



# Terms & Conditions for Using the Commercial International Bank (CIB) Credit Card

- Definitions:

In this application, the following definitions apply:

  - The Bank:** Commercial International Bank, Egypt (CIB) or its branches
  - The card:** The MasterCard/Visa and all its types, issued by the bank through financial service providers.
  - The customer/cardholder:** The signatory of the request to issue a card from the bank.
  - Primary Cardholder:** The customer who opens the account in his/her name and is inherently obligated to the bank to pay all amounts resulting from the issuance and the use of the primary card and any additional card and the fees and expenses due to them.
  - Card Account:** The account that the bank opens once the customer's request is accepted and the card is issued, through which the outstanding amounts resulting from the issuance and use of the primary card and any additional cards issued upon the primary cardholder's request are paid. The cardholder is required to pay the balance due on the specified dates and in accordance with the conditions determined by the Bank. This card account is not closed until all outstanding balances are paid. All terms and conditions related to current accounts in the Bank apply to this account.
  - Supplementary Cardholder:** A person to whom an additional card is issued in accordance with the primary cardholder's instructions. This person must be over 16 years old.
  - Transactions:** Using the card when purchasing goods or services or to withdraw cash, according to the conditions of the card's issuance.
  - Credit Limit:** The maximum amount determined by the Bank declared to be due in the account of the primary cardholder and the supplementary cardholder combined. A portion of this limit, called the Cash Withdrawal Limit, may be withdrawn. The Bank may change the credit limit and the cash withdrawal limit at any time, without notifying the cardholder.
  - Card Duration:** The term of the card is determined by the Bank and is renewed automatically, unless the cardholder notifies the Bank in writing of his desire not to renew the card. The Bank must be notified at least 60 days before the card's expiry.
  - Personal Identification Number (PIN):** This is the passcode used by the cardholder to verify his/her identity electronically when using ATMs or Electronic Points of Sale (POS).
  - Issuing Organization:** The issuing organization for our cards are MasterCard International and Visa International.
  - Merchant:** The store, company or facility that accepts the card to pay for good and services or to withdraw cash.
  - Recipient Bank:** The bank that the merchant contracts with regarding the settlement of credit card transactions.
- The use of the card is restricted to the cardholder using it during its validity period and within the available credit limit approved by the Bank as well as the other conditions specified by the Bank.
- The Bank is not obligated to attach copies of the procurement notices and cash withdrawals to account statements.
- If disputes arise from the cardholder, the Bank is not obligated to add the disputed amount to the cardholder's amount unless it has been added to the bank account by the acquiring bank or the issuing institutions.
- Banknotes deposits are accepted at ATM machines to pay for CIB credit cards. The value is added to the card account. The Bank's account and records are binding in this regard.
- The primary cardholder is fully responsible to the bank for any and all consequences of using the primary card or any supplementary cards and fulfilling all obligations that arise from them. The supplementary cardholder is a guarantor with the primary cardholder. The Bank has the right to refer to either or both of them.
- The cardholder pledges to sign sales vouchers and enter the card's PIN whenever he uses his card to purchase goods, obtain services or withdraw cash. If the cardholder does not sign these vouchers, he/she remains responsible for paying the amounts due to the Bank.
- The cardholder pledges that he/she will pay all the fees, commissions, returns and various expenses determined by the Bank or any fees, commissions, returns and expenses determined by MasterCard International/Visa International or the Bank's correspondents. The customer has no right to object to them. This applies to the primary and supplementary cardholders. The Bank is authorized to deduct the due amounts from the account.
- If the primary or supplementary cards requested from the Bank are not received within 90 days of issuance, they will be cancelled without the customer being charges for the issuance or annual subscription fees.
- The primary cardholder is obliged to pay the dues to the Bank to be deducted from his account, so he must ensure that the account's balance is sufficient to meet the Bank's dues and all types of customer accounts in the bank are considered an integral unit and a guarantee of all the bank's dues from him without the need for any warning, caution or obtaining an order or judgment.
- The Bank has the right to deduct any amount from the card account that have been mistakenly added without referring to the cardholder.
- The balance debited to the account becomes immediately due and the cardholder must pay it in full. In the event the cardholder violates the terms of use or in the event of an emergency, including bankruptcy, loss of eligibility or death, the laws of the Arab Republic of Egypt apply.





