

**Internet Banking Service Terms & Conditions****1) General Terms & Conditions**

1. 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 customer in return for the provided service or product, accordingly, the customer must therefore be keen to review this information and obligations and to ensure that he/she fully understands them and shall be able to adhere by them before signing any of them.
2. The customer should always provide complete and accurate information when completing any of the Bank's forms, never conceal any required information that might be in his/her advantage, and by no means provide false details in order to assist the Bank in providing the services appropriate for him/her in the best possible way.
3. The customer should not, under any circumstances, provide any details of his/her Bank account or any other specific banking information to any other party. The customer must ensure keeping the user name and password in confidential and secure locations and make sure that the user name and password are not kept in the same place.
4. The customer should update his/her 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 customer shall be responsible for the data not provided by him/her to the Bank and what may result therefrom.
5. In the event that the customer discovers any unknown, ambiguous or unidentified transactions on his/her account or suspects that any transaction involves theft, embezzlement, manipulation of accounts or deduction of unauthorized transactions from his/her accounts, the customer should immediately inform the Bank and without delay.
6. In case the customer fails to comply with these terms and conditions regarding the security and confidentiality of data and the protection of cards and passwords, he/she shall bear full responsibility for any transactions executed without his/her consent and the resulting fees and commissions.
7. All correspondences with the customer 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.

**2) Definitions:**

- **Bank:** 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 45 - North Teseen Street - Fifth Settlement.
- **Customer:** The individual and this includes singular & plural forms.
- **Working Day:** The day on which the Bank is open and provides its services.
- **Service:** The Internet Banking Service.
- **EGBANK Soft Token:** A software application in the name of Egyptian Gulf Bank (EGBank) that can be downloaded to customer's smart phone from official stores recommended by smart phone providers, via the internet (e.g. Android® store and Apple® store). The EGBANK Soft Token is used (after registering it by the customer) to access the service, perform third party payments, confirm beneficiary data, book term deposits, and any other similar critical activity. The Soft Token issues random One Time Passwords 'OTP' depending on the time as one of the variables, so that the issued password is used to perform the previously mentioned transactions where validity for each password does not exceed one minute and may be less.
- **Recurring Transfer:** It is a service available through the Internet Banking, where the customer requests to execute a transfer repeatedly by deducting his/her account in favor of another account, whether inside or outside the Bank and it is performed with a fixed amount on the dates predetermined by the customer.
- **Future Transfer:** It is a service available through the Internet Banking and through which the customer requests to issue a transfer from his/her account at a future date and in favor of another account, whether inside or outside the Bank and it is executed on the date specified by the customer.
- **Call Center:** Means the Egyptian Gulf Bank call center and can be contacted by calling 19342 inside Egypt and +202-26733118 outside Egypt.
- **Commissions, Charges and Fees:** Means various types of fees that the Bank collects against the services and products provided to the customer or which the Bank pays on behalf of the customer, which can be viewed via the tariff published on the Bank's website or through the branches.

