MINT Individual Account Opening Terms & Conditions

First : General Terms and Conditions for EGBANK Accounts and Services

1. These terms and conditions specify the Bank 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 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 (MINT Account Opening) request and the data it includes, terms and conditions shall be the contract between the Egyptian Gulf Bank and the customer 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. These terms and conditions and the amendments thereof shall be considered an integral part of the account opening documents, and the documents related to the banking services provided by the Bank to the customer. The customer has the right to view the Account Opening request before signing it, and shall be entitled to receive a copy from the request at any time after opening the account. The customer 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.
4. 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.
5. The customer's signature on the account opening request and applications, subscription to or usage of any of the Bank's services/products and execution of any transaction shall all constitute the customer's acceptance of the terms & conditions governing them as well as any amendments thereto from time to time by the Egyptian Gulf Bank.
6. 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.
7. The customer acknowledges that the Bank's tariff and its amendments are considered an integral part of these terms and conditions and the customer has 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 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. The customer should not, under any circumstances, provide any details of his/her Bank account or any other specific banking information to any third party. The customer 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.
9. 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.
10. 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 any delay.
11. 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 incurred fees and commissions.
12. In case of manipulation of the customer's account or the theft or loss of the token device, 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 token device, 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 the cards issued to him/her/ token device and all the information related to the service/ account, 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 token device, the Bank cards or the password related to the service issued to him/her.

I. Definitions

1. 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 45B - North Teseen Street - Fifth Settlement.
2. Customer: Means the account holder.
3. Account: Means any account opened with the Egyptian Gulf Bank and this includes all types of accounts.
4. **MINT Account for Individuals:** Is the account whose owner's age lies in the age bracket of MINT customer which is determined according to the Bank's policy and is announced in the Bank's website.
5. Business Day: Means any day on which the Bank is open to operate business formally.
6. Card: Means all types of Debit Cards issued by Egyptian Gulf Bank used to transact over the customer's account(s) locally and/or internationally according to the operating terms and conditions.
7. Cardholder: Is the person under whose name the card is issued by the Bank and carries out banking transactions through his/her Bank account. It implies both the primary and supplementary cardholders (if applicable).
8. Primary Cardholder: Is the person who signed this request, and for whom the card account has been opened by the Bank in his/her name, and has the full responsibility and liability towards the Bank for repaying and settling all the financial dues resulting from the issuance and usage of the card, as well as any fees, commissions, and other dues resulting from the utilization of the card whether primary or supplementary which is deducted in accordance to the applicable tariff published on the Bank's website and/or in the Bank branches.
9. Supplementary cardholder: Is the person for whom a supplementary card is issued as per the primary card holder instructions (The supplementary cardholder age must not be less than 16 years at the date of issuing the card).
10. Card Usage: Means using the card for withdrawing cash or purchasing goods or receiving banking services using the card.
11. Card Expiry: Means its period of validity, which is automatically renewed unless there are restrictions from the Bank or written instructions from the customer not to renew it.
12. 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.
13. E-Statement Service: The E-statement services provided by the Bank and other ancillary services (if found).
14. E-Statement: An account statement issued in electronic form and sent through the service URL.
15.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.
- Token Device: An electronic device with a display screen used to access the service, perform third party payments, confirm beneficiary data, book term deposits and many other similar critical activities. This device 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. The token device is subject to fees which is deducted upon issuance in accordance to the Bank tariff which is announced in the Bank's website and in the Bank's branches.
- 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.
16. Mailing Address: Refers to the address registered by the customer in the Bank for the purpose of receiving the printed statements and correspondences.
17. Call Center: Means the Egyptian Gulf Bank call center and can be contacted by calling 19342 inside Egypt and +202-26733118 outside Egypt.

