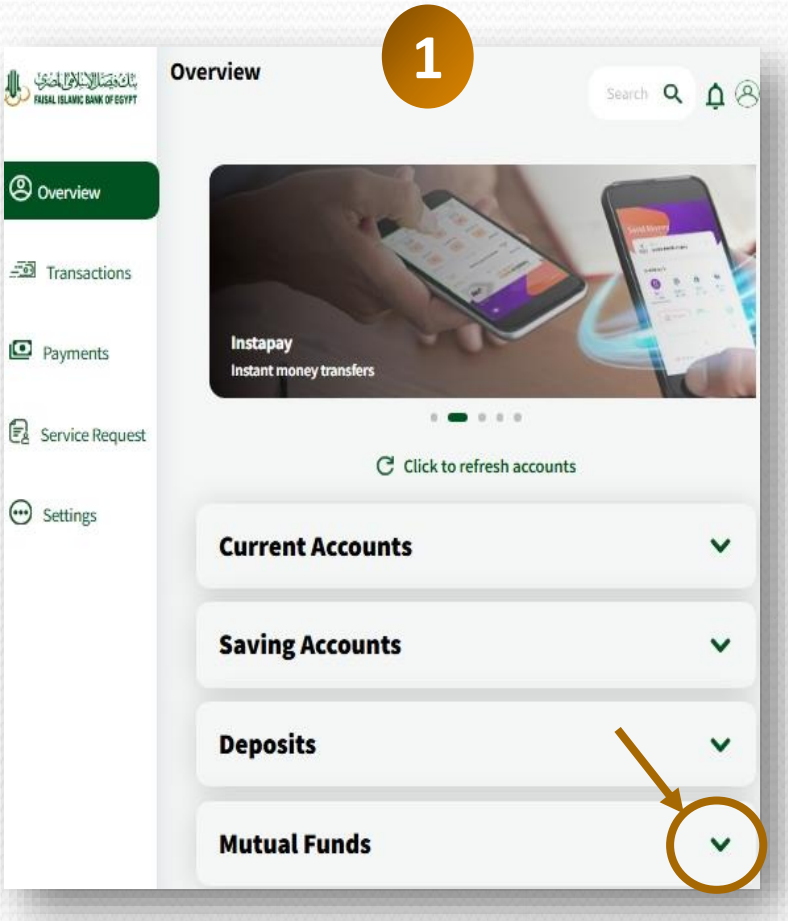


You can track your request status (**In Progress, Completed, or Rejected**) from the **Service Requests** tab





