General Terms & Conditions For Account Opening

1- I authorize the Bank to send the statements of account and all correspondences to me through the mail by registered mail with acknowledgment receipt to the address provided on the application within a maximum of 90 days. I declare that if the Bank does not receive a written objection from me about the balance indicated in the statement of account sent to me within thirty days from the statement dispatching date, this shall be considered a final approval from me on the balance indicated therein and I shall have no right to object to the balance in my accounts with you thereafter. In the event no statement of account is received by me within thirty days from the date I was notified by the statements, I shall be required to request it from you within a maximum of 7 days, and failing to do so shall not entitle me to invoke its non-receipt against you and the balance shown on such statement shall be binding on me. Accordingly, the books and accounts of the Bank shall be deemed conclusive evidence of all amounts due or which may become due under this declaration, and I hereby declare that the Bank's entries and accounts in this respect shall be final and binding on me and that I may not object thereto.

2- I warrant to issue all requests submitted from me to you on the Bank`s standard forms, including depositing cheques either presented by me or by any third party and in the event of submission of any instruction not written on the Bank`s standard forms, I hereby agree/declare on all terms and conditions, undertakings and obligations written on the face and the back of the Bank`s standard forms, and I accept/release the Bank from any responsibility and damages that may incur to me and this is a final and irrevocable undertaking from me.

3- I undertake to advise the Bank, at least 24 hours prior to any withdrawal exceeding EGP 250,000 or its equivalent in any foreign currency.

4- I hereby unconditionally and irrevocably authorize the Bank to set-off any due amounts to the Bank from any of my accounts or liabilities products (Time deposits, Certificate deposits, ...etc.) in the Bank with any currency as per the Bank's exchange rate.

5- I declare that I have taken up elected domicile mentioned in the account opening application and sending Bank statements to the registered address as per the Bank's records, which is not updated from the customer's side, shall not be deemed as disclosing account's secrecy.

6- I declare the Bank's right to block or close all accounts in my name at any time for any reason, according to the absolute discretion of the bank, without the need for prior notification and without any responsibility on your bank.

7- The bank is authorized to obtain any required data /information related to me from any other sources (CBE, Banks or credit information & credit scoring agencies or any other party) or to submit such data/information to such parties.

8- I am entirely responsible for any document(s) or writing(s) of my own cheque(s) which were drawn on the Bank and be signed by me and I disclaim responsibility for the Bank and all employees by writing or signing any document(s) or cheque(s) related to the Bank using special pens with disappearing ink and in this case microfilm or photo copies of such document(s)/cheque(s) bearing my signature will be treated as original document(s) and cannot be denied by me in the present or in the future as I agree to indemnify the Bank immediately for any damage or loss that may result.

9- I hereby declare that I am aware that the Bank records all calls concerning transactions requested by me and I hereby undertake to bear all consequences whatsoever which may result directly or indirectly on me without any responsibility on the Bank that could occur due to using the recorded call option or executing/amending my profile or implementing any request such as but not limited to (changing mobile number, correspondent address, debit/credit cards activation or any other service or activating any further requests/services could be provided by the CIB call center currently or in the future, or validating my transactions....etc) and I acknowledge the Bank's right to obtain any verification that is required to verify my identity before executing any service requested by me.

10- I authorize the Bank to debit the existing account or any other account opened with the Bank in my name in order to correct any entry that had been processed in these accounts by mistake without previous notification from Bank's part.

11- The Bank is also authorized to debit and record expenses originating from this account such as account opening, stamp duty, postage, swift, insurance, commissions ..etc to my account.

12- The Bank may change the accounts terms and conditions at any time and without reverting to the customer, provided to be announced on the Bank's website.

13- In case you request the E-statements, our Bank is not obliged to send you a hand-out Statement for your account.

14- This application is executed in both Arabic & English languages, in case of discrepancy, the Arabic version shall prevail.

15- Any dispute that may arise with regard to the terms & conditions shall be settled finally by the Arab Republic of Egypt laws and Giza courts still have the superior to settle any dispute.

