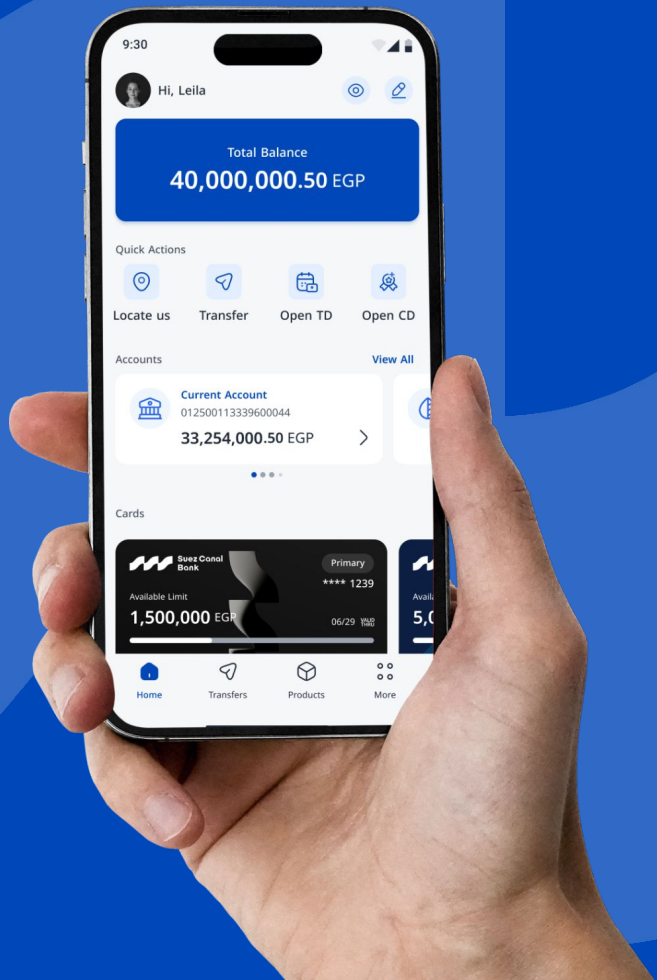
Suez Canal Bank

SCB Mobile

This manual provides detailed guidance for supporting the Suez Canal Bank Mobile App



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Date: 13 August 2026

Table of Contents

English Version

3 - 5	Registration - Account Number	24 - 28	Transfer - Instant - Mobile Number	47 - 49	Transfer - Normal - Card
6 - 8	Registration - Card Number	29 - 31	Transfer - Instant - Account	50 - 52	Open Time Deposit
9 - 11	Forgot Password	32 - 34	Transfer - Instant - IBAN	53 - 55	Open Certificate
12 - 15	Activate Soft Token	35 - 37	Transfer - Instant - IPA Address	56 - 58	Open New Account
16 - 18	De-activate Soft Token	38 - 40	Transfer - Instant - Card	59 - 61	Request Cheque Book
19 - 21	Activate Biometric Login	41 - 43	Transfer - Instant - Wallet		
22 - 25	Deactivate Biometric Login	44 - 46	Transfer - Normal - Account/IBAN		

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Registration

Account Number

New users can register using their account number and National ID/Passport number, followed by username and password creation, then verification via OTP. This ensures secure onboarding linked to verified customer profiles.

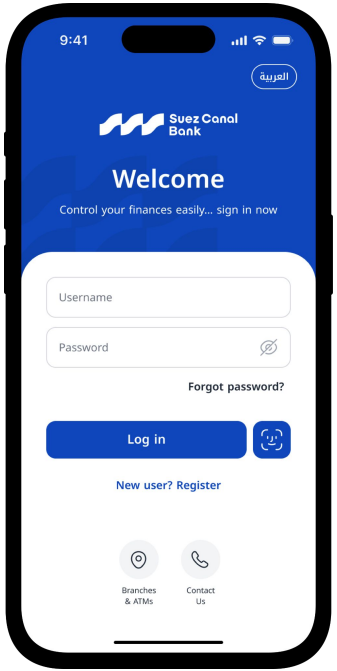
Back to table of content

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Registration - Account Number

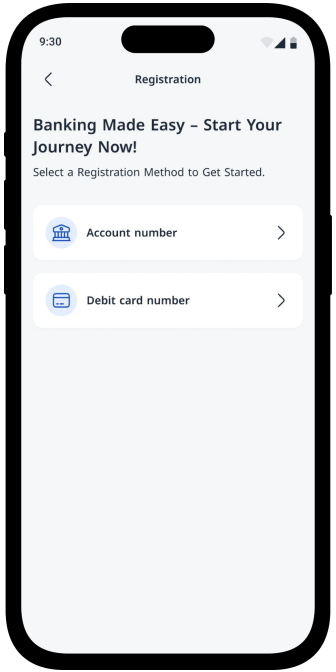
Step 1

User taps on the "New User? Register from the login screen



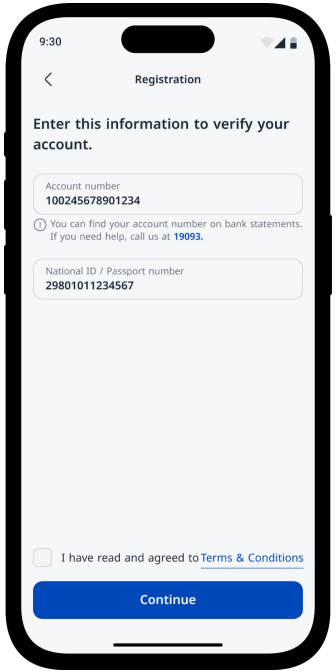
Step 2

Select the registration method “Account number”



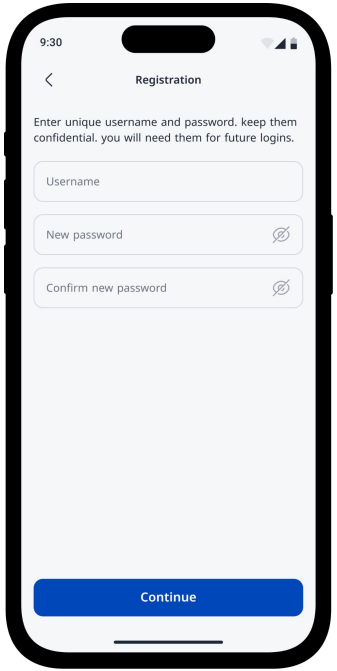
Step 3

Enters Account number and National ID / Passport number



Step 4

Enters username, password, and confirm password

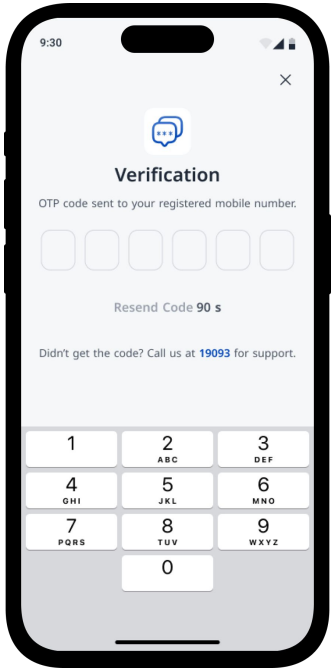


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Registration - Account Number

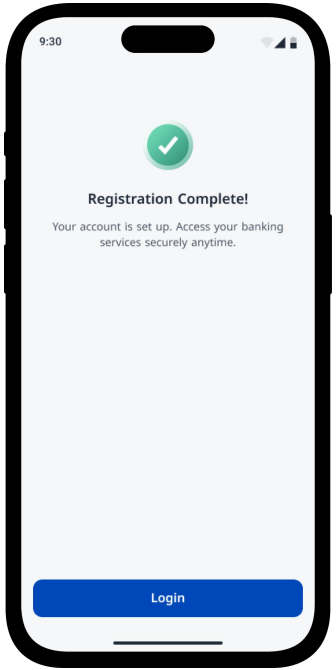
Step 5

System sends OTP and the user needs to verify it.



Step 6

Sees Registration Success message



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Registration

Card Number

New users can register using their card number and National ID/Passport number, followed by username and password creation, then verification via OTP. This ensures secure onboarding linked to verified customer profiles.

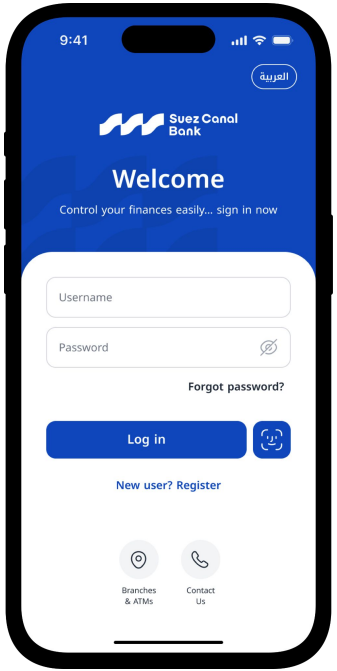
Back to table of content

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Registration - Card Number

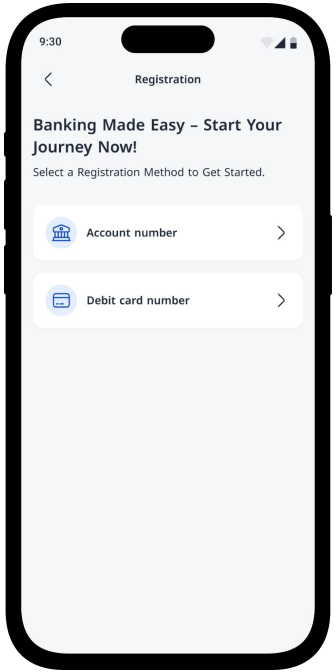
Step 1

User taps on the "New User? Register from the login screen



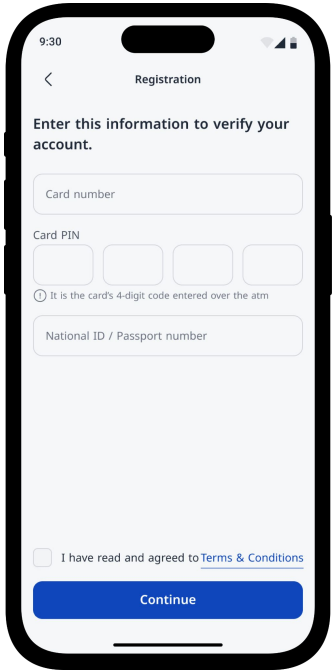
Step 2

Select the registration method “Debit card number”



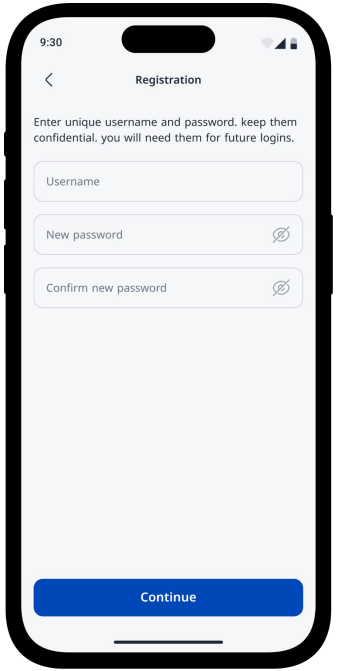
Step 3

Enters card number, card PIN, and National ID / Passport number



Step 4

Enters username, password, and confirm password

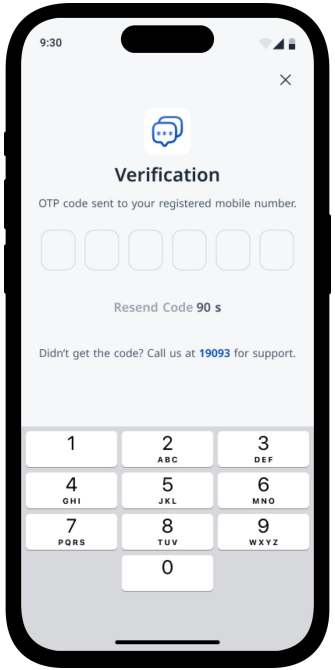


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Registration - Card Number

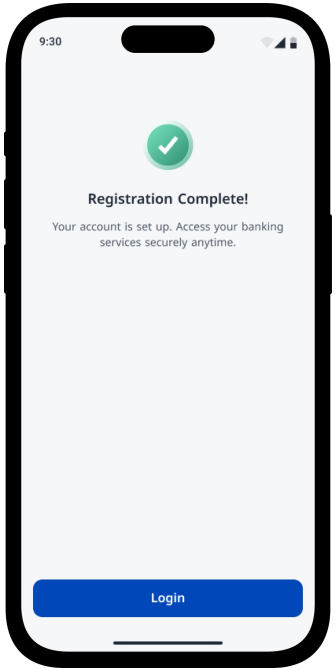
Step 5

System sends OTP and the user needs to verify it.



Step 6

Sees Registration Success message



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Forgot Password

This module allows users to securely reset their password using their card number and card PIN, followed by OTP verification and creation of a new password.

