

For English language press (2)

To activate your IVR number press (0)

To inquire about SMEs Loans and Microfinance press (6)

For Cards Center Services press (5)

To Activate Your Cards Or To Change your Pin Code Press (1)

To Activate Credit Cards, press(1)

To Activate Salary Cards press(2)

To Change your Pin Code press(3)

To inquire about balances and transactions cards (2)

For Credit Cards, press (1)

For debit cards. press (2)

For prepaid cards and private sector salaries press (3)

For Government salaries cards Press (4)

For Complaints and suggestions, or to turn to one of our customer service Press (3)

To inquire accounts press (4)

To inquire about account balances and transactions Press (1)

For Money Transfer press (2)

For Complaints and suggestions, or to turn to one of our customer service Press (3)

To inquire about the products and services the bank press (3)

To inquire about bank services information press (2)

To inquire about Banque Misr branches working hours please Press (1)

Online banking services please, press (2)

BM Wallet please, press (3)

Customs duties and taxes services please Press (4)

To return to main menu press (9)

To inquire about bank products information press (1)

To inquiry about accounts, please press (1)

Certificates and Time deposits please press (2)

loans please press (3)

cards, please press (4)

investment funds please Press (5)

To return to main menu press (9)

To stop your card or make memo for travelling abroad please press no (2)

To inquire about the accounts and cards using the IVR Service Press (1)

To inquire about the accounts and cards using the IVR Service Press (1)

To Activate Your Cards or To Change your Pin Code Press (2)

To transfer to BM VIP customer service agent, please press (3)

For (BM VIP) customers, press the hash sign (#)