Second: General Terms and conditions:

1. The customer declares that he/she is the sole beneficial owner of opening the account and that all funds and transactions on the account are from legal and legitimate sources. The customer declares that he/she is not under any legal incapacity or restrictions to operate his/her accounts.
2. The customer irrevocably and unconditionally declares that all the funds deposited to his/her account by any banking means, whether by him/herself or by any third party, unless objected to the same within 30 days from being credited to his/her account, are considered fully and ultimately owned by the customer and that he/she knows the source of funds and acknowledges its legal and legitimate source.
3. The customer confirms that the given data is true, correct and comprehensive. The customer acknowledges that he/she shall update his/her information within 30 days of any changes that may occur to the data provided to the Bank, upon acquiring another nationality or upon the Bank request. The customer authorizes the Bank or its delegates to verify the correctness of data by any means the Bank deems appropriate.
4. The customer acknowledges that he/she has fully and properly disclosed at his/her own risk his/her status in regards to holding US nationality or permanent residency in the United States as well as for all the data that may refer to the American identity. The customer undertakes to immediately inform the Egyptian Gulf Bank in writing upon the occurrence of any change to his/her data or immediately after obtaining US citizenship or Green Card (if he/she did not acquire it at the time of opening the account), and undertakes to complete and provide all the data and documents that may be required by the Egyptian Gulf Bank to fulfill its obligations towards the application of US Tax Law (FATCA). The customer also acknowledges his/her responsibility for all of the above-mentioned with no liability on the part of the Egyptian Gulf Bank.
5. The customer acknowledges that he/she approves and permits the Egyptian Gulf Bank to disclose any data or information relating to all types of his/her personal accounts, any funds deposited in the Bank whether to individual or joint accounts and/or all types of incompetent person(s) accounts operated and managed by the customer in his/her capacity as (guardian/custodian/curator/grantor) whether these accounts are independent or joint to any relevant authority in relation to the implementation of FATCA whether this authority is local or foreign and grants permission to this authority to exchange the said information with third parties for the purposes of FATCA enforcement.
6.The customer acknowledges that the privileges specified for the account will be canceled as soon as his/her age exceeds the MINT age bracket which is determined according to the Bank's policy and is announced in the Bank's website.
7. The customer acknowledges that he/she is aware of and knows that the Egyptian Gulf Bank is not authorized to provide advice or tax information, both with respect to the application of FATCA law or any other tax law, and that if he/she has any queries or terms that require clarification regarding FATCA then he/she should refer to his/her tax advisor without any responsibility on the Egyptian Gulf Bank.
8. This account and its sub-accounts are subject to expenses and fees 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.
9. In case of applying any change to the fees and commissions, 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.
10. The customer acknowledges his/her 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 he/she does not comply with the above, the Bank has the right to take the necessary towards closing the customer's account.
11. The customer acknowledges 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.
12. 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.
13. 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 his/her 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 customer's balances fall below the limit stated in the tariff.
14. In case the customer wishes to transfer his/her 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.
15. All the notifications and correspondences sent by the Bank to the customer according to the customer's data registered in the Bank books are considered correct unless the customer informs the Bank of its change as soon as it occurs via registered mail. All the Bank's correspondences are deemed delivered to the customer once sent by mail/registered mail/sms/email - as per the customer's data registered in the Bank as advised by him/her – 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 customer.
16.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.
17. This contract was written in both Arabic and English, in case of any conflict between the two languages the text in Arabic language shall be deemed to be applicable in accordance with its provisions.

Third: Terms & Conditions of Operating the Account

1. The customer undertakes to abide by all terms and conditions of dealing over the account and acknowledges his/her commitment not to use the account/ his personal accounts in executing any commercial transactions.
2. The Bank keeps and protects the confidentiality of the customers' personal and financial information and adopts the confidentiality policy in regards to the customer and the account itself in accordance with the Central Bank of Egypt law. The customer authorizes the Bank to disclose some or all of his/her personal data or the data related to his/her transactions as per the applicable laws and regulations in case of any legal action by the Bank against the customer to restore or establish its rights in case of any legal dispute arising between the Bank and the customer regarding these transactions. The customer also agrees and authorizes the Bank to disclose all his/her 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 products in accordance with its regulations.
3. The customer authorizes the Egyptian Gulf Bank to conduct all the necessary investigations on his/her account(s) held with any of the Banks operating in Egypt or in any country abroad and for this purpose, shall be allowed to collect any requested data.
4. In case the customer does not fulfill all documents required by the Bank as per its internal policy and procedures, the Bank shall have the right, at its own discretion, not to accept operating on this account at any time without giving reasons.
5. In case the Bank refuses to open the account to the customer at its sole discretion and in accordance with the applicable policies and procedures in this regard, the customer shall have the right to reclaim only the original documents submitted by him/her to the Bank at the time of requesting to open the account, and within a maximum period of two months from the date of requesting to open the account. In case the customer does not visit the Bank to receive these documents within the mentioned period, then he/she shall lose the right to reclaim any of these documents for good and this shall be considered as authorization from the customer to the Bank to destruct such documents in accordance with the Bank's procedures in this regard. In case the customer requests to know the reasons for rejecting his/her request, the Bank shall accept or reject the customer's request at its absolute discretion.