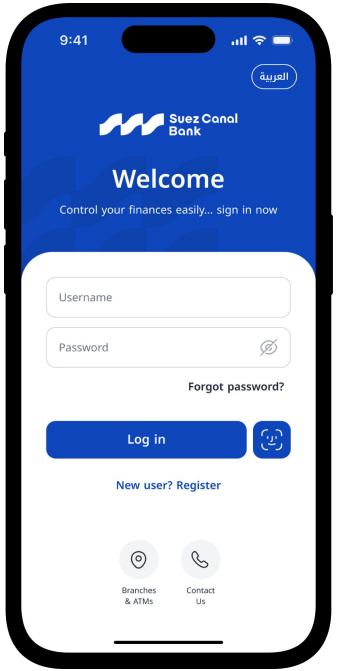
Back to table of content

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Forgot Password

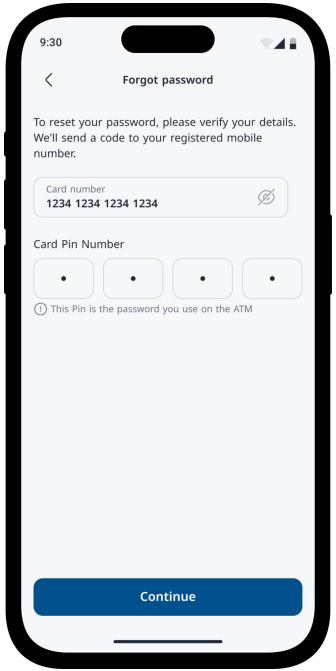
Step 1

User clicks on “Forgot Password?” on the Login screen



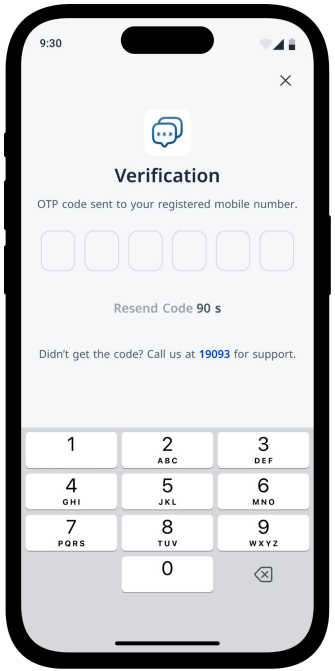
Step 2

Enters debit card number and card PIN on the Forgot Password screen.



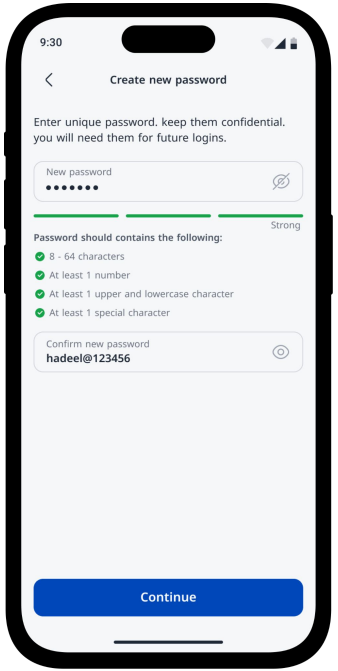
Step 3

System sends OTP to registered mobile



Step 4

Enters new password and confirm password

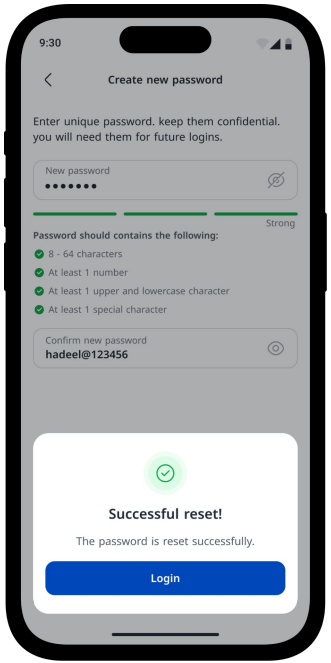


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Forgot Password

Step 5

Sees Success message



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Activate Soft Token

The Soft Token is a secure authentication method required for making online transfers to any bank in Egypt. This flow walks the user through downloading, installing, and activating their soft token using a serial number, activation code, and registration code.

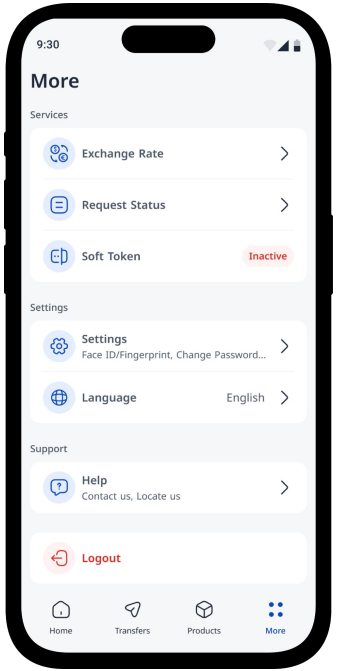
Back to table of content

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Activate Soft Token

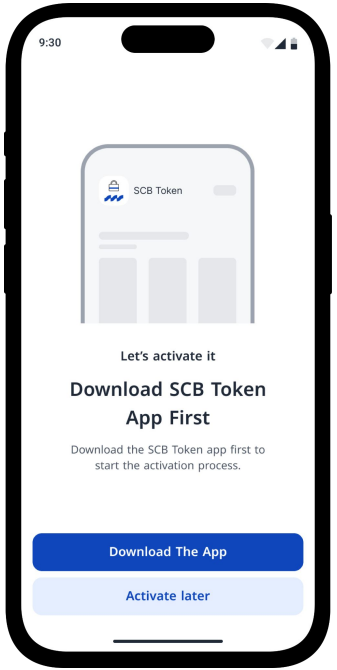
Step 1

User taps the “More” tab and Selects the “Soft Token” option



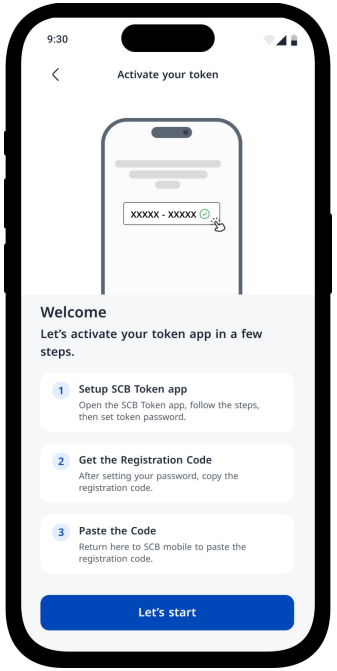
Step 2

Gets a screen where he needs to download the SCB Token App



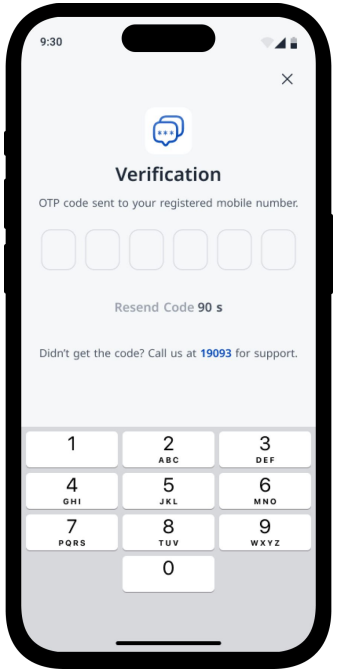
Step 3

After downloading, he taps on "Let's Start" by reading the instructions



Step 4

System sends an OTP to the registered mobile number

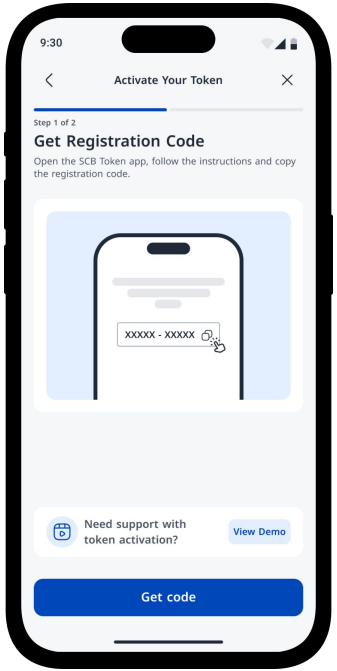


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Activate Soft Token

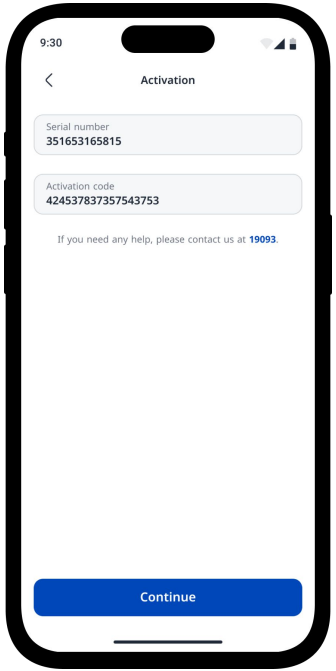
Step 5

Then tabs "Get code" to get redirected to the Token App



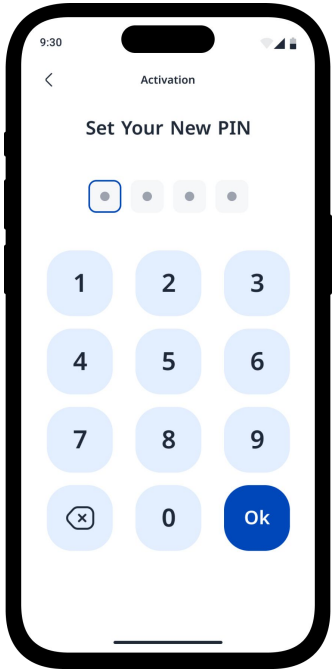
Step 6

In the SCB Token App, the user sees the serial number and activation code pasted



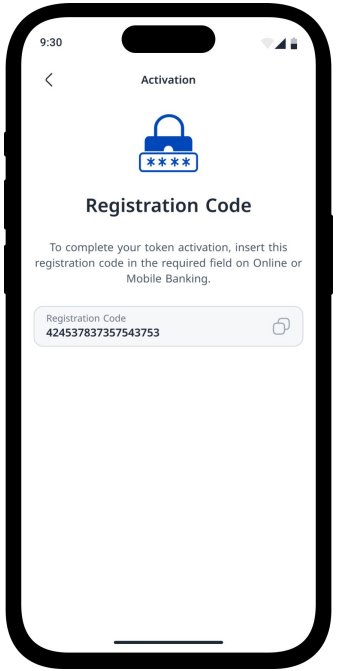
Step 7

After tabbing "Continue," the user is requested to set and confirm the PIN



Step 8

Then the user gets the registration code and he can copy it

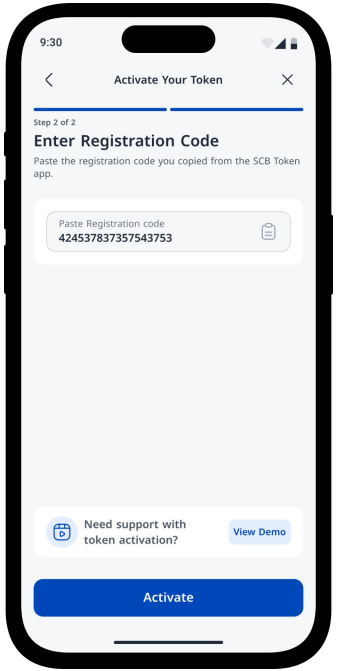


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Activate Soft Token

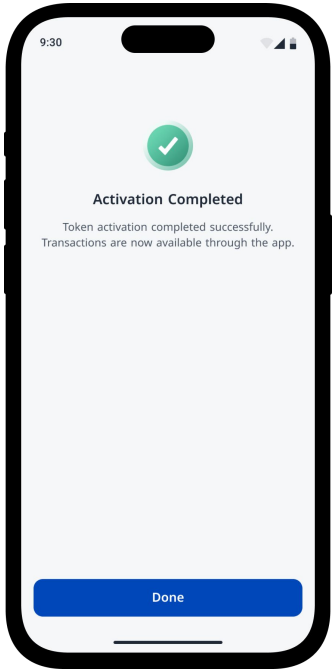
Step 9

User then needs to paste the registration code in “SCB Mobile”



Step 10

After tapping "Activate", the user sees a success message



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De-activate Soft Token

The Soft Token is a secure authentication method required for making online transfers to any bank in Egypt. This flow walks the user through deactivating their soft token.

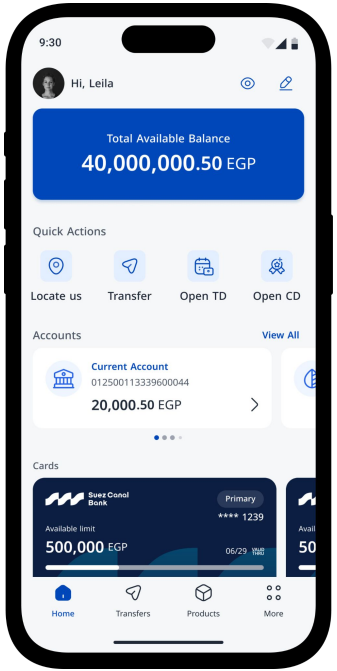
Back to table of content

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De-activate Soft Token

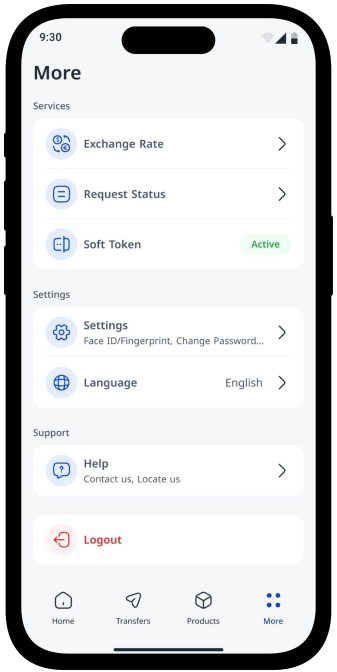
Step 1

User taps the “More” tab from the Home Dashboard



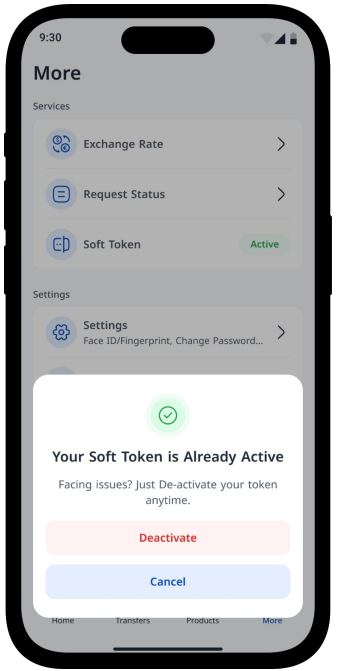
Step 2

Redirected to the More screen and Selects the “Soft Token” option



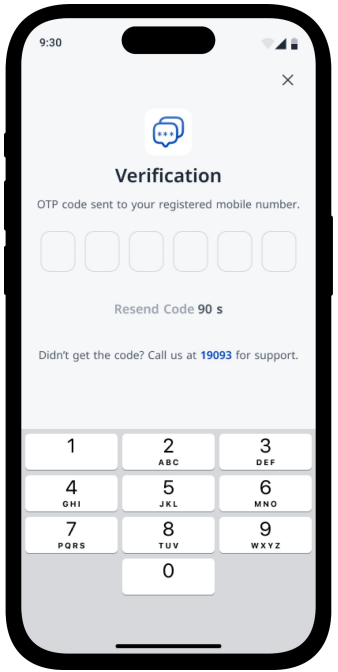
Step 3

When the user taps soft token he gets this message where he can deactivate



Step 4

OTP will be sent to your mobile, then you’ll be redirected to the Soft Token app to deactivate profile.