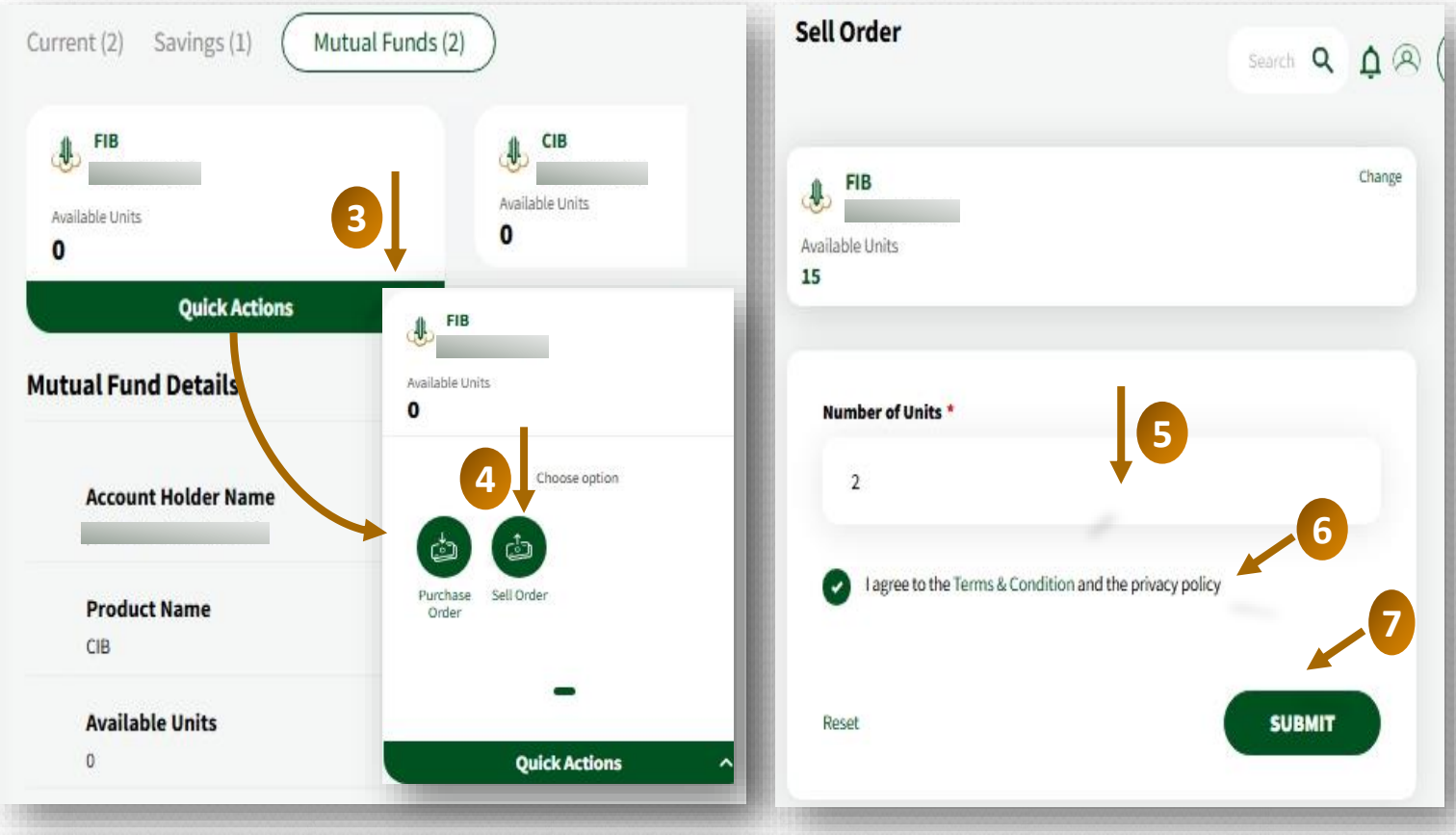
Sell Mutual Funds 1/4





1. From the **Home** page, select **Mutual Funds**.
2. Select the fund you want to view: **Faisal Fund** or **CIB Fund**

Sell Mutual Funds 2/4



3. Click on **Quick Actions**

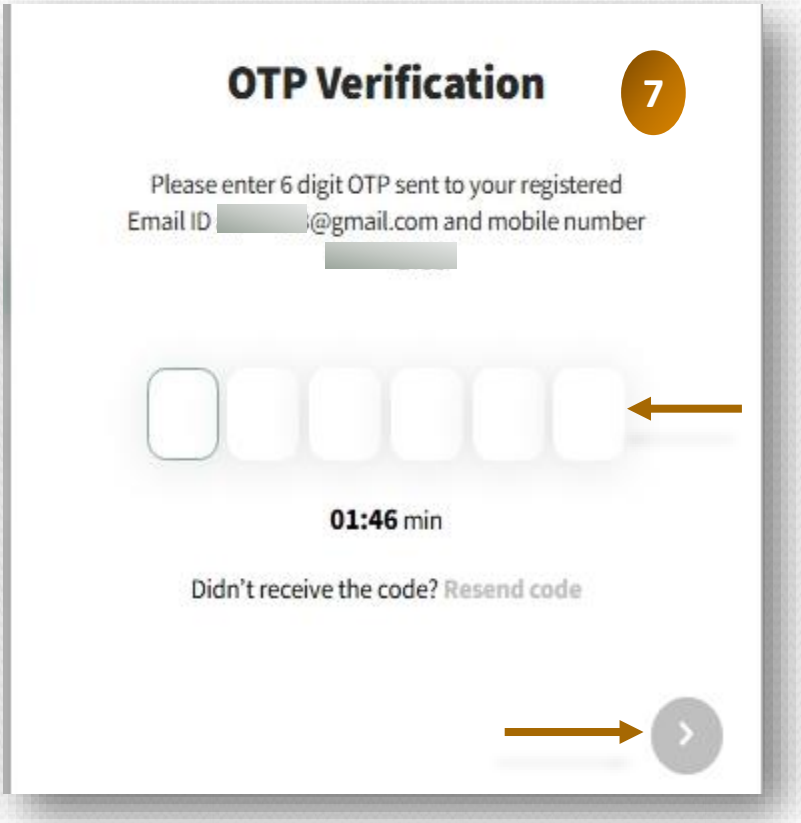
4. Select **Sell Order**

5. Enter the **number of units** you want to sell

6. Review and accept the **Terms and conditions**

7. Click **Submit**, then **Confirm**

