

## Terms and Conditions for Dormant / Active Accounts

### I. Definitions

**Active Account:** The account on which one transaction was performed (withdrawal, deposit, transfer or electronic/ authenticated balance inquiry) within at least one year for current accounts and two years for savings accounts, through Bank branches or any of the available means of communication or electronic channels.

**Dormant Account:** The account on which none of the following transactions has been performed: withdrawal, deposit, transfer, electronic/ authenticated balance inquiry for a period of one year for current accounts and two years for savings accounts. The transactions carried out by the Bank on customer accounts, such as deducting fees or crediting interest, are not considered transactions that activate the account.

**Dormant Account(s) Holders:** Customers whose all accounts held with the Bank are dormant.

### II. Terms & Conditions of Dormant / Active Accounts:

1. Either the account or the customer shall be considered dormant or active according to the conditions mentioned in the previous definitions.
2. The Bank shall continue to disburse the drawn cheques and execute any standing instructions on the dormant accounts (according to the Bank's approved procedures in this regard), and this shall not be considered as reactivation of the accounts.
3. As for the accounts that generate interest, the interest due to the customer shall continue to be calculated and credited according to the account type and the frequency of calculating the interest in accordance with the Bank's approved procedures in this regard.
4. **Activation of Dormant Accounts:**
  - In case that one/some of the customer's accounts are dormant, and there are other active accounts for the customer in the Bank, the customer shall be allowed to activate his/her dormant accounts using any of the acceptable means of communication in accordance with the Bank's procedures at the time.
  - In case the customer is considered dormant (all of the customer's accounts are dormant, the customer must do the following as a minimum to activate his/her accounts through any of the acceptable means in accordance with the Bank's procedures at the time:
    - a. Update the customer's data in the Bank.
    - b. Confirmation for the balance of the accounts.
    - c. Write a request to reactivate the accounts.

#### 5. Customer Notification:

The Bank shall notify the customer (before and after listing his/her accounts within the dormant accounts) with the resulting expenses as well as the reactivating procedures via any of the available means of communication channels available to the Bank.

#### 6. Charges & Fees:

- The Bank deducts the charges & fees for dormant accounts in accordance with the announced tariff.
- In case that the customer wishes to activate or close his/her dormant account, the customer's request shall be executed without charging any fees for reactivating or closing the dormant accounts.