13. The cardholder must ensure the safety of the card and his PIN and he/she must not keep them in one place. In the case of loss or theft, the cardholder is immediately obligated to notify the Bank via a registered call. The primary cardholder will bear any and all amounts arising from the card's use from the date of loss or theft until the Bank is notified of the request to stop and take the necessary measures to halt the card. The cardholder acknowledges that in case he/she found it not to use it an return it immediately to the Bank for taking the necessary measure to destroy it.
14. The card is considered bank property. The cardholder must return it to the Bank as soon as they request it. The primary cardholder may, upon written request or a registered call, cancel the additional cards, without prejudice to any obligations on the primary cardholder towards the Bank. The Bank may cancel the card at any time without prior notice and the Bank may refuse to reissue or renew it without reason, without prejudice to the Bank's right to deduct the account's, savings, bonds, certificates or any other customer deposits arising from the use of the cards. The Bank has the right to set off the debts owed by the Bank on any of the deposits/ accounts mentioned above in case the currency differs from the debt currency according to the exchange rate of the advertiser selling or buying at the Bank at the time of the discount and without the customer's prior approval.
15. If a merchant issues a refund for a sale made using the card, the Bank will add the amount owed to the card upon receipt of the return value. The recovered amount is not counted as a payment process and the payment amount is eliminated from the last account statement. If the return voucher does not reach the Bank, the amount will not be returned to the customer. The cardholder may request the amount due to be refunded from the merchant.
16. The primary cardholder declares that all statements of account issued by the Bank and sent to him at the reported address are correct and effective. These are binding before the courts, unless the customer objects within thirty days of issuance and objects to any data recorded on the account statements. The procedures are regulated by MasterCard International/Visa International.
17. The cardholder acknowledges that he/she has reviewed and agreed to the Bank's schedule regarding the credit card fees and charges announced on the Bank's official website. He/she acknowledges the Bank's right to amend the fees and charges and can change the rate of interest applied. The cardholder agrees to accept the bank's notification of any amendments in whatever way the Bank sees fit. The amendments are considered effective as of the date it is reported without the need to inform the customer in writing.
18. The Bank is not responsible for any dispute between the cardholder and the merchants concerning the goods and services obtained using the card. The cardholder pledges to settle disputes with merchants directly without involving the Bank.
19. The Bank is not responsible for any loss incurred by the cardholder if he/she is unable to obtain services for any reason, including force majeure, power outages, malfunctions in the equipment used or any other reason.
20. All transactions are recorded in the Egyptian pound. If the customer deals with foreign currencies, based on the transfer rate determined by the Bank and will be used to record the value on the card account in the Egyptian pound. For completed transaction in the foreign currency, the equivalent will be deducted in the Egyptian pound on your card account at the transfer rate applied by the bank on the day of registration on the account, not the date of the transaction.
21. The cardholder may not dispose of any guarantees related to the card (deposits, current accounts, savings, etc.) unless the Bank has approved it and 45 days after the cancellation of the card to pay any debts due.
22. When using the card in any ATM or POS to complete banking transactions, whether manually or through a device, the Bank records for these operations are considered conclusive and binding in all purposes. The Bank will deduct the value of the withdrawals or expenses from the cardholder's account.
23. The Bank has the right to reject any transaction related to the card use without providing a reason.
24. Interest Calculation:
  - a. Cash Withdrawal: the interest is calculated on the day after withdrawal, with no grace period.
  - b. For Purchases: If the closing balance is paid in full on or before the due date, no debts will be charged to the credit card. If a portion of the closing balance is paid on or before the due date, debit returns will be fully calculated on the closing balance from the date of the statement's release until the date part of the balance is paid. The debit returns will then be calculated on the remaining amount until the end of the month.
25. The cardholder must pay at least the minimum monthly amount on or before the due date. This represents the sum of the following amounts:
  - a. The sum of all past due amounts, including fees and expenses
  - b. Total monthly installments on the card
  - c. A predetermined percentage of the total amount owed, called the minimum payment
26. The cardholder is obligated to inform the Bank in writing of any changes in address or other information stipulated in this application. The cardholder is obligated to pay on the due date even if he/she did not receive the account statement for any reason. Any notification sent by the Bank to the cardholder's last known address is considered to have legally delivered and effective.
27. The cardholder can instruct the bank to transfer sums or complete transactions related to his/her credit card through the Internet Banking service or by delivering them to the Bank. The implementation of the instructions are at the Bank's full discretion and it is within the Bank's right to deny the implementation of instructions sent in one of the aforementioned methods. The Bank is responsible for ensuring the authenticity of all documents or instructions by any means it deems necessary. All instructions issued using the aforementioned methods are valid and the cardholder may not challenge them.





