



# General Terms & Conditions For Time Deposits

1. Should no instructions be available to the bank with regard to the Time Deposit on its maturity date, the Time Deposit will automatically renewed for similar period with the same terms and declared interest rate set by the Bank on renewal date.
2. In case of time deposit with up-front interest; the time deposit will not be automatically renewed, unless there is a credit facility granted versus the time deposit, in that case, the time deposit will be renewed until the settlement of the granted facility.
3. The Bank should be notified in writing of any eventual change in the given instructions related to the time deposit at least 48 hours prior to the Time Deposit maturity date.
4. Should you request to withdraw any amount from the time deposit totally or partially before its maturity, for EGP TDs with up-front interest; interest will be reduced on TD where the breaking rate will be calculated based on declared interest rate at booking date for the nearest actual period stayed. For EGP TDs; interest will be reduced on TD where the breaking rate will be calculated based on interest rate on issuance date for the nearest actual period stayed less 3%. While for foreign TDs, the breaking rate will be calculated based on the current rate of remaining period to maturity for broken amount plus 1% less the actual rate of said TD with minimum of 30 USD or equivalent.
5. In the event the Time Deposit is renewed for one or more periods, the interest rate computed will be that prevailing at the Bank on the renewal date. The interest rate is as per the Bank's announced interest rate on the bank's website.
6. The return on the Time Deposit (paid in case) will be calculated according to the Bank's internal procedures.
7. I declare my responsibility for the accuracy of my data provided in this application.
8. The bank shall be entitled - at any time - to break my Time Deposits and has the right to settle any amounts due to the bank by debiting them from any Time Deposits of our own and without the need to obtain our prior approval.
9. I hereby unconditionally & irrevocably authorize the Bank to set-off any amounts due to the Bank in any form against my Time Deposits. If Time Deposits are determined in a currency other than that of the due amounts, the Bank shall have the right to sell them or convert them to the currency of the due amounts with the rates declared by the Bank on the conversion/selling day and use the amounts resulted from selling or conversion to settle all amounts due to the bank whether principal, interest, fees and any other dues and I declare that I will keep enough funds/balance in my accounts to settle/cover direct debit dues.
10. CIB has the right to disclose data & present documents related to these Time Deposits whenever it takes legal procedures against us.
11. I declare that such funds of the requested Time Deposit are from known legitimate sources. I also recognize the legitimacy and integrity of the source and that it does not conflict with the Anti-Money Laundering Law and its executive statute & relevant executive resolutions.
12. This application shall be subject and construed according to the provision of the Egyptian laws.
13. Any dispute that may arise with regard to the implementation or interpretation of any condition of this application shall be settled finally by the Giza Courts including all its degrees in Arab Republic of Egypt.
14. This application is executed in both Arabic & English Language, in case of discrepancy, the Arabic version shall prevail.
15. 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.
16. In case we wish to close 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.
17. 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.
18. 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 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, or
  - The customer does not accept CIB's final reply concerning the complaint.
19. It is not allowed to book a Time Deposits or certificate of Deposits sourced from local/foreign currency credit facility and in case of any violation the bank shall have the right to break/redeem the Time Deposits or certificate of Deposits without obtaining the customer's written approval and without any responsibility on the Bank.
20. For Time deposits in EGP (Except Upfront Time Deposits), in case the customer's segment has changed within the bank, the time deposit's applied interest rate will accordingly be changed upon renewal.
21. The account used for crediting Time Deposit interest can be changed according to customer Instructions, on condition that it is under the same customer number or another customer number of a first degree relative (son/daughter or wife/husband or father/mother) only.
22. Partial break is allowed for all Time Deposits with adherence to the minimum amount of booking the Time Deposit according to the Time Deposit type.
23. 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.
24. The bank is committed to notify customers by service outage due to planned maintenance.
25. The bank has the right to renew the time deposit at maturity to the same or the nearest available tenor applying the declared interest rate on renewal date, In case there is a secured facility against the Time deposit, With adherence to the signed terms and conditions.
26. In case of Time deposit with auto renewal maturity instructions and the product is not offered any more by the bank, The bank has the right to renew the time deposit at maturity to the nearest available tenor applying the declared interest rate on renewal date.