6. 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.
7. The customer should ensure maintaining the cheque book issued by the Bank in a safe place and shall be responsible for all the consequences that may result from the loss, theft, forgery or illegal use of these cheques. The customer also undertakes to immediately notify the Bank in writing in the event of loss of any cheque(s).
8.It is not allowed to open a current account and/or issue a cheque book except for adult customers or in the case of a minor authorized to trade in accordance with the Bank's procedures in due course.
9. The Bank accepts cheques' stop payment in cases of loss, theft, bankruptcy of the holder or for any other reasons that the customer may deem. The stop payment action shall be carried out under the full responsibility of the customer. In such case, the cheque amount shall be blocked until obtaining a declaration signed by the customer (drawer) and the beneficiary attesting that the cheque has not been endorsed and that the beneficiary has obtained its value.
10. The Bank informs the customer with a statement of his/her 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 customer's account during the account statement period. In case objection is not received from the customer 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 him/her with the balance, the customer 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 customer as soon as they are sent through the mail to the last address registered in the Bank by the customer, and the e-statements sent to the customer are considered to be received at the same time as they are sent.
11. 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.
12. The Bank is entitled, at any time, to close the customer's account(s) upon its sole discretion and without providing any reasons and the Bank shall be exempted from any financial obligation in respect to the closed account by issuing draft cheque(s) with the net balance at account closure after deducting any amounts due from the customer in favor of the Bank, and sending a letter to the customer by registered mail to the latest address the customer has provided the Bank with in order to visit the branch holding the account & receive the draft cheque without any responsibility on the Bank. The Bank may take any procedure to close the account if the Bank believes that the customer has provided at any given time false/incomplete data, or if the account is used illegally or if the customer breaches any of these terms and conditions.
13. The customer has 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. If the customer is not able to return them, he/she 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 customer's 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.
14. The customer should - in case any change occurs to his/her address registered in the Bank - notify the Bank within 30 days from the said change.
15. The customer agrees to the Bank's right to accept or reject this request. In case the request is accepted, the customer authorizes the Bank to deduct from his/her account all the fees and commissions related to the services which he/she has chosen in accordance to the announced tariff on the Bank's website and in the Branches. In case the customer requests to know the reasons for rejecting his/her request, the Bank shall accept or reject the customer's request at its absolute discretion.
16. Withdrawal from this account shall be carried out either by a cash withdrawal receipt signed by the customer proving the direct receipt of cash or by cheques that customer draws on the Bank (from the cheque book given to him/her 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 customer shall be charged with fees, where the fees and the minimum specified shall be determined according to the Bank's announced tariff.
17. If any of the accounts becomes overdrawn without prior approval from the Bank or if the bank overdrawn the account for any reason , 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.
18. The customer authorizes the Bank to deduct automatically any amounts that have been credited to the account by omission or error and the customer authorizes the Bank to overdraw his/her account in case the balance is insufficient to take the said action where notifying the customer shall be by posting the transaction and displaying it in the account statement.
19. The Bank shall not be liable for any losses resulting from the mail services, whether due to late presentment of payment orders or instruments, or in case of failure to submit them or request their collection or provide notice of non-payment or refusing to pay any amount and the Bank is entitled to recover any amount paid in advance and whose value is not collected.
20 The customer acknowledges 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 him/her for collection or for discount. The customer further exempts 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 customer also undertakes to bear all fees, expenses and legal penalties inflected to the Bank and to pay them immediately to the Bank and the Bank's documents will be considered full proof against him/her.
21. The customer authorizes the Bank to deduct from his/her account all the expenses resulting from this account such as account opening fees, annual 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.
22. The customer delegates the Bank to carry out all banking operations such as collection of cheques, commercial bills, coupons, buying and selling stock exchange shares, the opening of documentary credits, the sale of merchandise on his/her behalf; also the customer delegates the Bank to initiate the protest for non-payment of cheques and commercial bills and 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 remain valid as long as the account is opened and under the customer's full responsibility.
23. The customer authorizes the Bank to debit his/her account(s) at any of its branches with all the presented commercial bills, guarantees, cheques and all withdrawals debited or covered or purchased by him/her and bearing his/her signature.
24. For the transactions in foreign currency other than the currency of the account, the customer declares his/her 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.
25. The customer declares and agrees that if he/she holds 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 this currency is available. The foreign exchange rate is determined according to the Bank announced rates on the date of payment.
26. If the customer holds more than an account with the Bank in any of its branches (the original account and its subsidiary accounts and/or saving funds (certificates - deposits or any other saving fund), then he/she agrees to consider them all one unit and authorizes the Bank to deduct from his/her credit accounts any amounts in order to pay the Bank dues, so that the customer shall not be entitled to any credit balances except after settling all accounts, whatever they are and in any currency and after paying all debts due to the Bank whether principal, interests, expenses or to settle any amounts due on the customer for any reason.
27. The customer has the right to offset or settle his/her 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.
28. In the case of customer's death or loss of his/her legal capacity the Bank does not bear responsibility for any losses that may arise from any transactions related to the account unless the Bank receives written notification accompanied with documents that are considered legally accepted.
29. Any power of attorney or delegation issued by the customer whether general or special, before or after opening the account(s), if it will allow the attorney or the delegated person to act upon the customer's account(s) shall remain in effect until he/she notifies the Bank in writing otherwise.
30. The Bank may, without any obligation, authorize any delegation or power of attorney authenticating the customer's signature that has been issued from the official authorities of any country or correspondent banks, even if the customer's signature is not identical to the specimen held with the Bank.
31. In case of cancellation of power of attorney(s) issued by the customer, he/she must notify the Bank by submitting a written request or by a registered letter (registered mail). The cancellation instructions will not apply except one working day after receiving the cancellation instructions in the branch that holds the account. The Bank shall not be responsible for any transaction(s) performed before that date.
32. The customer irrevocably and unconditionally authorizes the Bank to record all call conversations made through the call center in order to serve as a final and conclusive proof that cannot be objected.