28. Pursuant to Law No. 88 of 2003 pertaining to the Central Bank of Egypt (CBE), the banking system and money (chapter four – resources and more – regulating the confidentiality of accounts), cardholders give the Bank authorization to view any information related to their credit card and share it with operating banks or financial institutions in Egypt, any companies or governmental and non-governmental agencies, including credit rating companies.
29. The Bank has the right and the discretion to assign, transfer or sell part or all of any of its rights in this agreement or any other documents to any other party without the approval of the primary or supplementary cardholder.
30. The cardholder declared that he/she has been notified of any information the Bank shares through SMS, mail or any other method chosen by the Bank.
31. If the card is lost and the loss is reported to MasterCard International, Visa International or one of the banks managing the card system, the customer will be required to pay the fees to halt the card locally and internationally, as specified by MasterCard International/Visa International.
32. This agreement is subject to the provisions of Egyptian law. The related courts are the Giza and Cairo courts at its various competencies, or any other court chosen by the Bank.
33. If the Bank rejects a request to issue a credit card, the customer has the right to request a return of documents submitted to the Bank within 30 days after the rejection.
34. The issuing Bank has the right to transmit any or all of the information related to the cardholder to its subsidiaries and/or international institutions or their member companies.
35. The scope of determining responsibilities (bank responsibility – customer responsibility), if some or all of the money is lost due to the use of one of the Bank's credit cards, is as follows:  
The Bank is responsible:
- In case some or all of the funds (the credit limit) from the credit card from the date of issuance until it reaches the customer and is activated (hour/date).
  - If there is a malfunction in an ATM and the Bank does not notify the customer through the ATM's screen or posts on the ATM.
  - If the credit card is stolen or lost, the Bank is responsible for any transactions that had taken place after the date and time the loss is reported.
- The customer is responsible:
- If the Bank sees that the customer does not take the required precautionary measures and make the necessary efforts to preserve the card and its information.
  - If credit card theft/loss is not reported immediately so that the Bank can take the necessary measures.
  - If the minimum amount required is not paid for a period of more than 90 days, the Bank will notify the CBE and the customer will be placed on the black list, which will negatively impact all future dealings with banks operating inside the Arab Republic of Egypt. For this reason, we ask customers to pay the minimum in time.
- If the primary/supplementary/replacement credit card is activated for the first time or is renewed, the Bank considers this an acknowledgment of receipt of the credit card and the Bank has the right to deduct the issuance, renewal and annual subscription fees in accordance with the declared tariffs.
  - If the customer does not want to renew a card, he/she must inform the bank in writing at the nearest branch at least two months before the card's expiry date, provided there are no outstanding balances on the card. If balances are due to the Bank, the card will be automatically renewed, and the non-renewal request will be ignored.
  - The customer has no right to object to amounts deducted more than 120 days after the deduction
  - The customer must verify the validity of all cash withdrawals and purchases through SMS (alerts) that he/she receives on the mobile number registered with the Bank.
  - If the cardholder is defaulted for more than 30 days, the card will be suspended until the payment is completed.
  - The Bank has the right to halt/cancel the card at any time without informing the customer if it is used for commercial or suspicious reasons.
  - The SecureCode/VBV service is activated on the cards, which provides an additional level of protection from any fraudulent transactions or fraud when shopping online.
36. I delegate to the bank the final, irrevocable and irreversible authorization to implement instructions issued by me via phone calls and I authorize the bank to record the phone calls and use them as final and conclusive proof that can not be contested. I acknowledge that I bear full responsibility for the use of the registered calls feature with the CIB Call Center to update information, activate credit cards and activate services offered by the Bank through the call center now or in the future without any responsibility falling on the Bank in this regard. The Bank has the right to review my personal data and verify my identity before activating any services.
37. The currency exchange rate applies to all transactions completed in foreign currency or using the Dynamic Currency Conversion (DCC) method.  
**Dynamic Currency Conversion:** This is a service that enables customers to use the Egyptian pound for transactions outside of the Arab Republic of Egypt or to use the Egyptian pound at foreign merchants within the Arab Republic of Egypt, noting that the transaction is collected by the merchant's bank in the foreign currency.
38. The terms and conditions of the BONUS service provided by the Bank and posted on its website are integral parts of the terms and conditions outlined in this document.
39. The cardholder acknowledges that he/she understands and accepts the list of tariffs, expenses and fees returns applied by the Bank to the products and services provided and recognizes that it is announced at all branches and channels of communication used by the Bank, including the Bank's official website. The customer also acknowledges that it is within the Bank's right to amend these regulations without the need to obtain approval.





40. If the customer wishes to transfer the account, close the account or stop a product/service that is the subject of this contract/request, the customer should visit the nearest branch and/or contact the Bank's Call Center and inquire about the relevant expenses or deductions applied by the Bank (if applicable). The Bank is not responsible in this matter.

41. In case of any fraud or theft of the customer's accounts or the loss of any of his/her bank cards (of all kinds), the customer is obligated to go immediately to the nearest CIB branch and / or call the bank's call center to report and prove the case in order for the bank to immediately take the necessary measures while ensuring that the information is correct to prevent any harm on the customer (if possible), without the slightest responsibility or obligation of the bank in this regard.

42. If the customer does not comply with the terms and conditions that he/she agreed to (including but not limited to not paying the amounts due to the Bank), the Bank may take all the measures deemed appropriate to preserve its rights. This includes but is not limited to the following:

- a. The Bank has the right to claim the due amounts from the customer through phone calls or messages to all numbers registered with the Bank (home phone number, work phone number, mobile number, customer's representative's telephone number, the number provided to the Bank in the case the customer is unreachable).
- b. The Bank has the right to conduct field visits to the addresses available with the Bank.
- c. The Bank has the right to assign or external agents contracted with the Bank to collect or take the necessary legal measures on the Bank's behalf.
- d. The Bank has the right to report any and all overdue clients to the CBE and the Egyptian Credit Bureau (I-Score) in periodic reports.

Therefore, the Bank has the right to deduct the fees, expenses and tariffs due from any of the customer's open accounts without notifying the customer or obtaining their approval.

43. The customer can submit any complaints through the publications available at the Bank's branches, e-mails or the Bank's Call Center. If the customer has a complaint, they must return to the Bank first rather than submitting the complaint to the CBE directly, unless the Bank does not respond within the agreed upon time period or in the agreed upon manner.

