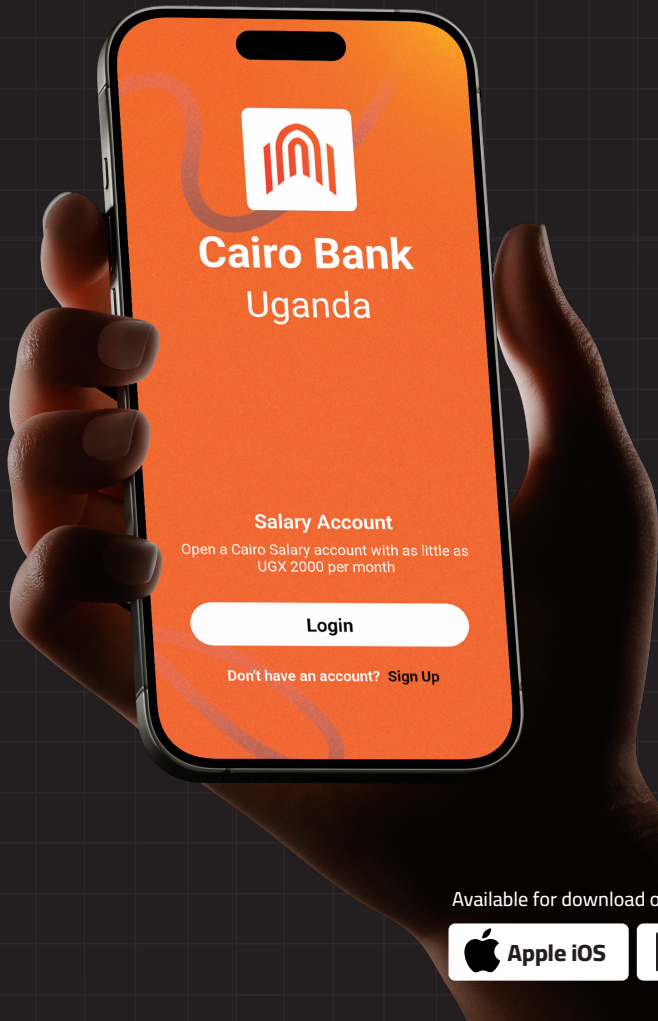




**Cairo Bank**  
Uganda

# Seamless Banking

## Cairo 24/7



Available for download on app stores:



# Welcome to Seamless Banking

## New to Bank Customer

Visit the **nearest branch**, complete and submit the mobile banking application form

Ensure you have a **smartphone** with internet. Download the **Cairo 24/7** app from **Google Play Store (Android)** or **Apple Store (iOS)**

You will receive a credentials notification (**User Id & Temporary Password**) by Email and SMS on a mobile phone number registered with Cairo Bank

Open the **Cairo 24/7** app and input the **Username** and **Temporary Password** and Accept the terms and conditions to continue

An OTP will be **sent on e-mail & mobile phone number** registered with Cairo Bank to **register your mobile device**.

**Login again** with user name and temporary password to complete **change to new password**.

Customer will **set new password of their choice; a password** with about **10 alphanumeric characters** and **a symbol** e.g. Estates@34

Another OTP will be sent on e-mail & mobile phone number registered with Cairo Bank to authorize password change. **Login with new password**.

Customer will be prompted to set up a **security question** and answer to proceed.

**NOTE:** For any **future login** and **transaction approval**, you will be required to **input the security answer**.

Customer can authorize use of biometric phone features e.g **Face Id (IOS)** or **fingerprint (Android)** in place of Security Answer at login.

Smartphone screen showing the "Sign Up" form. The form includes the following fields:

- First Name \*
- Other Name \*
- Account Number \*
- Identification Number/NIN \*
- Email \*
- Phone number \* (with example text: 2567XXXX)

A "Continue" button is located at the bottom of the form.

Smartphone screen showing the "Authorize" form. The form includes the Cairo Bank logo and the following field:

- Enter HID SecureCode to continue.

Buttons for "Approve" and "Cancel" are located at the bottom of the form.

