

## Certificate of Deposits Terms & Conditions

### CD's Breaking Schedule

Type	Duration	Months	Months	Months	Months	Months	Months	Months	Months	Months	Months	مدة الشهادة	نوع الشهادة
		06-12 شهر	13-24 شهر	25-36 شهر	37-48 شهر	49-60 شهر	61-72 شهر	73-84 شهر	85-96 شهر	97-108 شهر	109-120 شهر		
<b>For Individual Clients</b>													
<b>للعلماء الأفراد</b>													
Fixed	3 yrs	15.00%	14.00%	13.00%	————	————	————	————	————	————	————	ثلاث سنوات	معدل عائد ثابت
	5 yrs	5.00%	4.00%	3.50%	3.00%	2.00%	————	————	————	————	————	خمس سنوات	
	7 yrs	3.00%	2.75%	2.50%	2.00%	1.50%	1.25%	1.00%	————	————	————	سبع سنوات	
	10 yrs	3.75%	3.50%	3.25%	3.00%	2.75%	2.50%	2.00%	1.50%	1.00%	0.50%	عشر سنوات	
Floating (linked to deposit Corridor rate)	3 yrs	6.00%	5.00%	4.00%	————	————	————	————	————	————	————	ثلاث سنوات	معدل عائد متغير (مرتبط بيسعر الكوريدور)
	5 yrs	5.00%	4.00%	3.50%	3.00%	2.00%	————	————	————	————	————	خمس سنوات	
Floating (Linked to Conia)	3 yrs	3.5%	2.00%	1.50%	————	————	————	————	————	————	————	ثلاث سنوات	معدل عائد متغير (مرتبط بيسعر الكونيا)
Cumulative	3 yrs	3.00%	2.00%	1.00%	————	————	————	————	————	————	————	ثلاث سنوات	معدل عائد تراكمي
	5 yrs	3.00%	2.75%	2.50%	2.00%	1.50%	————	————	————	————	————	خمس سنوات	
	6 yrs	3.00%	2.75%	2.50%	2.00%	1.50%	1.00%	————	————	————	————	ست سنوات	
	7 yrs	3.00%	2.75%	2.50%	2.00%	1.50%	1.25%	1.00%	————	————	————	سبع سنوات	
	8 yrs	3.50%	3.25%	3.00%	2.75%	2.50%	2.00%	1.50%	1.00%	————	————	ثمان سنوات	
	10 yrs	3.75%	3.50%	3.25%	3.00%	2.75%	2.50%	2.00%	1.50%	1.00%	0.50%	عشر سنوات	
Nahr El Kheir	3 yrs	3.00%	2.00%	1.00%	————	————	————	————	————	————	————	ثلاث سنوات	نهر الخير
Tahya Masr	3 yrs	5.00%	4.00%	3.00%	————	————	————	————	————	————	————	ثلاث سنوات	تحيا مصر
QNB First	3 yrs	16.00%	15.00%	14.00%	————	————	————	————	————	————	————	ثلاث سنوات	فرنست
	5 yrs	5.00%	4.00%	3.50%	3.00%	2.00%	————	————	————	————	————	خمس سنوات	QNB
QNB Exclusive	3 yrs	16.75%	15.75%	14.75%	————	————	————	————	————	————	————	ثلاث سنوات	اكسكلوسيف QNB
QNB First Plus	3 yrs	17.50%	16.50%	15.50%	————	————	————	————	————	————	————	ثلاث سنوات	فرنست بلس QNB
<b>For Corporate Clients</b>													
<b>للعلماء الشركات</b>													
Fixed	3 yrs	5.00%	4.00%	3.00%	————	————	————	————	————	————	————	ثلاث سنوات	معدل عائد ثابت
Tahya Masr	3 yrs	5.00%	4.00%	3.00%	————	————	————	————	————	————	————	ثلاث سنوات	تحيا مصر
<b>For Individual &amp; Corporate Clients</b>													
<b>للعلماء الأفراد والشركات</b>													
Fixed Shehadty in Foreign Currency												شهادتي بالعملة الأجنبية (معدل عائد ثابت)	
USD	3 yrs	4.75%	4.00%	3.75%	————	————	————	————	————	————	————	ثلاث سنوات	دولار امريكي
	5 yrs	1.10%	1.10%	0.60%	0.50%	0.30%	————	————	————	————	————	خمس سنوات	
	7 yrs	0.70%	0.70%	0.50%	0.40%	0.20%	0.20%	0.10%	————	————	————	سبع سنوات	
GBP	3 yrs	0.30%	0.20%	0.10%	————	————	————	————	————	————	————	ثلاث سنوات	جنيه استرليني
	5 yrs	0.50%	0.50%	0.30%	0.20%	0.10%	————	————	————	————	————	خمس سنوات	
EUR	3 yrs	0.60%	0.50%	0.20%	————	————	————	————	————	————	————	ثلاث سنوات	يورو
	5 yrs	0.70%	0.60%	0.40%	0.30%	0.20%	————	————	————	————	————	خمس سنوات	
<b>Other CDs Breaking Schedule (for individual clients)</b>													
<b>جدول كسر شهادات الإيداع الأخرى (للأفراد فقط)</b>													
Type	Duration	07-13 Months شهر	14-25 Months شهر	26-37 Months شهر	38-48 Months شهر	49-60 Months شهر	61-72 Months شهر	73-84 Months شهر	85-96 Months شهر	97-108 Months شهر	109-120 Months شهر	مدة الشهادة	نوع الشهادة
Fixed	4 yrs	5.00%	4.00%	3.00%	2.00%	————	————	————	————	————	————	أربع سنوات	معدل عائد ثابت

