

General Terms and Conditions for EGBANK Accounts and Services

1. These terms and conditions shall specify the Bank's commitments towards its customers and the customers' commitments towards the Bank. They shall be applicable to all types of accounts that are opened in local and foreign currencies in any of the Bank's branches. Regulations issued by the Central Bank of Egypt (CBE) in this regard and the provisions of the Egyptian Trade Law, the Civil Law and the Central Bank of Egypt Law and their amendments there of shall also apply to this contract.
2. The (Joint Account Opening – Individuals) form and the data it includes, terms and conditions shall be the contract between the Egyptian Gulf Bank and the joint account holders for opening and managing the account subject to this contract. This contract is of unlimited duration and shall be terminated according to the termination conditions set forth in this application.
3. The joint accounts shall be subject to the general conditions of the accounts applied in the Egyptian Gulf Bank to the extent that they do not conflict with the special conditions governing the joint accounts stipulated in this application.
4. These terms and conditions and the amendments thereof shall be considered an integral part of the account opening documents, and the forms related to the banking services provided by the Bank to its customers. All the joint account holders have the right to view the Account Opening Form before signing it, and shall be entitled to receive a copy from the form at any time after opening the account. Also, the joint account holders can view the applicable terms and conditions at any time through the Egyptian Gulf Bank website and/or obtain a copy through any of the Egyptian Gulf Bank branches.
5. The KYC form for Individuals, which is completed by each of the joint account holders is an integral and complementary part of this application.
6. The joint account is opened based on the request of all its holders, where withdrawal from this account and/or issuance of self-services shall not be allowed without the consent of all of them unless otherwise agreed.
7. When the Bank presents the documents, information and contracts regarding any service or product, this includes the full details of the obligations incurred by the customers in return for the provided service or product, accordingly, the joint account holders must therefore be keen to review this information and obligations and to ensure that they fully understand them and shall be able to adhere by them before signing any of them.
8. The joint account holders' signature on the account opening forms and applications, subscription to or usage of any of the Bank's services/products and execution of any transaction shall all constitute their acceptance of the terms & conditions governing them as well as any amendments thereto from time to time by the Egyptian Gulf Bank.
9. The joint account holders should always provide complete and accurate information when completing any of the Bank's forms, never conceal any required information that might be in their advantage, and by no means provide false details in order to assist the Bank in providing the services appropriate for them in the best possible way.
10. The joint account holders acknowledge that the Bank's tariff and its amendments are considered an integral part of these terms and conditions and that the joint account holders have the right to review the applicable tariff at any time via the Bank's website and/or through the Egyptian Gulf Bank branches. In case of any modifications, the joint account holders shall be notified in advance via sending a text message, registered letter, email or the call center according to the data registered in the Bank.
11. The joint account holders should not, under any circumstances, provide any details of their Bank account or any other specific banking information to any third party. The joint account holders must ensure keeping the debit or credit cards, user name and PIN in confidential and secure locations and make sure that the user name and PIN are not kept in the same place.
12. The joint account holders should update their personal information including the contact details (residence and work address, email and telephone number). The update should be on a continuous basis, either upon the Bank request or once any change occurs regarding such data. The joint account holders shall be responsible for the data not provided by them to the Bank and what may result therefrom.
13. In the event that the joint account holders discover any unknown, ambiguous or unidentified transactions on the account or suspect that any transaction involves theft, embezzlement, manipulation of accounts or deduction of unauthorized transactions from their accounts, they should immediately inform the Bank and without any delay.
14. In case the joint account holders fail to comply with these terms and conditions regarding the security and confidentiality of data and the protection of cards and passwords, they shall bear full responsibility for any transactions executed without their consent and the incurred fees and commissions.

First: Definitions

- **Bank:** The Egyptian Gulf Bank SAE, commercial registration no. 88502 issued by Cairo Commercial Registry office and all its branches in the Arab Republic of Egypt and any of its successors. The head office is located at 8, 10 Ahmed Nessim St. – Giza Governorate.
- **Customer:** The joint account holders.
- **Account:** Means any account opened with the Egyptian Gulf Bank and it includes all types of accounts in the Bank.
- **Joint Account:** Any account opened in the name of more than one account holder in accordance with the applicable laws and regulations and with a maximum no. of partners determined according to the Bank Policy in due course.
- **Business Day:** Any day on which the Bank is open to operate business formally.
- **Card:** Means all types of Debit cards issued by Egyptian Gulf Bank that are used to transact over the account(s) locally and/or internationally according to the operating terms and conditions and includes all cards issued on the account as per joint account holders request according to the terms and conditions stipulated in this application.
- **Cardholder:** Is the person under whose name the card is issued by the Bank and carries out banking transactions through the joint account.
- **Card Usage:** Means using the card for withdrawing cash or purchasing goods or receiving services using the card.

