



CIB Mortgage Loan Terms and Conditions

The customer's request for a CIB Mortgage Loan is subject to the Bank's internal credit studies and approvals. If the customer's request is approved, they will be given the loan under the Bank's terms and conditions, including but not limited to:

1. An interest rate applies to the loan amount according to the Bank's announced rates.
2. The customer is obliged to pay the loan's expenses and commissions according to the Bank's announced list of fees.
3. Fees for current account services and loan procedures apply according to the Bank's list of charges.
4. An annual late fee applies to every late payment, including the loan's principal, interest, commissions, and any other due payments. The customer is obliged to pay the late fee as soon as it is announced, in addition to the aforementioned interest rate. The Bank has the right to modify the late fee at any given time throughout the term of the loan. The late charge will be calculated on a day-to-day basis from the date of the late payment until the amount is paid in full.
5. In the event of full or partial early settlement, an early settlement fee applies according to the Bank's list of commissions.
6. The customer should read and approve the Bank's list of fees, expenses, commissions, and interest applied to its products and services, which are announced at all of the Bank's branches and communication channels, including the Bank's official website. Furthermore, the Bank has the right to amend these fees periodically without the customer's prior approval.
7. The Bank's books are considered as an affirmation in proofing balances and financial entries and customer consent for next period is a proof of approval of the previous period.
8. The Bank has the right to deduct due payments for this loan or any part of it, for any reason whatsoever, from any of the customer's open accounts in any of the Bank's branches, credit facilities, securities, or guarantees provided by the Second Party to the Bank. Furthermore, The Bank has the right to deduct any of this loan's due payments, for any reason whatsoever, from the customer's savings account in the loan's currency or any other currency. The Bank will have the right to sell or exchange the currency according to the Bank's announced rates on the day of selling/exchange and use the proceeds to settle the loan's due interest, commissions, and all other expenses.
9. If the customer does not abide by any of the agreed upon terms and conditions per this request/contract (including not paying the amounts due to the Bank), the Bank has the right, according to its sole discretion, to take all the necessary actions it sees fit to protect its rights at any stage, including but not limited to:
 - The right to settle all due payments using the customer's available funds without referring to the customer first.
 - The right to contact customers with overdue payments through a phone call or text message on all the provided numbers (home number, work number, mobile number, phone number of the person authorized to pay on their behalf, phone number of the person chosen to be contacted if the Bank can't reach the customer)
 - The right to conduct a field visit to the provided addresses.
 - The right to hire a contractor to collect the late payments or take necessary legal actions on behalf of the Bank.
 - The right to report late customers to the Central Bank of Egypt and/or the Egyptian Credit Bureau in the Bank's periodic reports.
10. The customer is obliged to use the loan's withdrawn funds for the aforementioned purpose. The Bank is not responsible for any consequences that may arise from using the withdrawn funds. If the withdrawn funds are used for other purposes, the customer shall be obliged to pay a penalty according to the law and as stipulated in this contract.
11. The customer undertakes to bear all consequences whatsoever which may result directly or indirectly as a result of using the CIB call center recording feature for the following services without any responsibility on the Bank. The services include but are not limited to: updating information or activating any other feature offered by the Bank through the call center now or in the future. The customer is responsible for the use of these services and that they may be used as evidence against them without any objection from their side now or in the future. The Bank also has the right to check the customer's information before activating any service.
12. The customer is obliged to pay their share of the stamp duty, which is calculated based on the loan amount according to the law.

These terms and conditions are subject to change periodically according to the Bank's sole discretion without prior notification to the customer and will be used to settle any disputes that may arise.