#### Minimum CD Issuance Amount:

##### For Individual Clients

- Fixed CDs : 1,000 EGP
- 4 Year Fixed CDs : 25,000,000 EGP (1 month)
- Cumulative CDs : 1,000 EGP
- Floating CDs (linked to deposit Corridor rate) : 1,000 EGP
- Floating CDs (linked to Conia rate) : 50,000 EGP
- Nahr El Kheir CDs : 1,000 EGP
- Tahya Masr CDs : 1,000 EGP
- QNB First CDs – 3 years : 500,000 EGP
- QNB First CDs – 5 years : 10,000,000 EGP
- QNB Exclusive : 1,000,000 EGP
- QNB First Plus : 5,000,000 EGP

##### For Corporate Clients

- Fixed CDs : 50,000 EGP (3 years; 1,3, & 6 months)
- Tahya Masr CDs : 1,000 EGP

##### For Corporate & Individual Clients

- Fixed Shehadty in foreign currency : 1,000 USD
- : 1,000 GBP
- : 1,000 EUR

**General Terms & Conditions:**

- Interest is calculated from the day next to the date of issuance, and interest rate frequency cannot be changed during CD life.
- The interest of the certificate (the calculated until the scheduled date of payment of interest) as well as the certificate redemption will be credited during the bank official working days only. In case the date of maturity or interest payment comes on an official holiday, transaction to be executed by the following working day.
- Certificate/certificates shall be issued by deducting from the earlier opened saving account at the bank under the client's name, as well as adding the interest to it, unless the client specified another account
- No maximum amount a customer can purchase.
- The certificates of deposit are linked to the interest rate announced in the bank at renewal date
- CD can be broken after 6 months (3 months for the 1.5 years Fixed CDs for individuals) of the issuance date, where penalties would be applied according to the breaking schedule mentioned in this application form.
- The CD is fully refunded at the date of maturity (i.e the CD duration is completed) & can be renewed by another according to the customer request and bank conditions at maturity date.
- It is agreed that the customer has the right to break the CD partially on the condition that the amount broken is not less than the minimum breaking amount determined by the bank for each CD or the multiples of that amount. The client hereby declares to have thoroughly read the breaking limits available for the CDs subject of this contract.
- It is also agreed that in case of partial CD breaking, the remaining balance after breaking must not be less than the CD's minimum issuance amount. To further clarify, the client does not have the right to request the bank to partially break any CD if the breaking will reduce the remaining balance of the CD beyond the CD's minimum issuance amount.
- The client hereby approves and agrees to adhere to the rules and conditions of the Certificate of Deposits and in case of any amendments in the Certificate of Deposit, he/she undertakes to notify the Bank 2 days before maturity date; and he/she bears all related penalties and costs in case of not communicating his/her instructions to the bank after this period
- In case CD is pledged/reserved against a loan or credit facility granted to the customer, the pledge continues even after CD maturity date regardless of the instructions given above until full repayment of loan / credit facility.
- The client undertakes that the CD amount is obtained from legal sources & not related to money laundry / other illegal sources
- It is agreed that the client is not allowed to issue a deposit from an amount previously granted by the bank in the form of a personal loan or a credit facility. A personal loan or credit facility shall be used solely for the purpose for which it has been granted. In case it was a proven by the bank, at any time, that the Deposit amount is originated from a personal loan or a credit facility, the bank shall have the right to break such depository product without the need to notify the customer. The customer declares to exempt the Bank from any liability that may arise due to such breakage.
- The Certificate of Deposit issuance request will be processed on the same day of request. In case Certificate of Deposit is requested on vacation days or after working hours, it shall be processed on the first working day following the vacation.

