



Terms and Conditions for Issuing and Using CIB Visa Standard Business Debit Card

1. Definitions

- A) **The Bank:** Commercial International Bank - Egypt (CIB) and its branches.
- B) **The card:** CIB VISA Platinum Business Debit Card that deducts money directly from the client's direct accounts when making a purchase or withdrawing cash. It is issued by CIB in cooperation with international institutions.
- C) **The company:** The signatory on this application authorizing the cardholder to use the Business Debit Card, and whose name is printed on the card along with the cardholder's name.
- D) **VISA Standard Cardholder:** This card is only issued for companies which has commercial register and has only Sole signatory to sign on behalf of the company, if the company has more than one sole signatory, each one of them is eligible to issue a separate Visa business standard debit card. This card shall not be issued to companies that require joint signatures from more than one authorized individual to operate their accounts. Furthermore, any authorization granted by such companies to a single individual for the purpose of card issuance shall be deemed invalid.
- E) **Card Duration:** Five years from the issuance date and is renewed automatically unless the company notifies the bank in writing of its desire not to renew the card through the bank's various branches or by contacting the customer service center on 16677. The bank must be notified at least 30 days before the card's expiry unless it decides to stop the renewal for some reason
- F) **Automated Teller Machine (ATM):** It is an electronic banking machine that allows the customer to complete some banking transactions using his own card issued by the bank.
- G) **Point of Sale (POS):** Point of Sale (POS): It is an electronically operated machine that allows the customer to make purchases or acquire services using his bank-issued card. The machine can also print receipts of the completed transactions.
- H) **Personal Identification Number (PIN):** It is a 4-digit number chosen by the customer when using his card for the first time through CIB ATMs after being activated through 16677 and shall be used in any future transaction if necessary.
- I) **Merchant:** The store, company or bank that accepts the card to pay for goods and services or allows the cardholder to withdraw cash.
- J) **Purchase limit:** It is the amount allowed for POS purchases according to the card type, and it is changed from time to time as the bank deems appropriate.
- K) **Cash Withdrawal limit:** It represents the maximum amount allowed by the bank for cash withdrawals through ATMs according to the card type.
- L) **Online shopping:** It is the service that allows debit cardholders to pay for products and services over the internet through websites and mobile applications.
2. I undertake to follow the instructions below when using the card through ATMs or POS:
- A) To use the ATM with the card bearing my personal name and the PIN I chose when using the card for the first time or changed through CIB ATMs.
- B) Not to disclose the PIN to anyone or write it on the card itself. If obtained by any other party, it is considered permission for that person to use the card without any liability whatsoever on the bank.
- C) To sign sales vouchers with the same signature shown on the back of the card whenever I use the card to purchase goods, obtain services or withdraw cash. If I do not sign these vouchers, I remain responsible for paying the amounts due to the bank.
3. The card is accepted at POS in shops, companies and hotels that bear the logo of international institutions and on websites (E-commerce).
4. The card must be activated through the customer service center on 16677 once it is received by the customer and prior to the first use. The activation is done after full verification of the customer's identity.
5. The company remains responsible for any transactions made using the card as long as it is in the possession of the cardholder, unless the bank is notified of any loss or theft through the customer service center on 16677.
6. The card is valid for use inside and outside the Arab Republic of Egypt at POS machines, on websites, and for all cash withdrawals at ATMs that bear the logo of international institutions and according to the authorized limits.
7. In case of loss, the cardholder/company is obliged to notify the bank through a formal hand-delivered notice, or a signed registered letter, or by contacting the customer service center on 16677 to report the loss using the company's account number so the bank can cancel the card after verifying the identity of the cardholder.
8. Cash withdrawal fees are deducted directly from the company's account without referring to it, as it is considered implied consent by the customer to deduct fees directly from his account, and the bank has the right to change these fees or deduct them at any time without referring to the cardholder or the company.
9. The cardholder/company is obliged to inform the bank of any changes in the information stipulated in this card application.
10. The applicable exchange rate and any extra fees that might be charged when using the foreign currency card are determined by the bank and I have no right to object.
11. Upon the acceptance of this request, the bank will issue the requested card and send it to the registered address, and if the main cards requested are not received from the bank within 90 days from their issuance date, they will be cancelled with the client incurring all annual issuance and subscription or renewal fees.
12. In case of non-compliance with any of the terms and conditions of use, or the misuse of the card, it will be stopped, and the necessary procedures will be taken to preserve the bank's right.
13. The bank is completely not responsible for any malfunctions resulting from power interruptions, mechanical malfunctions, if the ATM has no cash or any other reason; therefore, the cardholder shall not refer to the bank for any claims in this regard.
14. Transactions made using the card depend on the available balance in the bank on the date and time of use, and I am not