**3) General terms and conditions for Subscription to the Internet Banking Service:**

1. The (Internet Banking for Individuals) request, the data it includes and the terms and conditions shall be the contract between the Egyptian Gulf Bank and the customer for activating the Internet Banking service subject of this contract for the customer. This contract is of unlimited duration and shall be terminated according to the termination conditions set forth in this request, as well as the general terms and conditions announced on the bank's website.
2. These terms and conditions specify the Bank's commitments towards its customers and the customers' commitments towards the Bank. Regulations issued by the Central Bank of Egypt (CBE) in this regard and the provisions of the Central Bank of Egypt Law and their amendments shall also apply to this contract.
3. The customer has the right to review the Internet Banking Application before signing it, and shall be entitled to receive a copy from it at any time after activating the service.
4. The Bank provides this service through the internet using the latest security measures, thus the customer shall be responsible for protecting his data and the data required to access the service, for example but not limited to, the user name and password, and that the customer uses the service through secure electronic devices and that the customer ensures that he/she is using the login data from the Bank's website. The customer must also refer to the Bank's website to review the security instructions of the Internet Banking service before using the service. The customer also declares that the Bank is not responsible for any damages or losses that may be incurred by the customer in case of default by him/her or as a result of the service disruption due to conditions beyond the Bank's control.
5. Within two working days from signing this request, the customer can register and activate the Internet Banking service by him/herself through the Egyptian Gulf Bank's website as follows:
  - The customer shall use the account number and email registered in this application.
  - The system sends a text message to the customer's mobile phone registered in this application containing One Time Password "OTP" valid for a limited period of time. The customer enters the OTP on the Internet Banking website for verification and thus the system enables the customer to register the user name he/she chooses to login to the service later, in addition the system requests the customer to answer at least one introductory question and finally to approve on the electronic version of the Internet Banking service terms & conditions.
  - Finally, the system sends an activation link (valid for a limited period of time) to the customer's email registered in this application, and the customer uses the link to activate his/her account, select and register the first password used only to login to his/her Internet Banking account.
6. Some critical transactions inside the Internet Banking account - for example fund transferring to third party, activating beneficiary details, booking time deposits and CDs, opening subsidiary accounts and other critical transactions - require a second random One Time Password 'OTP', generated by EG BANK Soft Token issued for the customer to be able to execute the service/transfer.
7. Subscribing to the Internet Banking service is free of charge, noting that the services and operations implemented through the Internet Banking are subject to the normal fees and charges according to the applicable Bank Tariff announced in due course and which can be viewed through the Bank website or through the Bank's branches and in case of any modifications, the customer 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.
8. If the customer wishes to activate some critical transactions in his/her Internet Banking account which require EG BANK soft token (e.g. fund transferring to third party, activating beneficiaries, booking time deposits, and other critical transactions) he/she must first subscribe to the fund transfer to third party service in this request. The customer can do it him/herself by activating the link of the soft token registration within his/her Internet Banking account, and follow the activation instructions shown inside the Internet Banking service.
9. Subsidiary accounts' opening via the Internet Banking Service: The customer can open current account only and in case the customer opens a current account, he/she shall be committed to transfer the minimum amount required for opening that account. The customer also declares the Bank's right to deduct the account opening fees in accordance to the Bank Tariff announced in due course and the customer agrees that his/her information, authorized signature, and the correspondence address of his/her account(s) registered with the Bank will be applied to the new account opened via this service.
10. Some of the services available through the service are executed by the Bank's departments, for example: booking time deposits/CDs, opening sub-accounts, issuing a transfer to another beneficiary, and issuing cheque books.
11. Once the customer applies for a cheque book, its issuance shall be subject to review by the Bank, and if approved, the customer must visit the branch mentioned in the request to receive the cheque book.
12. The Bank has the right to decide and determine the type of the account(s) that can be dealt over through the available services. The Bank may from time to time to change these accounts in accordance with the general policy of the Bank without giving reasons.
13. In the case of joint accounts, granting the service is currently limited to the inquiry service only. Also, the service is issued only for joint accounts that are managed solely so that each partner has a different user name and password to access the service.
14. The Bank has the right to use the customer's information (address, mobile phone number, email registered in the service request, in the account opening request or in Bank records, notification box, or the email inside the Internet Banking service, etc.) internally to provide the customer with instructions and warnings about this service, information for the new services or to notify the customer of any changes to the terms, conditions, specifications and functions of the Internet Banking.
15. The customer is responsible for using any software or hardware that may threaten the security and effectiveness of the service and reveal its content. The customer also bears all the consequences of that and releases the Bank from any responsibility in this regard.
16. The customer bears sole responsibility for the transactions that are performed via his/her account on the Internet Banking service whether related to requesting services, registration of beneficiaries' information and the accuracy of this information or third party transfers' services. The customer also bears the consequences that may result from these transactions including the entries posted to the account, as well as any mistake that may result from transferring any amount to another beneficiary account via this service. Also, the Bank has the right to reject the execution of any of the instructions received through the service at its absolute discretion and the customer has no right to object.
17. The request to register EGBANK Soft Token for minor accounts is accepted under special conditions determined by the Bank.
18. The service shall be automatically locked if the customer enters the login password incorrectly more than the maximum number of times allowed according to the policies and procedures of the Egyptian Gulf Bank (it is possible to know the number of times allowed through the branch or the call center). In case the service is locked, the customer must refer to any of the Bank branches or contact the call center for assistance.
19. In case of losing or forgetting the password for any reason, the customer must immediately contact the call center to help create a new password or cancel the service and confirm that in writing by submitting a written request. The Bank shall not be responsible for all the consequences that may result from third-party use of the password only after a full working day from the date of receipt of the written request. The customer must also submit a request to re-issue the service by visiting the nearest branch.
20. In case of entering the second password (the OTP) incorrectly more than the maximum number of times allowed according to the policies and procedures of the Egyptian Gulf Bank (it is