It is understood that if a depository product is requested for an amount whose value date has not been applied yet for any reason – e.g the client deposited it at another branch other than the client's branch – the client hereby declares to bear the interest rate and the stipulated commissions applicable on same date by the bank, which are calculated on the value of the depository product starting from the date of issuance up to the amount value date in the client's account.

**For Floating CDs:**

- Floating CDs are linked to the Central Bank of Egypt Overnight deposit rate (Corridor), as long as this rate is maintained by the Central Bank of Egypt. On the other hand, floating CDs (based on the Conia rate) are linked to the monthly average daily CONIA rate for the past month during which the methodology for calculating the CONIA rate was used and as published daily by the Central Bank. The CONIA rate is the Cairo Overnight Index Average rate on interbank transactions.
- In case of the impossibility to determine an applicable current rate for the deposits at Central Bank of EGYPT "CORRIDOR or CONIA" for any reason, the bank has the right to determine an alternative pricing basis for the interest rates to be applied to the CDs according to the Bank's current applicable rules for the pricing of the matched deposits in terms of value and tenor.

**For Nahr El Kheir CDs:**

- The interest rate is linked to the discount rate of the Central Bank of Egypt.
- The interest amount is donated to the approved Charity Organization dealing with the bank at the time of issuing the CD.

**For Tahya Masr CDs:**

- All the terms and conditions for certificates of deposit shall apply to Tahya Masr CDs and shall not contradict with the following special conditions:
- Tahya Masr CD / CDs shall be issued by debiting the client's account. The client is entitled to donate either the CD's rate of return only or the full CD's amount, according to the client's choice determined in this application.
- It is agreed that the bank shall issue, on the date of depositing the amount of Tahya Masr CD, a symbolic paper certificate including information such as the amount of the CD, name of depositor and other information. It is understood that in case any discrepancy exists between the information stated in the Tahya Masr paper certificate and the CD opening application form, the information stated in the CD application form shall prevail.
- If the donation is limited to the CD's rate of return only, the following shall be applied:
  - The interest rate shall be regularly credited on its due date to Tahya Masr Fund throughout the term of the CD / CDs. It is agreed that the term of the CD / CDs shall not be renewed unless a written application is submitted by the client at the end of the CD's term.
  - If the client requests to break the CD / CDs before the end of its term, the breaking penalty rate shall be debited from the CD / CDs principal amount.
- If the donation is made for the full amount of Tahya Masr CD / CDs, the following shall be applied:
  - The CD shall be issued in the name of Tahya Masr Fund by debiting the client's account and transferring the rate of return on its due date to the Fund's account.
  - The full amount of the CD / CDs shall be transferred at the end of its term to Tahya Masr Fund.

