

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



## INTRODUCTION

These terms and conditions govern the relationship between NBE, its prime Clients, and their 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 Client, 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 Client segments: NBE Platinum – NBE Platinum Plus – NBE 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 requires otherwise. The singular form of some words is also intended to refer to their plural, and vice versa, as follows:

**"Bank":** refers to the National Bank of Egypt (NBE) and all its branches, successor(s), and assignee(s).

**"Clients":** refers to Account holder(s) classified under the segments concerned with this service.

**"Account":** refers to any Account held with NBE is subject to these Terms and Conditions (T&Cs).

**"Card":** refers to any (original and/or supplementary) debit card issued by the Bank to the Client or any authorized person designated by the client. Such card shall be used to operate the client's account(s) linked thereto. The card is an e-payment card subject to international regulations of e-payment cards set by international organizations and national network rules set for payment cards with a special national label: «Meeza»

**"NBE Call Center":** refers to Banking services are provided by NBE via phones 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 three consecutive months. If a client has purchased a term deposit/deposits with a tenure of over three months, they are segmented directly to NBE Platinum segments.
Related "Client's family"	NBE Platinum Plus and Platinum Elite Clients can add family members, such as their spouse and/or children (first-degree relatives), to allow them to benefit from the non-financial advantages of the NBE Platinum segment. A guardian father or mother will benefit from these advantages if their minor is eligible to be within the NBE Platinum Plus or Platinum Elite segment.
VIP	Clients classified as VIPs are segmented as NBE Platinum members. They can benefit from the non-financial advantages of the NBE 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, subject to separate terms and conditions that Clients are notified of upon applying for each product.

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

## 1. Eligibility Criteria for NBE Platinum Services Membership (the Clients' AUMs)

### NBE Platinum Segment:

The Client's average total monthly AUMs (total average balances of savings and current accounts for the last three months, total balances of certificates and term deposits with a tenor of over three months, and total balances of investment funds by the end of the month) must be between EGP 2 million and EGP 5 million or its equivalent in foreign currencies. The Client can be categorized as an NBE Platinum Client within two business days upon purchasing CDs worth EGP 2 to 5 million instead of waiting until the end of the month.

### NBE Platinum Plus Segment:

The Client's average total monthly AUMs (total average balances of savings and current accounts for the last three months, total balances of certificates and term deposits with a tenor of over three months, and total balances of investment funds by the end of the month) must be between EGP 5 million to EGP 20 million or its equivalent in foreign currencies. The Client can be categorized as NBE Platinum Plus within two business days upon purchasing CDs worth EGP 5 to 20 million instead of waiting until the end of the month.

## **NBE Platinum Elite Segment:**

The Client's average total monthly AUMs (total average balances of savings and current accounts for the last three months, total balances of certificates and term deposits with a tenor of over three months, and total balances of investment funds by the end of the month) must be equal to EGP 20 million or more or its equivalent in foreign currencies. The Client can be categorized as an NBE Platinum Elite Client within two business days of purchasing CDs equal to or more than EGP 20 million instead of waiting until the end of the month.

### **2. Adding first degree Family Members applies to NBE Platinum Plus and Platinum Elite Only**

- The client can add a family member (children/ spouse) to his Platinum Plus or Platinum Elite family and they will be able to benefit from the financial and non-financial services.
- Clients who wish to subscribe to this service are kindly requested to visit the nearest branch to submit a family membership application, which the Client and the relevant family member must sign.

