

FAQ: Questions and Answers

Q: Am I eligible to register for Online Banking?

A: All Credit Libanais account holders who are 18 years or older are eligible to register.

Q: Can I apply for a loan or a credit card through Online Banking?

A: Yes. To apply online for a loan or a credit card, you will have to fill the appropriate application form. Please note that in accordance with Lebanese laws, an online application must be followed by a signature, in-person, at a bank branch.

Q: How soon after my transaction is the activity reflected in my account?

A: When you transfer funds from one account to another, the activity is reflected immediately online. Changing a preset instruction, however, will be activated the next working day.

Q: How can I access Online Banking from abroad?

A: Credit Libanais Online Banking can be accessed from anywhere in the world via our corporate website: www.creditlibanais.com

Q: Can the privacy of my transactions be assured?

A: Yes, Credit Libanais uses the latest online security requirements in accordance with the prevailing International Security Standards.

Q: Can I talk to a Customer Service Agent if I have a problem or question?

A: Yes. For all inquiries and/or problems you can contact our [Customer Service Center](#) at 1518 or +961 1 607 100 or email us at info@creditlibanais.com.lb