- **Card Validity:** Means its period of validity, which is automatically renewed unless there are restrictions from the Bank or written instructions from the cardholder not to renew it.
- **Commissions, Charges & Fees:** Means various types of fees that the Bank collects against the services and products provided to the customers or which the Bank pays on behalf of the customers, which can be viewed via the tariff published on the Bank's website or through the branches.
- **E-Statement Service:** The e-statement service provided by the Bank and other ancillary services (if found).
- **E-Statement:** An account statement issued in an electronic form and sent through the service URL.
- **Mailing Address:** Refers to the address registered by the joint account holders in the Bank for the purpose of receiving the printed statements and correspondences.
- **Call Center:** Means the Egyptian Gulf Bank call center and can be contacted by calling 19342 inside Egypt and +202-19342 outside Egypt.

Second: General Terms and conditions:

1. All joint account holders declare that they are the sole beneficial owners of the account and that all funds deposited to and transactions made on the account are from legal and legitimate sources. They also declare that they are not under any legal incapacity or restrictions to operate their accounts.
2. All joint account holders irrevocably and unconditionally declare that all the funds deposited to the account by any banking means, whether by themselves or by any third party, unless objected to the same within 30 days from being credited to the account, are considered fully and ultimately owned by them and that they know the source of funds, acknowledge its legitimacy and that it is from legal source.
3. All joint account holders confirm that the given data is true, correct and comprehensive. They also acknowledge that they shall update their information (within 30 days of such change or upon acquiring another nationality). They also authorize the Egyptian Gulf Bank or its delegates to verify the correctness of data by any means deemed appropriate to the Bank in its sole discretion.
4. All correspondences, notifications, account statements and any other types of correspondences and information are sent according to the data registered in the Bank (correspondence address - mobile phone number) as per the (Joint Account Opening Application for Individuals) and the amendments thereto which is related to the account holder who is selected by the rest of the joint account holders. The Bank is considered to have sent the correspondences, notifications, account statements and any others to all the joint account holders once it sends them through the contact information specified for the selected account holder, and the Bank is not responsible in any way for the failure of this account holder to notify the rest of the joint account holders of what has been sent by the Bank.
5. This account and its sub-accounts are subject to expenses, fees and commissions, including account opening fees, minimum balance commission, fees of issuing paper based statements and account annual maintenance fees. These fees, charges and commissions are deducted in accordance with the Bank's applicable tariff, which can be accessed through the Bank's website or through our Bank branches.
6. In case of applying any change to the fees and commissions, the joint account holders shall be notified in advance via sending a text message, registered letter, email or the call center according to the data registered in the Bank.
7. The joint account holders acknowledge their commitment to pay all fees/charges/commissions due to the Bank and suspended on the account, and not to breach any term of the contract and that in case they do not comply with the above, the Bank has the right to take the necessary towards closing the account.
8. The joint account holders acknowledge that being exempted from expenses or commissions for one or more banking services or transactions does not cancel the Bank's right to collect them for similar banking services or transactions thereafter.
9. The Bank has the right to amend the interest rates applied on the credit or debit accounts at any time at its discretion without prejudice to the Customers' Rights Protection Regulations issued by the Central Bank of Egypt in this regard.
10. The Bank has the right to cancel/change the privileges granted to the special segment customers, for example but not limited to Prime, Private or others in case the account balances fall below the stated limit or if one of the conditions of such segments does not apply in due course, which may include for example but not limited to the commissions, charges and the granted services, this can be viewed through the Bank's website or through our Bank branches. The Bank also has the right to amend or cancel the applicable interest rates if the account's balances fall below the limit stated in the tariff.
11. In case the joint account holders wish to transfer the account to another branch or close the account subject of this contract, the Egyptian Gulf Bank shall deduct the fees and expenses associated with the transfer or closure of the account in accordance with the contract terms and the applicable tariff in due course and that can be accessed any time through the Bank website or through our Bank branches.
12. All the notifications and correspondences sent by the Bank to the joint account holders according to the data registered in the Bank books are considered correct unless the Bank is informed of its change as soon as it occurs via registered mail. All the Bank's correspondences are deemed delivered to the joint account holders once sent by mail/registered mail/sms/email – as per the joint account holders' data registered in the Bank as advised by the joint account holders – and the Bank's books, documents & other means are considered a proof of sending these correspondences, their content and the associated legal effect without any objection from the joint account holders.
13. This contract and all terms and conditions of using Bank products and services is subject to the Arab Republic of Egypt code and any dispute arising from their interpretation or implementation shall be examined by competent courts of all degrees in Egypt.
14. These terms and conditions have been drafted in Arabic and English languages and in case of any contradiction between the two texts, the Arabic version shall prevail.