#### **Article (3) Fees and Tariffs**

- services are free of charge unless the Client's AUM drops below the minimum requirements defined earlier. 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. Thus, the Client will be able to continue enjoying all the segment's advantages.
- Service fees once the AUMs drop vary per segment
  - EGP 200 monthly deduction for NBE Platinum Elite,
  - EGP 150 deduction for NBE Platinum Plus, and
  - EGP 75 deduction for NBE Platinum for six months for the Client to enjoy all membership benefits. If the Client doesn't want to benefit from the service, he/she can request instant downgrade through the Call Center free of charge.
- If the Client's AUMs reach the threshold balance according to the above criteria, the NBE Platinum Elite, NBE Platinum Plus, and NBE Platinum free membership is restored without fees.
- In case the Client's AUMs do not reach the threshold balance of his/her current segment, the Client will be re-segmented in accordance with his/her current AUMs.
- In case the Client's balances dropped for three consecutive months, an automated SMS will be sent to the Client, to which he/she can respond by agreeing to continue with the same segment. Fees will apply according to the Segment in which he/she is included, or upon refusal, he will be re-segmented according to his/her current AUMs.
- The Client's membership with respect to all segments depends on the current information on the Bank's accounting system. Suppose the Client wishes to change any of his/her information, such as his/her mobile phone number, correspondence address, etc. then the Client is kindly requested to visit the nearest branch to update his/her information.
- The Client's debit card will be upgraded based on his/her Segment. The new card issuance fee will be waived, and the Client will be charged for the renewal and all other debit card-related fees.
- The Client hereby authorizes the Bank to deduct any fees related to NBE Platinum services from his/her account(s) without obtaining his/her prior consent.
- The Bank may apply additional 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 appropriate method.

#### **Article (4) Correspondence and Notifications**

Client's memberships in any segment depends on the existing information in the Bank's accounting system. In case the Client wishes to change or update any of his/her information (mobile phone number, correspondence address, etc.), the Client is kindly requested to visit the nearest branch.

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 notifications sent to and addressed to the Client.

#### **Article (5) 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 changes introduced 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, or downgrade the Client's debit card type as per the Client's segment.

#### **Article (6) Applicable Law and Jurisdiction**

The provisions of the Egyptian Law shall govern these terms and conditions. Any dispute arising from the execution or application of any of these terms and conditions shall be settled by the courts of Cairo of different types and specialties or any other court selected by the Bank in this regard.

## Article (7) 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, to bolster confidence between the Bank and its Clients under clear rules and standards. Accordingly, the following has been agreed upon:

1. Without prejudice to the provisions of the CBE, banking sector, and money law with respect to maintaining the confidentiality of Clients' accounts and the provisions of anti-money laundering and terrorist financing laws and regulations, the Bank is committed to protecting the information and data of its Clients. The Client's financial and personal information and data are considered confidential. They may not be used by the Bank or shared with any third party without obtaining the Clients' prior written consent.
2. The Bank shall publish and regularly update the specifications, parameters, and interest rates of certificates and the banking tariff applicable to all its products and services on the Bank's official website ([www.nbe.com.eg](http://www.nbe.com.eg)).
3. In case the Client fails or is late to meet any of the obligations or undertakings listed above, the Bank may take all the necessary legal and banking procedures to preserve its rights.
4. All correspondence between the parties hereto shall be in Arabic.
5. The Client may lodge any complaint by visiting any NBE branch or 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 receiving the complaint, except for complaints regarding transactions involving external parties (the Client will be informed of the timeframe required to examine the complaint). Suppose the Client does not accept the Bank's response. In that case, the Client has to notify the Bank of the reasons behind the rejection in writing or electronically within 15 working days of receiving the Bank's response. In case the Client 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 Client notifies the Bank of rejecting its response to the complaint, the complaint will be re-examined, and the Client shall receive the Bank's final response within 15 working days. The Client may not escalate any complaint related to this agreement to the CBE unless:
  - a. NBE fails to respond to the submitted complaint within 15 working days from the date the Bank receives the complaint; or
  - b. The Client rejects the Bank's final response to the complaint.
6. The Client has carefully read all the terms and conditions and clearly understood their contents.
7. The Client is obligated not to insult the Bank/its employees/commissioners/agents/correspondents, or take any action or behavior that would harm the Bank and its reputation, whether inside or outside the Bank's headquarters and branches, or by any means of electronic means or social media sites and commitment to available channels for submitting complaints, and in the event that the Client violates the above, the Bank has the right, to take all banking and legal measures against the Client to preserve its rights, in addition to closing the account.