

Terms and Conditions of Issuing Meeza Corporate Prepaid Card



The Terms and Conditions set out below apply to NBE's corporate prepaid cards. The Cardholder shall complete the Card Issuance Application. The signature of the Cardholder/the entity's authorized signatory on the Card Issuance Application shall be deemed an explicit agreement to issue and use the Card subject to the following terms and conditions:

Article (1): Definitions

In this Application, the terms:

1. Bank: means the National Bank of Egypt (NBE) and all its branches, successors and assignee(s);
2. Card: means any prepaid card issued by NBE to the Customer. It is a local e-payment card governed by the e-payment card regulations issued by the Egyptian National Payments Council for the local "Meeza" branded cards;
3. Cardholder: means the natural person assigned by the Customer to use the Card and whose name is printed on the Card next to the Customer's name. The Cardholder is entitled to request the Card's stoppage, cancellation, non-renewal, replacement and/or obtaining the statement of any transaction carried out using the Card;
4. Card transactions: mean making cash deposits and withdrawals or purchases, or obtaining banking services, using the Card via all NBE means; and
5. Card term: means the validity term of the Card which is renewed automatically unless the Bank, the Customer or the Cardholder opts for or instructs otherwise.
6. Types of Meeza corporate prepaid Cards:
 - 6.1 Open prepaid Card: means a Card on which no restrictions/requirements are placed and can be used in cash withdrawal /deposit /making transfers /receiving transfers /making purchases via POS terminals or in online shopping (e-commerce). It can also be used at any merchant /entity/ company.
 - 6.2 Semi-open prepaid Card: means a Card that can only be used in making purchases via POS terminals or in online shopping (e-commerce) but not in cash withdrawal. It can be used at any company/ entity.
 - 6.3 Semi-closed prepaid Card: means a Card that can only be used in making purchases via POS terminals but not in cash withdrawal. It can be used at a specific group of companies/entities/ restaurants.
 - 6.4 Closed prepaid Card: means a Card that can only be used at a particular merchant/company. It may not be used in cash withdrawal or in online shopping. The Card may be used within the network of such merchant/company.
7. The Customer (Card applicant): means an entity and/or company in whose name the Card is issued and which shall assign an affiliated person to use the Card under its full responsibility in this respect. The Customer shall be represented by an "authorized signatory" who shall be entitled to request the Card's issuance, stoppage, cancellation, non-renewal, replacement, obtaining the statement of any transaction carried out using the Card and/or adding or removing any service offered with respect to the Card.

Article (2): Card uses

1. A password is created by the Cardholder via any NBE ATM.
2. In case of Card stoppage at the Customer's option, the Customer shall contact the Call Center or visit the nearest NBE branch.
3. All transactions are made in Egypt in Egyptian pound for the Cardholder.
4. The Card shall be properly kept and may only be used by the Cardholder whose name appears on the Card. Upon the Card receipt, the Cardholder shall sign in the signature panel on the Card back.
5. The Bank shall bear no responsibility towards the Customer for any defect or failure in computers, telecommunications or any other technical matters that may affect the provision of any Card-related banking services. The Bank shall further bear no responsibility for any damage or loss that may arise if a

third party rejects to perform any transaction via the Card.

