

Terms and Conditions for NBE PLATINUM Services (Platinum – Platinum Plus – Platinum Elite) Segments



INTRODUCTION

These Terms and Conditions govern the relationship between the Bank and its prime Clients and mutual obligations toward each other. They apply to all products and services related to NBE Platinum Services. Matters not provided for herein shall be governed by the terms and conditions in the agreements and applications signed by the Clients, the rules and regulations applicable at the Bank, the relevant regulations issued by the Central Bank of Egypt, and the provisions of the Egyptian Trade Law and the Egyptian Civil Code and the Central Bank, Banking Sector and Money Law as amended.

These Terms and Conditions shall apply to the following Clients segments: PLATINUM – PLATINUM PLUS – PLATINUM ELITE, hereinafter referred to as “Segments”.

ARTICLE (1) DEFINITIONS:

The following words and expressions shall bear the meanings assigned to them except where the context otherwise requires. Words importing the singular include the plural and vice versa as follows:

“**Bank**”: The National Bank of Egypt (NBE) and all its branches, successor(s) and assignee(s).

“**Clients**”: Account holder(s) classified under the Segments subject of this service.

“**Account**”: Any Account held with NBE subject to these Terms and Conditions.

“**Card**”: Any (original and/or supplementary) debit card issued by the Bank to the Clients or to any authorized person by the Clients. Such Card shall be used to operate the Client's Account(s) linked thereto. It is an electronic payment card subject to international regulations of electronic payment cards set by international organizations/ national network rules for payment cards having a special national sign «Mezza».

“**NBE Call Center**”: Banking services provided by NBE by phone 24/7.

ARTICLE (2) ELIGIBILITY CRITERIA

Clients are segmented as per the table below:

Criteria	Definition
Client's total assets under management (AUMs)	Clients are segmented based on their least credit balance for 3 consecutive months, in case a client purchased a Term Deposit / Deposit with a tenor more than 3 months they are segmented directly
Related Clients “Client's family”	Platinum Plus and Platinum Elite Clients can add family members such as their spouse and/or children «First Degree Relationship» to benefit from the non-financial advantages of the Platinum segment. These services will be launched gradually. A guardian father or mother will benefit from these advantages in case their minor is eligible to be within the Platinum Plus – Platinum Elite segment.
VIP	Clients classified as VIPs are segmented and can benefit from the non-financial advantages of the Platinum segment from the first day, on a case by case basis, subject to the approval of the Retail Banking CEO.

Affluent Clients will enjoy preferential services and exclusive products, which are subject to separate terms and conditions of which Clients are notified upon applying for each individual product.

The Bank may, at any time and at its absolute discretion, amend, cancel or limit any advantages. The Bank shall inform its Clients of any such amendments through the method it deems appropriate.

1. ELIGIBILITY CRITERIA FOR NBE Platinum SERVICES MEMBERSHIP (the Client's AUMs)

To enjoy and maintain a free Affluent Clients Services Membership, the following shall be observed:

Platinum Segment:

The Client's average total monthly AUMs (accounts, certificates, deposits) must be equal to or more than EGP 2 million or its equivalent in foreign currencies for three consecutive months.

Platinum Plus Segment:

The Client's average total monthly AUMs (accounts, certificates, deposits) must be equal to or more than EGP 5 million or its equivalent in foreign currencies for three consecutive months.

Platinum Elite Segment:

The Client's average total monthly AUMs (accounts, certificates, deposits) must be equal to or more than EGP 20 million or its equivalent in foreign currencies for three consecutive months.

2. ADDING FAMILY MEMBERS – Platinum Plus and Platinum Elite ONLY

A Client can add his/her (spouse – children) to his/her Platinum Plus and Platinum Elite membership where they can benefit from non-financial services of the Platinum segment.

In case the Client wishes to subscribe to the Service, the Client is kindly requested to contact his/her assigned Relationship Manager or visit the nearest branch to submit a family membership application which must be signed by the Client and the relevant family member.

ARTICLE 3 FEES AND TARIFFS

- The services are free of charge unless the Client's AUMs drop below the minimum requirements stated. The Bank provides its Clients a three-month grace period to increase their AUMs and reach the minimum threshold balance without applying any fees or expenses and the Client shall continue to enjoy all the Segment's advantages.
- Fees only apply in case the AUMs drop below the minimum threshold balance for more than three consecutive months (the grace period) after which a fee of EGP 200 is to be deducted monthly for platinum elite, EGP 150 is to be deducted for platinum plus, EGP 75 is to be deducted for platinum for 6 months in order for the Client to enjoy all membership benefits.