Fourth: 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.

Fifth: Terms & Conditions of Financial Services

1- Terms of Using The Debit Card

1. The customer should review these terms and conditions as they include the full details in regard to customer's obligations resulting from obtaining our Bank's debit card and how to use it. The customer must also ensure that he/she fully understands them and that he/she shall be able to adhere to them before signing them. The customer's signature on this application is considered an explicit approval from him/her 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 customer also declares his/her approval that the Bank has the right to amend any or all of these terms and conditions at any time, where he/she 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. Issuance and use of the debit card and the supplementary card(s) is subject to expenses and fees which include issuance/re-issuance fees, and renewal fees, in addition to any other fees related to the debit cards in in accordance with the Bank's applicable tariff, which can be accessed through the Bank's website or through our Bank branches.
3. In case of applying any change to the fees and commissions, 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.
4. The customer agrees with his/her 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.
5. The customer agrees that the Bank shall deliver the card through the courier company that provides the mailing services to the Bank. He/She also acknowledges 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 acknowledgement of receipt of the card in person.
6. Once the customer receives the card, he/she should activate it by contacting the Call Center.
7. The customer is absolutely & unconditionally responsible towards the Bank for all the expenses & liabilities resulting from the issuance, renewal, replacement and/or usage of the primary and supplementary cards as well as all the consequences of loss, damage or misuse of the card.
8. The customer should feed his account with sufficient balances to cover the Bank's deduction of expenses & liabilities arising from the use of the card. The customer accepts to deduct the value of the card usage immediately from his account balance.
9. The Bank is not responsible by any way if any entity rejects the card in the dealings.
10. In case of withdrawing amounts that lead to overdrawing the account linked to the card for any reason whatsoever, the customer shall be committed to settle this balance immediately in addition to the expenses stipulated in term no. 16 in the part no. 3 of these terms & conditions as per the announced tariff. In case of non-payment, the customer authorizes the Bank to deduct from any of his/her credit accounts or guarantees in his/her name in the Bank such as deposits, certificates of deposit & others, without notifying or informing the customer or obtaining his/her approval.
11. The Bank is not responsible for any disputes that may arise between the cardholder & merchants regarding the various goods & services obtained via the card. In addition, if the merchant issues a refund voucher for the total or partial amount of the sale transaction made using the card, the Bank shall not credit the account with any refunded amount unless the Bank receives its value from the acquiring Bank.
12. 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 customer 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.
13. It is agreed between the two parties that all the transactions performed by using the card inside Egypt are in Egyptian Pounds and shall be immediately deducted from the account balance. As for all the transactions performed using the card outside Egypt (in different foreign currencies), they shall be evaluated in Egyptian Pounds 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 customer is responsible of the differences in the exchange rates arising from the evaluation determined by Master Card as well as the applied charges announced by the Bank and card limits set for card usage outside Egypt.

14. The transactions carried out using the card through the Point of sale or ATMs using the pin code as well as the transactions where the customer uses the contactless card service without the pin code are the absolute responsibility of the customer and is not entitled to recourse to the Bank in case it was proved that there is negligence from the customer. Therefore, the customer should refer to the Bank's website to review the precautions and rules of dealing with electronic cards before using the card.