Sell Mutual Funds 3/4



8. Enter the **OTP** sent to you to confirm the request

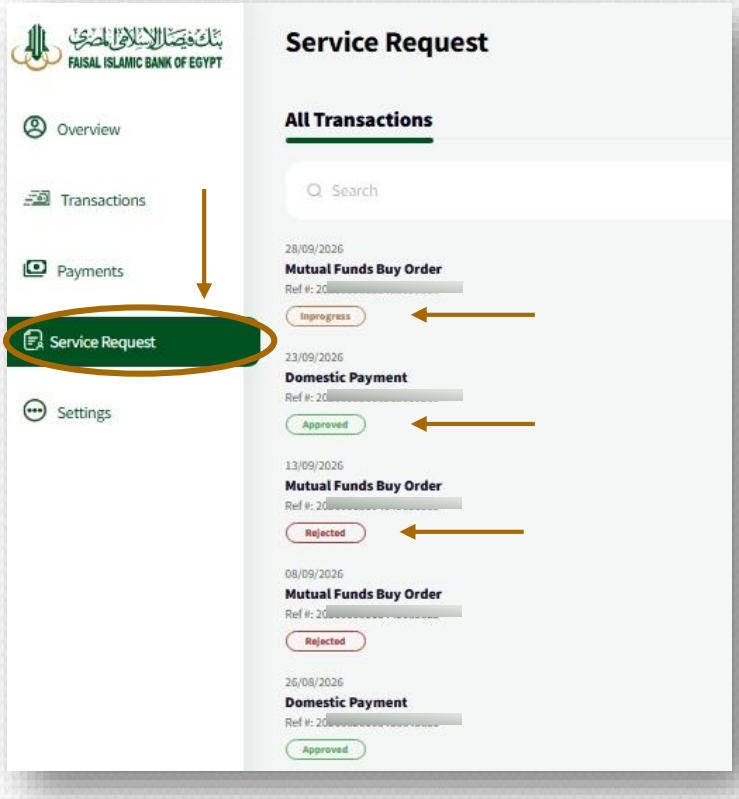
Please note:

The Sell Order has been **submitted only and is not yet completed**

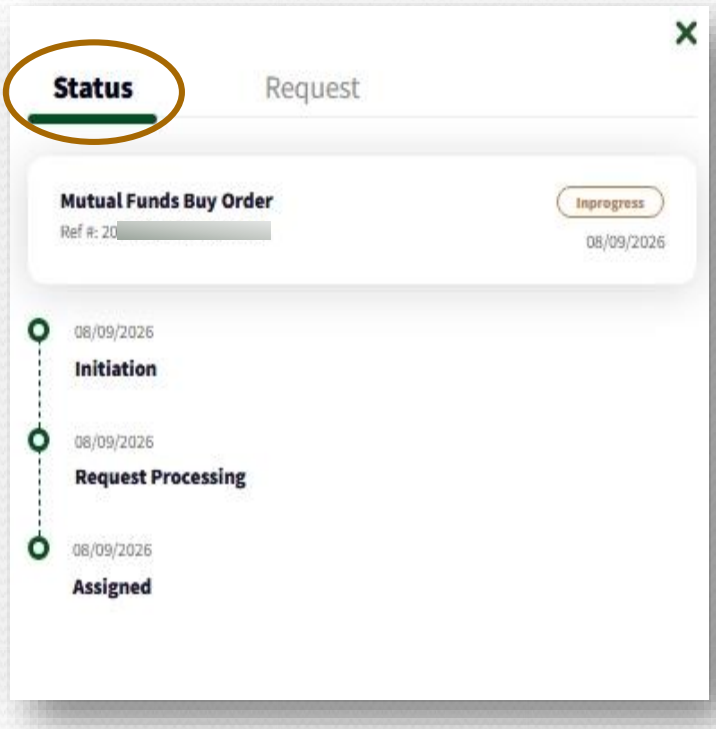
It will be processed according to the **selected fund's processing schedule**

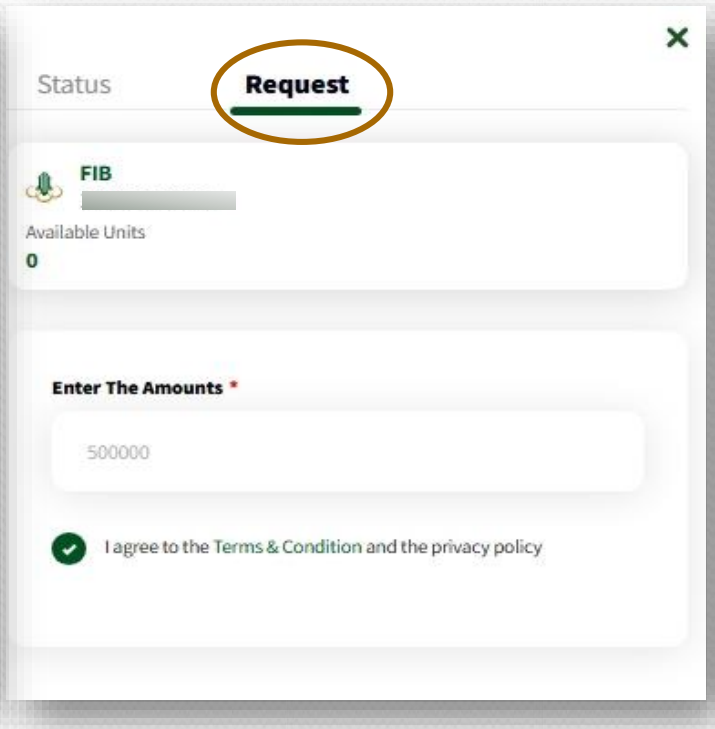
- You can track the status of your Sell Order under the **Service Requests** tab