- It is understood that if the donation is made in the full amount of the CD/CDs (Tahya Masr), the client shall be entitled to request early redemption or CD breaking provided the condition that the breaking request or the early redemption request is presented prior to the end of the CD's term. It is agreed that the breaking penalty rate or the early redemption penalty shall be debited from the principal amount of the CD/CDs.
- It is agreed that in all cases, it is not permitted to break Tahya Masr CD / CDs before the elapse of six months from the date of its issuance.
- Pursuant to this, the client hereby declares that s/he finally and irrevocably authorizes the bank to disclose to the entity which receives the donation (Tahya Masr Fund) all data and information related to the client and the CD/CDs issued upon this request. Accordingly, the bank has the right to inform the Fund, at any time, about such data or information, without the need for obtaining further approval from the client, notifying the client or taking any other procedure.

#### **For Shehadty CDs in foreign currency:**

Certificate of Deposit requests are processed (Cash deposit value dates must be applied) as follows:

- Two working days after the foreign currency CD issuance request date provided that the CD amount is available in the client's account.
- Certificate of Deposit requests are processed according to the below schedules, at the latest:
- Six working days after the issuance request date for a CD in USD, GBP and EURO; Eight working days after the issuance request date for a CD in other foreign currencies; provided that the value of the CD is deposited on the issuance request date.

#### **Specific Certificate of Deposit Terms and Conditions**

##### **In case of total or partial CD breaking:**

- For Fixed & Cumulative CDs, the 1st month of each period, as shown in the breaking schedule, should be entirely completed; for instance, for the second period (13th- 24th month), in order to apply the breaking penalty rates that belongs to this period, the 13th month should be completed entirely. In other words, if the breaking request is on 29th of the 13th month, the breaking penalty rate of the first period will be applied. It is known that the interest calculation depends on the actual months that are already completed from the issuance date till the breaking request date.
- For Floating CDs, they will be entitled to the breaking penalty rate for the related period as long as the duration of the CD - on the date of breaking request - completed the last month of the previous period and passed it by any number of days. In other words, it does not require completion of the first month of each period, but the breaking rate will be applied for the related period even if the breaking request was during any day of the month.
- The interest rate applied on the amount requested for the breaking is determined according to the below conditions for the Certificate of Deposit rates (CDs with applied interest rate minus the breaking penalty rate) as follows:
  - For Fixed CDs, CD interest rate minus breaking penalty rate.
  - For Cumulative CDs, CD compounded interest rate minus breaking penalty rate.
  - For Floating CDs, CD interest rate applied at each frequency of interest payment minus the breaking penalty rate.
  - For Nahr El Kheir CDs, the breaking penalty will be applied on the client's principal amount, not on the interest generated and directed to charity organization.
- Partial breaking is available on the condition that the remaining balance after breaking is not less than the minimum issuance amount of the CD on its issuance date.
- Closing or modification of account debited with CD amount / credited with interest is not possible during CD life.

##### **In case of borrowing against the Certificate of Deposit:**

- In case the client is listed in CBE negative list, he becomes not eligible to receive any credit facilities from the Bank.
- Since the bank will not grant the client any credit facility against CDs if he was found registered on the CBE Negative list, the client will be fully responsible for the consequences; which shall entail the impossibility of breaking the CD prior to 6 months of its issuance date.
- Bank CD can be used as collateral against borrowed funds from the bank according to the lending rules of the bank at the time of lending.
- Without prejudice to the bank's right in the continuance of the Certificate of Deposit till its maturity. In case of client's death, the Certificate of Deposit remains active according to the terms & conditions mentioned in this application until its maturity date. This is as long as none of the heirs, regardless of his share, did not request to break the Certificate of Deposit before its maturity date. In the above mentioned cases - Without prejudice to the previously mentioned bank's right - the remaining amount of the deposit in case of breakage will be held in trust account" without interest" at the bank till it is distributed among the rightful heirs.