15. The cardholder is responsible of the safety of both the card and PIN and not to keep them in the same place. 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 customer shall bear all the amounts resulting from the use of the card from the date of loss or theft until the Bank receives the stopping request. If found, the cardholder undertakes not to use it and return it to the Bank immediately to be damaged. The customer 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.
16. The Bank is entitled to suspend the card use or cancel it at any time while notifying the customer.
17. The customer 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 customer 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.
18. 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 customer from his/her obligation towards the Bank for paying its value if the card imprint is found, the card was registered electronically in the machine. The value will be deducted from the account.
19. The customer is entitled to cancel the card(s) issued on the account by submitting a written request and returning the card(s) to the Bank, where his/her 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 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 due to the Bank before the card is cancelled).
20. The Bank shall not be responsible of any loss incurred by the customer if he/she is unable to obtain any service(s) for any reason beyond the Bank's control for example but not limited to force majeure, electricity breakdown, and/or outage of systems.
21. The card is owned by the Egyptian Gulf Bank and is considered as a consignment at its bearer. The cardholder commits to return it to the Bank upon the Bank's request.
22. The customer authorizes the Bank to renew the card upon its expiry without having to obtain the customer consent. The customer has the right to cancel the renewal by notifying the Bank in writing at least two months before the card expires.
23. In case of using the Egyptian Gulf Bank debit card on the Internet, the customer shall be responsible for protecting his/her data, the card data and to perform the transactions with the well-known stores through secure electronic devices and the customer should verify that the websites through which the operations are carried out are safe. The customer should refer to the Bank's website to review the precautions and rules of dealing with electronic cards before using the card. The customer acknowledges that the Bank shall not be liable for any damages or losses that may be incurred by the customer in the event of any negligence from the customer or due to service failure for circumstances beyond Bank control.
24. 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 or re-issue it 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 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.
25. In case of travelling abroad, the cardholder has to notify the Bank through the call center or by visiting the nearest branch. If the customer fails to notify the Bank, the Bank shall have the right to stop the card usage abroad.
26. It is prohibited to use the card in any illegal transactions, including any goods/services prohibited by the Egyptian law.
27. The customer declares his/her compliance with all the terms and conditions of the cards issued to him/her by the Egyptian Gulf Bank as well as the cash withdrawals limits set by the Bank. The customer shall 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 customer also declares that the card will not be used by any other person except its original holder and declares that the Egyptian Gulf Bank shall be entitled to stop or cancel his/her cards or take whatever actions it deems appropriate at any time in case of the customer's breach of any of the aforementioned. All the above mentioned shall be an integral part of the card issuance request.
28. In case of re-opening a closed account, and if the bank finds that a debit card was previously issued to the customer, 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 Call Center, the customer shall create PIN number through one of the Bank ATMs by following the below procedures:
   - Once the customer inserts the card in the ATM, he/she will be shown a screen containing several options where the customer selects "change PIN" option and enters four digits PIN number created by himself.
   - The PIN number shall be automatically saved in the system so that the customer can use the card once the steps of creating the PIN have been completed.
3. The customer may, at any time, change the PIN number through any of the Bank's ATMs and in case the customer 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 Service

