Terms and conditions of using Al Ahly Net
Online / mobile phone services - Individuals

البنك الأهلي المصري
NATIONAL BANK OF EGYPT

Upon signing this application, the Customer can use «Al Ahly Net» online/ mobile phone services provided by the National Bank of Egypt (NBE) subject to the terms and conditions stated hereinafter and well as the terms and conditions indicated online/ via mobile phone. The provisions, terms and conditions of the account opening form, credit card application form as well as the conditions of NBE's banking products used by the Customer as amended shall also remain in full force and effect with respect to all transactions and the Customer's relationship with the Bank.

Article (1): Definitions

The following words and expressions shall bear the meanings assigned to them hereinafter:

- "Bank" means the National Bank of Egypt (NBE) S.A.E.
- "Customer" means NBE's customer, the holder of the card/ account.
- "Confidential Data" means all the data related to activating and using "Al Ahly Net" online / mobile phone services, including but not limited to user name, login password and/or Customer's data and accounts.
- "Hard Token" is a device held by the Customer and used to generate one-time passwords.

Article (2): Service provision mechanism

- "Al Ahly Net" service enables the Customer to perform certain banking transactions electronically, including but not limited to opening sub-accounts, purchasing and redeeming certificates, perusing statements of account, paying credit card dues, making transfers across Customer's accounts and other accounts in local currency inside the Arab Republic of Egypt, in addition to the services to be provided by the Bank from time to time.
- Upon signing the application form of "Al Ahly Net" online/ mobile phone services and completing the procedures by the Customer, and after verifying the Customer's identity by the Bank, the Bank will provide the Customer with a welcome letter containing the Customer's user code (consisting of 8 digits) in addition to the Customer's personal and financial information. The Customer will also receive a login passcode on his/her mobile phone recorded on the database.
- The Customer shall access the "Electronic Banking" services via NBE's website, and enter the 8-digit user code and the login passcode received on his/her mobile phone. After the system verifies the data entered, the Customer is directed to create login password and answer the security questions. The Customer can also change the 8-digit username to an alias name which the Customer desires to use.
- In case the Customer loses the login password, the Customer shall answer the security questions. After the system verifies the answers of the Customer's security questions, a system-verifiable passcode is sent to the Customer's mobile phone to be used by the Customer. If the Customer fails to enter the correct answers of the security questions or the passcode, s/he shall visit the branch or call Ahly Phone service on 19623 to receive a new login passcode on his/her mobile phone number recorded on the database. Then, the Customer enters the login passcode, and after being verified by the system, the Customer is directed to create a new login password.

Article (2/1): subscription to make financial transactions outside Customer's accounts and payments

- In case of subscribing to the service of making financial transactions outside Customer's accounts, the Customer receives a hard token device that creates a one-time password (OTP) to be used by the Customer in completing the financial transaction, noting that the steps of use are indicated by the Service upon executing any transfer.
- Upon the first use of the device, the Customer creates a hard token PIN.

- The hard token device is personal and may not be returned or reallocated once received from the branch.
- The Customer shall activate the hard token by contacting Ahly Phone at 19623 so that the Customer's identity can be verified and the hard token can be activated.
- In case the hard token device is lost, stolen or damaged after being received by the Customer, the Customer shall call Ahly Phone on 19623 so that the customer service representative can deactivate the hard token. The Bank shall be only held liable from the date of deactivation. If the Customer requests to receive a new device, relevant charges shall be collected.