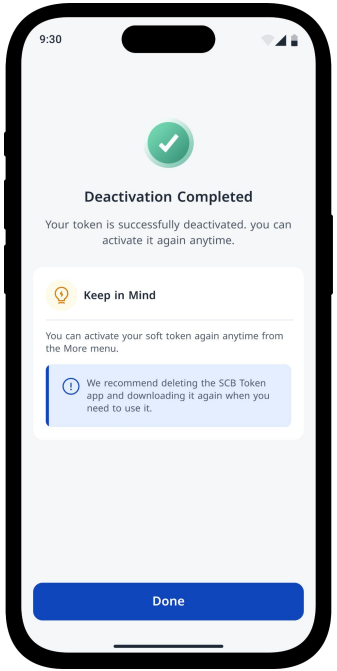


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De-activate Soft Token

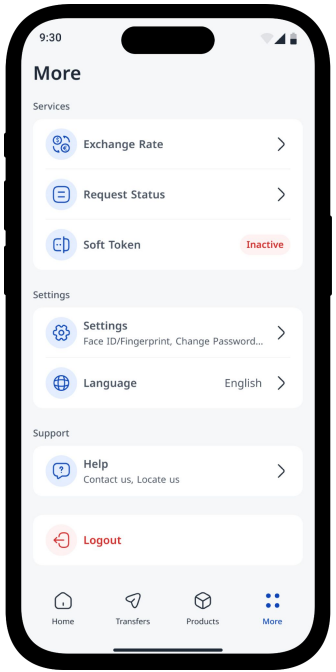
Step 5

User sees Success Message: “Deactivation Completed”



Step 6

Now the token status is “Inactive”



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Activate Biometric Login

This flow enables users to activate biometric authentication (Face ID or Fingerprint) for quick, secure access to the app. It requires user consent, OTP verification via SMS.

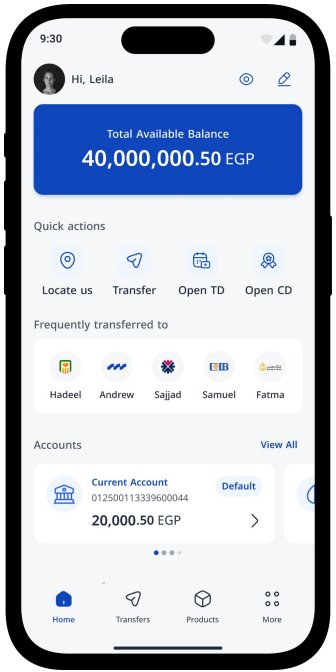
Back to table of content

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Activate Biometric Login

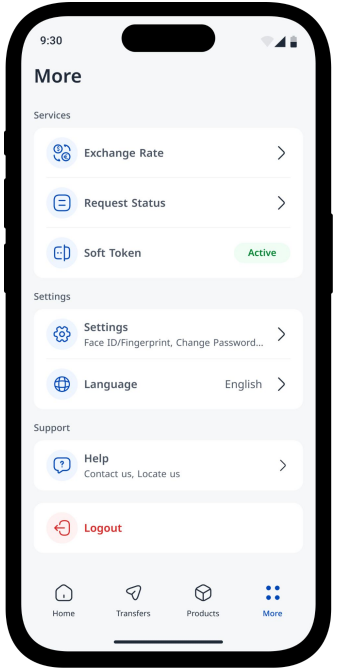
Step 1

User taps the “More” tab from the Home Dashboard



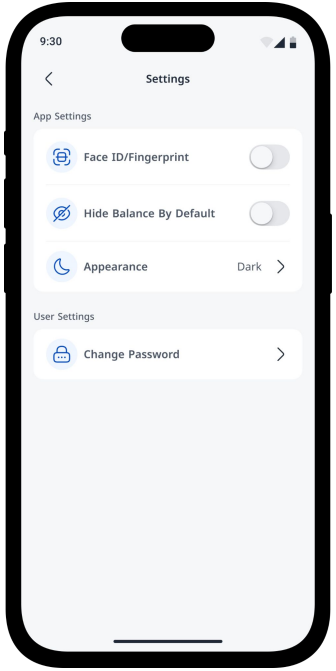
Step 2

Redirected to the More screen and the select “Settings”



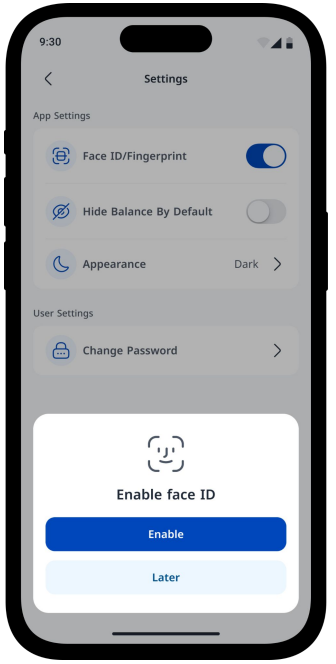
Step 3

Redirected to the Setting screen and enable the Biometric Login section



Step 4

A popup appears: “Enable Biometric?”, user taps “Enable” button

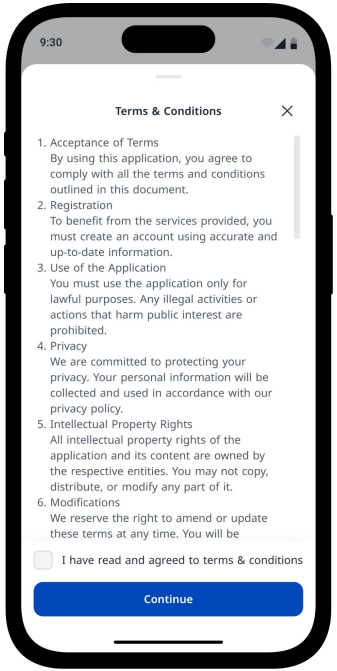


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Activate Biometric Login

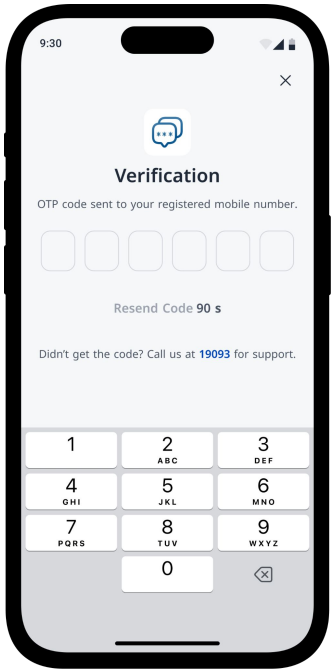
Step 5

User is prompted to accept the Terms & Conditions



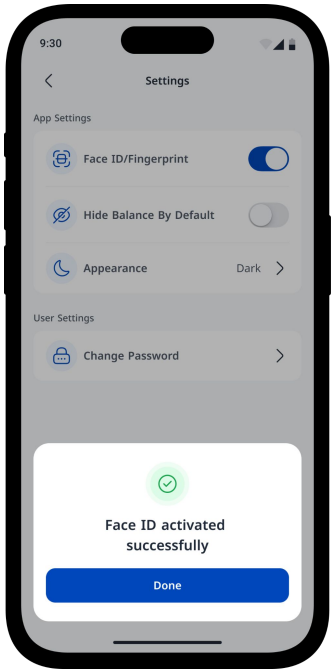
Step 6

System sends an OTP to the registered mobile number



Step 7

A confirmation popup appears: "Biometric Login activated successfully.."



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Deactivate Biometric Login

This flow allows users to deactivate biometric login.

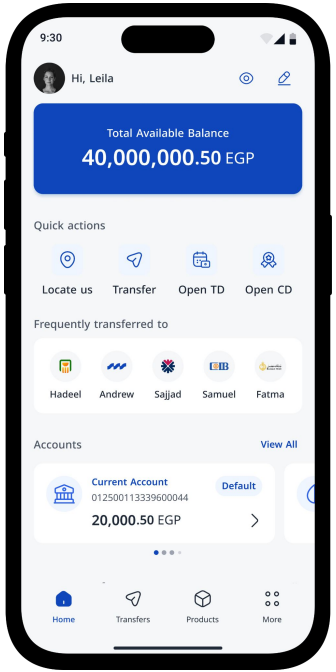
Back to table of content

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Deactivate Biometric Login

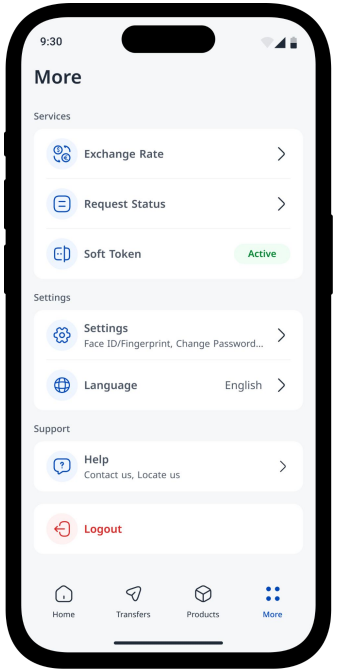
Step 1

User taps the “More” tab from the Home Dashboard



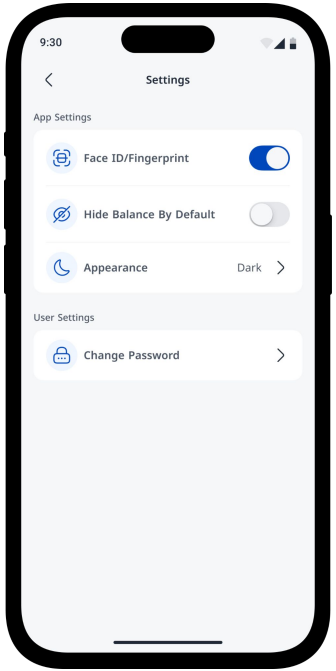
Step 2

Redirected to the More screen and the select “Settings”



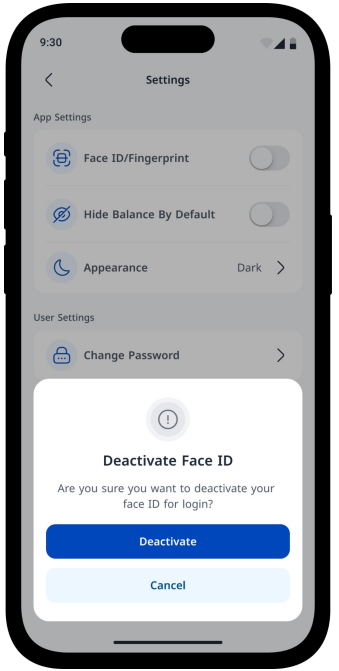
Step 3

Redirected to the Setting screen and disable the Biometric Login section



Step 4

A popup appears: “Deactivate Biometric Login?”, user taps “Deactivate” CTA

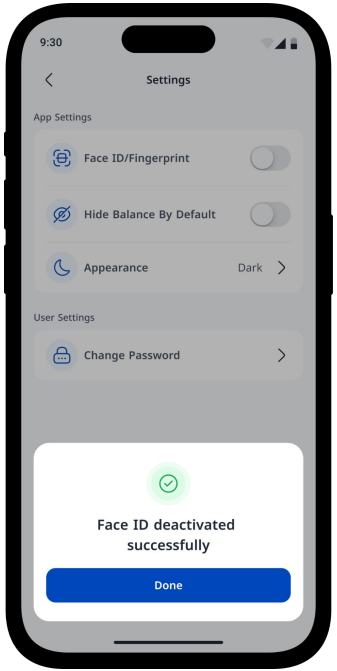


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Deactivate Biometric Login

Step 5

A confirmation popup appears: “Biometric Login deactivated successfully.”



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Transfer - IPN Instant

Mobile Number

The IPN Instant Transfer allows users to send money instantly to another local bank account using Mobile Number. The service is real-time and includes an OTP-based confirmation step, with an option to review any transfer fees before proceeding.