1. In case the customer chooses 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 customer 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. Once the customer subscribes in the e-statement service, the Bank will send a short message to his/her mobile number 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. Once the customer logs in to the URL, he/she will be requested to change the password as a mandatory requirement.
4. If the customer does not receive the sms/forgets the password, he/she should contact the call center to issue sms with a new password.
5. The customer is 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 customer.
6. By subscribing to the e-statement service, the customer will be deemed to have agreed to the discontinuation of receiving the statement of account in its paper form.
7. The e-statement is issued on monthly basis and the customer is obliged to log in to the URL to review it.
8. The customer agrees that the e-statements shall be conclusive evidence for the correctness of his/her accounts' transactions and balances at the Bank unless the customer objects via a registered letter accompanied with an acknowledgement of receipt or via a written dispute within a period of 30 days from the date of issuing the statement.
9. 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.
10. The e-statement is sent to the customer's mobile phone registered in the Bank and the customer shall be fully responsible to secure his/her phone. The customer exempts the Bank from any damages that may be incurred - directly or indirectly - as a result of not securing his/her phone which may lead to any damages, including but not limited to manipulation of the data included in the electronic statement.
11. The customer acknowledges and agrees that the storage of information – which includes but not limited to: password, account data, account balances, transaction details and any other information stored in any of the customer's personal devices – shall be at his/her own risk. The Bank shall not be responsible for the disclosure of such information to third parties.
12. The e-statements sent to the customer shall be deemed to be delivered at the time of sending them to him/her irrespective of being reviewed by the customer or not.
13. The customer 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.
14. The customer agrees that the Bank may, in its sole discretion and at any time, refuse to provide the service to the customer or terminate his/her use of the service with providing reasons for that if possible.

4) Paper Based Statement Service

1. In case the customer chooses the paper based statement service, this service is provided quarterly noting that the customer has 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 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.
3. The customer may at any time request to stop the e-statement service and activate the paper based statement by submitting a new request specifying the correspondence address in which he/she wishes to receive them or requesting to hold the mail in the Bank. The customer must give the Bank at least 10 working days' notice to execute this request, where the customer's account(s) statement shall be subject to charges according to the Bank tariff in due course.
4. Holding the mail in the Bank includes any advices, correspondences, returned documents or commercial papers and is subject to the Bank fees and commissions in accordance with the announced tariff & the customer is committed to visit the Bank periodically (maximum every 3 months) to receive his/her correspondences. The customer shall lose his/her 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.