Sell Mutual Funds 4/4

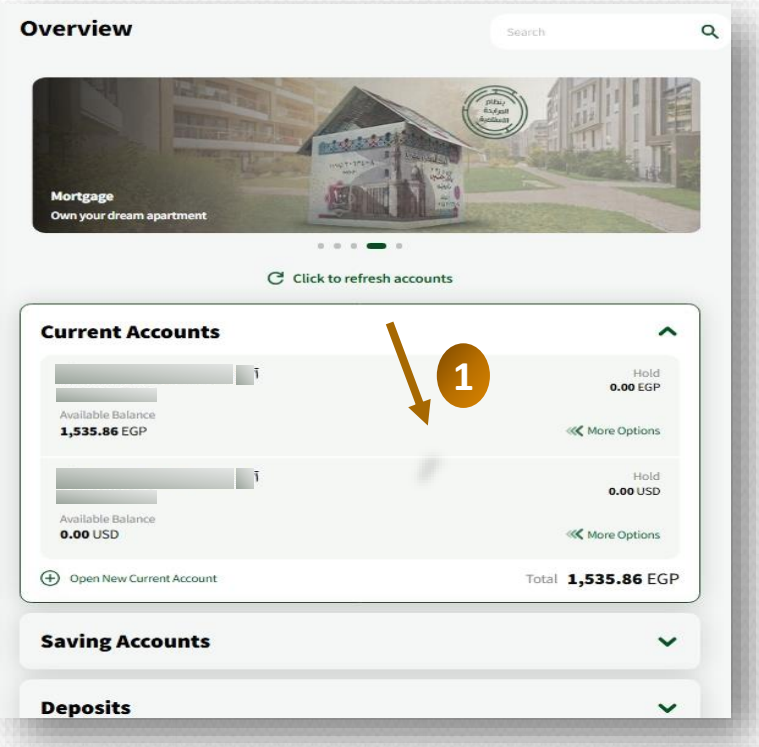


You can track your request status (**In Progress, Completed, or Rejected**) from the **Service Requests** tab