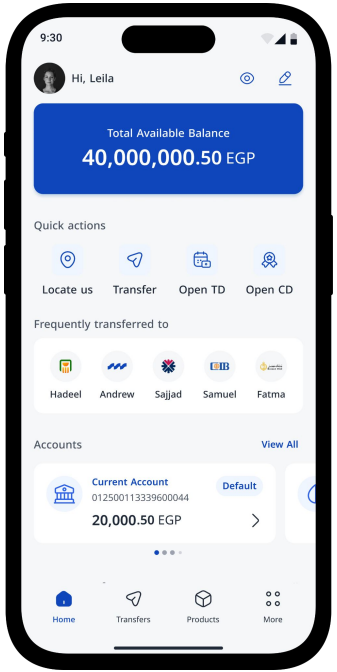
Back to table of content

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Transfer - IPN Instant - Via Mobile Number

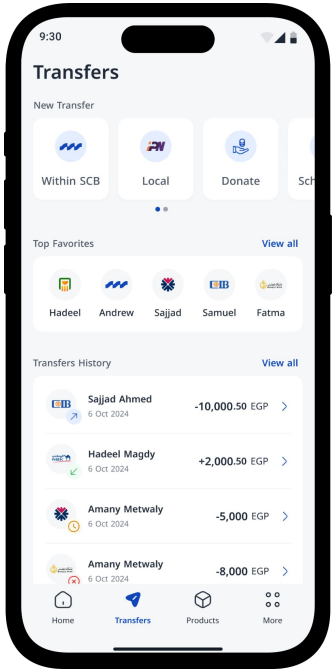
Step 1

User taps the “Transfer” tab from the Home Dashboard



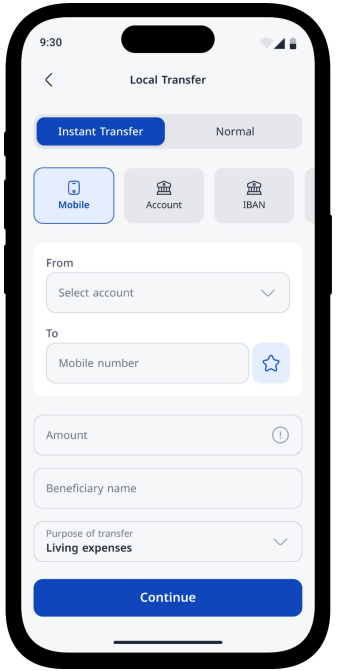
Step 2

Redirected to the Transfer screen, selects “Local”



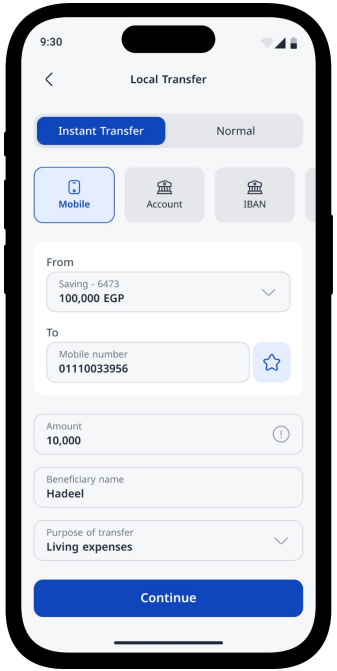
Step 3

In Local Transfer, selects “IPN instant” tab and Chooses “Mobile”



Step 4

User fills in: From, To, Amount, Name and Notes

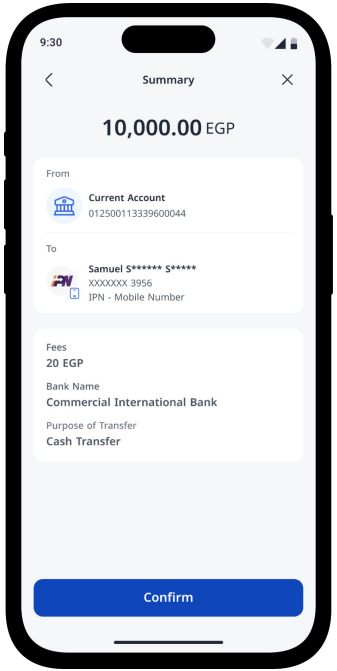


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Transfer - IPN Instant - Via Mobile Number

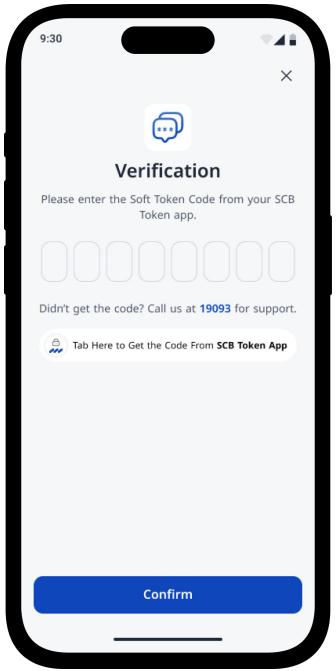
Step 5

Taps Continue, reviews details on the Summary screen



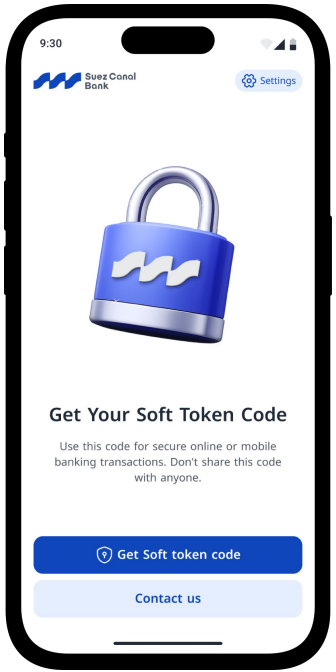
Step 6

Gets a verification screen with a button to get the code from SCB Token App



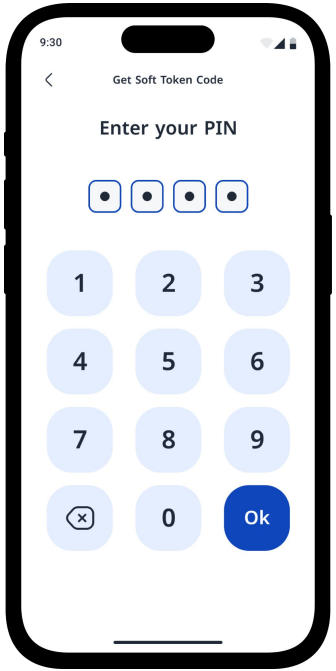
Step 7

Gets redirected to the SCB Token app where he tabs "Get Soft Token Code"



Step 8

Then enters his PIN

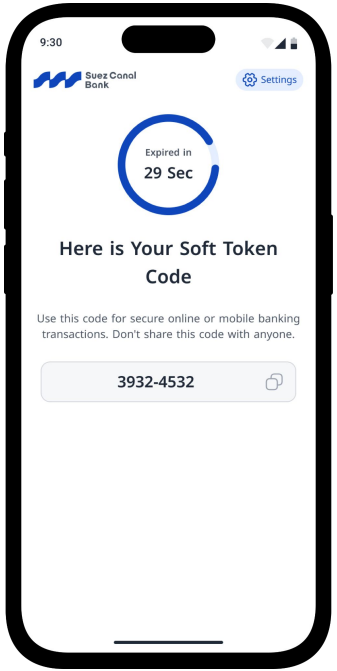


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Transfer - IPN Instant - Via Mobile Number

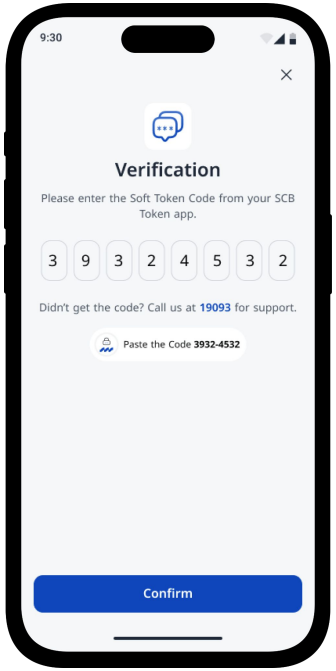
Step 9

Then he sees the soft token code and he can copy it



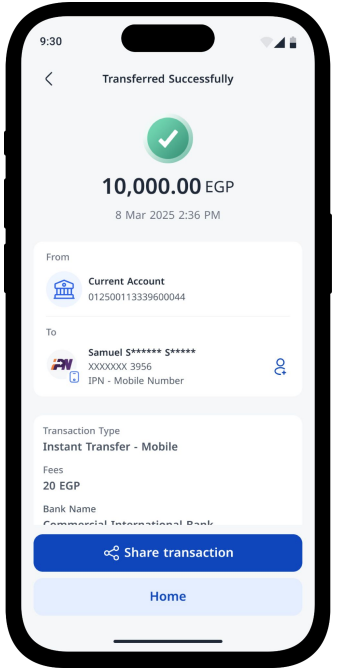
Step 10

Going back to SCB Mobile the user gets a button “Paste the code”



Step 11

After verification, Sees Transfer Success message



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Transfer - IPN Instant

Account Number

The IPN Instant Transfer allows users to send money instantly to another local bank account using Account Number and Bank selection. The service is real-time and includes an OTP-based confirmation step, with an option to review any transfer fees before proceeding.

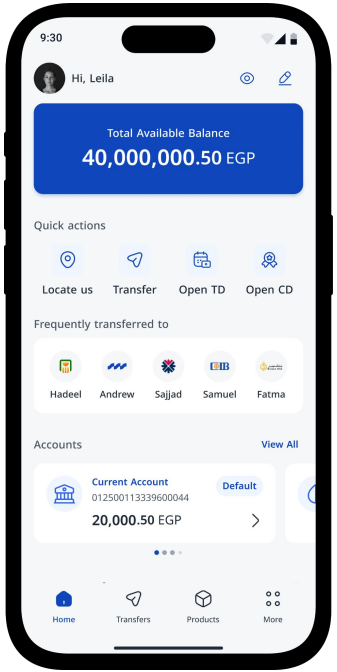
Back to table of content

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Transfer - IPN Instant - Via Account

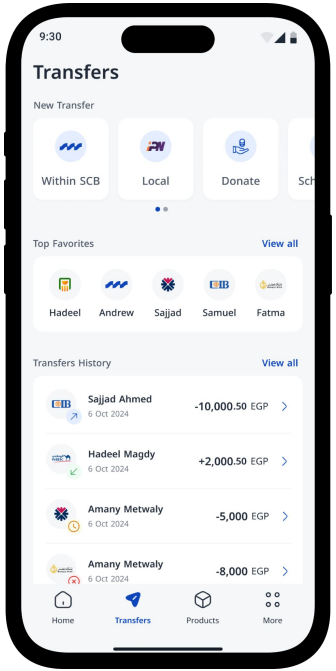
Step 1

User taps the “Transfer” tab from the Home Dashboard



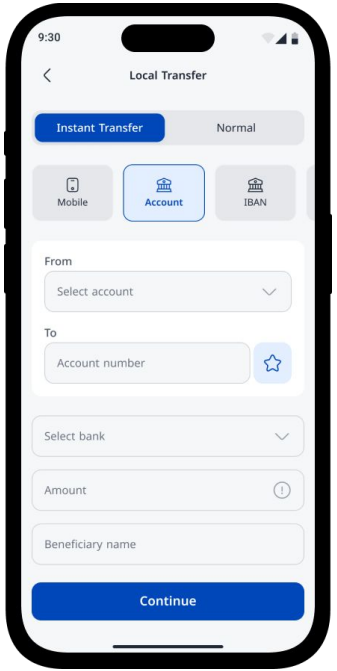
Step 2

Redirected to the Transfer screen, selects “Local”



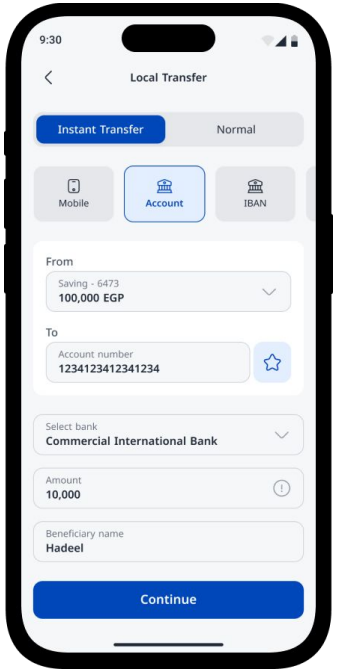
Step 3

In Local Transfer, selects “IPN instant” tab and Chooses “Account”



Step 4

User fills in: From, To, Select Bank, Amount, Name and Notes

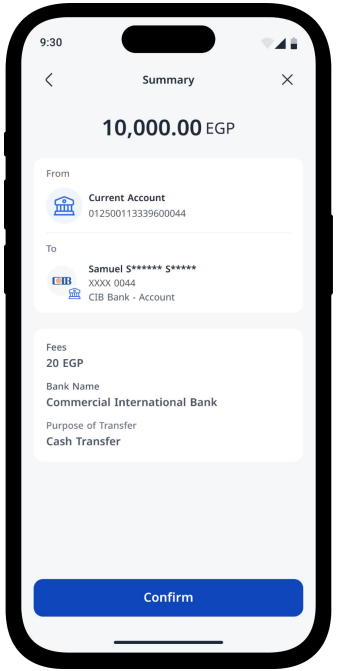


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Transfer - IPN Instant - Via Account

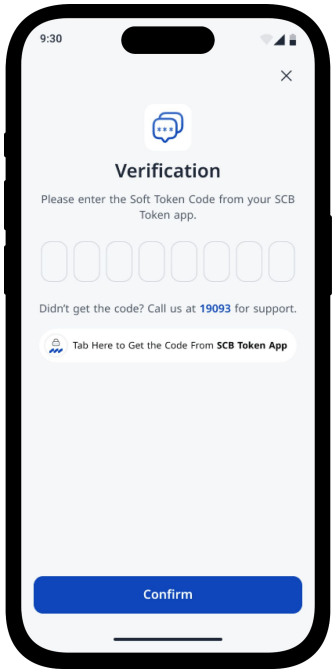
Step 5

Taps Continue, reviews details on the Summary screen



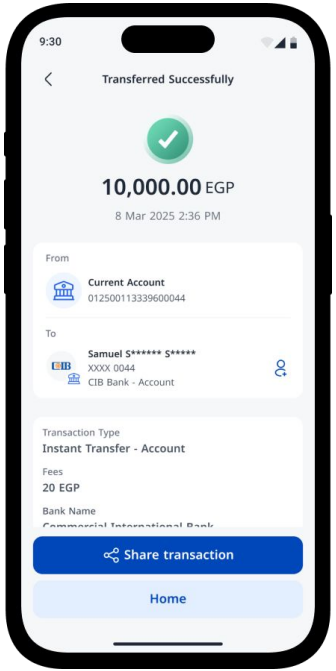
Step 6

Taps Confirm and enters the OTP from your SCB token app



Step 7

After verification, Sees Transfer Success message



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Transfer - IPN Instant

IBAN

The IPN Instant Transfer allows users to send money instantly to another local bank account using IBAN Number. The service is real-time and includes an OTP-based confirmation step, with an option to review any transfer fees before proceeding.

