



Receiving Money Instructions & Procedures

- 1** Customer should fill out "To Receive Money Form – Know Your Customer Form" and present it to IBAG Agent with a valid ID.
- 2** It is obligatory to fulfill the requested information in the "To Receive Money Form – Know Your Customer Form":
 - Money Transfer Control Number (MTCN).
 - Origin country.
 - Relationship with the sender.
 - Valid residence card/entry visa and proof of residence (non-Egyptian).
 - Sender's name.
 - Expected amount.
 - Purpose of transfer.
- 3** **The only Accepted IDs are:**
 - Valid Egyptian National ID.
 - Valid Egyptian Military ID.
 - The company will not accept any damaged ID.
 - IBAG for Money Transfer Services has the right to keep a copy of the ID.
 - Recipient's name must be identical to his/her ID or Passport name.
 - Valid Passport.
 - Valid yellow or blue UNHCR card and a valid residence permit.
- 4** Transfers are prohibited for minors (under the age of 18).
- 5** IBAG for Money Transfer Services has the right to reject any transfer that might not match the company's procedures and regulations.
- 6** IBAG for Money Transfer Services is not responsible for any transfer delays that might happen due to names similarity or sender destination info.
- 7** All transfers are paid in USD at IBAG locations and paid in USD and/or EGP only at IBAG Bank Locations.
- 8** IBAG Branches do not pay cents in either USD or EGP.
- 9** IBAG for Money Transfer Services complies with the laws of the Central Bank of Egypt, regulatory controls, due diligence procedures and Western Union instructions.
- 10** Customers are advised to verify their cash before leaving the counter, as the company will not be responsible for exchanging any banknotes after they leave.