6. If the Customer, for any reason whatsoever, exceeds the balance available in the Card Account, the Customer shall promptly pay to the Bank, on demand, the full amount in excess of the balance in addition to any ensued charges. In all cases, the Customer shall authorize the Bank to debit any of his/her accounts with the Bank with any amounts that have been withdrawn or with the value of any other transactions made using the Card in excess of the balance available in the Card Account.
7. The Bank may automatically debit, without reference to the Customer, any amount that have been wrongly credited to the Card Account.
8. The Bank may consider any of the following documents an ample evidence that transactions were properly made using the Card, including (without limitation):
 - 8.1 Any sale receipt, transaction log, cash payment proof or any other similar document.
 - 8.2 NBE's records related to any transactions made via the Card including, but not limited to, any record related to the transactions made via mail instructions, telephone, online, etc.
9. The Bank solely may amend the daily maximum limit for purchases, cash withdrawal and online shopping. The Bank shall notify the Customer by any means deemed appropriate by the Bank.
10. The Card may not be used in legally banned transactions including purchasing any banned goods or services under the Egyptian law.
11. The Customer shall create a PIN via NBE's POS terminals or ATMs. In this case, the Customer, its representative and Cardholder agree on the following:
 - 11.1 The Customer shall be solely held liable for protecting the Card and its PIN at all times and for any losses or costs incurred by the Customer or the Bank resulting from any breach of any of the Terms and Condition hereof. The Customer shall be also liable for Card misuse, loss or theft.
 - 11.2 The Customer undertakes not to allow any person other than the Cardholder to use the Card whether such person is aware of the Card's PIN or not.
 - 11.3 The Customer shall not disclose the Card's PIN to any person and be solely held liable for any transactions made using the Card's PIN.
 - 11.4 The Customer shall not write down the PIN on the Card or keep it with the Card. However, if the Customer has to write down the PIN, it must be kept concealed.
 - 11.5 The Bank solely may amend the maximum limit of contactless featured purchases which are made without entering the PIN. The Bank shall notify the Customer by any means deemed appropriate by the Bank
12. The Customer authorizes the Bank to debit the Card Account with the Bank with all the Card's charges and commissions if the Card is used via non-NBE ATMs, and to take all relevant actions, where necessary. The Customer acknowledges that the Bank shall not be held liable for any objections by the Cardholder after 40 days from the date of contested transaction.
13. Whenever the Card is used for purchasing goods or services or making cash withdrawal, the Bank shall debit the value of such transactions to the Card Account, whether or not the Cardholder has signed the purchase document or cash withdrawal receipt. In addition, both the Customer and Cardholder shall be fully and unconditionally responsible to the Bank for the ensuing consequences.
14. If an entity issues a refund voucher related to a transaction made via the Card, the Bank shall credit the refund value to the Card Account upon receiving the new voucher from the entity. If no vouchers are issued or forwarded to the Bank, the relevant amount shall remain charged to the Card Account and any claim made by the Customer and/or Cardholder against the entity shall not be subject to any set off, reverse entries or sub-claim against the Bank.
15. Whenever the Card is used for cash withdrawal from NBE ATM within the applicable limit, yet the Cardholder does not take out all or part of the requested amount during the period of time specified to eject the amount from the ATM dispenser, and the ATM has retrieved the amount, the Bank will be held liable for returning the debited amount to the account only after performing cash count and

reconciliation of the ATM safe without any objection by the Customer and/or Cardholder.

16. The Bank shall not be held liable in any respect if an entity does not accept the Card or the Card number for online shopping. If any other bank or any NBE-accredited entity, as instructed by the Bank, requests the Cardholder to deliver the Card, the Cardholder shall cancel and submit the Card after tearing the Card into two pieces.
17. The Bank shall not be held liable for any online transactions made via websites that do not have the feature of Secure Code Service to receive the one-time password (OTP) offered by the Bank.
18. In case that the service is disrupted, the Customer shall be notified by the means deemed appropriate by the Bank.
19. In case of disputes over financial transactions or complaints, kindly contact the Call Center or visit the nearest NBE branch to submit the complaint.

Article (3): Card replenishment

The Customer may replenish the Card balance by debiting its account with the Bank, in cash, or through receiving any incoming remittances in EGP or foreign currency equivalent in EGP as per the declared exchange rate.

Article (4): Fees and charges

1. The Customer authorizes the Bank to debit the Card Account held with the Bank with the charges payable for Card issuance, renewal, replacement, and/or for the services of obtaining an inquiry statement for each debit transaction proved to be valid in spite of the Customer's objection. These fees shall be deemed an integral part of the Terms and Conditions for Card issuance and usage.
2. A commission shall be charged upon using the Card in cash withdrawal from non-NBE ATMs in Egypt according to NBE's decision in this respect. The Bank may debit any charges or commissions according to NBE's banking tariffs and the Cardholder acknowledges that he/she has read the banking tariffs declared by NBE as follows:
 - Issuance fees: EGP 100
 - Annual fees: EGP 50
 - Replacement card fees: EGP 50
 - Commission on deposit via NBE ATMs/branches: Free of charge
 - Commission on cash withdrawal via NBE ATMs: EGP 2
 - Commission on cash withdrawal via ATMs of local banks: EGP 5

The Bank may amend all the above mentioned commissions and charges, provided that such amendment is disclosed by the Bank.