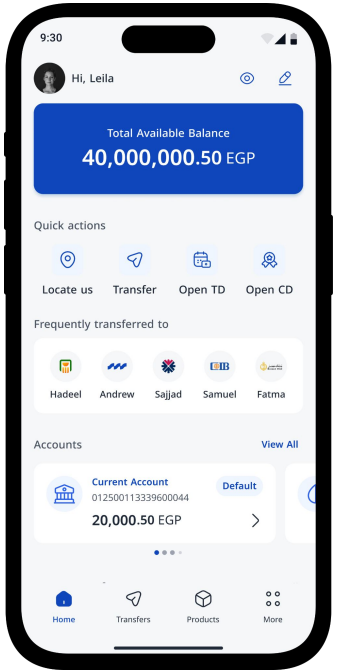
Back to table of content

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Transfer - IPN Instant - Via IBAN

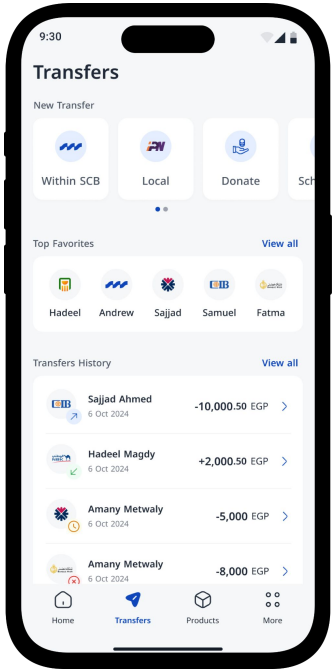
Step 1

User taps the “Transfer” tab from the Home Dashboard



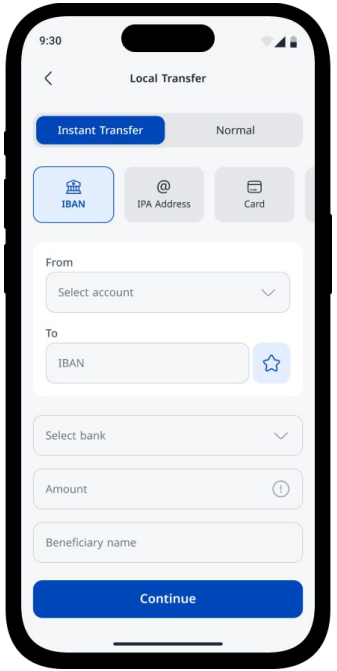
Step 2

Redirected to the Transfer screen, selects “Local”



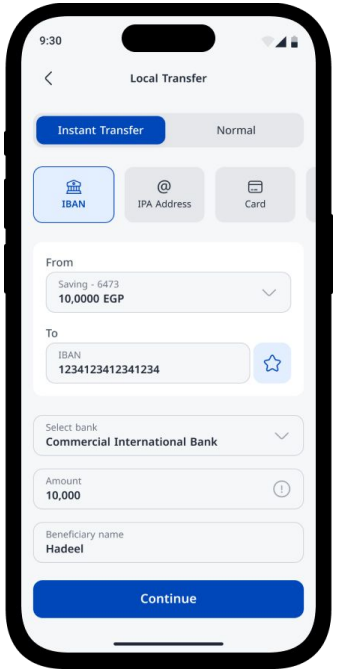
Step 3

In Local Transfer, selects “IPN instant” tab and Chooses “IBAN”



Step 4

User fills in: From, To, Select Bank, Amount, Name and Notes

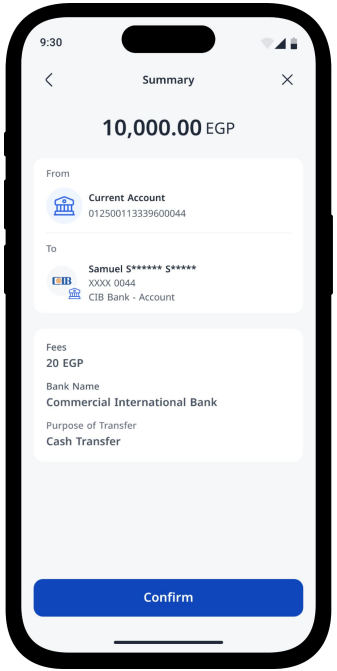


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Transfer - IPN Instant - Via IBAN

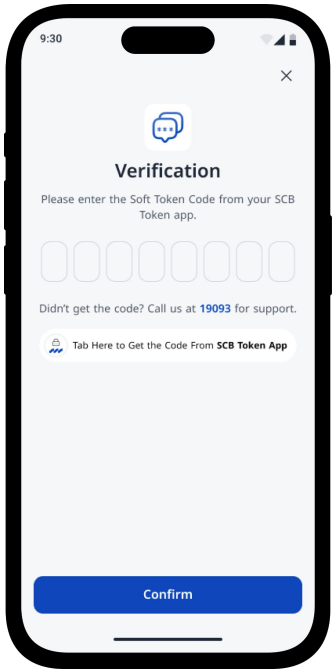
Step 5

Taps Continue, reviews details on the Summary screen



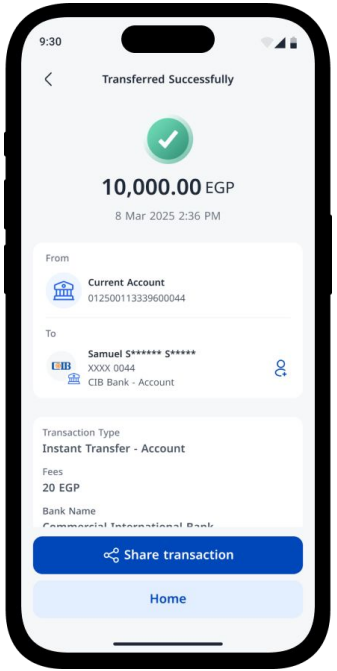
Step 6

Taps Confirm and enters the OTP from your SCB token app



Step 7

After verification, Sees Transfer Success message



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Transfer - IPN Instant

IPA Address

The IPN Instant Transfer allows users to send money instantly to another local bank account using IPA Address. The service is real-time and includes an OTP-based confirmation step, with an option to review any transfer fees before proceeding.

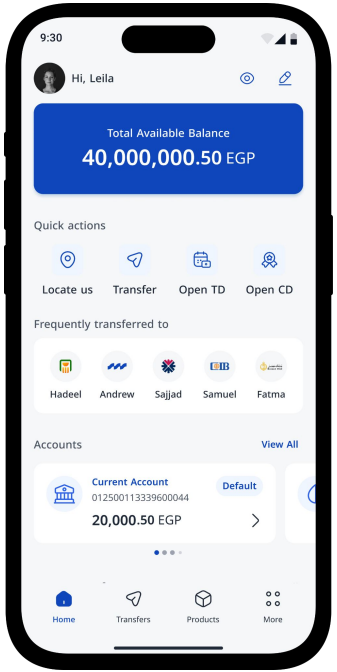
Back to table of content

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Transfer - IPN Instant - Via IPA Address

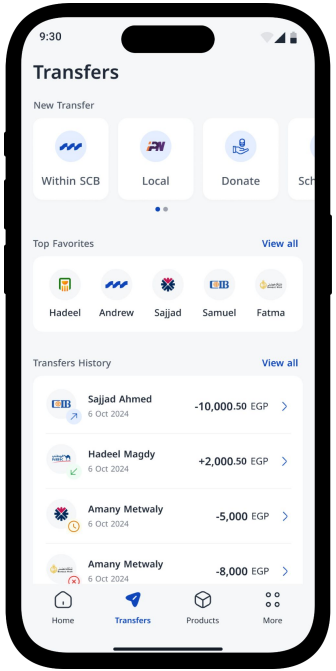
Step 1

User taps the “Transfer” tab from the Home Dashboard



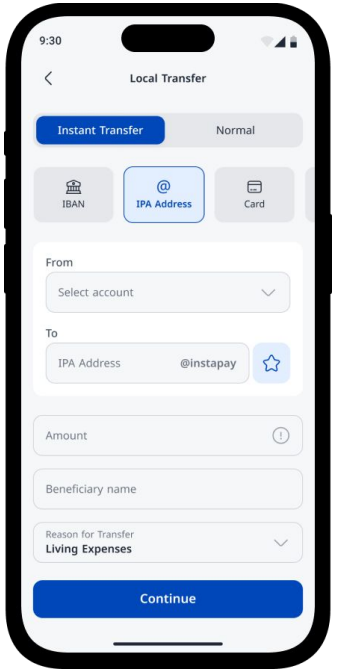
Step 2

Redirected to the Transfer screen, selects “Local”



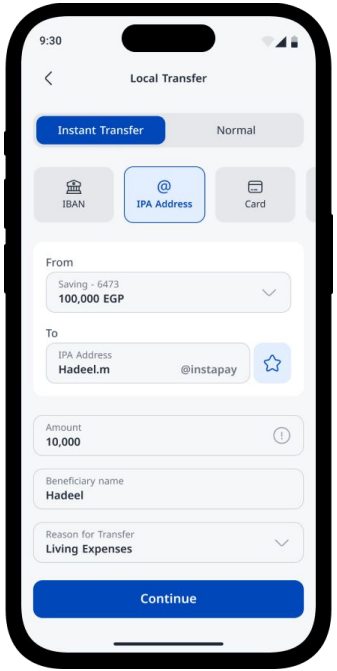
Step 3

In Local Transfer, selects “IPN instant” tab and Chooses “IPA Address”



Step 4

User fills in: From, To, Amount, Name and Notes

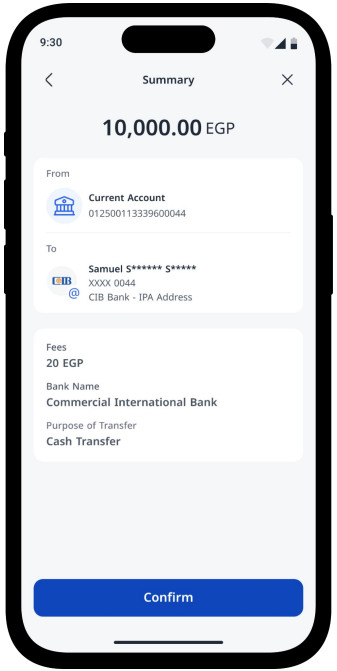


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Transfer - IPN Instant - Via IPA Address

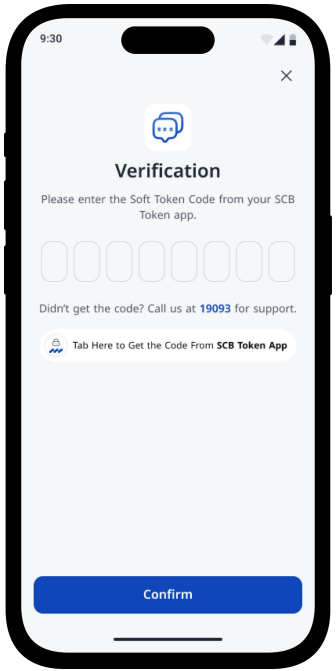
Step 5

Taps Continue, reviews details on the Summary screen



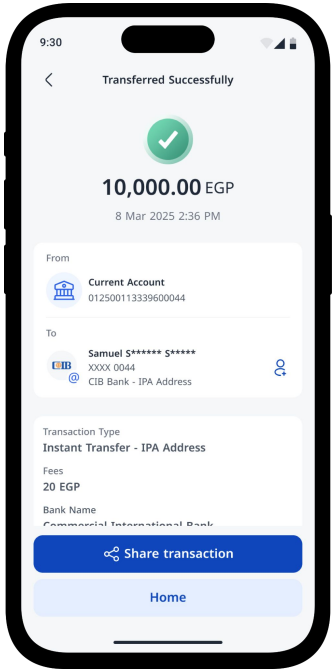
Step 6

Taps Confirm and enters the OTP from your SCB token app



Step 7

After verification, Sees Transfer Success message



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Transfer - IPN Instant

Card

The IPN Instant Transfer allows users to send money instantly to another local bank account using Card Number. The service is real-time and includes an OTP-based confirmation step, with an option to review any transfer fees before proceeding.

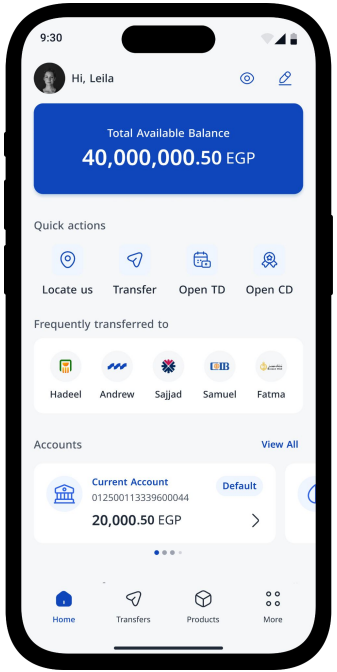
Back to table of content

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Transfer - IPN Instant - Via Card

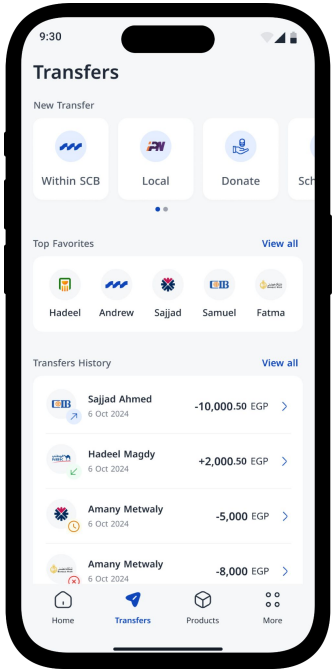
Step 1

User taps the “Transfer” tab from the Home Dashboard



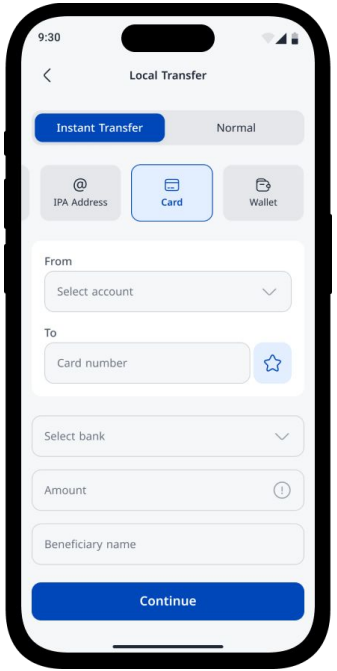
Step 2

Redirected to the Transfer screen, selects “Local”