Third: Terms & Conditions of Operating the Account

1. The joint account holders undertake to abide by all terms and conditions of dealing over the account and acknowledge their commitment not to use their account/ their personal accounts in executing any commercial transactions.

2. The Bank shall keep and protect the confidentiality of the joint account holders' personal and financial information and shall adopt the confidentiality policy in regards to their information and to the account itself in accordance with the Central Bank and Banking Sector Law. All joint account holders authorize the Bank to disclose some or all of their personal data or the data related to their transactions as per the applicable laws and regulations in case of any legal action by the Bank against the joint account holders to restore or establish its rights or in case of any legal dispute arising between the Bank and the joint account holders regarding their transactions. All joint account holders agree and authorize the Bank to disclose any of their personal/financial data in case of any legal order under the Egyptian law or to enable the Bank to comply with any applicable regulatory requirements or to enable the Bank to provide any services and/or products as per any requirements.
3. All joint account holders authorize the Egyptian Gulf Bank to conduct all the necessary investigations on their account(s) held with any of the Egyptian Banks or Foreign Banks and is allowed in this regard to collect any requested data.
4. In case all joint account holders do not fulfill all documents required by the Bank as per its internal policy and procedures, the Bank shall have the right, at its sole discretion not to accept operating on this account at any time without giving reasons.
5. The Bank is committed to ensure full compliance with all applicable laws, regulations and sanctions' requirements in all jurisdictions in which it operates. The Bank shall not accept establishment of banking relationship/execution of any banking transactions involving sanctioned parties (i.e. individuals, companies or banksetc.) whether this sanction is under the instructions of local/international competent judicial/regulatory authorities.
6. All joint account holders agree to the Bank's right to accept or reject this request. In case the request is accepted, the account holders authorize the Bank to deduct from the account all the charges or fees related to the services which they have chosen in accordance to the announced tariff on the Bank's website and in the Branches. In case they request to know the reasons for rejecting their request, the Bank shall accept or reject their request at its absolute discretion.
7. In case the Bank refuses to open the account at its sole discretion and in accordance with the applicable policies and procedures in this regard, the joint account holders shall have the right to reclaim only the original documents (If any) submitted by them to the Bank at the time of requesting to open the account, and within a maximum period of two months from the date of submitting the request. In case they do not visit the Bank to receive these documents within the mentioned period, then they shall lose the right to reclaim any of these documents for good and this shall be considered as authorization from them to the Bank to destruct such documents in accordance with the Bank's procedures in this regard. In case the joint account holders request to know the reasons for rejecting their request, the Bank shall accept or reject the request at its absolute discretion.
8. In case the joint account holders have any complaint, they are entitled to submit their complaint to the Egyptian Gulf Bank through any of the means of complaints' filing. The complaint shall be responded to within a period that does not exceed fifteen working days from the date of its receipt (except for complaints related to transactions with external parties, the joint account holders will be notified of the period necessary to study the complaint according to the nature of the transaction subject of the complaint) and in case the joint account holders do not accept the content of the response, they have the right to re-submit the complaint including the reasons for not accepting it within 15 days of receiving the response, and in case they do not accept the final Bank response to the complaint, the joint account holders shall have the right to escalate the complaint to the Central Bank in accordance with the applicable regulations in this regard. The joint account holders should not submit their complaint directly to the Central Bank before referring to the Egyptian Gulf Bank. The customers can view the means, rules and detailed procedures of filing complaints on the Bank's website or by referring to any of our Bank branches.
9. Withdrawal from this account shall be carried out by the signature of the joint account holders according to the instructions of conducting the account "whether Solely or Jointly" proving the direct receipt of cash, or by cheques that the joint account holders draw on the Bank (from the cheque book provided to them by the Bank). Noting that in case of cash withdrawal over the counter with an amount less than the minimum specified by the Bank, the account shall be charged with fees, where the fees and the minimum specified shall be determined according to the Bank's announced tariff.
10. The Bank informs the account holders with a statement of the account balance (whether in the form of an e-statement/paper statement) within maximum period of every three months according to the Central Bank & Banking Sector law requirements, and this statement reflects the transactions that were performed on the joint account during the account statement period. In case objection is not received from the joint account holders for the balance or the transactions shown in the account statement via a registered letter along with the acknowledgment of its receipt or via a written objection submitted to any branch within thirty days from the date of notifying them with the balance, the joint account holders shall be considered to have agreed to the correctness of what is stated in the statement of account unless the opposite is proven. The paper statements are considered to have been received by the joint account holders as soon as they are sent through the mail to the last address registered in the Bank by the account holders, and the e-statements sent to the joint account holders are considered to be received at the same time as they are sent.
11. All correspondences with the joint account holders shall be in Arabic and/or English, through the available means of communication, including but not limited to: registered letters – account statements – sms – call center – phone calls.
12. All joint account holders must ensure maintaining the cheque book issued by the Bank in a safe place. The joint account holders shall be solely responsible for any consequences that may arise from the loss, theft, forgery or any misuse or fraud of these cheques. The joint account holders undertake to immediately notify the Bank in writing upon the loss of any cheque(s).
13. The Bank accepts stop payment of cheques in cases of loss, theft, bankruptcy of the holder or for any other reasons that the joint account holders may consider. The stop payment action shall be carried out under the full responsibility of all the joint account holders. In such case, the cheque amount shall be blocked until obtaining a declaration signed by the drawer (joint account holders) and the beneficiary attesting that the cheque has never been endorsed and that the beneficiary has obtained its value.