Article (5): Card loss

In case that the Card is lost or stolen in Egypt or abroad, the Cardholder shall promptly contact:

NBE's Call Center via hotline number + 202 19623 or telephone number + 202 25760777, to enable the Bank to immediately stop the Card. The Customer and Cardholder shall be solely held liable for any transactions made using the Card as of the loss/theft date up till the date of notifying the Bank. The Customer and Cardholder shall also be solely held liable for any transactions made via the Card if the Card loss or theft has not been reported.

Article (6): Deposit

1. The Cardholder shall be entitled to credit the Card Account up to the maximum limit allowed for deposit (maximum limit for monthly usage) as determined by the Bank. No interest shall accrue on the available Card balance.
2. The Customer and Cardholder shall not deposit, or accept the deposit of, any funds from unknown sources or suspicious funds into the Card Account.
3. In case that any counterfeit banknotes are deposited, the Bank shall exclude them from the gross deposited amounts and the Customer and/or Cardholder shall fully assume the legal and criminal liability. The Bank

may take all appropriate legal actions and inform the relevant bodies.

4. The Customer and/or Cardholder acknowledge that they are aware that transaction information that appears on the ATM or any ATM-printed slip shall not be deemed a receipt, declaration by the Bank or proof of transaction validity. However, such information is only an ATM-printed statement in fulfillment of the Cardholder's instructions. The Customer and/or Cardholder acknowledge and agree that the value date of the funds deposited via ATM will be on the next business day following the deposit date.
5. The Customer acknowledges that it is aware that an incoming remittance received in foreign currency to the Card Account shall be converted to EGP at the exchange rate declared by the Bank and credited to the Card Account in EGP on the date of credit processing.
6. In case that the cash details entered by the Cardholder regarding the funds deposited by him/her via ATM are different from those verified by NBE staff, the details established on the Bank's records shall be the only valid reference and both the Customer and Cardholder agree in advance to the same, with no objection on their part.

Article (7): Correspondence

The correspondence and communications sent by the Bank shall be deemed delivered to the Customer once sent by regular mail to the last registered address in the Bank's records.

Article (8): Amendment

The Bank may amend all or part of the Terms and Conditions hereof without the Customer's approval. The Bank shall give a notice to the Customer of any amendments in the manner deemed appropriate by the Bank. Amendments made to the Terms and Conditions shall be an integral part hereof, without obtaining a written approval from the Customer.

Article (9): Termination

1. The Bank may, at its absolute discretion, after notifying the Customer if possible, suspend or cancel the Card for any reason whatsoever. The Customer acknowledges that the Bank shall not be held liable for any ensuing damage.
2. The Card shall remain the property of the Bank and shall, at the Bank's request, be returned by the Cardholder or any other person acting on behalf of the Customer.
3. In case of service disruption, the Bank undertakes to fulfill its obligations to the Customer including the redemption of the remaining Card balance at the conditions set out herein as soon as possible..

Article (10): Governing law

These Terms and Conditions shall be governed by the provisions of the Egyptian law. Any dispute arising out of the execution or implementation of any article hereof shall be settled by the courts of Cairo of different types and instances or any other court selected by the Bank.

Article (11): Banking consumer protection

NBE is keen on implementing the best international practices adopted within the banking system as well as setting clear principles and rules that govern the relationship between the Bank and its customers across all the stages of their interaction to meet the highest fairness and transparency standards in accordance with the Central Bank of Egypt's (CBE) regulations. In addition, the Bank aims to protect customer data and rights with a view to boosting confidence between the Bank and its customers pursuant to clear rules and principles. Accordingly, it is agreed as follows:

1. Subject to the provisions of the Central Bank and the Banking Sector Law with respect to maintaining the secrecy of accounts and the provisions of the Anti-Money Laundering and Terrorist Financing Combating Law and regulations, the Bank shall maintain the confidentiality of all the Customer's financial and personal data and information which may not be used or shared with any third party by the Bank unless the Customer's prior written consent is obtained.
2. The Bank shall make the banking tariffs that apply to all its products and services available and regularly updated on its website www.nbe.com.eg.
3. In the event of the Customer's failure or delay in meeting any of its obligations or undertakings hereunder,

the Bank may take any legal or banking procedures to maintain its rights.