Article (3): Money transfer

- The Customer shall not make any financial transactions, instructions, operations and/or requests exceeding the Customer's account balance. If so, the Bank will promptly reject the financial transactions, instructions, operations or requests without any notification.
- All financial transactions, instructions, operations or requests made by the Customer shall be executed using the conversion and interest rates prevailing and applicable at the Bank on the actual execution date and at the cutoff-time set by the Bank.
- Fees and commissions applicable by the Bank on transfers made to a beneficiary with another bank shall be debited.
- Customer's request shall not be executed in case there are no sufficient funds in his/her account to complete the transfer to a beneficiary with another bank on the execution date of transfer.
- The Customer shall be held liable for all the transactions executed via the services and the payment of any amounts due to the Bank resulting from that usage.
- Credit card payments made by the Customer using "Al Ahly Net" online/ mobile phone services within the official working hours are credited on the same day of payment. Payments made by the Customer after the official working hours will be credited on the next business day of the date of the Customer's request.
- The Customer declares that s/he shall be solely liable for the correctness of data related to money transfers, including but not limited to transferee's name and account number, amount, bank and branch name, etc. without the least liability on the Bank.
- The Customer shall comply with all CBE-issued rules and regulations regarding banking transfers.

Article (4): Bill payment

- The Customer shall keep sufficient account balance to pay any bills on their due dates. The Bank shall not be held liable for any non-payment of bills on their due dates because of insufficient balance in the Customer's account. The Customer shall be solely liable for any interests and/or default interests resulting from any default.
- The Customer declares that s/he shall be solely liable for the correctness of data related to the bill payment feature, including but not limited to phone number, amount, bill number, etc. without the least liability on the Bank. The Customer shall bear all the ensuing consequences as the Bank shall not verify the correctness of such data.

Article (5): Service charges

- The Customer shall bear the charges (for subscription as well as banking commissions resulting from using different electronic services) as specified and announced by the Bank from time to time. In case the Customer subscribes to the financial transactions outside Customer's accounts/payments, the charges of using the hard token shall be collected. The Bank reserves the right to amend such charges provided that the Customer is notified thereof by such means as the Bank deems appropriate. Thus, the Customer shall hereby authorize the Bank to debit any due charges from the Customer's account(s) held with the Bank.

Article (6): Service availability

- In case of service unavailability due to the failure of the systems operated by the Bank or any specialized entities in contract with the Bank, the Bank shall undertake due diligence to restore the Service within 4 hours. Otherwise, the Bank shall communicate with the Customers by such means as the Bank deems appropriate to inform them of the time by which the Service is expected to be restored.

- The Bank may, from time to time, amend, maintain and/or update "Al Ahly Net" online/ mobile phone services, which may require suspending the Service for a certain period to be determined by the Bank. In such case, the Bank shall not be liable for the Customer's failure to use the electronic banking services and the Customer may not recourse on the Bank for any claims during that period, given that such amendments, maintenance and/or update shall be announced on the Service website.

- The Bank shall not be liable for any malfunction of "Al Ahly Net" online/ mobile phone services due to any reason/event beyond its control and without any violation or negligence on the Bank's part. The Bank shall not also be held liable for any malfunction of the means of communication, any computer virus and/or any related problem.

Article (7): Liabilities and obligations

- The Bank shall maintain the confidentiality of all data and information received from the Customer in the course of providing "Al Ahly Net" online/ mobile phone services. The Bank shall keep confidential all the Customer's transactions made via the Service. The Bank shall only disclose any of the above-mentioned data, information or transactions under the applicable laws of the Arab Republic of Egypt and/or in execution of any binding judgments or orders or subject to the terms and conditions of "Al Ahly Net" online/ mobile phone services.

- The Customer declares that s/he accepts full and complete liability for maintaining confidential data and taking all necessary measures to maintain and not disclose such data to any unauthorized person, bank employee or any other entity.

- The Customer declares that in case s/he becomes aware that any of his/her accounts was stolen, embezzled or manipulated, that unauthorized financial transactions were posted to his/her account(s), or that any other unauthorized person had access to his/her confidential data, the Customer shall promptly contact the Bank and request suspending "Al Ahly Net" online/ mobile phone services in order for the Bank to take the necessary actions. If the Customer fails to do so, s/he shall be liable for any unauthorized transactions/ operations made on his/her account. Moreover, the Customer shall be liable for all instructions executed by the Bank, resulting from a request or inquiry made by any unauthorized person using his/her confidential data. The Bank shall not be liable for any claim, loss, delay charges or expenses resulting from such instructions.

