

What is Al Ahly Points program?

Al Ahly Points is NBE's loyalty program that rewards its customers through the following:

- Earning points on purchases made using NBE Mastercard or Visa (credit, debit, or prepaid) card (excluding merchants' installments, Fawry payments, purchases through Fawry POS, government payments, or loading NBE PhoneCash wallet).
- Welcome gift points are awarded to the Platinum cardholder, upon the issuance of the primary Platinum debit card.
- Earning points from online banking transactions (Al Ahly Net, NBE Mobile, or NBE PhoneCash).
- Earned points can be redeemed for e-vouchers that can be used at all our participating merchants or cash rewards.

How do I enroll in Al Ahly Points program?

Enrollment in Al Ahly Points program is automatic and free, once you activate your NBE Mastercard or Visa (credit, debit, or prepaid) card or Al Ahly Net, NBE Mobile, and NBE PhoneCash, or once welcome gift points are awarded to Platinum customers upon the issuance of the primary debit card.

Are there any membership fees to the program enrollment?

Enrollment in Al Ahly Points program is totally free of charge and NBE customers are automatically enrolled once they activate their NBE Mastercard or Visa cards or Al Ahly Net, NBE Mobile, and NBE PhoneCash, or once welcome gift points are awarded to Platinum customers upon the issuance of the primary debit card.

What are the steps for creating an account on Al Ahly Points website?

1. Click "Register" as a new member.
2. Enter your National ID number or passport number registered with the Bank.
3. A one-time passcode (OTP) will be sent to the e-mail registered with the Bank.
4. Enter the OTP correctly into the relevant field on Al Ahly Points system.
5. Enter the mobile phone number and date of birth (day/month/year) registered with the Bank into Al Ahly Points system correctly.
6. Create a User ID without spaces, and a password containing letters and numbers only without spaces or special characters (containing at least one number, one capital letter and one small letter).

What are the steps of retrieving a previously created User ID of Al Ahly Points account?

In case of forgetting the User ID:

1. Click "Login".
2. Click "Forgot User ID?".
3. Enter your National ID number or passport number registered with the Bank.
4. A one-time passcode (OTP) will be sent to the e-mail registered with the Bank.
5. Enter the OTP correctly in the relevant field on Al Ahly Points system, and then the User ID will be displayed.

What are the steps for changing the password on Al Ahly Points website?

In case of forgetting the password:

1. Click “Login”.
2. Click “Forgot Password?”.
3. Enter the correct User ID.
4. A one-time passcode (OTP) will be sent to the e-mail registered with the Bank.
5. Enter the OTP correctly into the relevant field on Al Ahly Points system.
6. Create a password containing letters and numbers only without spaces or special characters (containing at least one number, one capital letter and one small letter).

* (In case you are not sure of the User ID, the correct User ID can be obtained by following the steps of forgetting the User ID, then following the steps of forgetting the password).

Do Al Ahly Points expire?

Earned points automatically expire after 36 months from the date on which points are earned.

How can I keep track of my Al Ahly Points balance?

Al Ahly Points balance can be traced either when you log into the rewards website www.alahlypoints.com, or by calling NBE call center at 19623.

How can the earned points be used?

Earned points can be used as:

- **E-voucher**

- An SMS message will be sent to your registered mobile that can be redeemed at any participating merchant from Al Ahly Points merchants network.
- Redemption can be done through Al Ahly Points website or by calling NBE call center at 19623

- **Cash rewards**

- Cash amount will be credited to any of your valid NBE credit card excluding corporate credit cards and B2B corporate credit cards.
- Redemption can be done through Al Ahly Points website only.

How do I earn AI Ahly Points?

1- Cards:

- Upon issuance of your Primary Debit Platinum card; 50,000 welcome gift points are awarded to your AI Ahly Points account.
- Upon usage of your NBE Mastercard or Visa (credit, debit, or prepaid) card in purchases at all merchants inside Egypt or abroad (excluding merchant's installments, Fawry payments, purchases through Fawry POS, government payments, or loading NBE PhoneCash wallet).