4. All correspondence between the Bank and the Customer shall be in the Arabic language.
5. The Customer may submit a complaint to NBE's Complaints Department or to any NBE branch or lodge the same using any other means provided or introduced by NBE. The Bank shall respond to the complaint in writing or electronically within 15 business days of the date of its receipt, except for the complaints related to transactions processed with third parties (the Customer shall be notified of the period required to consider the complaint). If the Customer does not accept the response of the Bank, the Customer shall, within 15 business days from receiving NBE's response, notify the Bank in writing of such non-acceptance and the reason thereof; otherwise, this shall be considered an implicit acceptance of the response. If the Bank is notified of such non-acceptance as indicated above, the Bank shall re-examine the complaint and notify the Customer of the final response of the Bank within 15 business days. The Customer may not directly escalate any complaint in relation hereto to the CBE unless:
 - I. No response whatsoever is given in respect of the Customer's complaint within 15 business days from the date of its receipt by the Bank; or
 - II. The Customer does not accept the final response of the Bank to the complaint.
6. The Customer shall be entitled to review the Issuance Application before concluding the Agreement and obtain a copy thereof at any time after the Agreement conclusion.
7. The Customer has carefully read all the Terms and Conditions of this Application and has clearly and accurately understood their contents.
8. The Customer shall not offend the Bank, its employees, delegates, agents or correspondent banks or take any procedure or action that may harm the Bank or its reputation whether inside or outside the Bank's premises and branches, via any electronic means or on social media. In case the Customer violates this clause, the Bank may close the account and take all the necessary banking and legal procedures against the Customer to maintain the Bank's rights.

Article (12): Undertaking

1. The Customer undertakes to comply with the above mentioned Terms and Conditions of issuing and using the prepaid card, as well as any future amendments thereto.
2. The Customer declares that he/she is the original and sole owner and real beneficiary of the Card. (State the name of real beneficiary, if any).
3. The Customer, its representative and the Cardholder undertake to update their information immediately in case of any change or when the Bank so requests.

Article (13): Information Privacy

The information privacy policy is meant to help you understand our policy regarding the personal information you provide and how National Bank of Egypt (NBE) uses and protects your personal information in alignment with the usual strict security and confidentiality standards and pursuant to the relevant laws and legislation.

What user data do we collect (types of data)?

The information that we retain in relation to you usually comes directly from you (including without limitation the information provided when you apply for a new product/service). Such information includes the following:

- Personal information (for example: name, national ID, date of birth, nationality, job or other identification information);
- Contact details (for example: your addresses, telephone numbers or email address);
- Transaction details (for example: payments made or received by you);
- Financial information (for example: your bank account number, credit card or loan account numbers or financial history) including information provided by you concerning your accounts for the purpose of offering payment services through NBE or other service providers;
- Proof of income (for example: employer letters, payment cards or banking information) upon applying for a certain product/service; and

- Other information (for example: mortgage loan applications).

However, if you fail to provide any mandatory personal information (which you must provide), we may not be able to provide you with the required service or fulfill all our obligations towards you.

Who might we share your information with?

We shall keep your information strictly confidential, but we may share such information, if necessary according to the applicable laws and legislation, with:

- Third parties (such as insurance companies, service providers, credit agencies, correspondent banks in case of money transfers, etc.); and
- Official entities (such as government agencies and authorities, the judiciary, regulators, etc.)

Retaining your personal information

We shall retain your personal information only as long as required based on business needs. We will only use such information to the extent necessary for us to be in compliance with our legal obligations, to resolve disputes and to enforce our agreements and legal policies.

Information privacy assurance and security

NBE shall maintain the security and confidentiality of your information. It shall exert its best efforts to protect your information using cutting-edge technology and software and implementing privacy policies to help us protect all information collected from you or through any NBE service delivery channel.

It is your responsibility as a user of the service to hold the secrecy of, and not share, your information with anyone. You shall not share your username, password or OTP with anyone as the Bank will never ask you to provide such information.