- If the Customer's mobile phone is lost or stolen, the Customer shall promptly notify the Bank in order to suspend "Al Ahly Net" mobile phone services.

- The Customer declares that s/he shall be solely liable for safeguarding his/her mobile phone used for the Service and the Bank shall not be held liable for disclosing any confidential data/ information sent to his/ her mobile phone.

- The Customer shall review the warnings and alerts published on the website of "Al Ahly Net" online/ mobile phone services, and comply with all the terms and conditions shown on the website of Al Ahly Net online/ mobile phone services, which shall be deemed legally binding on the Customer.

- The Customer shall review and comply with the security tips and instructions published on NBE's electronic channels or official website.

- The Customer shall abide by all safety standards as well as any other security instructions issued by the Bank. The Customer agrees to peruse and review such standards and instructions on a regular basis. The Customer shall be held liable for ensuring the security level of the devices used for accessing the Bank's electronic services.

- The Customer shall expressly acknowledge hereunder the full authenticity of the Bank's automatic printouts proving the banking instructions/ transactions made through the Service by the Customer.

Article (8): Disclaimer

- Neither the Bank nor other specialized entities in contract with the Bank shall be held liable for any damages resulting from delay in sending/transferring the information, failure/error in receiving the information, loss of information, incontrollable malfunction, emergencies (e.g. shortage, business interruption, strikes, force majeure, natural catastrophes, security gaps), measures taken by the State authorities, or any other events. The Bank shall not be liable for any damages to the Customer, technology or electronic equipment due to the occurrence of any of the foregoing events as long as there is no violation or negligence of the part of the Bank.

- The Bank shall undertake due diligence to provide «Al Ahly Net» online/ mobile phone services, and shall not be held liable for any failure in providing the Service partially or wholly for any reason beyond the Bank's control. The Bank shall not provide any commitments or guarantees with respect to quality, speed, accuracy, etc. The Bank shall not guarantee that the programs are free of errors or deficiencies, and undertakes to handle any negative impacts on the banking operations resulting therefrom. The Customer declares that the Bank may not be held liable for the foregoing unless the Bank commits an act of violation or negligence.

- The Customer declares that his/her mobile phone, NBE ID, login password, account number and the hard token device, if received from the Bank, are all means of identification of the Customer and that any transactions executed using such means shall be deemed to be executed by the Customer since such means shall constitute an electronic signature. The Bank shall consider any person using such means to be the Customer. The Customer shall be held liable for all transactions executed using his/her respective means of identification, as well as for any change, loss or transfer of any of such means of identification to a third party until such time when the Bank can suspend the Service based on a request by the Customer. Since such services are provided online and/or via mobile phone, the Bank shall not be responsible for disclosing any confidential account information as a result of any misuse on the part of the Customer or persons authorized by him/her or due to electronic piracy.

- If the Customer wishes to change his/her mobile phone number previously entered into the Bank's customer database, the Customer shall visit the nearest NBE branch to fill in an data amendment application form.

- The Bank may add new electronic services or amend/cancel the existing services at its sole discretion, and shall notify the Customer thereof by such means as the Bank deems appropriate.

Article (9): Copyrights and intellectual property rights

- NBE's logo is a trademark owned and registered by NBE. In general, NBE is the owner of any trademarks pertaining to its products/services.

- The Customer agrees and acknowledges that s/he does not - and shall not - own any copyrights or any other intellectual property rights (IPRs) as regards any of the programs, interfaces or documents provided by the Bank to offer or improve electronic banking services. The Customer may not, and shall not, allow users or third parties to copy or amend any of such programs, interfaces or documents provided by the Bank; or upload or transfer the electronic banking service programs from/to any other computer, phone, smart phone or similar electronic device. If the Customer fails to comply with the foregoing or to secure the programs and documents provided by the Bank as a service, the Bank may claim all necessary indemnities for the damages sustained by the Bank.