14. If any of the accounts become overdrawn for any reason without prior approval from the Bank, then the Bank shall be entitled to calculate debit interest in addition to highest debit balance commission on the daily balance calculated according to the announced tariff in due course.
15. Interest is not calculated on credit balances in the current account without prior approval from the Bank.
16. The joint account holders irrevocably and unconditionally authorize the Bank to record all call conversations done through the call center in order to serve as a final and conclusive proof that cannot be objected.
17. The joint account holders authorize the Bank to deduct automatically and without referring to them any amounts that have been credited to the account by omission or error and also authorize the Bank to overdraw the account in case the balance is insufficient to take the said action where notifying the joint account holders shall be by posting the transaction and displaying it in the account statement.
18. The joint account holders declare and agree that in case they do not use the account for a period of 12 months, then the account status shall be dormant, and the Bank has the right to deduct from the account monthly extra charges in addition to any other commissions and charges in accordance to the announced tariff till the account is reactivated by visiting the branch, updating the data and signing the documents required to activate the account.
19. The Bank is entitled at any time to close the account(s) upon its sole discretion and without providing any reasons. The Bank shall be exempted from any financial obligations in regards to the closed account by issuing draft cheque(s) with the net credit balance at the closure date after deducting any amounts due to the Bank from the joint account holders, and sending a letter to the joint account holders by registered mail to the latest address registered in the Bank in order to visit the branch holding the account & receive the draft cheque(s), without any responsibility on the Bank. The Bank may take any procedures to close the account if the Bank finds that the joint account holders have provided incorrect/incomplete data at any given time, or if the account has been used in illegal manner or if the joint account holders breach any of these terms and conditions.
20. The joint account holders have the right to close the account at any time by submitting a written request to the Bank provided that:
 - Any due balances are paid to the Bank before account closure.
 - Account closing fees are paid as per the announced tariff in due course.
 - All unused cheques are returned and in case the joint account holders are not able to return them, they shall bear any losses or damages resulting from the misuse of such cheques.
 - Returning all credit and debit cards issued on the account to the Bank.The Bank shall execute the request within five working days, except in the special cases that may delay the execution of the request such as but not limited to any of the above mentioned.
21. The joint account holders acknowledge that the Bank shall not be held responsible for postal losses, whether due to delay in submitting payment instruments or payment orders, or failure to submit, request or collect notice of non-payment or withholding payment of any amounts. They also acknowledge the Bank's right to recover any amounts paid in advance that have not been collected.
22. The joint account holders acknowledge that the Bank and its correspondents shall be exempted from all responsibility related to the delay in presenting or raising a protest for non-payment of any negotiable instrument deposited by them for collection or for discount. The joint account holders further exempt the Bank from any responsibility that may be incurred as a result from initiating any legal action to enforce the debtor to pay - in due time - of all such negotiable instruments submitted to the Bank for collection, guarantee, pledge or any other cause whatsoever. The joint account holders also undertake to bear all fees, expenses and legal penalties inflicted to the Bank and to pay them immediately to the Bank and the Bank's documents will be considered full proof against them.
23. All the joint account holders delegate the Bank to carry out all banking operations such as collection of cheques, commercial bills, coupons, buying and selling securities, the opening of documentary credits and the sale of merchandise on their behalf; also the joint account holders delegate the Bank to initiate protest for non-payment of cheques and commercial bills, to register them to the account and to execute all necessary accounting entries or to re-execute them to ensure that the accounts are in order. All instructions to or from the Bank concerning these operations and others are considered as enforcement for the execution of this delegation, which remains valid as long as the account is opened and under the joint account holders' responsibility.
24. The joint account holders authorize the Bank to debit their account(s) held in any of the other branches with all the presented bills, guarantees, cheques, all withdrawals debited or covered or purchased by them which bear the joint account holders' signature.
25. All joint account holders declare and agree that if they hold an account with the Bank in any currency other than the Egyptian Pound, the US Dollar or the Euro, the Bank shall not be obliged to pay in the same currency unless it is available. The foreign exchange rate is determined according to the Bank announced rates on the date of payment.
26. For the transactions in foreign currency other than the currency of the account, the joint account holders declare their agreement to bear all the risks of the exchange rate fluctuations between the date of withdrawal/disbursement and the date of payment/settlement and that the Bank is not responsible for any loss that may arise from the change in exchange rates.
27. The joint account holders authorize the Bank to deduct the expenses resulting from this account such as account opening fees, annual maintenance fees, postage, SWIFT, insurance, and fees and expenses arising from mortgage contracts & their registration and any other related expenses according to the applicable Bank tariff.
28. If the joint account holders hold more than an account with the Bank in any of its other branches (the original account and its subsidiary accounts), then they agree to consider them all one unit and authorize the Bank to debit their credit balances with any amounts claimed by the Bank so that the joint account holders shall not be entitled to any credit balances except after settlement of all accounts regardless of their types and currencies and after payment of all debts due to the Bank including principle, interest and expenses or any other entitlements.