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- entitled to exceed this balance, or else the bank has the right to take all measures to have the debt paid in full along with dues incurred by the transaction: fines and/or expenses.
15. All entries set by the bank, whether they are debit or credit, are valid, and the cardholder has no right to object, whereas the bank has the right to prove them by all possible methods.
 16. The ATM will freeze the card and withdraw it automatically when entering a wrong PIN three consecutive times. It will withhold the card if not withdrawn from the designated slot after completing the transaction within a specific time. Accordingly, the customer will have to submit a request to issue a new card and will bear all the expenses of issuing a replacement card if the procedures stipulated in the previous clause are not followed.
 17. If the amount requested through the ATM is not withdrawn from the designated slot within a specific time, the bank is not responsible for re-crediting the amount deducted from the card account balance until the machine is inventoried. The bank may therefore, as a result of the inventory, add in full or in part the amount or not re-credit it to the card account balance, and the cardholder has no right in all cases to object to any action taken by the bank in this regard.
 18. If a merchant issued a refund voucher for a sale completed using the card, the bank will add the due amount to the card upon the receipt of the voucher from the merchant; the cardholder may not consider his claim to the merchant as a basis for his claims to the bank accordingly.
 19. If there are any counterfeit or invalid banknotes within the cash deposited amounts, the bank has the right to deduct them from the total deposited sums and I shall be civilly and criminally liable, and the bank has the right afterwards to take any legal procedures it deems fit and report the issue to the relevant authorities.
 20. The bank is not accountable for not executing instructions to use the deposited amounts from the time of depositing through ATM until the deposit value date granted by the bank when the correct amounts are credited to the account.
 21. According to the current work system, the card will be linked to one of the company's existing accounts (called the primary account). Therefore, if this account is cancelled, frozen or stopped for any reason, the card will be stopped automatically unless the linked account is modified.
 22. The card number and PIN allow access to the internet banking service to perform transactions or transfers. Therefore, the username and password must not be disclosed to any other person or any of the bank's employees for any reason. In case they are obtained by other parties, this is considered permission for this person to use my accounts; accordingly, I shall be liable for all the risks and responsibilities arising from this disclosure.
 23. The bank is not responsible for any dispute arising between the cardholder and merchants regarding the goods or services obtained using the card. Therefore, the cardholder pledges to settle any dispute with merchants directly without involving the bank, and if the merchant added the value of a refund for any sales made using the card, the bank shall add that amount to the account balance upon receiving the refund from the merchant. The cardholder may not consider the claim to the merchant as a basis for his claim to the bank; accordingly, the transaction between the merchant and the cardholder shall be settled without involving the bank.
 24. When using the card at any ATM or POS to carry out any banking transactions or instructions, the bank's records regarding these operations will be binding and conclusive in all cases. Moreover, the bank will deduct the value of withdrawals or expenses from the account balance.
 25. The bank allows the card use for cash withdrawals and purchasing of goods or services in accordance with the limits set for each transaction. The bank has the right to amend these limits occasionally without referring to the cardholder.
 26. The bank has the right to stop/terminate the subscription to the system, or cancel/add new services, or upgrade/downgrade the card type without prior notice or referring to the cardholder, and he has no right to object.
 27. The cardholder has the right to stop the card.
 28. For more security and diligence, the bank sets a maximum limit for daily cash withdrawals from the card balance of which the customer is notified, and the bank has the right to amend the value of these limits as it deems necessary and without any objection from any party.
 29. The card allows the customer to check his/her account balance; accordingly, the bank is not responsible for the consequences of disclosing such information to a third party due to card loss or third-party knowledge of the PIN until the bank is notified to stop the card.
 30. The bank has the right to amend all or any term of this agreement without the cardholder's consent, and it shall notify the cardholder of any amendment in the manner it deems appropriate. Additionally, the new amendments are deemed effective without the need for written approval from the cardholder.
 31. The bank has the right, at any time and according to its sole discretion, to waive, assign, or sell any of its rights in this agreement to any other party without the approval of the cardholder.
 32. The bank has the right to disclose the confidentiality of the cardholder's data in cases permitted by law, or according to a request from sovereign authorities without the prior approval of the cardholder.
 33. Companies are not entitled to supplementary debit cards.
 34. The company is obliged to bear all direct and indirect responsibilities, whatever they may be, and without any liability on the bank, resulting from the use of the recorded calls feature through CIB contact center in the following: updating data, activating debit cards, or any of the services provided by the bank through the contact center currently or in the future. The bank has the right to renew all my data to verify my identity before executing any service through CIB contact center.
 35. The company and the cardholder acknowledge their full responsibility for any cheques, deposits, withdrawals or transfers between the company's accounts through CIB ATMs for business purposes, and that any use of the card for other purposes is the responsibility of the cardholder without any liability on CIB whatsoever.





