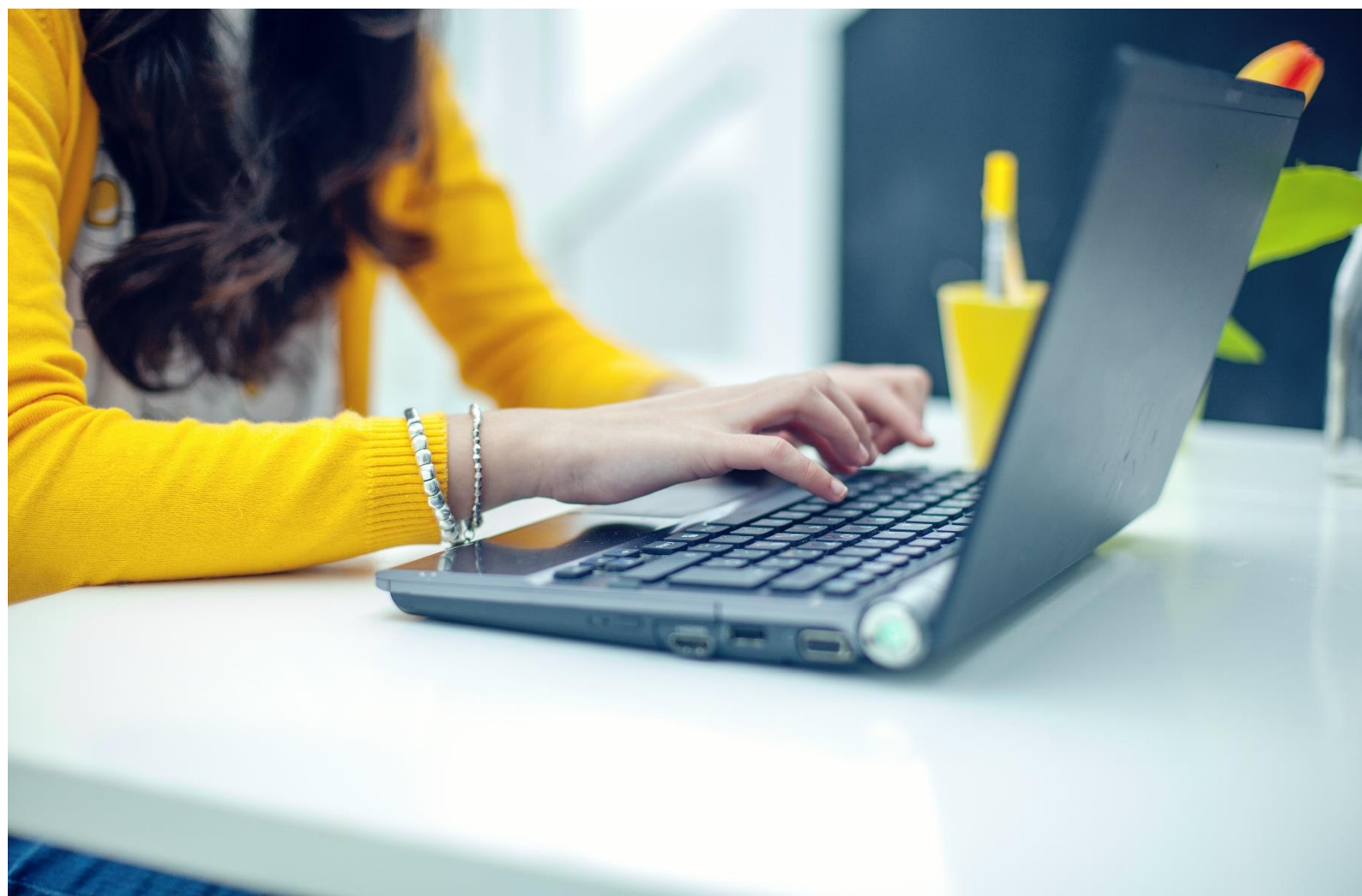


Electronic Banking Information Portal (eBIP)

Frequently Asked Questions



THE WORLD BANK

Treasury | IBRD • IDA

1. How long does it take to get the approval for my SSI request?

Same day if requested during business hours.