29. The joint account holders have the right to offset or settle their accounts at any time, except where the account is pledged in favor of the Bank, dormant, or withheld or if there is any legal reason to restrict conducting the account.
30. Any power of attorney or delegation issued by the joint account holders whether general or special, before or after opening the account(s), if it allows the attorney or the delegated person to act upon the account(s), then it shall remain in effect until the joint account holders notify the Bank in writing with different instructions noting that dealing over the joint account via power of attorney is not allowed except after approval of all joint account holders.
31. In case of cancellation of power of attorney issued by the joint account holders, the Bank must be notified by a written request signed by all the joint account holders by submitting it to the Bank or by sending it via registered mail. The cancellation instructions shall not be applied except one working day after receiving the cancellation instructions in the branch holding the account and the Bank shall not bear any responsibility for any transactions that may take place before this date.
32. The Bank without any obligation may authorize any delegation or power of attorney authenticating the joint account holders signature that has been issued from the official authorities of any country or from correspondent Banks, even if the signature is not identical to the specimen held with our Bank.
33. If any dispute arises between the joint account holders, the Bank and third party concerning any banking transaction, the joint account holders irrevocably authorize the Bank to reserve the disputed amount until the dispute is resolved either judicially or by agreement, where the joint account holders will not be entitled to claim any proceeds or compensation.

