

What is BM Wallet and how should I use it?

BM Wallet app changes the way payments are made. With BM Wallet you can easily pay and buy directly through your mobile. Enjoy the new payment experience that is easy to use, secure, faster than cash and much smarter allowing you to perform everyday payment.

How can I deposit money in my BM Wallet?

- You can link your Banquemisr Debit/Credit/Prepaid Card to your BM Wallet
- You can go to any Fawry outlet to deposit money into your wallet.
- Through ATMs

How can I withdraw money?

- You can go to any Fawry outlet to withdraw money from your wallet.
- Through ATMs

Can I have more than one wallet on the same mobile number?

No, each mobile number can register one wallet only.

What is the maximum outstanding balance of wallet?

The wallet maximum outstanding balance is 10,000 EGP.

What is the maximum limit for payment through the wallet?

You are eligible to pay a maximum of 6,000 EGP per day

What is the maximum Monthly limit for payment through the wallet?

You are eligible to pay a maximum of 50,000 EGP per Month.

What to do if my mobile or SIM card is lost or stolen?

- Call the call center (19888) to suspend your Wallet
- Get a new mobile/SIM
- Contact the call center to un-suspend your wallet
- Then the wallet will be used normally **(with the same info/balance and M-PIN)**

What to do if I want to change my mobile number?

- You will need to cash out all the money in your wallet
- Visit the nearest branch to close your wallet
- Register a new wallet on the new number

What if I entered a wrong PIN several times?

- The Service will be suspended after the third time you enter wrong PIN till you call the call center to un-suspend the service after verifying your personal data.

What if I forget my PIN?

- Call the call center to check that wallet isn't suspended if you entered wrong pin several times and ask for reset m-pin
- Call center agent will reset your M-PIN and you can create a new one after tapping on Forgot my password in the application.