

What is BM wallet and how should I use it?

BM wallet is a seamless e-wallet application that gives BM wallet customers the privilege of making all their financial transactions and more from the comfort of their homes through their mobile phones, it also, provide them with many services like recharging their mobile phones, transferring and receiving money on spot to/from any wallet in Egypt, paying their bills and purchasing through QR code. Enjoy a 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 Banque Misr Debit/Credit/Prepaid card to your BM wallet
- Through more than 90K Fawry outlets across Egypt you can go and deposit money into your BM wallet
- Through more than 9k ATMs across Egypt with Meeza logo

How can I withdraw money?

- Through more than 90K Fawry outlet across Egypt you can go and withdraw money from your BM wallet
- Through more than 9k ATMs across Egypt with Meeza logo

How to link my BM card to BM wallet?

- Login with your Mobile number and MPIN into your wallet.
 - Press on "my wallet".
 - Press on + to add your card.
 - Write your card number, expiry date, and the nick name.
 - Press on "add this card".
- "please be noted that you can link only Bank Misr cards to BM wallet"

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 wallet balance?

The maximum wallet balance is 30,000 EGP

What is the maximum limit for payment through the wallet?

Transaction: you are eligible to pay a maximum of 30,000 EGP per transaction

Daily: you are eligible to pay a maximum of 30,000 EGP per day

Monthly: you are eligible to pay a maximum of 100,000 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 (19888) to reactivate your wallet
- Then the wallet will be used normally (with the same info/balance and MPIN)

What to do if I want to Change my wallet mobile number?

- 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?

If you entered wrong Pin 3 or more times the service will be suspended till you call the call center to unsuspend the service after verifying your personal data

What if I Forgot 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