possible to know the number of times allowed through the branch or the call center), the services/financial transfers that require the second password shall be suspended. In this case, the customer must refer to any of the Bank branches or contact the call center to for assistance.

21. The customer has the right at any time – according to the terms and conditions stipulated in this contract and in accordance with the Bank's policies & procedures – to cancel the subscription to the service by submitting a written request in any of the Bank's branches and in the exceptional cases where the customer is not able to visit the branch, he/she can stop the service by contacting the call center until the written request is submitted, and paying the service cancellation fees in accordance with the Bank Tariff announced in due course. The Bank shall execute the customer's 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 related to the service due to the Bank before the service is cancelled).

22. The Bank has the right to stop or cancel the customer's subscription in the service at any time while notifying the customer by any of the Bank's approved means of communication; by sending a text message, registered letter, email or the call center according to the data registered in the Bank. The customer may submit a request to the Bank to know the reasons for stopping/cancelling the service & the Bank shall accept or reject the customer's request at its absolute discretion.

23. The customer cannot – through the Internet Banking service - cancel any financial transaction that has been requested and executed.

24. The Bank has the right to partially/completely suspend the service for the purpose of securing the system from being hacked in case of detecting security threats to the Bank's systems over the Internet. Noting that in case of any planned outages from the service, the Bank shall inform the customers through the login page of the Bank's Internet Banking service.

25. The Bank provides service availability range of 97% throughout the year, noting that in case of service failure, the Bank applies the necessary standards to retrieve the service within three hours, where the Bank shall not bear any responsibility in case of irregularity or interruption of the service due to conditions beyond the Bank's control and thus the Bank is exempted from any legal liability as a result.

26. In the event of any customer complaint, he/she is entitled to submit the complaint to the Egyptian Gulf Bank through any of the Bank means for submitting complaints. The complaint shall be answered within a period that does not exceed 15 working days from the date of its receipt (except for complaints related to transactions with third parties, the customer will be notified of the period necessary to study the complaint according to the nature of the transaction in question). In the event the customer does not accept the content of the response, he/she has the right to re-submit the complaint within 15 days from receiving the response, including the reasons for non-acceptance. In case the final response to his complaint is not accepted by the Bank, the customer has the right to escalate the complaint to the Central Bank of Egypt in accordance with the applicable regulations in this regard. The customer should not submit his/her complaint directly to the Central Bank of Egypt before referring to the Egyptian Gulf Bank. The customer can view the means, rules & detailed procedures of submitting complaints on the Bank's website or by referring to any of our Bank's branches.

27. The customer is committed to read the awareness guides, warnings and notifications related to the service issued by the Bank.

28. The customer authorizes the Bank to deduct from his/her account all the fees, expenses and commissions arising from the use of the services and the operations available through this service according to the Bank announced Tariff and in case of any amendment to the Bank tariff, the customer shall be notified in advance via the login page to the Internet Banking, email, sending a text message, registered letter or the call center according to the data registered in the Bank.

29. The customer acknowledges the validity of all the financial transactions that are executed on his/her account as a result of using this service, that they are considered correct, and that he/she accepts the resulting consequences on his/her accounts with the Bank and has no right to object them.

30. In case of manipulation of the customer's account or the theft or loss of the card(s) or the service password issued to the customer 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 the account fraud, theft or loss of the card(s) or the service password, where 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 customer or by deception from him/her.