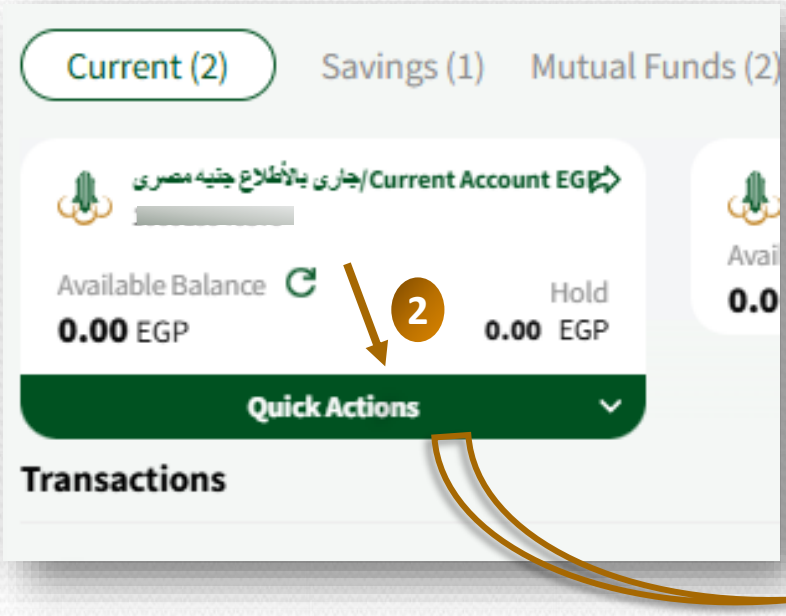


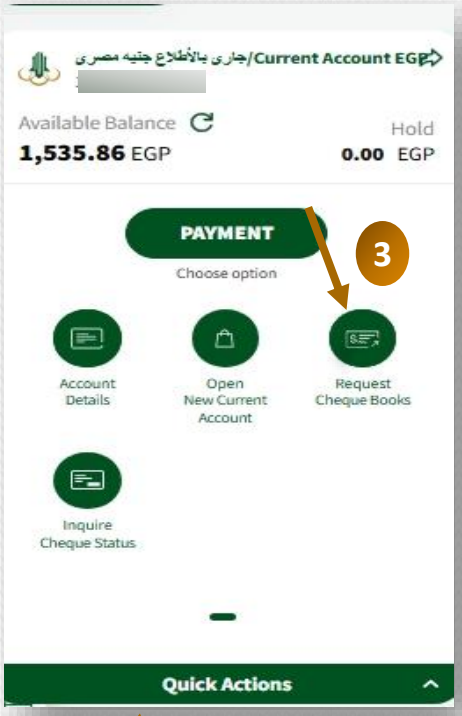


Request Cheque Books 1/3

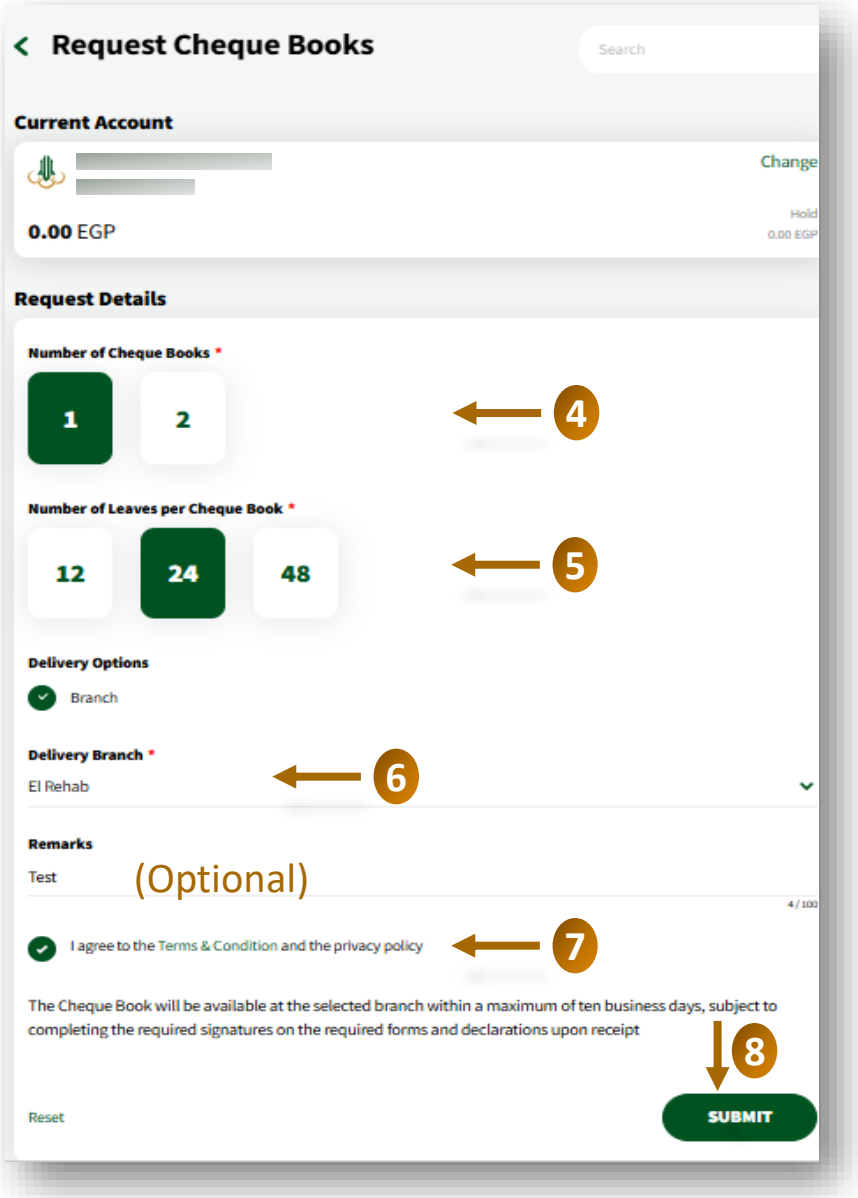


1. Select your **Current Account**
2. **Click on Quick actions**
3. Select **Request Cheque Book**



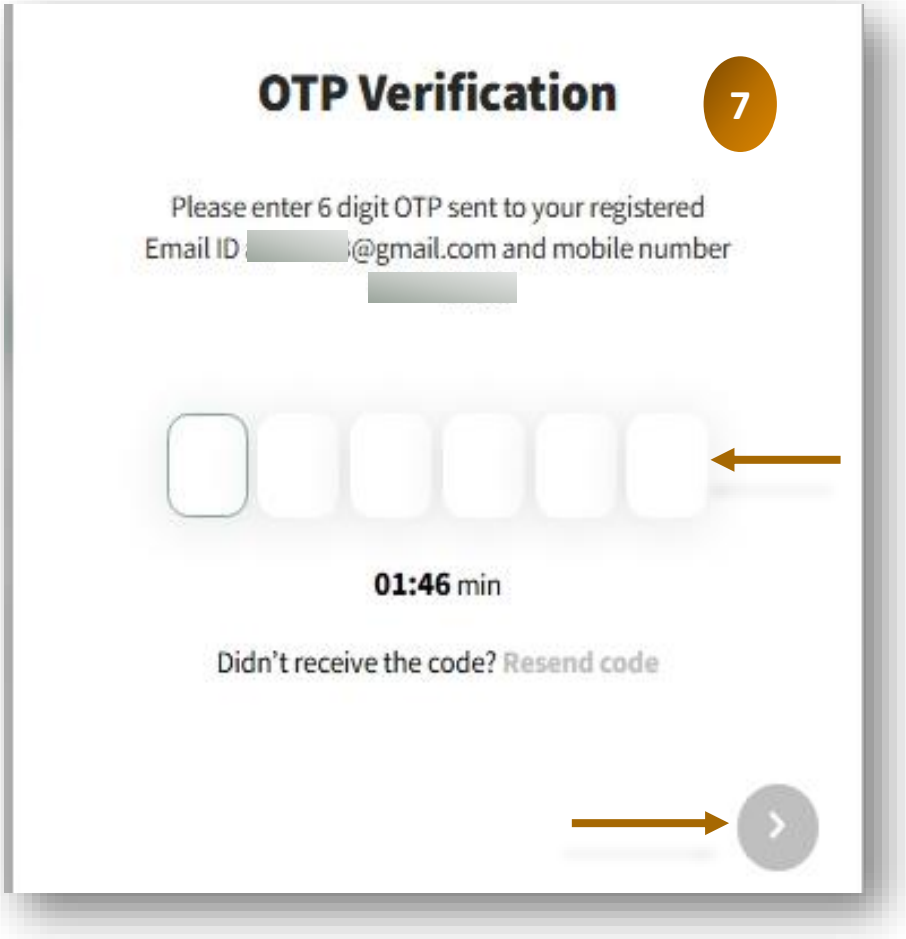


Request Cheque Books 2/3



4. Choose the **number of cheque books**
5. Choose the **number of leaves per cheque book**
6. Select the **delivery branch** where you want to receive your cheque book
7. **Review and accept the terms and conditions** and fees
8. Click **Submit**, then **Confirm**