##### **Procedures required to submit a complaint:**

- In the interest of the bank to protect the interests and rights of its customers, the customer / guarantor must, before signing this application:
  - He carefully reads all the terms and conditions, especially those related to the value of the return and its nature (fixed / variable), the method of calculating it and the dates of payment for accounts with interest.
  - Inquiries from the competent employee about any confusion or ambiguity in the concept of any of the provisions of the application
  - The customer has the right to object if we do not receive the booklet attached to this request, which includes a detailed statement of the nature of the accounts, their description and the mechanism of withdrawal from them, especially accounts such as direct debit cards, e-wallet service, online banking service

The customer has the right to submit a complaint to the bank in the event he objects to any banking operation that has taken place on his account or if he suspects there is a fraud to his accounts or any of his transactions with the bank according to the following details:

**Firstly:** - The client is entitled to submit his complain in several ways according to the following -:

- Complaints box found in the branches
- Tablets found in some of the branches
- Hotline at the contract center no.19700
- Email: Quality.feedback@qnbalahli.com
- Bank's Website www.QNBALAHLI.com
- Quality Assurance Department / Central Unit for Customer service 5 Champollion Street - Downtown - Cairo

**Secondly:** - The Bank shall be complied to respond to the complaint (through writing or email ) within fifteen working days from the date of receiving it except for complains related to transactions with foreign agencies where the client would be notified with the requested time to examine his complain.

**Third:** In case of the client's non-acceptance to the Bank's reply , He shall be entitled to notify the bank with his reasons of objection within fifteen working days from the date of his notification of the bank's reply otherwise it would be considered as an acceptance by him to what was mentioned in the bank's reply.

**Fourth:** If the customer objects to the bank reply, the bank shall re-examine the complaint and notify the client of the final response within fifteen working days from the date of submitting the objection.

**Fifth:** The client has the right to escalate his complaint to the Central Bank of Egypt in case he objects the Bank's final reply or in case he did not receive any reply to his complaint.

- The means of communication through which the client will be contacted: - The client will be contacted through any means of communication maintained at the bank as (mailing address - or a landline phone number - or a mobile phone number - or e-mail: (if the customer has signed the transaction form By email - or mailing address)
- This agreement has been drawn up in Arabic and English languages. In case of conflict, the Arabic version shall prevail.

## Time Deposits Terms & Conditions

- The time deposit is issued according to the interest rate declared / set by the bank at the issuance, re-issuance, or renewal date.
- Time deposit issued interest rate and interest is applied provided that the time deposit is active till maturity date .
- In case of total or partial breakage before maturity date, the interest is calculated according to the conditions that will be illustrated below.
- Client's requests regarding modification, renewal, or breakage of the Time Deposit are processed two days after receiving the request.
- In case of requesting to break or liquidate the depository product after the lapse of the specified period during which it is prohibited to break or liquidate the depository product as mentioned above, the bank has the right to re-calculate the interest on the depository product according to the prevailing interest rate at the bank on the date of creating this depository product and for a period of time equal to the period starting from the creation date up to the date requesting breakage or liquidation of the time deposit. An incomplete month shall be excluded from this period.
- The bank is entitled to calculate a commission on the breakage of the depository product according to the rates set forth in this application or in our request for liquidation or breakage, whichever is larger.
- The stipulated interest rate on the depository product is calculated based on the year consists of 365 days or 366 days in case of a leap year.
- In case the depository product is held in guarantee for any credit facility granted, the bank is entitled, in addition to applying the breakage or liquidation commission previously mentioned, to calculate the stipulated accelerated payment commission for the credit facility in accordance to the conditions set forth in the Facility contract.
- The bank has the right to effect selective setoff between various credit amounts that may be due to the client pursuant to the conditions herein on one side and his debit balance or the proceeds after breaking the depository product on the other side, without the need for any warning, excuse or any further procedure.
- The commission and fees: customer's signature on this application means his full acknowledgment of the bank tariffs and that published on the bank's website taking into consideration that the tariffs are subject to change from time to time. The customer has the right to view the changes or any updates on the bank's website: <http://www.qnbalahli.com>
- It is agreed that the client is not allowed to issue a deposit from an amount previously granted by the bank in the form of a personal loan or a credit facility. A personal loan or credit facility shall be used solely for the purpose for which it has been granted. In case it was a proven by the bank, at any time, that the Deposit amount is originated from a personal loan or a credit facility, the bank shall have the right to break such depository product without the need to notify the customer. The customer declares to exempt the Bank from any liability that may arise due to such breakage.
- The requests for time deposits shall be processed on the same day of request. In case time deposits are requested on vacation days or after working hours, they shall be processed on the first working day following the vacation.