- Copyrights of images, graphics, information, marks, texts, publicity materials, interfaces and webpages, including design of the website pages, are the property of the Bank and/or any other party referred to in the website pages and may not be used for any personal or commercial purposes.

Article (10): Service termination

- If the Customer wishes to suspend "Al Ahly Net" online/ mobile phone services, s/he shall call Ahly Phone on 19623 or visit the nearest NBE branch. If the Customer wishes to re-activate the Service, s/he shall visit the nearest NBE branch to fill in the data amendment application form affixed with the Customer's authorized signature.

- The Bank may terminate the Customer's subscription to the said services at any time. Such termination shall not exempt the Customer from any obligations with respect to the electronic banking services carried out till the termination date, and the Customer shall pay any due fees due to using such services up to the termination date.

- If the Customer terminates his/her subscription to the financial electronic banking services, s/he shall pay the announced due expenses of the hard token.

Article (11): Correspondences and notices

- Any notice, request or correspondence shall be sent to the Customer at his/her address established in the Bank's records. All the Bank's correspondences shall be considered as delivered to the Customer once sent by ordinary or electronic mail or any specialized courier at the Customer's latest address held with the Bank, which shall constitute evidence of notification. In case the Customer changes his/her address held with the Bank, s/he shall notify the Bank of such change by a prior written notice.

Article (12): Miscellaneous

- The Customer agrees and undertakes to comply with the terms and conditions governing the electronic banking services and channels as stipulated in Al Ahly Net website at present or as amended in the future, and that his/her use of the electronic banking channel or transaction through the electronic banking service shall be an irrefutable evidence on perusing and accepting, without the least objection, the relevant terms and conditions.

- The Customer's signature for subscribing to "Al Ahly Net" online/ mobile phone services and use of its functions shall be deemed a full approval of the above-mentioned conditions and an undertaking not to breach such conditions. These terms and conditions shall be supplementary and subject to the terms and conditions or agreements concluded and signed, or which will be subsequently signed, by the Customer with NBE. The Bank shall not be held liable for any loss, damage, costs or expenses, of whatsoever value or nature, incurred by the Customer due to breaching these terms and conditions.

- No delay or failure to exercise any particular right, power or privilege by the Bank shall constitute a waiver of such right, power or privilege or any part thereof. Further, NBE's exercise of such right, power or privilege shall not preclude any subsequent or further exercise thereof.

- The Customer declares that all data and information stated in the application form of "Al Ahly Net" online/ mobile phone services are correct, and shall be held liable if such data or information prove to be incorrect.

- The Customer shall be liable for the correctness of the information, data and transactions s/he makes via the Bank's networks as the sole user of "Al Ahly Net" online/ mobile phone services. The Customer further declares that the instructions, transactions and data entered shall be processed without further check by the Bank, obtaining written advices and/or verifying the same. The Bank shall not be liable in any way towards the Customer if any erroneous data are entered into the Bank's network.

- The Customer declares that in case the Bank sends the Customer's statements of account via any electronic channel as per the Customer's request, the Customer shall be liable for maintaining the confidentiality of such statements, and the Bank shall not be liable for leakage thereof. The Bank shall not be liable for the failure to receive such statements of account by the Customer due to reasons beyond the Bank's control and the Customer may not claim any indemnities resulting therefrom.

- The Bank shall reserve the right to reject any application form submitted by the Customer to obtain "Al Ahly Net" online/ mobile phone services. Furthermore, the Bank shall have the right to reject implementing any instructions, inquiries, transactions and/or operations received from the Customer while using "Al Ahly Net" online/ mobile phone services.

- The Bank may, at any time at its absolute discretion, suspend and/or limit the Customer's use of any of "Al Ahly Net" online/ mobile phone services.

- The Customer undertakes that all transactions carried out via "Al Ahly Net" online/ mobile phone services are legal, for legitimate purposes, and with unbanned persons and that the Customer is the real beneficiary of the services.

- The Customer authorizes and delegates the Bank to send alerts, advertisements, publicity materials, marketing campaigns related to the new products using any electronic channel, including but not limited to the internet, e-mail and SMS, and shall not deem this a violation of his/her privacy.