2. How long does it take to get the approval for my eBIP profile?

Same day if requested during business hours.

3. Which email should I use when requesting access to eBIP?

Please use your business email.

4. Should I send a reminder if the approval is taking longer than expected?

If your approval is taking more than 24 hours, you may contact Banking Services Team at bankingservices@worldbank.org or telephone number +1-202-458-1400.

5. How do I track my request?

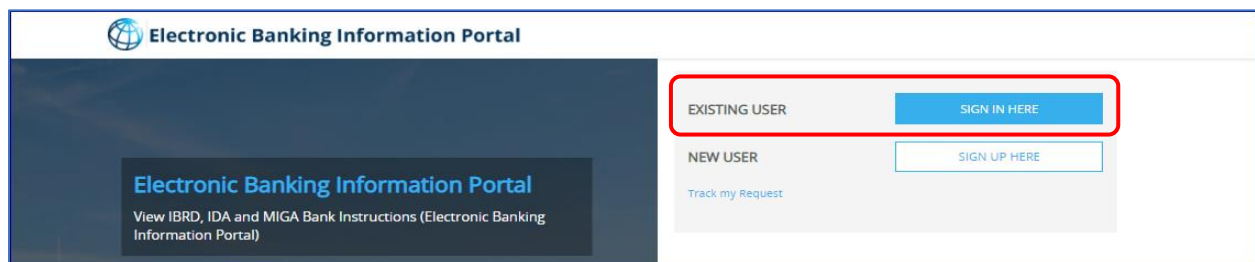
You may track your request by going to eBIP homepage at <http://wbgebip.worldbank.org>

6. How do I know if my account is approved?

You will receive an email confirmation with the details of your account request.

7. Do I need to create a new account every time I need to request a different SSI?

No, once approved for eBIP account, you may sign in as an “Existing User” and request various Banking Instructions.



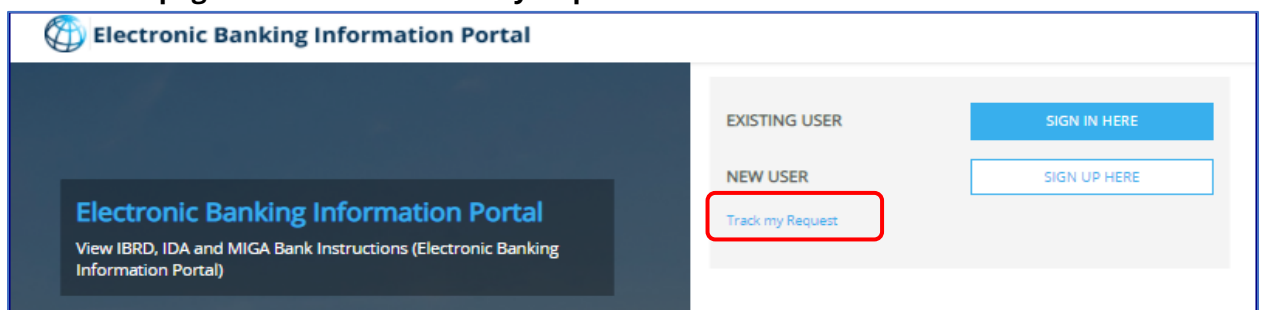
8. Who is the Point of Contact?

Pont of Contact is the person from the World Bank who you have been communicating with regarding your request

9. How do I track my request to become a user?

To track your application request:

1. Go to homepage and click on “Track my request”





2. Enter the email you used to register for eBIP and the Tracking ID number:

Track Application

Email Address *

Reference/Registration Number *

 Electronic Banking Information Portal

Tracking ID #R0000000016877  Pending Approval

Your request to register with us has been sent for approval from our team and it is currently pending. On successful approval of the request, we will send you an email with instructions on login to your email.

10. Who should I contact if I did not receive confirmation or have any issues?

You may contact Banking Services Team at bankingservices@worldbank.org or telephone number +1-202-458-1400.