16- Our complete knowledge, awareness and acceptance of the fees, expenses, commissions and interest list as applied at the Bank on all of the products and services provided to us, and that the said list is announced at all of the Bank's branches and communication channels including the Bank's official website. Furthermore, we hereby declare the Bank's right to amend the said list periodically without reverting to us for any approvals.

17- In case we wish to close the, or stop the usage of the Bank's product or service, subject of the above-mentioned request/contract, we are obliged to head to the nearest branch and/or contact the Bank's call center to inquire for the applied fees and discounts from the Bank's side (if any) without any liability or responsibility on the Bank's part.

18- In case we witnessed any fraudulent , or theft act on any of our accounts held at the Bank or the loss of any of the Bank Cards delivered to us from the Bank (in all its forms), we are obliged to head to the nearest branch and/or contact the Bank's call center to report and prove the said situation in order to allow the Bank to take the necessary actions and procedures in order to ensure and verify this situation and to prevent the occurrence of any damages to us (if possible), without any liability or responsibility on the Bank's Part in this regard.

19- We acknowledge the mechanism of submitting complaints at the bank, through any of the bank's official channels which are: Call center, Internet banking / mobile banking application, the Customer Care unit email, CIB official website or any of CIB branches. CIB shall reply to the complaint within 15 working days

General Terms & Conditions For Account Opening

of its submission date (except for the complaints related to transactions processed with third parties. If the customer is not satisfied with the reply of the Bank or the service provider, the customer shall, within 15 working days from receiving CIB's reply, notify the Bank, indicating the reasons of dissatisfaction. If the customer failed to do so, this will be deemed an implicit acceptance of the Bank's reply. When the Bank receives the non-acceptance notification, the Bank will reconsider and investigate the complaint and provide the customer with the final reply in 15 working days with valid justification in case of no change in Bank's reply. The customer may not escalate the complaint directly to the Central Bank of Egypt except in the following cases:

-Does not receive any reply from CIB in respect of the submitted complaint within 15 working days from the delivery date.

-Does not accept CIB's final reply concerning the complaint.

20- Minor accounts will be temporarily suspended from the bank's side once the minor reaches the age of 21 years old, until the minor visits the nearest branch to provide the required documents and fill signature specimen to switch the account into normal savings account.

21- Legal guardian assigned by court for minor accounts is only allowed to withdraw from the account after presenting the required legal documents/permission issued by the Court.

22- For Savers account (in EGP) customers, in case the customer's segment has changed within the bank, the account's applied features will be changed according to the customer's new segment.

23- The bank is committed to notify customers by service outage due to planned maintenance.

24- The Customer shall not offend the Bank, its employees, delegates, agents or correspondent banks or take any procedure or action that may harm the Bank or its reputation whether inside or outside the Bank's premises and branches, via any electronic means or on social media. In case the Customer violates this clause, the Bank may close the account and take all the necessary banking and legal procedures against the Customer to maintain the Bank's rights.

All types of current and saving accounts are published on CIB's website.

Terms & Conditions
For WellSavers Account

1. I authorize the bank to share my data with the insurance provider or obtain any required data/information related to me from the insurance provider.
2. In case of opening WellSavers Account, the customer shall enjoy the annual local medical insurance benefits once receiving the medical insurance card from AXA life insurance Egypt within the following month of opening the account, conditioned with successfully deducting the account opening fees, monthly subscription fees and maintaining monthly minimum consecutive closing account balance of EGP 500,000.
3. In the event that the customer reaches the maximum insurance coverage age, the customer will be excluded from the Medical insurance benefits and the account type will be changed with the same account number to be EGP Everyday savers (daily interest payment frequency) or Savers Account (monthly and quarterly interest payment frequencies) to maintain the same account interest payment frequency.
4. In the event that the customer's Segment was downgraded to Prime or Plus Segments, customer will be excluded from the Medical insurance benefits and the account type will be changed with the same account number to be EGP Everyday savers (daily interest payment frequency) or Savers Account (monthly and quarterly interest payment frequencies) to maintain the same account interest payment frequency .
5. In case of excluding the customer from Medical insurance benefits as a result of not maintaining the minimum account balance for three consecutive months, the customer will be excluded from the Medical insurance benefits and the account type will be changed with the same account number to be EGP Everyday savers (daily interest payment frequency) or Savers Account (monthly and quarterly interest payment frequencies) to maintain the same account interest payment frequency.
6. The bank has the right to modify the medical features and benefits in addition to changing the insurance provider and minimum account balance without the customer's prior approval.
7. In the event that the customer is excluded from the WellSavers savings account as a result of non-compliance with the account criteria , the WellSavers account cannot be opened again.
8. The medical insurance benefits of this account do not cover pre-existing conditions.