- The Bank shall not be liable for failure to execute any of the transactions received via the system due to any reason beyond the Bank's control. Moreover, the Bank shall not be obliged to accept any amendments or cancellation of instructions or transactions previously sent by the Customer using "Al Ahly Net" online/ mobile phone services which were already executed.

- Though the Bank uses all possible technological and security solutions to protect the Customer and "Al Ahly Net" online/ mobile phone services against cyber risks and information crimes, the Bank shall not be liable for any damage that may be suffered by the Customer due to the risks of using the internet. The Customer shall be solely responsible for the risks that may result from his/her use of "Al Ahly Net" online/ mobile phone services under this application form as long as there is no violation or negligence on the part of the Bank.

- The Customer shall be solely responsible for the use of any software and/or hardware which may threaten the security and efficiency of using of "Al Ahly Net" online/ mobile phone services leading to the disclosure of the Customer's data. The Customer shall be solely responsible for all consequences arising therefrom and the Bank disclaims any responsibility in this respect.

- The Customer shall be responsible for ensuring that his/her mobile phone used in carrying out payments via "Al Ahly Net" online/ mobile phone service is not jailbroken or rooted.

- The Customer shall indemnify the Bank against any type of losses or damages which the Bank may incur due to the Customer's breach of any of the terms contemplated hereunder.

- The Bank shall execute all instructions related to the Service subject hereof which are received via electronic banking services (including the internet and/or mobile phone) from the Customer to operate the accounts, and shall answer any inquiry made by the Customer through the electronic banking services. The Bank shall further post to the Customer's accounts any financial transactions executed through the above-mentioned services. The Customer's signature on these terms and conditions shall be deemed a declaration on his/her part that s/he is aware of the limitations imposed on the use of the electronic banking services and that the continuous uninterrupted provision of electronic banking services depends on the employed technology and the limitations. Consequently, the Customer hereby releases the Bank from any liability should the Customer be unable to use the Service for any reason beyond the Bank's control.

- The Bank's applications and records shall constitute a legally binding and conclusive evidence of the validity of the transactions and instructions.

- The Bank constantly develops its services and provides such services under terms and conditions as well as charges (if any) to be announced to the Customers, and the Customer's electronic approval of such terms and conditions shall be an integral part hereof.

Article (13): Changes and amendments

- The Bank may amend these terms and conditions wholly or partially, including the terms and conditions indicated online or via mobile phone in respect of the Service. The Bank shall notify the Customer of any amendment, via any means deemed appropriate by the Bank. The Customer shall accept these amendments to continue using the Service. Such amendments made by the Bank to these terms and conditions shall be deemed an integral part thereof. The Customer shall read the warnings and alerts sent by the Bank.

Article (14): Applicable law and jurisdiction

- All terms and conditions herein shall be governed by the provisions of the Egyptian laws and the relevant executive regulations as well as the regulatory instructions and rules. Any dispute arising in relation to the construction, interpretation or execution thereof shall be settled by Cairo courts of different types and instances or any other court selected by the Bank.

- In case of discrepancy between the Arabic and English versions, the Arabic version shall prevail.

Article (15): Terms and conditions of credit card e-statement service

1- Definitions:

The following words and expressions shall bear the meanings assigned to them hereinafter:

"The Bank" shall mean the National Bank of Egypt (NBE) S.A.E., the issuer of the card, as well as its successors and assignees. The cards center is located at 28 Sama El Maadi Towers, Corniche El Nil, Maadi, Cairo (Tel: 25945000 – Fax: 25244816 – Telex: NBEUN 20014 – Al Ahly Phone: 19623).

"Card" shall mean the original or supplementary card issued by NBE. It is an international e-payment card subject to Visa and Mastercard regulations governing e-payment cards.

"Cardholder" shall mean the holder of the original or supplementary card.

"Original cardholder" shall mean the person who signed the card issuance application form, for whom the Bank issued the original card and opened the card account in his/her name, and shall comply with all the terms and conditions of card's use.