- In case the Client's AUMs reach the threshold balance according to the above mentioned criteria, the Platinum Plus /Platinum Elite/ Platinum free membership is restored with no fees.
- In case the Client's AUMs do not reach the threshold balance of the Client's current Segment, the Clients will be re-segmented in accordance with his/her Current AUMs.
- The Client's membership with respect to all segments depends on the current information on the Bank's accounting system. In case the Clients wishes to change any of his/her information [mobile phone number – correspondence address- etc.], s/he shall kindly visit the nearest branch.
- The Client's Debit Card will be upgraded based on the Client's Segment. The new card issuance fee will be waived and the Clients shall be charged for the renewal and all other Debit Card related fees.
- The Clients hereby authorizes the Bank to deduct any fees related to NBE Platinum Services from the Client's account(s) without obtaining the Client's prior consent.
- The Bank may apply extra fees for the services provided and modify the existing fees and expenses whenever deemed necessary. The Bank shall inform its Clients of any modifications through the method it deems appropriate.

ARTICLE 4 OPTING OUT OF THE SERVICE

Please visit the nearest branch or call 19523 or contact assigned relationship manager to opt out of Platinum Plus / Platinum Elite / Platinum membership.

ARTICLE 5 CORRESPONDENCE AND NOTIFICATIONS

Clients' memberships in any Segment depend on the existing information on the Bank's accounting system. In case the Clients wishes to change or update any of his/her information (mobile phone number; correspondence address, etc.), the Clients is kindly requested to visit the nearest branch to proceed with updating his/her information.

The Bank shall send any notification, application or correspondence to the Client's registered address with the Bank or through any electronic method the Bank provides to its Clients. Any notifications published on the Bank's website are considered a notification to the Clients.

ARTICLE 6 CHANGES AND MODIFICATIONS

The Bank may modify all or any of these Terms and Conditions and will inform its Clients of any such modifications through the method the Bank deems appropriate. The introduced modifications will thereby be considered an integral part of these Terms and Conditions without obtaining the Client's prior written consent.

The Bank may modify / upgrade / downgrade the Client's Debit Card type as per the Client's Segment.

ARTICLE 7 APPLICABLE LAW AND JURISDICTION

These Terms and Conditions shall be governed by the provisions of the Egyptian law. Any dispute arising out of the execution or application of any of these Terms and Conditions shall be settled by the courts of Cairo of different types and instances or any other court selected by the Bank in this regard.

ARTICLE 8 CONSUMER PROTECTION

NBE is keen on applying the best international standards adopted by the banking industry and laying down clear rules and regulations that govern the different stages of the relationship between the Bank and its Clients to achieve the highest levels of fairness and transparency in compliance with the Central Bank of Egypt's (CBE) regulations, with an eye to bolstering mutual confidence between the Bank and its Clients pursuant to clear rules and standards. Accordingly, it is agreed as follows:

1. Without prejudice to the provisions of the Central Bank, Banking Sector and Money Law with respect to maintaining Clients' accounts secrecy and the provisions of anti-money laundering and terrorist financing laws and regulations, the Bank undertakes to protect the information and data of its Clients as all the Client's financial and personal information and data are considered confidential and may not be used by the Bank or shared with any third party without obtaining the Client's prior written consent.
2. The Bank shall publish and regularly update the specifications/parameters/interest rates of certificates and the banking tariff applicable to all the products and services on the Bank's website www.nbe.com.eg
3. The Bank may, in case of the Client's failure or delay to perform any of its obligations and undertakings listed above, take all the necessary legal and banking procedures to preserve its rights.
4. All correspondence between the parties hereto shall be in the Arabic language.
5. The Clients may lodge any complaint with NBE's Complaints Department or with any NBE branch or by any other means made available or introduced by the Bank. The Bank shall respond to such complaint (in writing or electronically) within 15 working days from the day of receiving the complaint except for complaints regarding transactions involving external parties (the Clients will be informed of the timeframe required to examine the complaint). In case the Clients does not accept the Bank's response, the Clients has to notify the Bank of the reasons for not accepting its response in writing within 15 working days from the date of receiving the Bank's response. In case the Clients does not object to the Bank's response as stated above, this will be considered an implicit acceptance of the Bank's response to the complaint. In case the Clients notifies the Bank of not accepting the Bank's response to the complaint, the complaint shall be re-examined and the Clients shall receive the Bank's final response within 15 days. The Clients may not escalate any complaint related to this Agreement to the CBE unless:
 - NBE fails to respond to the submitted complaint within 15 working days from the date of receiving the complaint by NBE;
 - The Clients does not accept the Bank's final response to the complaint.
6. The Clients has carefully read all the Terms and Conditions and clearly understood their contents.