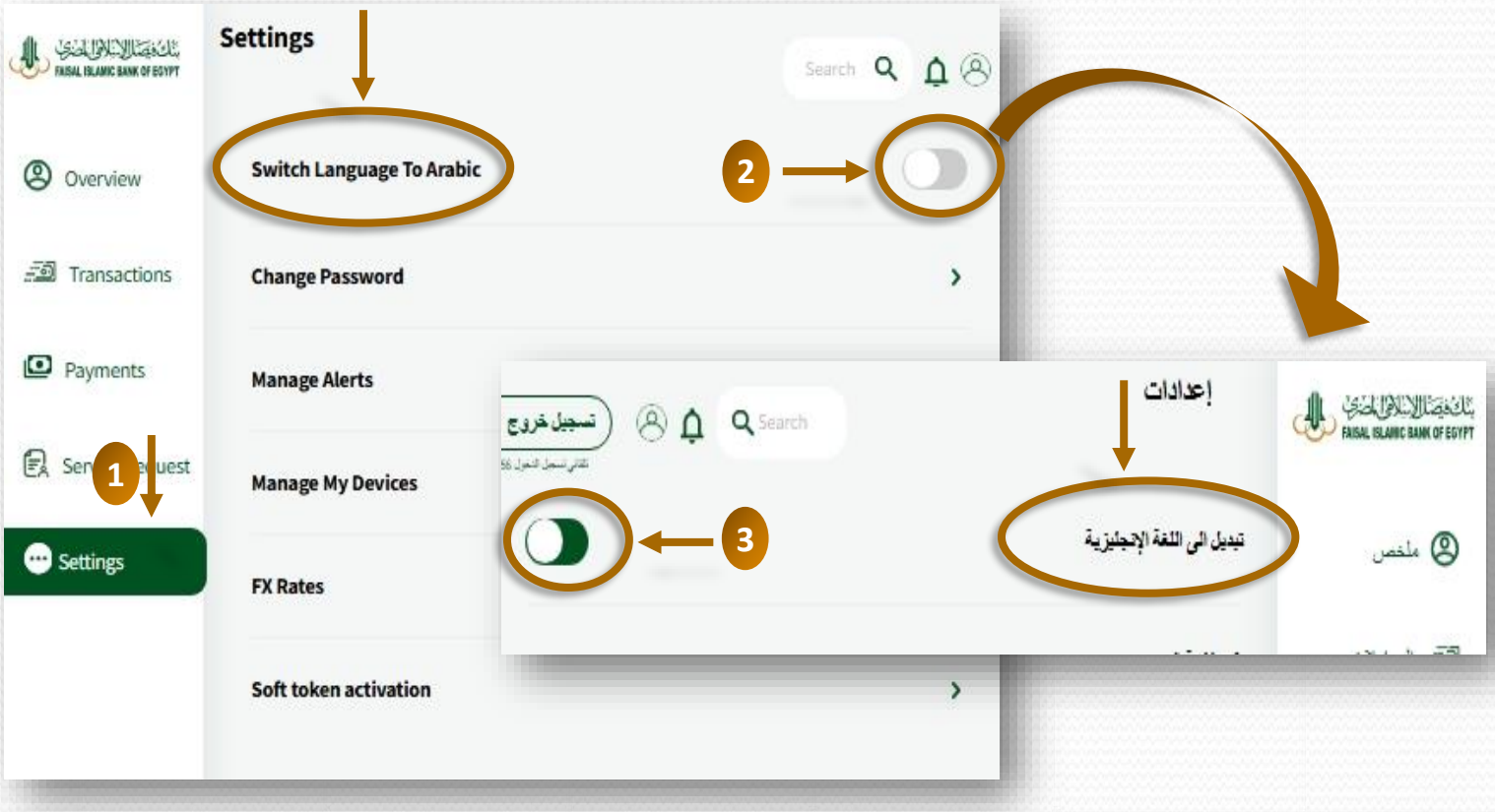
Request Cheque Books 3/3



9. Enter the **OTP** sent to you to confirm your request

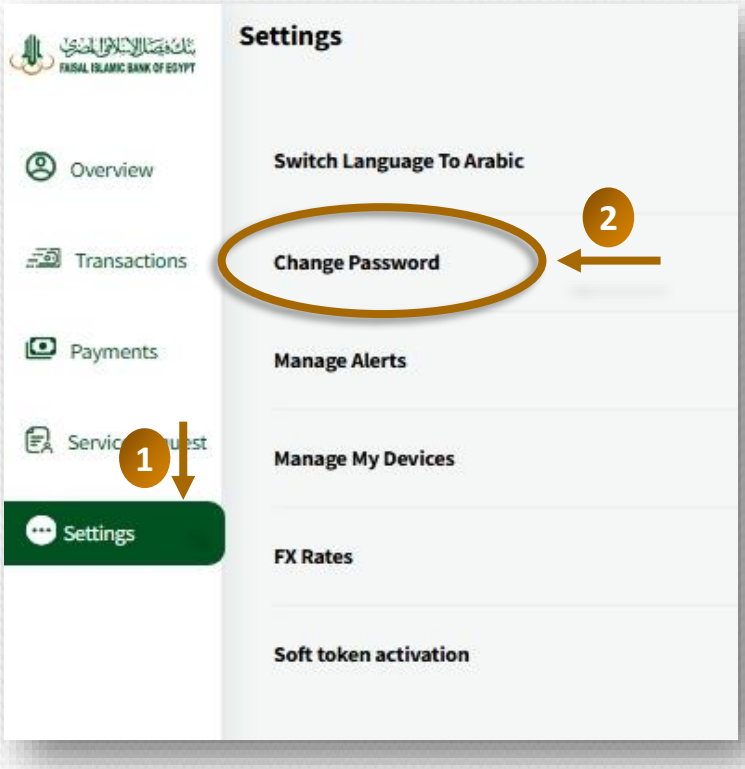
Note: Make sure you have a Current Account before requesting a cheque book

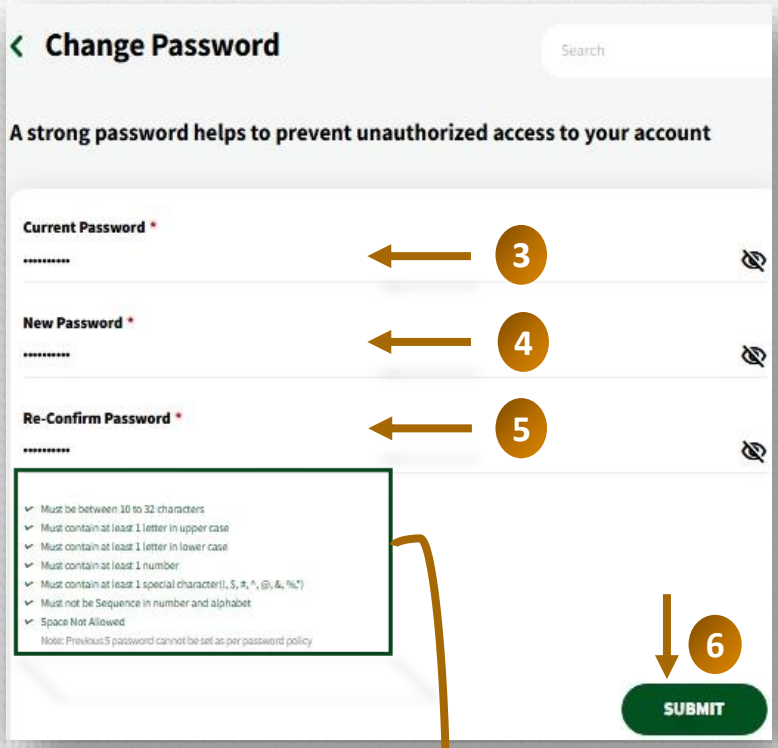
Switch Language



1. Go to **Settings**
2. **Turn on** the toggle **to switch to Arabic**
3. **Turn off** the toggle **to switch back to English**