Customer's Declarations and Undertakings for Internet Banking

1. The customer hereby declares that he/she has reviewed all the terms & conditions of subscribing to and using the Internet Banking Service stipulated in this request. The customer's signature on this application is considered an explicit approval from him/her for all the terms, 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 customer also declares his/her approval that the Bank has the right to amend any or all of these terms and conditions at any time, and that he/she has the right to review the applicable terms and conditions at any time through the Egyptian Gulf Bank's website and/or obtain a copy of them through any of the Bank's branches.
2. The customer, declares that all data, information and details provided by him/her to the Bank and stipulated in the content of this application or the attached documents are true, correct and confirmed. The customer also acknowledges his/her commitment to inform the Bank upon any change that may occur to the said data in the future and that the Bank has the right to make any necessary inquiries about this request without referring to the customer to obtain his/her approval.
3. The customer, irrevocably and unconditionally declares that all activities/transactions that are performed through the Internet Banking service are legitimate, legal, used for legitimate purposes, that he/she is the ultimate beneficial owner of the Internet Banking account and that this declaration and undertaking is an integral part of the Internet Banking service contract.
4. The customer acknowledges his/her commitment to pay all the expenses/ fees/ commissions due to the Bank and suspended on the account that are related to the Internet Banking service and the operations and services that are provided via the service. The customer also, acknowledges his/her commitment not to violate any of the terms of the contract and in case of not complying with the aforementioned, the Bank shall have the right to take the necessary action to close the customer's account.
5. The customer agrees to the Egyptian Gulf Bank's right to accept or reject this request at any time. In case the request is accepted, the customer authorizes the Bank to deduct all the fees and commissions related to the service from his/her account in accordance with the Bank tariff announced on the Bank's website and in the Branches. In case the customer requests to know the reasons for rejecting his/her request, the Bank shall accept or reject the customer's request at its absolute discretion.
6. The customer declares his/her knowledge that when performing any transaction or using any of the services through the Internet Banking service, the terms and conditions for that transaction or service are valid, applicable and can be viewed through the website or the Bank's branches.
7. The customer declares his/her consent that the Bank accepts the electronic approval as a means of authentication in regard to any electronic service provided to the customer.

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.
2. The customer has the right to review the Internet Banking request before signing it, and shall be entitled to receive a copy from it at any time after activating the service.
3. 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.
4. 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 sign by agreeing to 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.
5. Some critical functions inside the Internet Banking account – for example fund transferring to third party, activating beneficiary details, booking/cancelling time deposits and CDs, openning/closing subsidiary accounts and other critical functions - require a second random One Time Password 'OTP', generated by EGBANK Soft Token or EGBANK Token Device issued for the customer to be able to execute the service/transfer.
6. Subscribing to the Internet Banking service is free of charge, and in case the customer wishes to obtain the Token Device, the device expenses will be deducted from the customer upon receiving the device according to the Bank Tariff, 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.
7. If the customer wishes to activate some critical functions in his/her Internet Banking account which require soft token or token device (e.g. fund transferring to third party, activating beneficiaries, booking time deposits, and other critical functions) he/she must first subscribe to the fund transfer to third party service in this application. 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.

8. 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.
9. Some of the services available through the service are executed by the Bank's departments, for example: cancelling time deposits/CDs, closing sub-accounts, issuing a transfer to another beneficiary, and issuing cheque books.
10. 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 he/she deals with to receive the cheque book.
11. 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.
12. 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.
13. 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.
14. The customer is responsible for providing and maintaining his/her own equipment and for all the fees, expenses and communication charges needed to operate them when he/she subscribes to the service.
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 or EGBANK Token Device 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 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. In case of the loss/theft/damage of the Token device, the customer must immediately login to the Internet Banking account by him/herself to deactivate it or immediately inform the Bank's call center to stop the service. In this case, the same token device cannot be reactivated again & to re-use the service, the customer must submit a request to re-issue a new token device where the customer shall be obliged to pay the value of the device according to the applicable Bank Tariff in due course.
22. 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). The Bank also has the right – at any time - to stop or cancel the customer's subscription in the service while notifying the customer by any of the available means of communication.
23. 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.
24. The customer cannot – through the Internet Banking service - cancel any financial transaction that has been requested and executed.
25. 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.
26. 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.
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. 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.
31. 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.
32. 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.
33.This contract was written in both Arabic and English, in case of any conflict between the two languages the text in Arabic language shall be deemed to be applicable in accordance with its provisions.

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 following two working days if the transfer is to an account outside the Egyptian Gulf Bank. 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 working days, whether inside or outside the Arab Republic of Egypt (if the orders are to beneficiaries 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 tha 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.