

Frequently Asked Questions about Products Kuwait Finance House Bank (Egypt)

Bank Accounts:

1. What is the "Fusion" account and what are its key benefits?
It's a multi-tier investment account offering competitively expected returns based on deposit amount. Return is calculated on the minimum monthly balance and credited monthly. It provides secure access to funds savings via a debit card, free e-statements, and instant transaction alerts.
2. What is the minimum balance required to earn returns on the "Fusion" account?
EGP 100,000.
3. What are the benefits of the "Reward" account?
It offers competitive monthly return plus an upfront bonus on the first month's profit (under settlement), at 1.25% for each deposit or transfer of EGP 50,000 or more made within the first five days of the month.
4. Can I withdraw funds that earned bonus on the "Reward" account before month-end?
No, the bonus-eligible amount must be retained until the end of the month. Partial withdrawals are not allowed before that.
5. What is the "Hasad" account?
An investment account based on the agency investment model, offering expected monthly returns of 10% annually. It also provides chances to win cash prizes through weekly, monthly, quarterly, and annual draws.
6. How are draw entries calculated in the "Hasad" account?
One entry per EGP 50,000 for the weekly draw, two for monthly, three for quarterly, and four for annual draws, provided the average balance is maintained at EGP 50,000.
7. Can I win more than one prize in the "Hasad" account?
Yes, you can win in multiple draw cycles (e.g., weekly and monthly), but only once per cycle.
8. How are winners announced in the "Hasad" account?
Winners are announced via various media channels including print, digital, and social media, under the supervision of the Ministry of Social Solidarity.
9. What is the "Elevate" account and what are its key benefits?
A multi-tier investment account offering competitive gradual expected returns based on deposit amount. Returns are calculated on the daily closing balance and credited daily. It includes secure access to funds savings via debit card, free e-statements, instant alerts, and checkbook issuance.

Bank Cards:

1. What types of cards does KFH Egypt offer?
Debit cards, credit cards, and prepaid cards — all Sharia-compliant.
2. What's the difference between Classic, Gold, and Platinum cards?
All offer Sharia-compliant benefits like up to 57-day grace periods and flexible repayment options whilst Platinum cards offer extra benefits like free airport lounge access and double reward points pm purchases.
3. Can I withdraw cash using credit cards?
Yes, up to 100% of the card's secured amount for all types.
4. What is the minimum monthly repayment?
5% of the total outstanding balance for all card types.
5. Are e-statements provided?
Yes, free monthly e-statements are sent after signing up for the service for all types.
6. What are the ATM cash withdrawal fees for credit cards?
10% of the withdrawal amount, with a minimum of EGP 100.
7. How can I request a new or renewed card?
Visit a branch, call 19072, or apply online. Renewals are processed and delivered automatically before expiry.
8. What programs are available for Sharia-compliant credit cards?
Programs include secured financing, virtual income, income proof, and salary transfer options.
9. Are the cards equipped with 3D Secure?
Yes, all cards are supported with Visa Secure and MasterCard Secure Code.
10. What should I do if my card is lost or stolen?
Call 19072 immediately to block the card and request a replacement.
11. Does the bank offer a rewards program for card usage?
Yes, reward points are earned on purchases by using all card types. Platinum cardholders earn double points.
12. Are installation plans available through credit cards?
Yes, including profit-free installment options through a wide network of participating merchants.

Financing:

1. What is personal financing at KFH Egypt?
Sharia-compliant financing for any personal needs like vacations or marriage, with flexible terms up to 12 years.
2. What is the maximum personal financing amount?
Up to EGP 3 million, with options to consolidate other loans in one finance.
3. What are the benefits of car financing?
Competitive profit rates, fast processing, flexible repayment plans for up to 10 years and financing up to EGP 15 million.
4. Can I get financing for education or club membership?

Yes, via Murabaha contracts — up to EGP 600,000 for clubs and EGP 3 million for education, with repayment up to 8 years.

5. Are all financing products Sharia-compliant?

Yes, all financing is based on Islamic contracts like Murabaha and reviewed by the bank's Sharia Supervisory Board.

6. Are rejected financing documents retained, what if not claimed back?

Yes, one month after rejection. If not claimed, they are securely destroyed as per bank policy for maintaining data privacy.

Premium Banking Services:

1. What is the "My Global" service?

Tailored banking for Egyptian expatriates and foreign nationals in KFH Group countries, serving needs in both Egypt and abroad.

2. What are the benefits of the "My Global" account?

Unified statements, free transfers, local support, investment services, and remote account access & operation.

3. What is the "Advance" package?

Premium banking with a free gold card, concierge services, and extra benefits for qualifying balances or salary transfers.

4. What is the "KFH Egypt Premium" package?

Luxury banking for high-net-worth clients, available in Premium and Premium Plus tiers.

5. How can I apply for Premium packages?

Visit a branch or request a callback via EgyptPremiumBanking@kfh.com.

6. What happens if I don't meet Premium or Advance criteria?

Minimum balance fees may apply, and accounts may revert to standard after 3 months.

Digital Banking:

1. How do I register for online/mobile banking?

Log in with your credentials if registered. New users can register using account number, ID, or debit card and PIN.

2. Can I make transfers online?

Yes — internal and external transfers, bill payments, and account monitoring.

3. Is the mobile banking app secure?

Yes, it uses advanced encryption and authentication technologies to secure your data.

4. What is the bank's WhatsApp service?

24/7 secure banking support to answer your queries via WhatsApp at 01555819072.

5. How can I find branches and ATMs?

Use the mobile app or visit this link <https://www.eg.kfh.com/atm-branch-locator>

6. Why choose e-statements?

Same accurate info as paper statements, free of charge, and no postal delays.

7. Is live chat available?

Yes, via the bank's website — instant, accurate responses for all customers including those with special needs.

Islamic Banking:

1. Are all products Sharia-compliant?

Yes, reviewed by a board of scholars specializing in Islamic finance.

2. What's the difference between Islamic and conventional financing?

Islamic finance links profit to real assets or Sharia-compliant activities, using contracts like Murabaha and Ijara under independent Sharia supervision.

3. Does KFH Egypt offer conventional banking?

No, all services are fully Sharia-compliant and reviewed by the bank's Sharia Board.

Customer Service & Support:

1. How can I update my personal information?

Visit the nearest branch with official documents.

2. Can I submit complaints or suggestions online?

Yes, via the "Contact Us" form on the website to place complaints or suggestions.

3. What if I'm unhappy with a service?

Contact customer service, branch manager, or call center for resolution.

Security & Data Protection:

1. How does the bank protect my personal data?

The bank applies Strict data protection policies, advanced encryption, and do not request by emails any sensitive info related to your accounts.

2. How can I protect myself from fraud?

Avoid sharing your personal data, use strong passwords, monitor your transactions, and contact the bank immediately if suspicious activity occurs.

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.