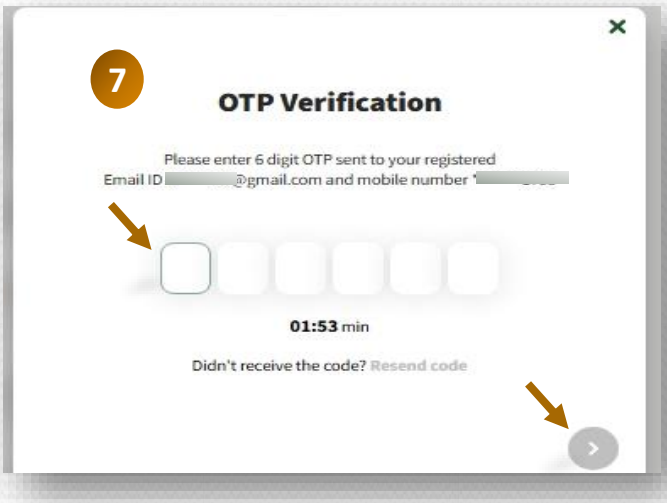
Change Password





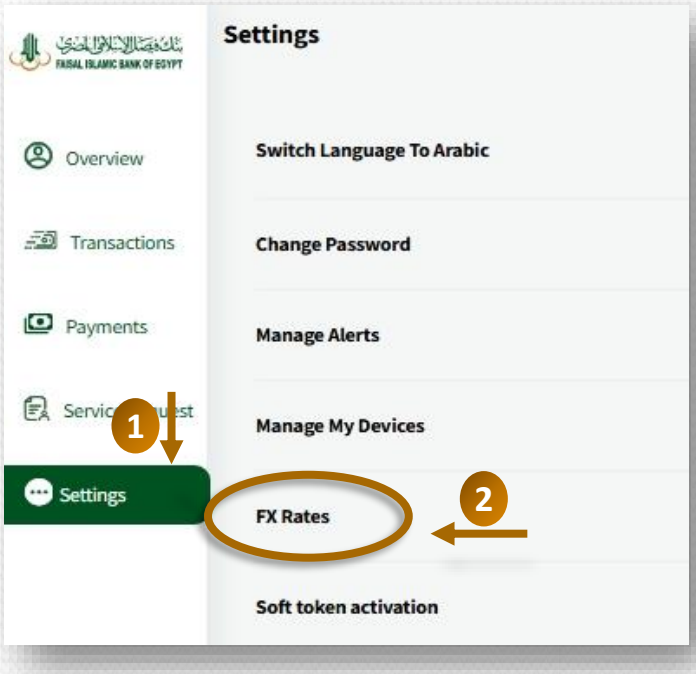
Make sure your new password meets all the requirements shown on the screen

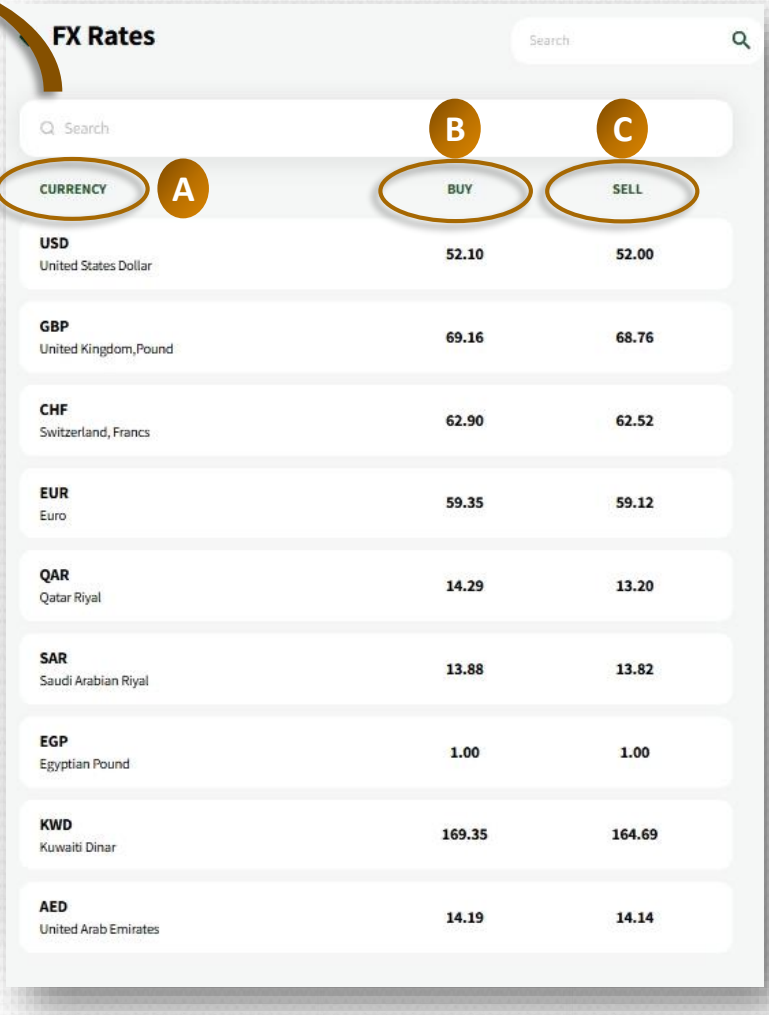
1. Go to **Settings**
2. Select **Change password**
3. Enter your **Current Password**
4. Enter the **new password** you want to use
5. **Re-enter your new password**
6. Click Submit
7. Enter the **OTP** sent to you



Review the foreign exchange rates

*Use the **Search function** to find a specific currency or country*





1. Go to **Settings**
2. Click on **FX Rates**

You'll see the following information:

A) Currency: The foreign currency

B) Buy Rate: The amount in EGP you need to pay to buy **1 unit** of the selected foreign currency

C) Sell Rate: The amount in EGP you'll receive when you sell **1 unit** of the selected foreign currency

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Customer.care@faisalbank.com.eg