Card type	Points per EGP
Mastercard World Elite and Visa Infinite credit cards	2 points
Mastercard World and Visa Signature credit cards	1.75 points
Platinum credit cards	1.5 points
Mastercard World Elite debit cards	1.5 points
Mastercard World debit cards	1.25 points
Mastercard UEFA Champions League credit cards	1 point
Titanium, Gold, and Classic credit cards	1 point
Corporate credit cards	1 point
Platinum debit cards	1 point
Gold and Classic debit cards	0.5 point
University and remittance prepaid cards	0.5 point
Remittance cards "foreign currencies converted to EGP"	1 point
B2B corporate credit cards	0.1 point
USD Visa Platinum debit cards	20 points for every USD 1

2- AI Ahly Net/NBE Mobile:

Points are awarded upon activating and using your AI Ahly Net / NBE Mobile based on your segment as follows:

	Platinum Elite	Platinum Plus	Platinum	Classic – Silver - Gold
Service activation	1,000 points			
Opening a sub-account (maximum 6 sub-accounts)	200 points	150 points	100 points	50 points
Domestic transfers to accounts/cards (maximum 5 transfers monthly)				
Transfers to e-wallets (maximum 3 transfers monthly)				
Subscribing to the e-statement of account service (maximum 3 statements)				
Card activation	100 Points	75 points	50 points	25 points

3 - NBE PhoneCash:

Service activation (maximum one wallet)	1,000 points
Online cards (maximum 2 cards monthly)	20 points
P2M (QR code payments)	1 point for every EGP 1

Can the vouchers be exchanged for cash?

No, you cannot exchange your e-vouchers for cash, you can however use your vouchers combined with cash to make a purchase.

What are the voucher denominations?

Points	10,000	20,000	50,000	100,000	500,000	1,000,000
Amount	EGP 100	EGP 200	EGP 500	EGP 1,000	EGP 5,000	EGP 10,000

How can I receive my e-vouchers?

An SMS message will be sent to your mobile number registered with the Bank.

How can I redeem my e-voucher at merchants?

You will provide the merchant with the passcode sent in the SMS message, in addition to the last six digits of your national ID number from the right.

How can I redeem my Al Ahly Points as cash rewards?

Log into the program's website www.alahlypoints.com, and redeem the points as cash rewards credited to the account of any valid primary credit card in your name, excluding corporate credit cards and B2B corporate credit cards.

What are the Cash Reward denominations?

Points	5,000	10,000	20,000	50,000	100,000	200,000	500,000	1,000,000
Amount	EGP 25	EGP 50	EGP 100	EGP 250	EGP 500	EGP 1,000	EGP 2,500	EGP 5,000

How long does it take to get the cash reward on my NBE credit card?

- Any cash reward request is executed within 2-3 working days.
- In case the request is not executed due to inaccurate information, the points will be returned to the customer's account within 5 working days.

Can I make the minimum payment on the card with cash rewards?

Yes, you can make the minimum payment on the card with cash rewards.

Can a supplementary cardholder earn the welcome gift points for the Platinum segment?

Welcome gift points are not awarded to supplementary cardholder. Meanwhile, welcome gift points are awarded to the primary cardholder only, and only upon the issuance of the primary debit card.

Are welcome gift points awarded to Platinum Family cardholders?

Welcome gift points are not awarded to Platinum Family cardholders.

Are welcome gift points awarded to Platinum VIP cardholders?

Welcome gift points are not awarded to Platinum VIP cardholders.

Are welcome gift points awarded, in case of downgrading from the higher Platinum Elite or Platinum Plus segments to the Platinum segment?

Welcome gift points are not awarded in case of downgrading from the higher Platinum Elite or Platinum Plus segments to the Platinum segment.

Are welcome gift points awarded to the Platinum cardholders, in case of renewing their primary debit cards?

Welcome gift points are awarded to the Platinum cardholders at renewal of their primary debit cards, if they were not awarded any gift points at the time of issuing their primary debit cards.