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36. This agreement is subject to the provisions of the Egyptian law and the competent courts of Giza or any other courts chosen by the bank of different degrees and types.
37. The company is obliged to inform the bank immediately of any change/renewal in the company's commercial registry to take the necessary action regarding activating/stopping the cards or issuing other cards.
38. The bank has the right to accept or reject the debit card issuance request submitted by companies without stating reasons, and it has the right to keep the submitted application.
39. The company acknowledges the bank's right to stop the card as soon as it is notified of any update in the company's commercial registry; accordingly, the company may submit another card issuance request.
40. We acknowledge and accept the list of tariffs, fees, commissions and interests applied by the bank to the products and services provided to us, and that they are published in all the bank's branches and channels of communication including CIB website. We also acknowledge the bank's right to amend that list periodically without our prior consent.
41. If the company wishes to close the account or stop a product/service, a representative should visit the nearest branch and/or call the bank's contact center and inquire about the relevant expenses or deductions applied by the bank (if applicable) without the slightest responsibility or obligation on the bank.
42. In case of any fraud or theft of our accounts or the loss of any of the company's bank cards (of all kinds), we are obligated to head immediately to the nearest CIB branch and/or call the bank's contact center to report and prove the case in order for the bank to take the necessary action while ensuring that the information is correct to protect us from any harm (if possible) without the slightest responsibility or obligation on the bank.
43. The company acknowledges its knowledge of the complaint submission mechanism followed by the bank through its official and approved channels, namely the contact center, bank branches, or through the email designated for customer care available on the bank's website or any other announced means. The bank shall respond to the complaint within 15 business days from the date of receipt (except for complaints related to transactions with external parties). If the bank is unable to respond within the specified period, the customer shall be notified of the reasons for the delay and the expected date of response, provided that this does not exceed 35 business days from the date of complaint submission. If the customer does not accept the bank's response, they may escalate the complaint to the Central Bank of Egypt within 15 business days from the date of receiving the bank's final reply.
44. The bank allows online purchases and payments using primary or supplementary cards. This requires the customer to enter the three numbers found on the back of the card (CVV) for every purchase. The customer will sometimes receive a one-time password (OTP) through SMS on their mobile number registered with the bank to complete the online purchasing process.
45. The bank allows cash deposits through ATMs using the card. The deposited amount is added to the account linked to the card.
46. The bank allows the card to be used in contactless payments. Some payments are accepted without the need to enter a password.
47. The cardholder/company acknowledges and undertakes that all transactions made using the card are valid and lawful and do not violate anti-money laundering or counter-terrorism financing laws.
48. If any term of use is not complied with or the card is misused, it will be suspended and the necessary measures will be taken to protect the bank's rights.
49. The cardholder/company undertakes to update their information in the event of any changes or upon the bank's request within a maximum period of 30 days, and bears full responsibility for any consequences resulting from failure to notify the bank of any modifications to such data.
50. This application is executed in Arabic and English languages and in case of discrepancy, the Arabic version shall prevail.