- The customer shall be responsible:

a. If the Bank is assured that the customer has not taken the precautionary measures and exerted the necessary efforts to safeguard all the information related to the service, 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 customer to immediately report the occurrence of fraud in his/her accounts or the loss or theft of the bank cards issued to him/her or the password related to the service.

31. The terms and conditions for opening the accounts applicable in the Bank are considered an integral part of this request and a complementary condition to its provisions except for what is otherwise stated in the terms and conditions of this request.

32. In case of any legal dispute between the Bank and the customer as a result of using this service, then the data registered in the Bank's records and magnetic media shall be means of proof whose contrary cannot be proved and will be considered a full evidence for both parties.

33. This contract and terms for using the services contained therein shall be subject to Arab Republic of Egypt laws. Any dispute that arises regarding its interpretation or implementation shall be considered by the Cairo Economic Court.

#### 4) Terms & Conditions of transfers through the Internet Banking Service:

The customer authorizes the Bank to execute the instructions received from him/her through the Internet Banking service, and this authorization includes the following:

1. Transfers are conducted automatically on the day specified by the customer if the transfer is between the Egyptian Gulf Bank accounts, or within the next following working day if the transfer is to an account outside the Egyptian Gulf Bank inside Egypt. In case the transfer is to an account outside Egypt in a currency different than the account currency, then the amount shall be deducted from the customer's account on the day of execution according to the announced rate in due course.

2. The Bank is not committed to execute the transfer requests on the same day of receiving them if they are received after 2:00 PM

3. The customer declares his/her knowledge that the requests issued by him/her are only executed on official banking working days, whether to beneficiaries inside or outside the Arab Republic of Egypt.

4. The Bank has the right not to execute the transfers requested by the customer, if the balance is not available in the account at the time of the transfer, or if the transfer amount exceeds the daily transfer limit announced in the Bank Tariff which can be viewed through the Bank's website.

5. The Bank has the right at any time to change the daily transfer limit without prior approval from the customer while notifying the customer by any of the Bank's approved means of communication, through the login page to the Internet Banking, email, sending a text message, registered letter or the call center according to the data registered in the Bank.

6. The Bank does not bear any responsibility for not executing or for the delay in the execution of the transfer due to reasons beyond its control or due to failures of electronic or telecommunication networks.

7. Regarding the recurring transfers and future transfers services, the customer is fully responsible for the data entered from his/her end according to which the transfer is executed without any responsibility on the Bank, and the Bank is not obliged to execute any transfer in case that the account balance is not sufficient on the date specified by the customer to execute the transfer.

8. When stopping or canceling the Internet Banking service based on the customer's request or for any other reason, the future transfers and recurring transfers are not automatically canceled, and they can be canceled only by submitting a written request by the customer to the Bank where cancellation is executed by the Bank within two working days from the date of receiving the request. Noting that it is not possible to cancel future transfers issued to accounts within the Egyptian Gulf Bank, which were previously requested through the service.

9. The customer can cancel any recurring transfer by him/herself through the Internet Banking service only if the recurring transfer has not been executed by Bank.

10. The customer can cancel any future transfer that has not been executed yet and this is applicable only for the transfers issued to accounts outside the Egyptian Gulf Bank, by submitting a written request to the Bank where cancellation is executed by the Bank within two working days from the date of receiving the request.

11. For local and international transfers executed via the service, the customer must provide the Bank with sufficient information regarding the beneficiary identification & address and the beneficiary's bank and bank account details, in addition to the purpose of the transfer. The customer shall bear full responsibility resulting from any mistake in the data related to the beneficiary that is stated in the instructions issued from the customer to the Bank.

12. In the case of cancelling the transfer request, the Bank is not obliged to refund the transferred amount before receiving the needed confirmation that the value has been credited to the Bank's account held with the correspondents. Noting that the value shall be refunded after deducting the expenses incurred by the Bank in accordance with the Bank Tariff as well as the expenses incurred by the correspondents. Also, the amounts transferred in foreign currencies - which were purchased via the Bank - will be re-transferred to the local currency according to the announced exchange rate on the date of refunding the value to the customer's account.

13. All terms and conditions for transferring funds applicable in the Egyptian Gulf Bank shall apply to the transfers executed through the Internet Banking service.