"Supplementary cardholder" shall mean the person (not less than 18 years old) specified by the original cardholder, for whom the Bank issues a supplementary card in his/her name. S/he shall sign to indicate his/her acceptance of, and compliance with, all the terms and conditions of card's use.

"Service" shall mean sending the card's statement of account to the cardholder at his/her e-mail address specified in the service application form and registered in the Bank's records.

2- Service provision mechanism:

Upon signing the Service subscription form by the Customer and after the Bank verifies the Customer's identity, the Bank shall send an e-mail to the Customer containing a welcome letter that indicates how to enter the login password to receive the statement of account via e-mail.

3- Service utilization:

The Bank shall execute all instructions related to the Service subject hereof, i.e. sending the card's statement of account at the e-mail address specified in the service subscription form. The Cardholder's signature on these terms and conditions shall be deemed a declaration on his/her part that s/he is aware of the limitations imposed on the use of the Service and that the continuous uninterrupted provision of the Service depends on the employed technology and the limitations. Consequently, the Cardholder hereby releases the Bank from any liability should the Cardholder be unable to use the Service for any reason beyond the Bank's control.

The Bank may, from time to time, amend, maintain and/or update the Service, which may require suspending the Service temporarily or permanently. In such case, the Bank shall not be liable for the Cardholder's failure to use the Service and the Cardholder may not recourse on the Bank for any claims resulting from service suspension.

The Bank shall reserve its right to reject the subscription form submitted by the Cardholder. Furthermore, the Bank shall have the right to reject implementing any instructions or inquiries received from the Cardholder.

The Cardholder shall be liable for the correctness of the e-mail address specified by him/her in the service subscription form, at which the card's statement of account shall be sent to the Cardholder.

The Bank's records shall constitute a legally binding and conclusive evidence of the validity of the transactions and instructions related to the card.

The original cardholder shall be entitled to subscribe to the Service to receive his/her statements of account using the original and/or supplementary card(s), and may subscribe to the Service by virtue of a power of attorney, if his/her authorities include the same.

The supplementary cardholder may subscribe to the Service to receive the statements of accounts of the supplementary card only.

The Cardholder shall expressly acknowledge hereunder the full authenticity of the Bank's automatic printouts proving the banking instructions/ transactions made through the Service by the Cardholder.

4- Service charges:

The Cardholder shall bear the charges for subscription to the Service. The Bank reserves the right to amend such charges provided that the Customer is notified thereof by such means as the Bank deems appropriate. Thus, the Cardholder shall hereby authorize the Bank to post any due charges to the Customer's credit card account.

5- Disclaimer:

If the Cardholder wishes to suspend the Service, s/he shall visit the nearest NBE branch or call Al Ahly Phone on 19623. If the Cardholder wishes to re-activate the Service, s/he shall visit the nearest NBE branch to submit a written application affixed with his/her verified signature.

If the Cardholder's e-mail address indicated in the subscription form is lost or stolen, s/he shall promptly notify the Bank in order to suspend the Service. In this case, the Bank shall be only held liable from the date of notification.

If the Cardholder wishes to change the e-mail address indicated in the subscription form and registered in the Bank's customer database, s/he shall visit the nearest NBE branch or call Al Ahly Phone on 19623.

6- General provisions:

The Bank shall not be held liable for any loss, damage, costs or expenses, of whatsoever value or nature, incurred by the Cardholder due to breaching these terms and conditions.

No delay or failure to exercise any particular right, power or privilege by the Bank shall constitute a waiver of such right, power or privilege or any part thereof. Further, NBE's exercise of such right, power or privilege shall not preclude any subsequent or further exercise thereof. Rights and judicial measures legitimately and lawfully available shall be integral and supplementary to each other, and shall not replace any other rights or judicial measures stipulated by law or order.

The Bank shall be liable for maintaining the confidentiality of all data and information related to the credit card e-statement service, and shall not be liable for leakage thereof due to the malfunction of hardware used by the Customer or use of unsecured software.