Fourth: Terms & Conditions of Financial Services

1. Terms of Using the Debit Card

1. The joint account holders should review these terms and conditions as they include the full details in regard to their obligations resulting from obtaining our Bank's debit card and how to use it. The joint account holders must also ensure that they fully understand them and that they shall be able to adhere to them before signing them. The joint account holders' signature on this application is considered an explicit approval from them on all the terms and conditions and provisions stipulated in it and this declaration is final and irrevocable now or in the future for any reason or in any capacity whatsoever, and remains valid even after the closure of the account(s) with the Bank. The joint account holders also declare their approval that the Bank has the right to amend any or all of these terms and conditions at any time, where they can review the applicable terms and conditions at any time through the Egyptian Gulf Bank's website and can obtain a copy of them through any of the Bank's branches if requested.
2. The Debit card is issued only in case of joint accounts that are operated by sole signatures. A separate card may be issued to each account holder where all account holders shall be jointly and severally responsible towards the Bank for any liabilities arising from the use of any of these cards.
3. Issuance and use of the debit card and the supplementary cards is subject to expenses, fees and commissions which include issuance/re-issuance fees, and renewal fees, in addition to any other fees related to the debit cards in accordance with the Bank's applicable tariff, which can be accessed through the Bank's website or through our Bank branches.
4. In case of applying any change to the fees and commissions, the joint account holders shall be notified in advance via sending a text message, registered letter, email or the call center according to the data registered in the Bank.
5. The joint account holders agree that the Bank delivers the card through the courier company providing the mailing services to the Bank. Also, the card holder declares that providing his/her Identification Document No. (National ID for Egyptians & Passports for Foreigners) and signing the receipt to the mailing company shall be considered as personal receipt of the card.
6. Once the card holder receives the card, he/she should activate it by contacting the Call Center.
7. The account holders agree with their consent and commitment to (pay/authorize the bank to deduct) all fees and commissions associated with the service from the account as per the announced tariff in due course.
8. The account holders are absolutely & unconditionally responsible towards the Bank for all the expenses & liabilities resulting from the issuance, renewal, re-issuance and/or usage of all the cards issued on the account as well as all the consequences of loss, damage or misuse of any of the card(s).
9. The account holders are obliged to feed the account with balances that cover the expenses & liabilities resulting from both the card usage and Bank charges. The account holders accept that all card withdrawals are immediately deducted from the account.
10. The Bank is not responsible by any means if any entity rejects using the card in executing the transactions.
11. In case of withdrawing amounts that lead to overdrawing the account linked to the card for any reason whatsoever, the joint account holders shall be committed to settle this balance immediately in addition to the expenses stipulated in term no. 14 in the part no. 3 of these terms & conditions as per the announced tariff. In case of non-payment, the joint account holders authorize the Bank to deduct from any of their credit accounts or guarantees in their name in the Bank such as deposits, certificates of deposit & others, without notifying or informing them or obtaining their prior approval.
12. The Bank is not responsible for any dispute that may arise between the cardholder & the merchant regarding the goods & services obtained using the card. Furthermore, the Bank shall not credit the account with any refunded amount unless the Bank receives its value from the acquiring Bank.
13. The Bank has the right to set limits for the card use (withdrawals/ purchases) outside Egypt. If such limits are changed, the Bank will notify the joint account holders through the Bank's website or via sending a text message, registered letter, email or the call center according to the data registered in the Bank.
14. It is agreed between the Bank and all the joint account holders that the transactions performed by using the card inside Egypt are immediately deducted from the account in Egyptian Pounds while all transactions performed outside Egypt, shall be evaluated in Egyptian Pound at the exchange rate announced by Master Card at the settlement date and posted to the account in Egyptian Pounds or in the same foreign currency as deemed