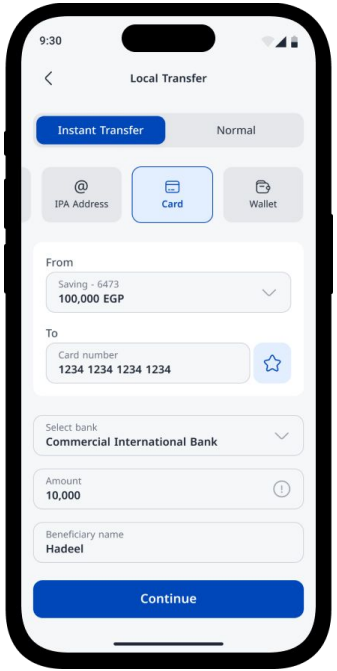
Step 3

In Local Transfer, selects “IPN instant” tab and Chooses “Card”



Step 4

User fills in: From, To, Amount, Name and Notes

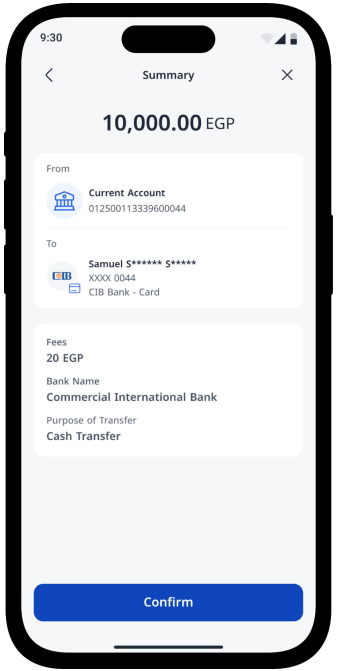


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Transfer - IPN Instant - Via Card

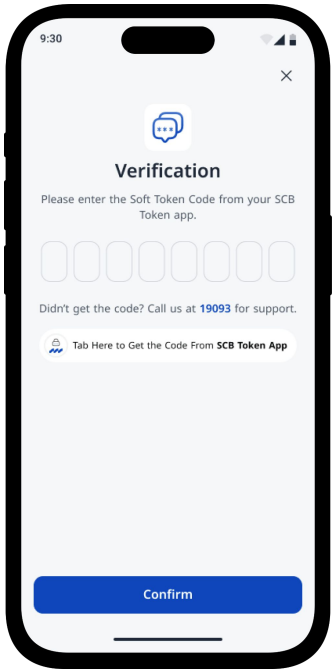
Step 5

Taps Continue, reviews details on the Summary screen



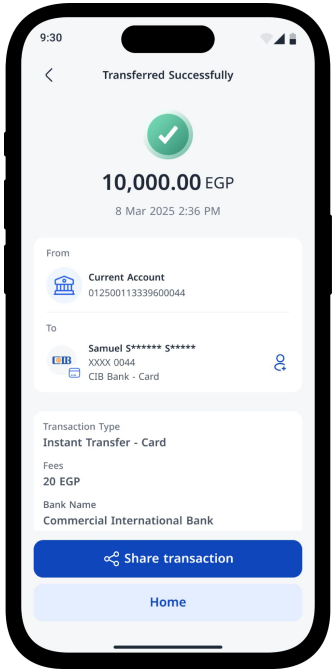
Step 6

Taps Confirm and enters the OTP from your SCB token app



Step 7

After verification, Sees Transfer Success message



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Transfer - IPN Instant

Wallet

The IPN Instant Transfer allows users to send money instantly to another local bank account using Wallet Number. The service is real-time and includes an OTP-based confirmation step, with an option to review any transfer fees before proceeding.

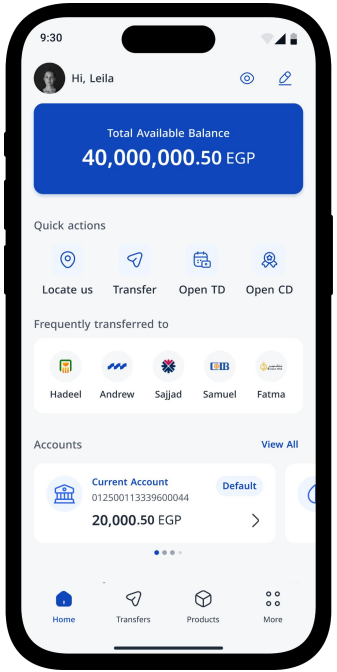
Back to table of content

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Transfer - IPN Instant - Via Wallet

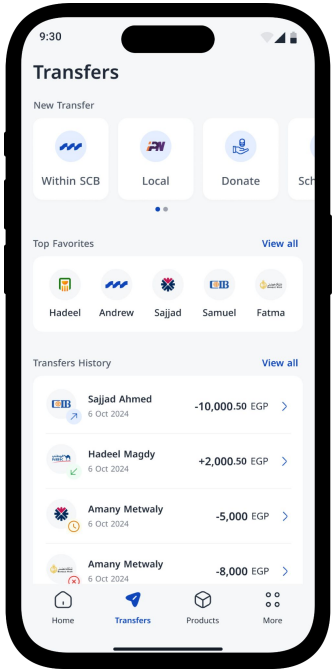
Step 1

User taps the “Transfer” tab from the Home Dashboard



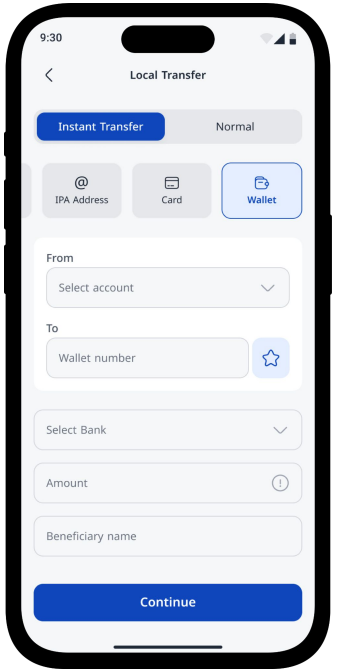
Step 2

Redirected to the Transfer screen, selects “Local”



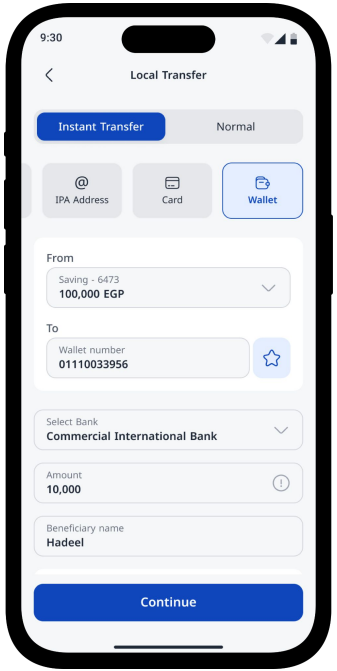
Step 3

In Local Transfer, selects “IPN instant” tab and Chooses “Wallet”



Step 4

User fills in: From, To, Amount, Name and Notes

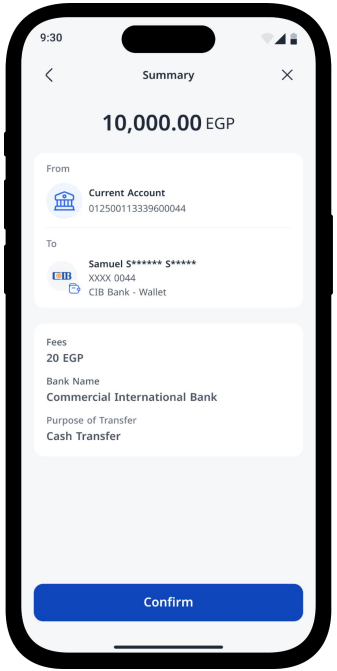


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Transfer - IPN Instant - Via Wallet

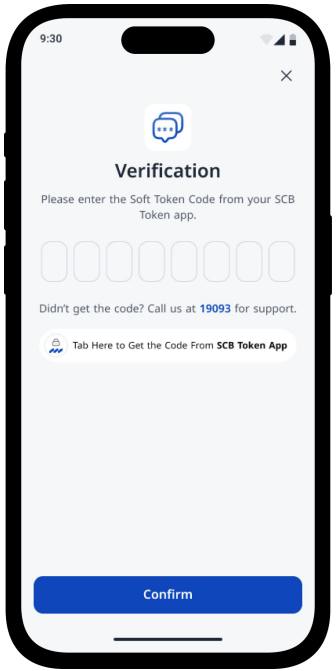
Step 5

Taps Continue, reviews details on the Summary screen



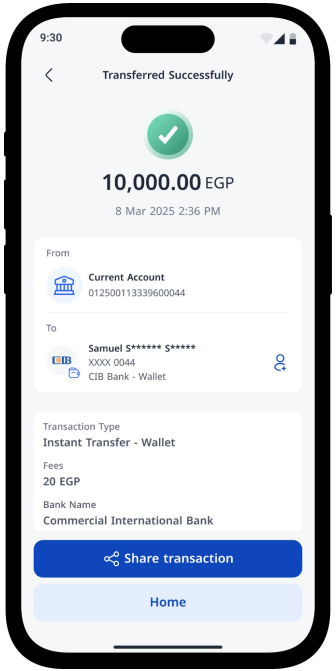
Step 6

Taps Confirm and enters the OTP from your SCB token app



Step 7

After verification, Sees Transfer Success message



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Transfer - Normal

Account / IBAN

The Local Transfer – Normal flow allows users to transfer money to beneficiaries in other local banks using Account/IBAN details. It's a secure, delayed-settlement transfer and includes OTP-based confirmation.

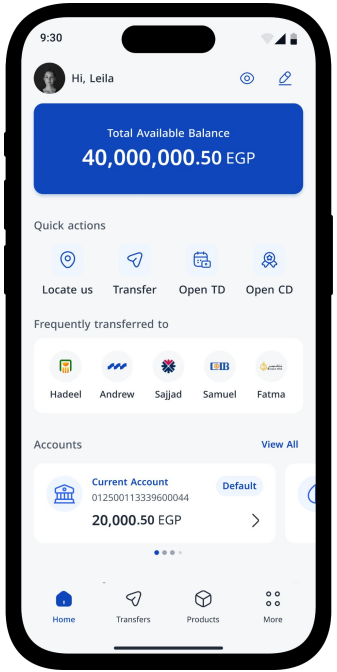
Back to table of content

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Transfer - Normal - Account / IBAN

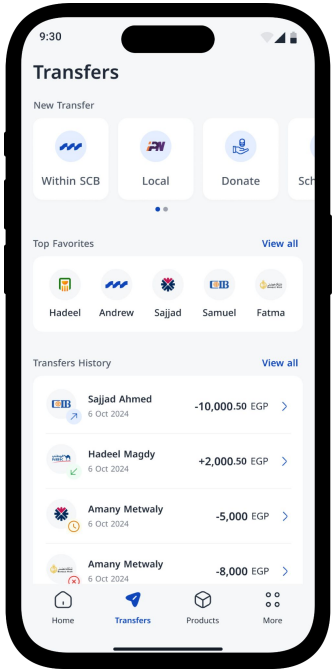
Step 1

User taps the “Transfer” tab from the Home Dashboard



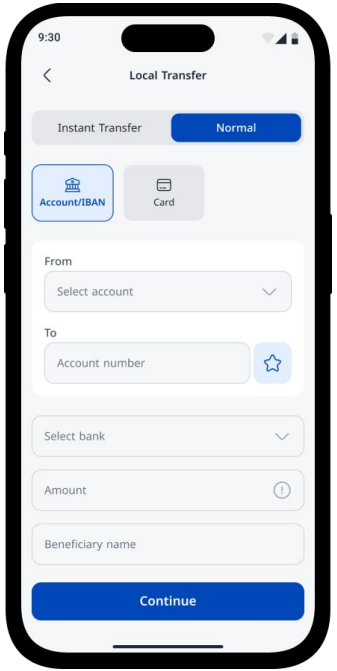
Step 2

Redirected to the Transfer screen, selects “Local”



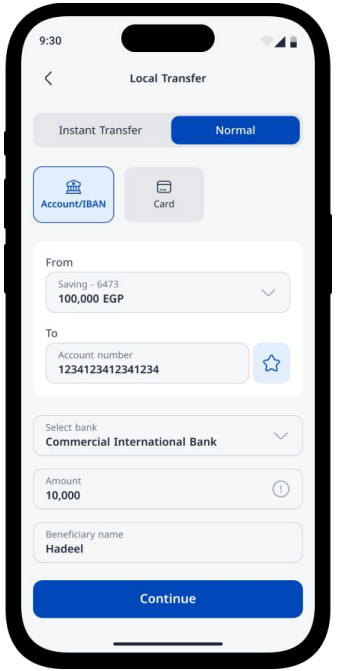
Step 3

In Local Transfer, selects “Normal” tab and Chooses “Account/IBAN”



Step 4

User fills in: From, To, Select Bank, Debited amount, Name and Notes

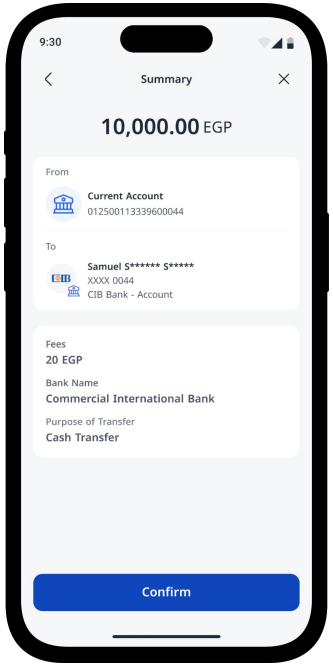


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Transfer - Normal - Account / IBAN

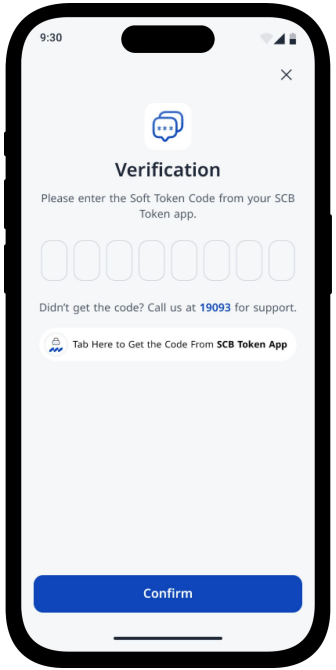
Step 5

Taps Continue, reviews details on the Summary screen



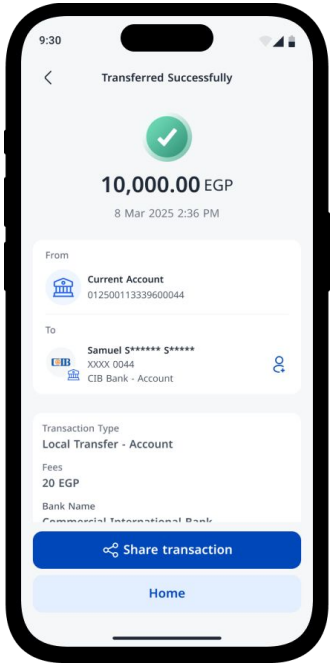
Step 6

Taps Confirm and Please enter the OTP from your SCB token app



Step 7

After verification, Sees Transfer Success message



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Transfer - Normal

Credit Card Number

The Local Transfer – Normal (Card) flow enables users to transfer money to a local bank card number. It's a secure, delayed-settlement transfer and includes OTP-based confirmation.