It is understood that if a depository product is requested for an amount whose value date has not been applied yet for any reason – e.g the client deposited it at another branch other than the client's branch – the client hereby declares to bear the interest rate and the stipulated commissions applicable on same date by the bank, which are calculated on the value of the depository product starting from the date of issuance up to the amount value date in the client's account.

- For Medium Term Time Deposits in in USD, EUR & GBP for duration of 2 years, the breakage is calculated based on the percentages shown in the following table, which is calculated based on the TD duration at the bank

TDs' Breaking Schedule			
Type		Y1	Y2
<b>MTD Currency</b>	<b>Duration</b>	<b>0-12 M</b>	<b>13-24 M</b>
USD	<b>2 Yrs</b>	0.60%	0.60%
EUR	<b>2 Yrs</b>	0.60%	0.50%
GBP	<b>2 Yrs</b>	0.20%	0.20%

- It is Understood that the breaking penalty is determinant right for the bank only
- Partial breaking is not possible for any kind of Time Deposit.
- The Bank reserves the right to amend the mentioned formulas and rates by its own sole discretion and to notify the customer with such modifications by any suitable way including a notification in the bank statement.
- Without prejudice to the bank's right to the continuance of the time deposit till its maturity term, in case of the client's death, the time deposit shall remain active until the first maturity date following the bank's knowledge of the client's death in accordance with the terms & conditions mentioned in this application. This is as long as none of the heirs, regardless of his share, does not request to break the time deposit before its maturity date following the bank's knowledge of the client's death. In both of the afore-mentioned cases – and



without prejudice to the previously mentioned bank's right – the value of the time deposit or its remaining amount in case of breakage shall be held in a trust account "without interest" at the bank till it is distributed among the legitimate heirs.

- In case the client is listed in the CBE negative list, he becomes not eligible to receive any credit facilities from the Bank.
- The Client bears all consequences and impacts resulting from emergency or exceptional cases.
- The means of communication through which the client will be contacted: - The client will be contacted through any means of communication maintained at the bank as (mailing address - or a landline phone number - or a mobile phone number - or e-mail: (if the customer has signed the transaction form By email - or mailing address)
- The client hereby approves and agrees to adhere to the rules and conditions of the Time Deposits and in case of non-renewal or any amendments in the time deposit, the client undertakes to notify the Bank 2 days before maturity date; and the client bears all related penalties and costs in case of communicating his instructions after this period.
- It is known to the client that opening Time Deposits for banks, financial institutions, corporate or retail customers at the bank – either in Egyptian Pounds or in Foreign currencies – shall be subject to determined minimum amounts, where each time deposit shall not fall under its limit or its maturity date; in accordance with the applied terms and conditions by the bank which are regularly announced at the bank's premises and branches.