- appropriate to the Bank. The joint account holders are responsible of the differences in the exchange rates arising from the evaluation determined by Master Card and of the applied charges and card usage limits outside Egypt.
15. The transactions carried out using the card through the Points of sale or ATMs using the pin code as well as the transactions where the cardholder uses the contactless card service without the pin code are the absolute responsibility of the cardholder and the joint account holders are not entitled to recourse to the Bank in case it was proved that there is negligence from the cardholder. Therefore, all the joint account holders should refer to the Bank's website to review the precautions and rules of dealing with electronic cards before using the card.
16. The cardholder is responsible of the safety of both the card and PIN and ensuring that they shall not be kept together. In case of loss/theft of one or both of them, the cardholder should immediately stop the card by contacting the call center and then confirm his/her instructions by submitting a written request that explains the incident details. The joint account holders are completely liable of all the due amounts resulting from the card utilization since the date of loss/theft till the Bank receives the written request. The cardholder declares that in case of finding the card, he/she will not use it and will deliver it immediately to the Bank to take necessary procedures of destructing it. The joint account holders must submit a request for re-issuance of a new card and /or PIN and this request shall be subject to fees according to the announced Bank tariff in due course.
17. In case of manipulation of the joint account holders' account or theft or loss of the card(s) issued to the joint account holders by the Egyptian Gulf Bank:
- **The Egyptian Gulf Bank shall be responsible:**
For the transactions performed after being officially informed in accordance with the approved means of notification (contacting the call center and confirming this via submitting a written request) of account fraud, theft or loss of the card(s), the Bank will refund any amounts/charges that have been deducted, unless if proved by Bank systems and records or the service provider that the transaction was authorized by the cardholder or by deception from him/her.
 - **The joint account holders shall be responsible:**
 - a. If the Bank is assured that the cardholder has not taken precautionary measures and exerted the necessary efforts to safeguard the cards issued to him/her and all information related to his/her accounts, including but not limited to the pin codes and passwords of the banking services issued to him/her on the account.
 - b. Failure of the cardholder to immediately report the occurrence of fraud in his/her accounts or the loss or theft of Bank cards issued to him/her.
18. The Bank is entitled to suspend the card use or cancel it at any time while notifying the joint account holders.
19. The cardholder must verify the correctness of cash and purchase transactions by reviewing the account statement or mini statement/account balance through the ATMs located inside and outside Egypt/messages sent from the Bank to the mobile no. registered in the Bank. In case of objecting any transaction, a written charge back request must be submitted to the Bank along with supporting documents (if any) within the charge back time frame which is determined according to the type of transaction and the network through which it was performed. The joint account holders can know the applicable time frame either by contacting the call center or by visiting the nearest branch. Not submitting a charge back request within the time frame shall be considered as an approval for the transaction and it cannot be disputed after the granted time frame. Also, the Bank shall not be obliged to credit the value of the disputed transaction unless its value has been credited from the acquiring Bank. If the customer's right to claim is not proved, the card account shall be charged with fees according to the Bank's announced tariff in due course.
20. The cardholder must sign on the purchases vouchers and cash advances when using the card and keep a copy of them. In case the cardholder signature is not necessary on the voucher, this shall not exempt the account holders from their obligation towards the Bank for paying its value if the card imprint is found, the card was registered electronically in the machine, or if the cardholder has requested goods and services from the merchant (by phone or internet or mail). The value will be posted to the account.
21. The joint account holders are entitled to cancel the card(s) issued on the account by submitting a written request and returning the card(s) to the Bank, where their obligation remains valid towards the transactions made by the card till the cancellation date and settling the card cancellation fees as per the announced tariff in due course. The Bank shall execute the request within 5 working days, except in the special cases which may require additional procedures that may delay the execution of the request (including but not limited to the payment of any amounts due to the Bank before the card is cancelled).
22. The Bank is not liable of any loss incurred by the joint account holders if the cardholder is unable to obtain any service for any reason beyond the Bank's control for example but not limited to force majeure, electricity breakdown, and/or outage of systems.
23. The card is owned by the Egyptian Gulf Bank and is considered a consignment at its bearer and he/she commits to return it to the Bank immediately upon the Bank's request.
24. The joint account holders authorize the Bank to renew the card upon its expiry without having to obtain their consent. The joint account holders have the right to cancel the renewal by notifying the Bank in writing at least two months before the card expires.
25. In case of using the Egyptian Gulf Bank debit card on the Internet, the joint account holders shall be responsible for protecting their data, the card data and to perform the transactions with the well-known stores through secure electronic devices and they should verify that the websites through which the operations are carried out are safe. The joint account holders should refer to the Bank's website to review the precautions and rules of dealing with electronic cards before using the card. The joint account holders acknowledge that the Bank shall not be liable for any damages or losses that may be incurred by them in the event of any negligence from their side or due to service failure for circumstances beyond Bank control.
26. In case of travelling abroad, the cardholder has to notify the Bank through the call center or by visiting the nearest branch otherwise, the Bank shall have the right to stop the card usage abroad.
27. The Bank shall have the right at any time and without any responsibility to suspend the use of the card temporarily, not to renew the card and/or re-issue the card if the Bank has any suspicions that the card is misused according to reports received by the Bank or as a result of not being able to

prove the validity of the transactions with the joint account holders especially if suspicious transactions have been received from high risk classified countries or whatever reason(s) deemed appropriate to the Bank in its own discretion.

28. The use of the card in any illegal transactions, including any goods/services prohibited by the Egyptian law, shall be prohibited.
29. The joint account holders declare their compliance with all the terms and conditions of the cards issued by the Egyptian Gulf Bank as well as the cash withdrawals limits set by the Egyptian Gulf Bank. The joint account holders acknowledge to use the card for personal purposes only in both cash withdrawals and purchases and not to use it for any commercial purposes or for financing of trade. The joint account holders also declare that the card shall not be used by any other person except its original holder and declare that the Egyptian Gulf Bank shall be entitled to stop or cancel the card or take whatever actions it deems appropriate at any time in case of violation of any of the above, where all the above is considered as an integral part of the card issuance request.
30. In case the Bank finds that a debit card was previously issued to the account holders, then this request will be considered as a re-issuance request for the card.

2. Terms related to the Self-Selected PIN Service

1. The Self-Selected PIN service is applicable to Debit Card Customers.
2. After receiving and activating the card through the Bank's Call Center, the cardholder shall create PIN number through one of the Bank ATMs by following the below procedures:
 - Once the cardholder inserts the card in the ATM, he/she will be shown a screen containing several options where the cardholder selects "change PIN" option and enters four digits PIN number created by him/herself.
 - The PIN number shall be automatically saved in the system so that the cardholder can use the card once the steps of creating the PIN have been completed.
3. The cardholder may, at any time, change the PIN number through any of the Bank's ATMs and in case the cardholder forgets the PIN number, then he/she must submit a written request in one of the Bank branches and in this case a printed PIN will be issued which is subject to fees as per the announced tariff in due course.