Terms & Conditions
For Inactive/Dormant Accounts

We acknowledge and fully understand the following definitions, rights, and duties that the relevant employee has explained to us:

1. Dormant Account: An account where none of the following transactions have taken place for one year for current accounts and two years for savings accounts: Withdrawals, deposits, transfers, electronic or authenticated balance inquires. Transactions carried out by the Bank on the customer's accounts, such as deducting fees or adding interest, do not qualify as actions that make an account active.
2. Customers with Dormant Accounts: Customers whose bank accounts are dormant.
3. Active Account: An account where a transaction (withdrawal, deposit, transfer, electronic or authenticated balance inquires) was carried out within at least one year for current accounts and two years for savings accounts through any of the Bank's branches or its other available means of communication or digital channels.
4. If the customer has other active accounts, he/she has the right to activate his/her dormant accounts after his/her identity is verified according to the Bank's regulations by visiting the nearest branch or through any other available means of communication.
5. If the account is considered dormant, the customer must perform the following actions: authenticate account balance and submit a written request to reactive account, through any available means of communication and according to the Bank's regulations in this matter.
6. The Bank has the right to close the account if a year has passed since the balance reached zero and the customer did not reactive the account.
7. Drawn checks will continue to be cashed and standing instructions will be carried out on dormant accounts and they will not be considered account reactivation.

Terms & Conditions
For Electronic Services

1- Customer has reviewed and approved all the bank's electronic services terms and conditions published on the CIB's website www.cibeg.com, which include the Higher Authentication Service: One Time Password (OTP) that allows - as one of the features - to perform external transfers through electronic channels, and which is subject to update as per the bank's assessment.

2- In case the customer has chosen the e-Statement option, s/he will be able to review/print his bank accounts' statements and his credit cards' statements as well through Internet Banking, and declares that this electronic option replaces the printed statement that is sent through physical mail. And the customer declares that electronic statements communicated by the bank are accurate and confirmed by the customer, unless it was disputed by the customer within 30 days. The customer is also responsible for continuously maintaining the updated email address record with the bank.

3- The bank takes all necessary security precautions to ensure the confidentiality of customers' data, however the bank gives no guarantee against computer viruses or intrusions, the customer must take all necessary measures to protect private information. In addition; CIB is not responsible for any damages that might affect the customer as a result of using online services.

4- Customer must never disclose his/her username or password or any other authentication method related to electronic services or debit card PIN code to any third party for any reason including bank employees. In case this information is disclosed to any third party, this is considered an authorization from the customer to this party to use his/her accounts, the customer hereby is deemed responsible for all activities taking place on the accounts following this disclosure. The customer does not have the right to dispute for any losses incurred as a result of these transactions unless an act of negligence or deliberate action is proven against the bank.

5- The bank has the right to amend any of the terms and conditions regulating the electronic banking services at any time and with no need for prior notification to the customer. The bank will notify the customer with the amendments through the suitable means and such amendments are considered binding and enforceable.

6- The debit card along with its number and associated PIN allow access to multiple electronic services and execution of different banking transactions. Upon using any of these services, this is considered as the customer's acknowledgement and acceptance of the related terms and conditions regulating these services which are published through the respective channels or on the official website of the bank.

7- Customer should review and adhere to all security guidelines related to electronic channels published on these channels or on the bank's official website.

8- All banking services provided through Electronic channels including internet banking services are governed by Egyptian laws applied for this matter and all later amendments.