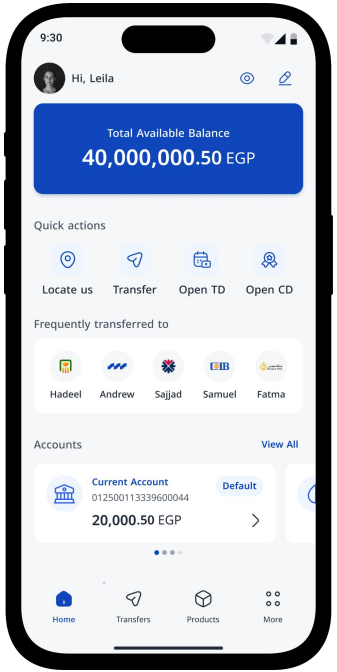
Back to table of content

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Transfer - Normal - Credit Card Number

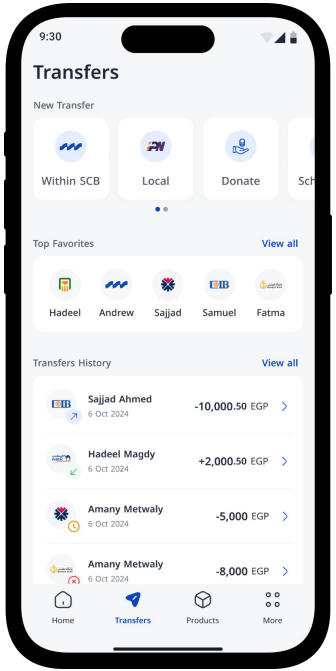
Step 1

User taps the “Transfer” tab from the Home Dashboard



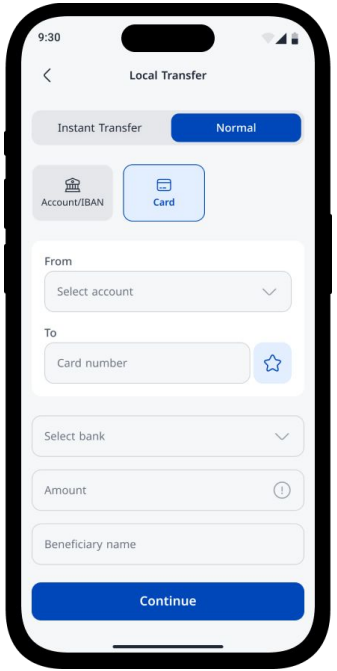
Step 2

Redirected to the Transfer screen, selects “Local”



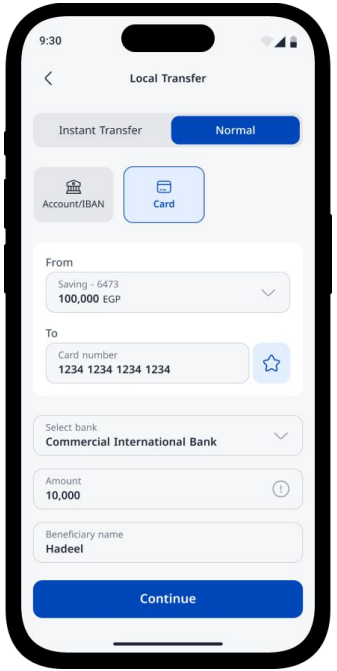
Step 3

In Local Transfer, selects “Normal” tab and Chooses “Card”



Step 4

User fills in: From, To, Select Bank, Debited amount, Name and Notes

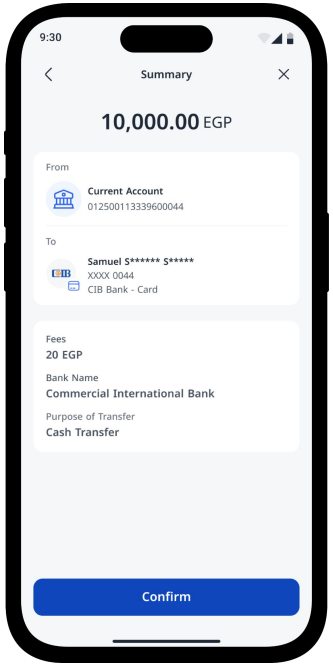


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Transfer - Normal - Credit Card Number

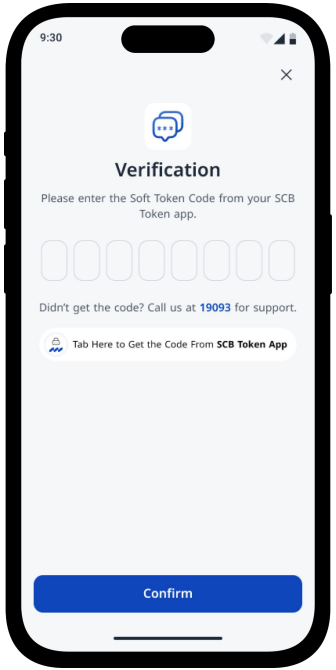
Step 5

Taps Continue, reviews details on the Summary screen



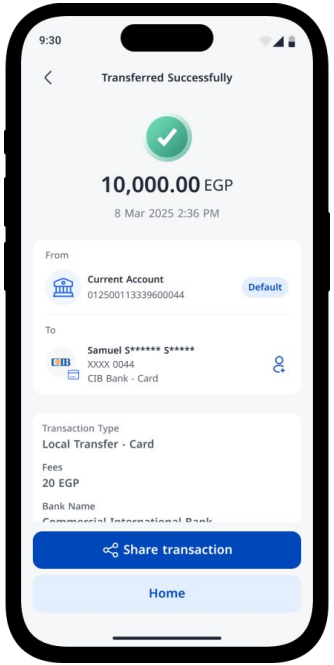
Step 6

Taps Confirm and Please enter the OTP from your SCB token app



Step 7

After verification, Sees Transfer Success message



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Open Time Deposit

This flow allows users to open a new Time Deposit directly from the mobile banking app. Users can browse available deposit products, select their preferred option, enter the required details, and confirm the request. The process ends with a summary review and a success screen, allowing users to manage their savings conveniently without visiting a branch.

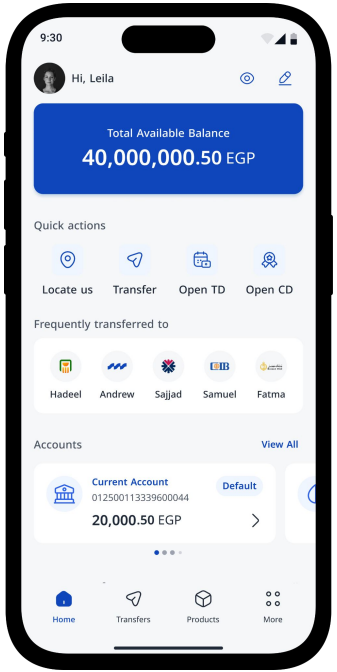
Back to table of content

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Open Time Deposit (TD)

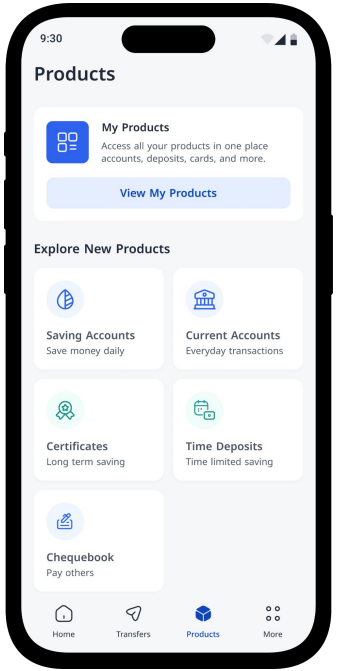
Step 1

User taps the “Product” tab on the Home Dashboard



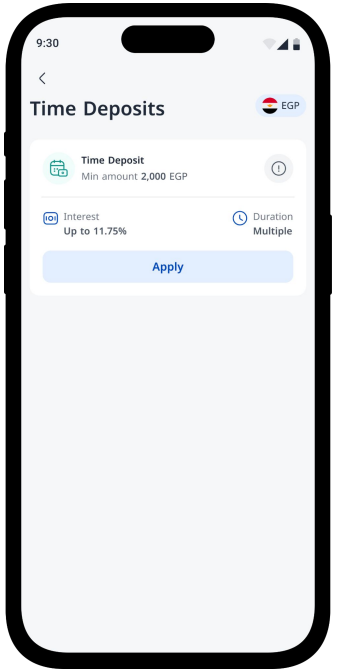
Step 2

Redirected to the Product screen, selects “Time Deposit”



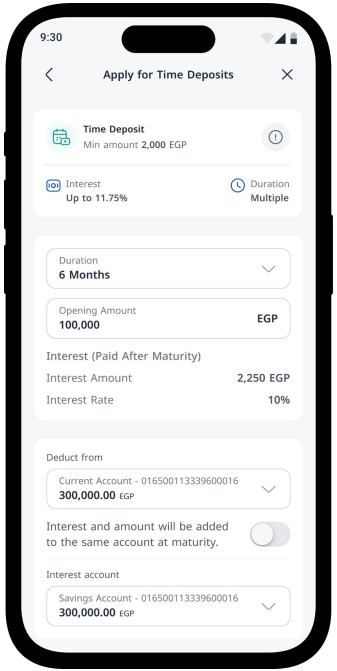
Step 3

On the Time Deposit screen, User selects the product.



Step 4

Then he fills the details.

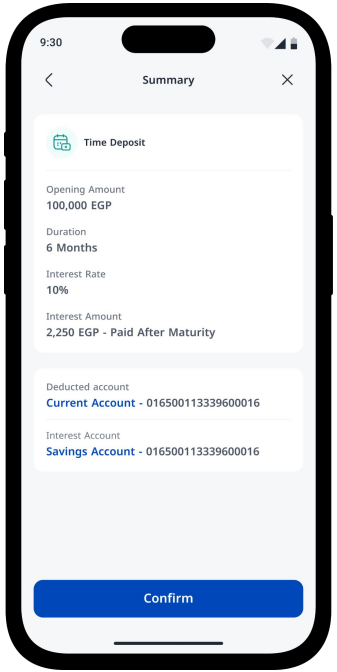


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Open Time Deposit (TD)

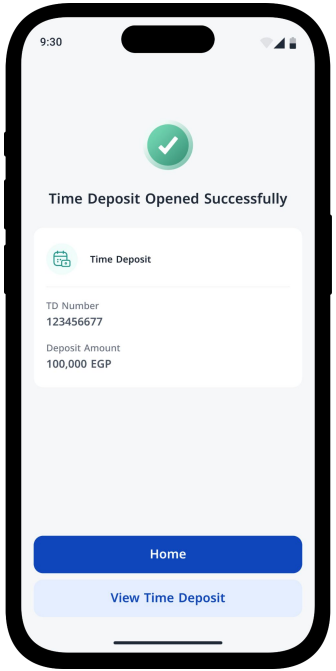
Step 5

The user sees a summary with all the details.



Step 6

Redirected to Success Screen confirming the time deposit has been opened.



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Open Certificate

The Certificate feature allows users to invest a fixed sum for a set period with guaranteed returns. The process is fully digital and includes selecting a certificate type, entering deposit details, and confirming via terms acceptance.