#### **General Conditions for Customer Rights Protection:**

- The bank stresses the importance that the customer should carefully read the terms and conditions of the services provided by the bank, as well as all contracts that have been entered with the customer to ensure that they are fully clear and do not contain any ambiguity or uncertainty prior signing them.
- The customer has the right to inquire from the customer service employees about any confusion or uncertainty "if any" regarding the terms and conditions of the service.
- The bank has displayed all the terms, conditions, fees and commissions of the banking services it provides on its website <http://www.qnbalahli.com>. Interest rates are also displayed on the screens available at the branches for review prior to applying to any service or product.
- If the bank rejects the customer's application for subscription to a service or product, the customer has the right to receive back the original documents he has submitted for such subscription.
- The customer has the right within two days to request the cancellation of any inactivated service or product (except depository products). In such case, the customer is entitled to refund any amounts paid for the service and cancel any permanent instructions previously given by the customer in connection with applying to the cancelled service.
- The customer has the right to perform transactions on his account through the means provided by the bank. In this respect, the following should be respected:
  - 1- The customer shall safely maintain all those means in such a manner that prevents other parties from accessing them.
  - 2- Where any of those means (e.g. PIN number, password, cards ... etc.) are lost, the bank shall be immediately notified through calling the Contact Center or visiting the nearest branch. The customer shall not be responsible (except where it is the customer's fault or negligence) for any liabilities arising from the use of any of those means after the date the bank has been notified of their loss or theft. It is noteworthy that after the bank is informed by phone, a written notification signed by the customer shall be submitted to the bank.
  - 3- After the bank is notified in cases where the card is lost or the occurrence of account fraud, the bank shall refund any debited amounts/fees unless it is proven that the transaction was authorized by the customer, or an act of circumvention was carried out by the customer.
  - 4- It is necessary to notify the bank/service provider immediately and without delay upon becoming aware of any transaction involving theft, embezzlement, act of circumvention of accounts, or debited transactions performed on debit or credit cards without the customer's authorization. If the customer does not comply with the above, the customer shall bear full responsibility for any transactions carried out without his approval and the resulting commissions and expenses.
- In general, the customer shall be contacted via any means of communication maintained at the bank (e.g. correspondence address, landline number, mobile number, SMS message, e-mail address "if the customer signed an E-mail Authorization Form" ... etc. Accordingly, the bank emphasizes to the customer the importance of providing accurate data and information to the bank about the customer's contact details for prompt and easy communication with the customer on one hand and to maintain the confidentiality and safety of the customer's data on the other hand.
- The bank notifies the customer of the necessity to update the customer's contact details if any change occurs.
- The customer has the right to submit a request for receiving paper copies of his bank account statements against the payment of stipulated fees.
- Moreover, the customer has the right to request any detailed information about any account he holds, or any transactions carried out on them within the last 5 years maximum.

#### **Complaint Procedures and Customer Rights Protection**

As the bank is keen to protect its customers' interests and rights, therefore, and prior to signing on this application, the customer/guarantor should:

- Accurately read all the terms and conditions, especially those related to the interest value and its nature (fixed / variable) and the means of calculating it, as well as the due dates for the interest-bearing accounts.
- Inquire from the competent employee about any confusion or uncertainty in any of the application's terms.
- The customer has the right to object if he did not receive the booklet attached to this application, which includes a detailed statement of the nature of the accounts, their description and the mechanism of withdrawal from them, especially accounts such as debit cards, e-wallet service, online banking service.
- The customer has the right to submit a complaint to the bank in the event he objects to any banking operation that has taken place on his account or if he suspects there is a fraud to his accounts or any of his transactions with the bank according to the following details:

**Firstly:-** The client is entitled to submit his complain in several ways according to the following -:

- Complaints box found in the branches
- Tablets found in some of the branches
- Hotline at the contract center no.19700
- Email: Quality.feedback@qnbalahli.com
- Bank's Website www.QNBALAHLI.com
- Quality Assurance Department / Central Unit for Customer service 5 Champollion Street - Downtown - Cairo]

**Secondly:-** The Bank shall be complied to respond to the complaint (through writing or email ) within fifteen working days from the date of receiving it except for complains related to transactions with foreign agencies where the client would be notified with the requested time to examine his complain.

**Third:-**Incase of the client's non-acceptance to the Bank's reply, He shall be entitled to notify the bank with his reasons of objection within fifteen working days from the date of his notification of the bank's reply otherwise it would be considered as an acceptance by him to what was mentioned in the bank's reply.

**Fourth:** If the customer objects to the bank reply, the bank shall re-examine the complaint and notify the client of the final response within fifteen working days from the date of submitting the objection.

**Fifth:** The client has the right to escalate his complaint to the Central Bank of Egypt in case he objects the Bank's final reply or incase he did not receive any reply to his complaint.

- This agreement has been provided in English and Arabic; In case of any disputes, the Arabic text shall prevail.