Available for download on app stores:



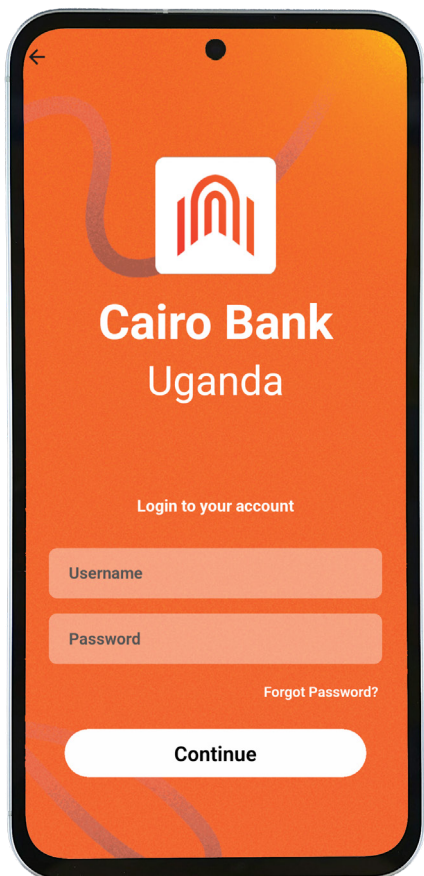
Apple iOS



Android



## Existing customer



Download the **Cairo 24/7** app from **Google Play Store (Android)** or **Apple Store (iOS)**

Login with your **existing / current username** and **password** for the **current Internet Banking**.

**An OTP** will be sent on **e-mail & mobile phone number** registered with Cairo Bank to **register your mobile device**.

**Login again** with **user name** and **current password** to complete **change to new password**.

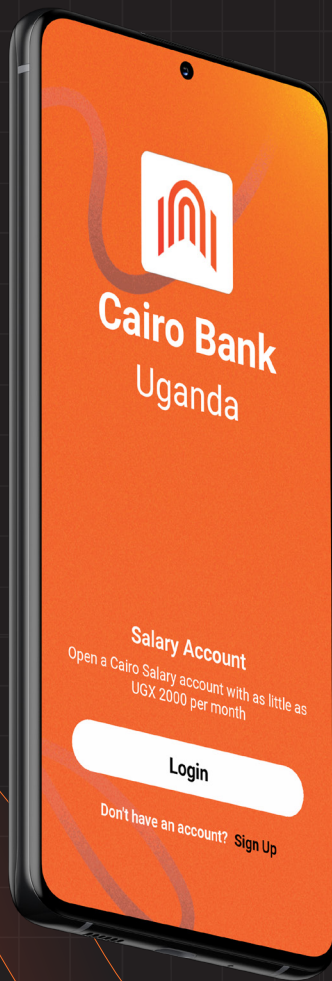
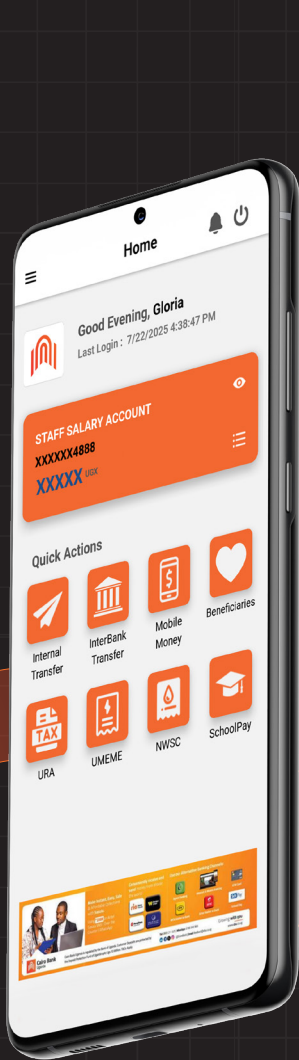
Customer will **set the password of their choice; a password** with about **10 alphanumeric characters** and **a symbol** e.g. Estates@34

Another OTP will be sent on e-mail & mobile phone number registered with Cairo Bank to authorise password change. **Proceed to login with the new password**.

Customer will be prompted to set up a security question and answer to proceed.

**NOTE:** For any **future login** and **transaction approval**, you will be required to **input the security answer**.

Customer can authorize use of biometric phone features e.g **Face Id (iOS)** or **fingerprint (Android)** in place of Security Answer at login.



Cairo Bank Uganda is regulated by the Bank of Uganda.  
 Customer Deposits are protected by the Deposit Protection  
 Fund of Uganda upto Ugx.10 Million. T&Cs Apply.

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**Growing with you**

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