3. E-Statement

1. In case the joint account holders choose the e-statement service, this service is provided monthly free of charge in accordance with these terms & conditions, and in case of any change in the fees of this service the joint account holders shall be notified via sending a text message, registered letter, email or the call center according to the data registered in the Bank that there is change in the Bank tariff which can be accessed via the Bank website and in the Bank Branches.
2. Upon subscribing in the e-statement service, the Bank will send a short message to the mobile number of the account holder registered in the request notifying him/her with the URL through which the service is provided and requesting him/her to contact the call center to receive the One Time Password (OTP) to be able to activate the service.
3. The URL is sent to only one mobile phone, which is specified by the joint account holders in the statements & correspondences section of this request.
4. Once the account holder logs in to the URL, he/she will be requested to change the password as a mandatory requirement.
5. If the account holders do not receive the sms/forgets the password, the call center must be contacted to issue sms with a new password.
6. The joint account holders are responsible to provide a correct and active mobile phone number. The Bank shall not be liable for non-receipt of the e-statement service due to incorrect or invalid or changing the mobile phone number provided by the joint account holders.
7. By subscribing to the e-statement service, the joint account holders will be deemed to have agreed to the discontinuation of sending the statement of account in its paper form.
8. The e-statement is issued according to the frequency chosen by the joint account holders and they are obliged to log in to the URL to review it.
9. The joint account holders declare that the e-statements shall be conclusive evidence for the correctness of their accounts' transactions and balances at the Bank unless they object via a registered letter accompanied with an acknowledgment of receipt or via a written objection submitted to any branch within a period of 30 days from the date of issuing the statement.
10. The Bank shall not bear any responsibility for delay in transmitting the e-statements for reasons beyond its control or for breakdowns related to electronic or telecommunication networks.
11. The e-statements are sent to the mobile phone of the account holder stipulated in this request. This account holder shall be fully responsible to secure his/her mobile and the joint account holders exempt the Bank from any damages that may be incurred – directly or indirectly – as a result of not securing his/her mobile phone which may lead to any damages, including, but not limited to, the manipulation of the data in the electronic account statement.
12. The joint account holders acknowledge and agree that the storage of information including but not limited to password, account data, account balances, transaction details and any other information stored in any of the joint account holders' personal devices - shall be at their own risk. The Bank shall not be responsible for the disclosure of such information to third parties.
13. The e-statements sent to the joint account holders shall be deemed to be delivered at the time of sending them to the joint account holders irrespective of being reviewed by them or not.
14. The joint account holders may at any time request to receive paper statements through any of our branches and the request will be subject to charges according to the Bank tariff in due course.
15. The joint account holders agree that the Bank may, in its sole discretion and at any time, refuse to provide the service to them or terminate their use of the service of the service with providing reasons for that if possible.

4. Paper Based Statement

1. In case the joint account holders choose the paper based statement service, this service is provided quarterly noting that the joint account holders have the right – at any time during this period – to obtain paper statement by visiting the nearest branch against fees in accordance with the applicable tariff in due course and which can be viewed through the Bank’s website or through our branches.
2. The paper based statement service is subject to fees and charges in accordance with the applicable tariff in due course and which can be viewed through the Bank’s website or through our branches. In case of any modifications, the joint account holders shall be notified in advance via sending a text message, registered letter, email or the call center according to the data registered in the Bank.
3. The paper statements are sent to one correspondence address only, which is the one specified by the joint account holders in the statements & correspondences section of this request.
4. The joint account holders may at any time request to stop the e-statement service and activate the paper based statement by submitting a new request to specify the correspondence address in which they wish to receive them or to request to hold the mail in the Bank. The joint account holders must give the Bank at least 10 working days’ notice to execute this request, where the account shall be subject to charges according to the Bank tariff in due course.
5. All the notifications or correspondences sent by the Bank to the joint account holders' address registered in the Bank books are considered correct unless they immediately inform the Bank of its change by submitting written request through registered mail. All the Bank’s correspondences are deemed delivered to the joint account holders once sent by mail on their address registered in the Bank’s books. The Bank’s books, documents & other means are considered a proof of sending these correspondences, their content and the associated legal effect without any objection from the account holder.
6. The joint account holders should - in case any change occurs to the address registered in the Bank - notify the Bank within 30 days from the said change.
7. Holding the mail in the Bank includes any advices, correspondences, returned documents or commercial papers and the joint account holders are committed to visit the Bank periodically (maximum every 3 months) to receive the correspondences. The joint account holders shall lose their right to claim compensation for any damage that may be incurred due to keeping the correspondences in the Bank or not receiving them in the appropriate time.