The Customer declares that the services provided by the Bank to its customers shall be governed by the relevant Egyptian laws and executive regulations as well as the regulatory instructions and rules.

These terms and conditions shall be a supplementary and integral part of the terms and conditions of card use, and subject to the terms and conditions or agreements concluded and signed, or which will be subsequently concluded, by the Cardholder with the Bank.

The Cardholder declares that s/he is the real beneficiary of the Service.

7- Amendment of terms and conditions:

The Bank may amend these terms and conditions wholly or partially, provided that the Bank shall notify the Cardholder of any amendment, via any means deemed appropriate by the Bank. Such amendments made by the Bank to these terms and conditions shall be deemed an integral part thereof.

8- Service termination:

The Cardholder may cancel his/her subscription to the Service at any time subject to notifying the Bank in writing thereof. The Bank may terminate the Cardholder's subscription to the said Service at any time provided that the Cardholder is notified in advance. Such termination shall not exempt the Cardholder from any obligations with respect to the service carried out till the termination date.

9- Correspondences and notices:

Any notice, request or correspondence shall be sent to the Cardholder at his/her address established in the Bank's records. All the Bank's correspondences shall be considered as delivered to the Cardholder once sent by ordinary or electronic mail or any specialized courier at the Cardholder's latest address held with the Bank, which shall constitute evidence of notification. In case the Cardholder changes his/her address held with the Bank, s/he shall notify the Bank of such change by at least one-month prior written notice. Furthermore, the Customer shall read the warnings and alerts sent by the Bank.

10- Applicable law and jurisdiction:

These terms and conditions shall be governed by the provisions and regulations of the Egyptian laws. Any dispute arising in relation to the construction, interpretation or execution thereof shall be settled by Cairo courts of different types and instances or any other court selected by the Bank in this regard.

Article (16): Protecting customers' rights

NBE is keen on implementing the best international standards applicable in the banking system, and establishing obvious rules and principles governing the relationship between the Bank and its Customers at all stages of the transaction to achieve the best standards of fairness and transparency, comply with CBE's controls and protect customers' data and rights in a manner that instills confidence between the Bank and its Customers based on clear rules and principles. To this end, the following was agreed:

1. Without prejudice to the Law of the Central Bank, Banking Sector and Money on the confidentiality of customers' accounts and the AML/CFT Law and regulations, the Bank undertakes to protect the data and information of Customers as all the financial and personal data and information of the Customers shall be confidential and may not be used or shared with third parties by the Bank without obtaining the Customer's prior written consent.

2. The Bank publishes the tariffs of banking services as amended on the Bank's official website: www.nbe.com.eg for Customer's information.

3. All correspondences between the Parties hereto shall be in Arabic.

4. The Customer shall have the right to submit a complaint to the Complaints Department at NBE or to any NBE branch, or register the same by any other means provided or introduced by the Bank. The Bank shall reply to the complaint (in writing or electronic form) within 15 business days from the date of complaint receipt, except for the complaints related to transactions with foreign entities (the Customer will be notified of the period required to consider the complaint). In case the Customer rejects the Bank's reply, s/he shall notify the Bank of the reasons for rejection in writing within 15 business days from the date of receiving the Bank's reply. If the Customer fails to do so, this shall be deemed an implicit acceptance of the Bank's reply. In case the Bank is provided with the reasons for rejection, the complaint shall be reconsidered and the Customer shall be provided with the Bank's final reply within 15 business days. The Customer may not escalate any complaint in relation hereto to the CBE directly, except in the following two cases:

   - Bank's failure to reply to the complaint submitted by the Customer within 15 business days from the date of receiving the same by NBE; and

   - Customer's rejection of the Bank's final reply to the compliant.

5. The Customer has carefully read all terms and conditions contemplated hereunder, and understood their content clearly and precisely.

6. The Customer shall have the right to peruse the service application form prior to subscription, and receive a copy thereof at any time subsequent to subscription.