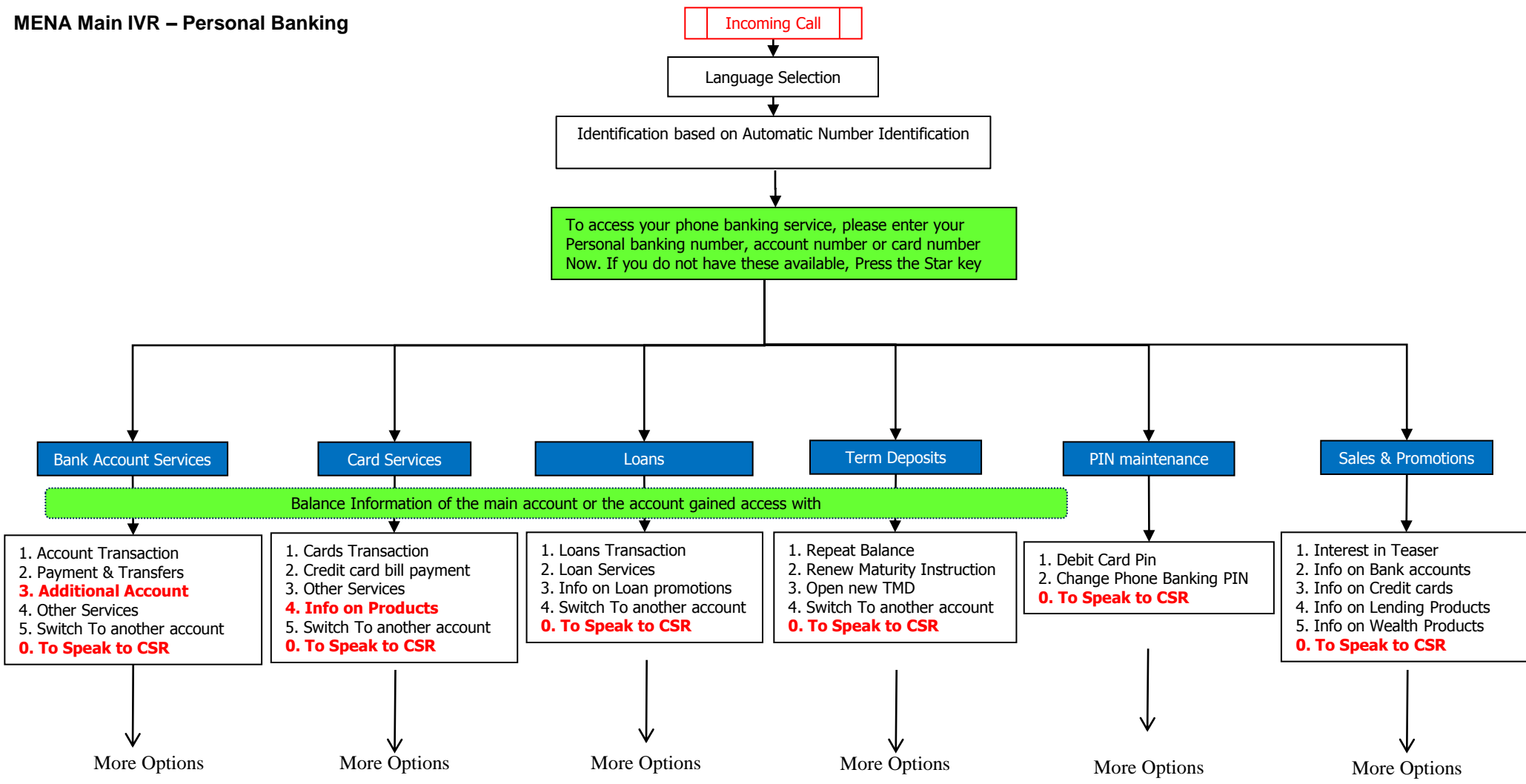


MENA Main IVR – Personal Banking



Incoming Call

Language Selection

Identification based on Automatic Number Identification

To access your phone banking service, please enter your Personal banking number, account number or card number Now. If you do not have these available, Press the Star key

Bank Account Services

Card Services

Loans

Term Deposits

PIN maintenance

Sales & Promotions

Balance Information of the main account or the account gained access with

- 1. Account Transaction
- 2. Payment & Transfers
- 3. **Additional Account**
- 4. Other Services
- 5. Switch To another account
- 0. **To Speak to CSR**

- 1. Cards Transaction
- 2. Credit card bill payment
- 3. Other Services
- 4. **Info on Products**
- 5. Switch To another account
- 0. **To Speak to CSR**

- 1. Loans Transaction
- 2. Loan Services
- 3. Info on Loan promotions
- 4. Switch To another account
- 0. **To Speak to CSR**

- 1. Repeat Balance
- 2. Renew Maturity Instruction
- 3. Open new TMD
- 4. Switch To another account
- 0. **To Speak to CSR**

- 1. Debit Card Pin
- 2. Change Phone Banking PIN
- 0. **To Speak to CSR**

- 1. Interest in Teaser
- 2. Info on Bank accounts
- 3. Info on Credit cards
- 4. Info on Lending Products
- 5. Info on Wealth Products
- 0. **To Speak to CSR**

More Options

More Options

More Options

More Options

More Options

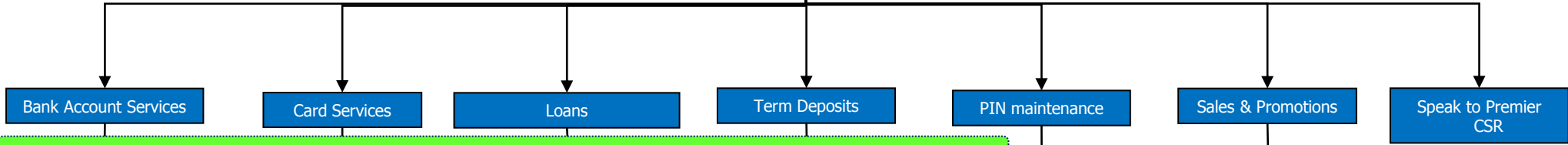
More Options

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More Options

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