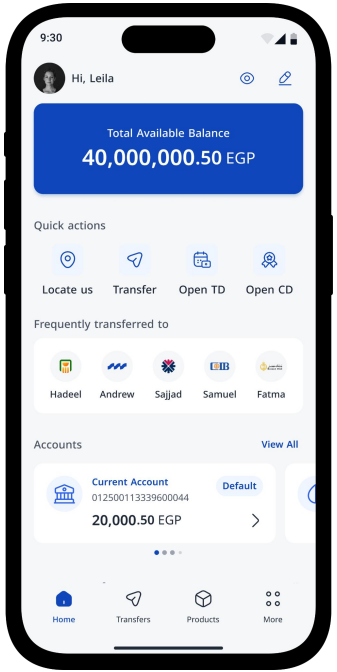
Back to table of content

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Open Certificate

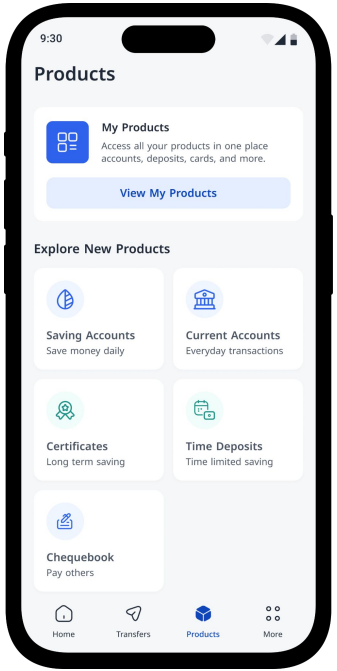
Step 1

User taps the “Product” tab on the Home Dashboard



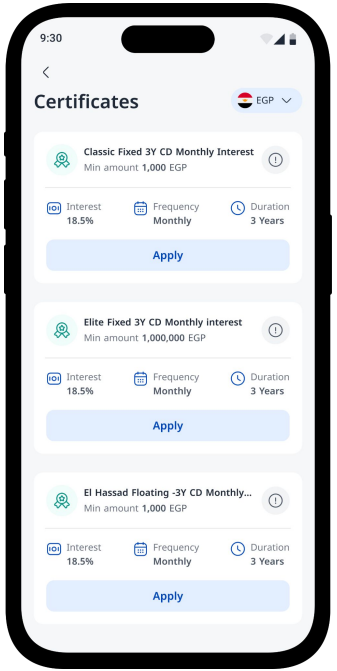
Step 2

Redirected to the Product screen, selects “Open Certificate”



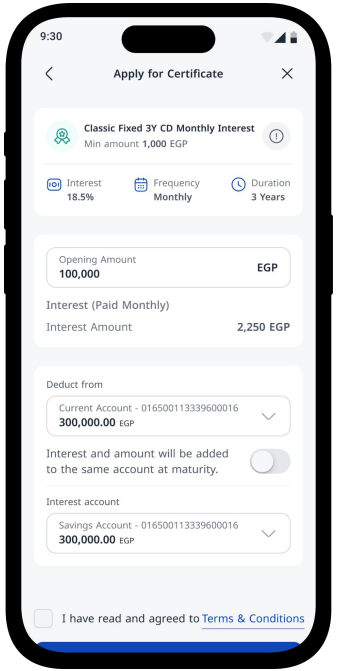
Step 3

On the Certificate screen, User selects the product.



Step 4

Then he fills the details.

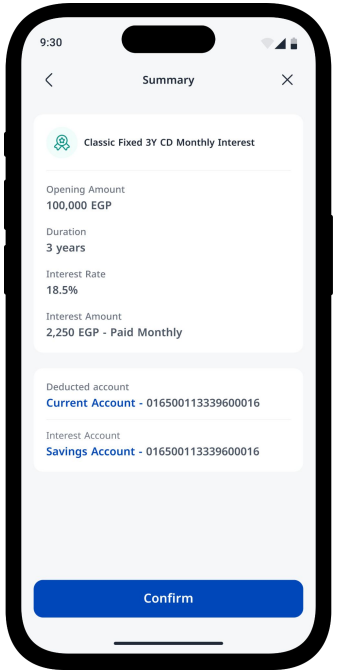


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Open Certificate

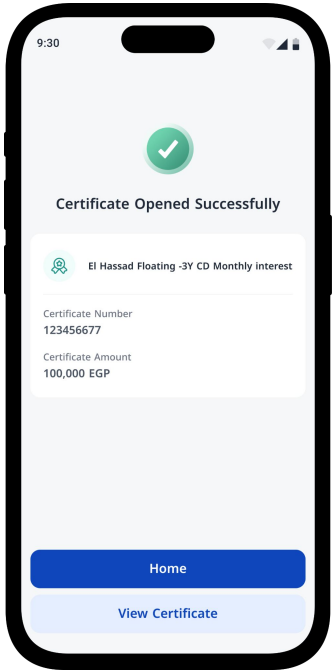
Step 5

The user sees a summary with all the details.



Step 6

Redirected to Success Screen confirming the open certificate has been opened.



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Open New Current Account

This flow allows users to digitally open a Current Account by selecting from a list of account types, funding the account, and agreeing to the terms and conditions. The process is quick, secure, and requires an eligible funding account.

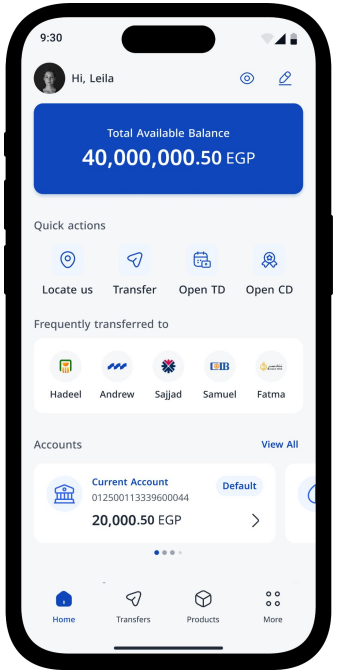
Back to table of content

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Open New Current Account

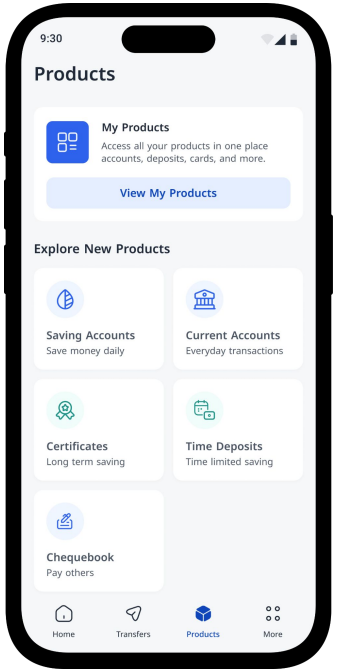
Step 1

User taps the “Product” tab on the Home Dashboard



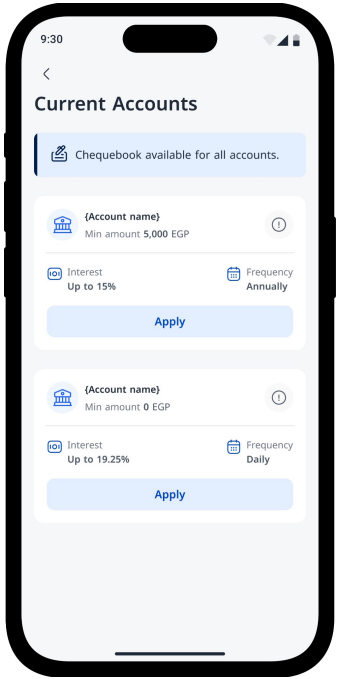
Step 2

Redirected to the Product screen, selects “Current Account”



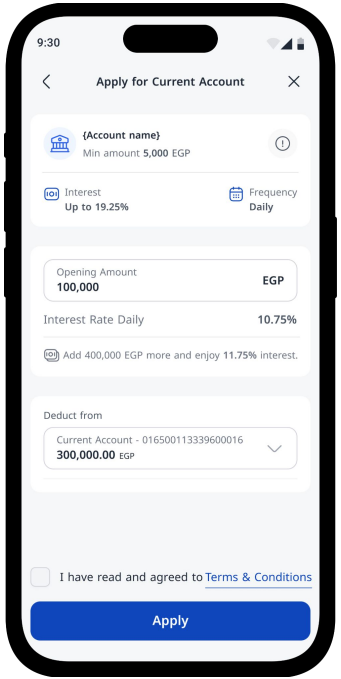
Step 3

On the Current account screen, User selects the product.



Step 4

Then he fills the details.

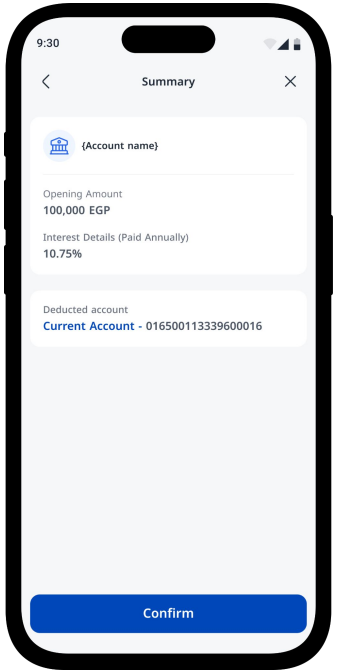


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Open New Current Account

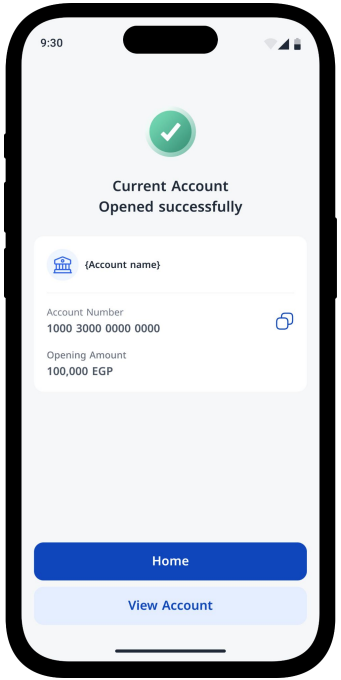
Step 5

The user sees a summary with all the details.



Step 6

Redirected to Success Screen confirming the account has been opened.



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Request Cheque Book

This flow allows users to request a new cheque book directly through the app by selecting their account, preferred number of leaves, and verifying via OTP (from the SCB Token App). Users can also track the status of their request afterward.

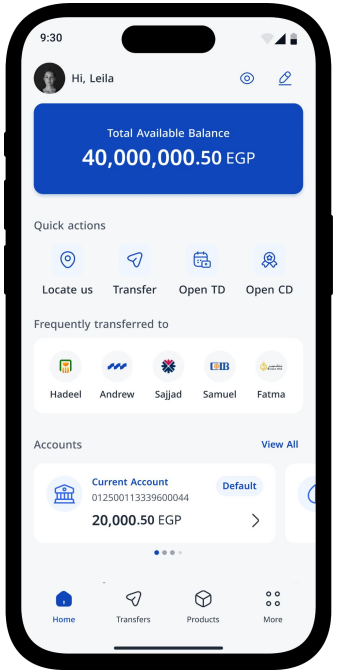
Back to table of content

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Request Cheque Book

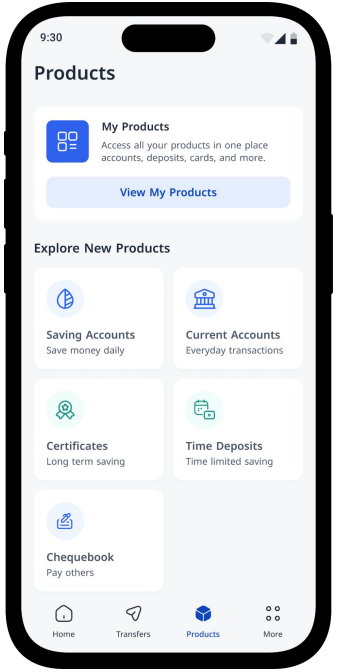
Step 1

User taps the “Products” tab from the Home Dashboard



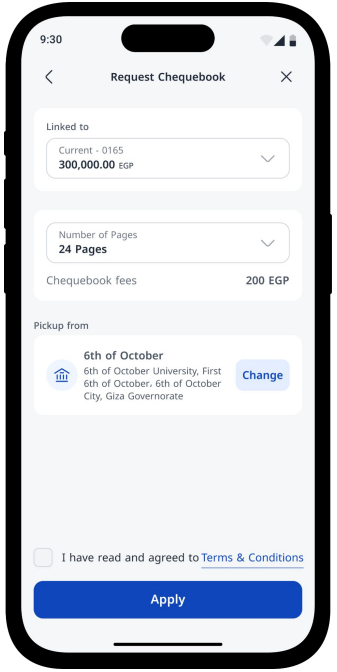
Step 2

Redirected to the Product screen, selects “Chequebook”



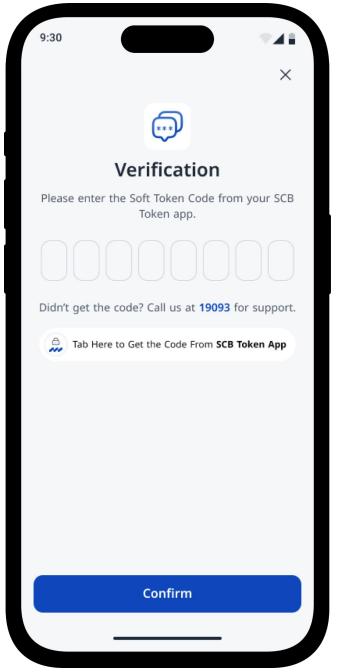
Step 3

On the Request Cheque Book screen, User fill the details and Taps on “Apply”



Step 4

Taps Apply and enters the OTP from your SCB token app

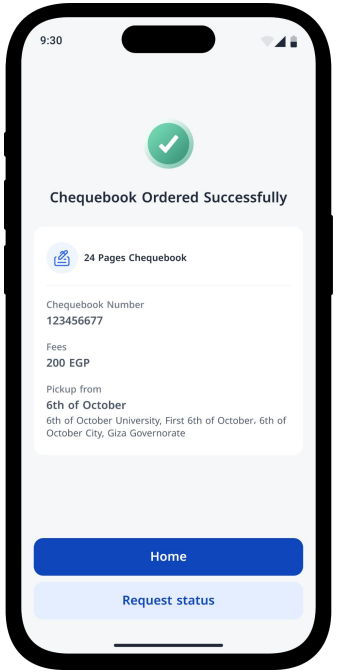


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Request Cheque Book

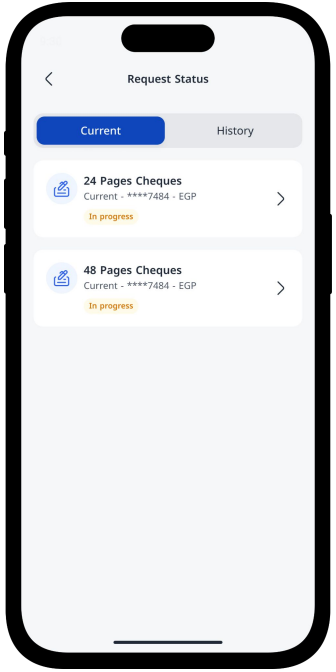
Step 5

Sees Success Screen: “Your request has been successfully submitted”



Step 6

Taps Request Status, redirected to Request Status screen to track



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Still Need Help?

If you didn’t find what you’re looking for in this guide, we’re here to support you through our official channels:

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