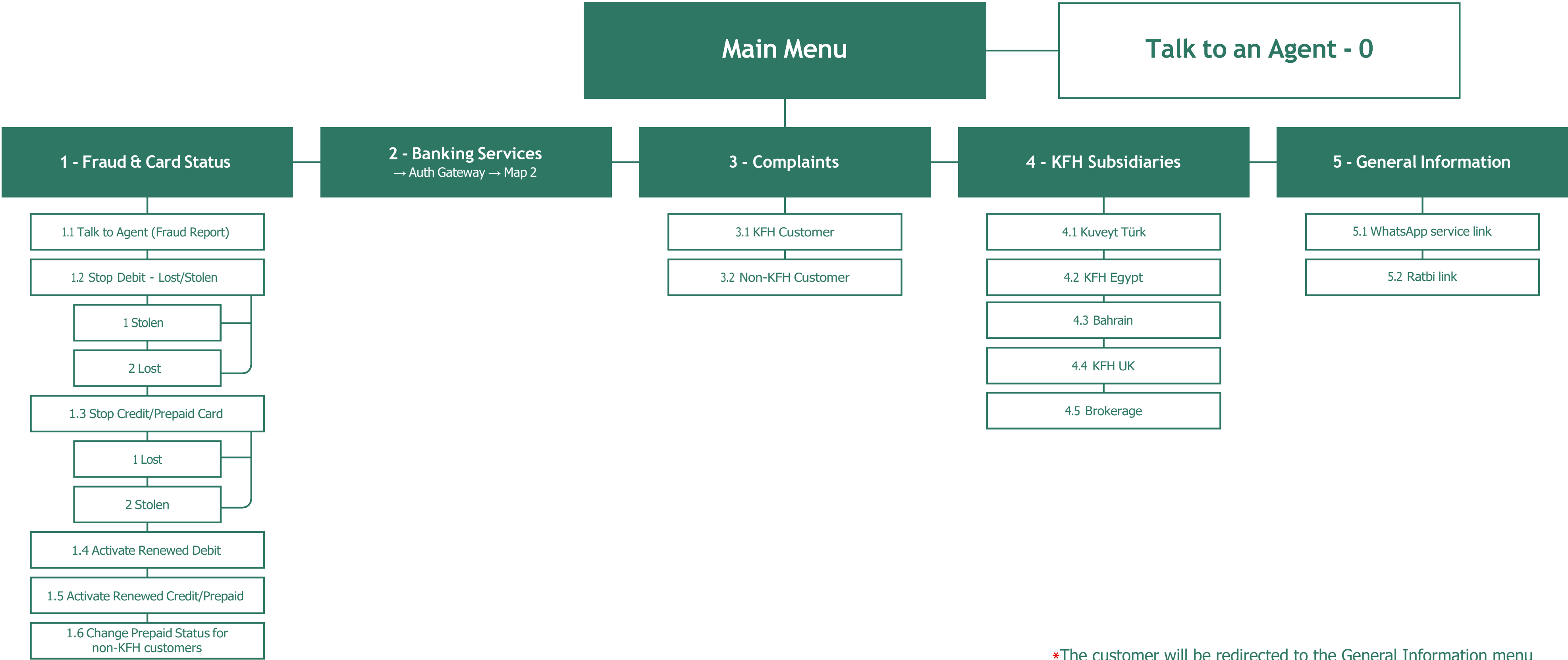


MAP 1 - Unauthenticated/IVR

Welcome & Language Prompt. 1 Arabic - 2 English

Note: The customer may press 0 at any stage in this menu to be transferred to the relevant customer service representative, except within the General Information menu.



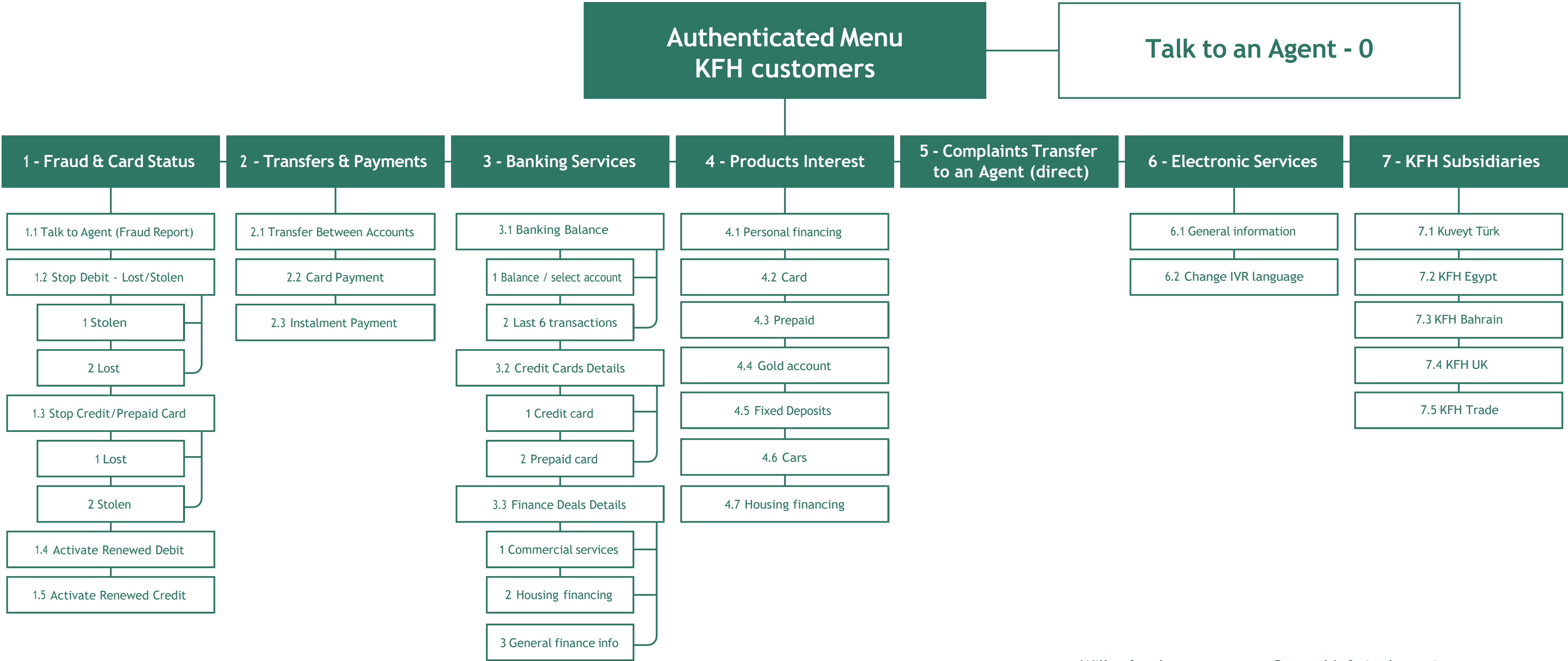
*The customer will be redirected to the General Information menu in the main menu.

*Service menus may vary in position depending on the most frequently used services and the products available to the customer.

MAP 2 - Authenticated Customer IVR

Welcome & Language Prompt. 1 Arabic - 2 English

Note : The customer Can press 0 at any stage in this menu to be transferred to Agent except the General Info menu.



*Will refer the customer to General Info in the main menu

*Service menus may vary in locations based on the most frequently used services and available products to the customer