

Key Fact Statement

Saving Accounts

Information about the Bank

ALEXBANK - Intesa Sanpaolo S.p.A.
 Head office: 49 Kasr ElNile Street – Down Town - Cairo - Egypt
 Contact center: 19033
 Website: www.alexbank.com

ALEXBANK Retail Liabilities Saving Accounts Programs Overview

Item	Saving Account
Definition	<p>Saving Accounts</p> <p>Saving Accounts are offered to individuals in Egyptian Pound, US Dollars, Euros or British Pound. Saving Accounts offer the benefit of earning interest on credit balances. Interest is calculated on the lowest balance maintained in the account throughout the month and credited either monthly or semiannually according to the account's nature. A Debit card can be issued and either a monthly or a quarterly statement is sent to the customer upon their request. In addition to the availability to access the account(s) using Alexbank Internet banking platform. For foreign currency accounts, the account related fees are paid in equivalent to local currency according to the daily communicated exchange rates available on the bank's website and the bank's branches.</p>
Target Market	Mass customers.
You need to know	If the customer withdraws from his/her saving account during the month, they risk decreasing the interest that will be paid either monthly or semi-annually.

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Pricing & Periodicity

Product Features

Saving Account in Local Currency	
Minimum Account Opening Balance	EGP 500
Account Opening Fee	EGP 30
Account Operating Fee	EGP 30 (Quarterly)
Interest Payout Frequency	Semi-annually
Saving Account in USD/ EUR/ GBP	
Minimum Account Opening Balance	Equivalent to EGP 500
Interest Payout Frequency	Semi-annually
Tawfeer Plus	
Minimum Account Opening Balance	EGP 500
Account Opening Fee	EGP 40
Account Operating Fee	EGP 20 (Monthly)
Interest Payout Frequency	Monthly
Tawfeer Plus in USD/ EUR/ GBP	
Minimum Account Opening Balance	Equivalent to EGP 500
Interest Payout Frequency	Monthly

*Foreign currency account fee are paid in equivalent to local currency

Youth Saving Account	
Minimum Account Opening Balance	EGP 50
Account Opening Fee	Free
Account Operating Fee	EGP 5 (Monthly)
Interest Payout Frequency	Monthly
Pension Saving Account	
Minimum Account Opening Balance	EGP 3,000
Account Opening Fee	EGP 50
Account Operating Fee	EGP 5 (monthly)
Interest Payout Frequency	Monthly

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Small Depositors Saving Account	Fees
Minimum Account Opening Balance	EGP 500
Account Opening Fee	EGP 50
Account Operating Fee	EGP 25 (Quarterly)
Interest Payout Frequency	Semi-annually
Micro Saving Account	Fees
Minimum Account Opening Balance	EGP 500
Account Opening Fee	EGP 25
Account Operating Fee	EGP 2 (Monthly)
Interest Payout Frequency	Semi-annually
Accounts and Service Bundle	Fees
New to Bank Customers	EGP 150
Existing Customers	EGP 100

*Bundle consists of an account, debit card, internet banking and Ma7fazty service

Variable Expenses	
Costs for sending the account statement in hard copy (per frequency)	EGP 20
Costs for sending the account statement in soft copy	Free
Bank statement re-generation – current/ previous year	EGP 30
Costs for withdrawing at the bank branches	EGP 20 per transaction for amounts less than EGP 10,000
Signature Verification	EGP 40 (upon request)
Issuance of customer balance certificate - Current Year	EGP 50 (upon request)
Issuance of customer balance certificate - previous Years	EGP 100 (upon request)
Hold Mails Charges - Customer's Branch	EGP 150 (annually) - (upon request)
Hold Mails Charges – Non-customer's Branch	EGP 250 (annually) - (upon request)
Standing instructions	EGP 40 (upon request)
Commission on Value date on Cash Deposits for local currency	1.5 per thousand
Commission on Value date on Cash Deposits for Foreign currency	1.5 per thousand
Outgoing transfers in local currency	2 per thousand with minimum EGP 5 and maximum EGP 75
Outgoing transfers in foreign currency	2 per thousand with minimum USD 5 and maximum USD 300
Alex Alert Unlimited Bundle	EGP 5 (monthly)

*Customers can unsubscribe from the SMS service through contacting the call center

Periodicity	
Periodicity for sending account statements	Quarterly or Monthly (upon request)

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Complaints

For further information or complaints you can:

1. Call **19033** for mass customers & **19044** for MAGNIFICA & Private customers, **24/7** hours days aweek.
2. Send e-mail to customer_Support@alexbank.com.
3. Filling the opinion form available at ALEXBANK branches.
4. In case the customer has any complaint, he/she must contact the bank contact center **19033** for Mass customers & **19044** for Magnifica and Private customers or visiting the nearest branch, where Bank is committed to reply on customer complaint within **15** working days from the date of receipt except for complaints related to transactions with external entities in which the customer is notified with the period required for complaint perusal. If the customer does not accept bank reply, he/she should notify the bank in writing within a period not exceeding **15** working days from the date of receiving bank reply with inclusion of the justifications for customer refusal; for the bank to review and re-investigate the complaint once again, where final bank reply should be within **15** working days accompanied by clear and appropriate justifications especially if the reply does not change. At any case, the customer shouldn't refer to the CBE before submitting his/her complaint to Alexbank and does not receive a feedback on his complaint within the aforesaid periods.

Terms, Conditions & Guidelines

1. The bank pays interest for the lowest balances maintained in customer account during the month according to the nature of each account
2. All information disclosed by the customer to the bank must be correct (contact numbers, mailing address, email, etc. . .) to insure reaching the customers in case of any bank changes/announcement, whereas the customer must regularly update his data and in case of any changes.
3. The customer should be aware that account operating/maintenance fees will be still applied to his/her account in case of non-frequent or no usage at all.
4. The customer should be aware that account status will be dormant in case no transactions took place for **3** years.
5. The bank reserves the right to amend interest rates (Debit, credit) fees and conditions relevant to each type of account. Any changes of this nature will be announced through the most effective communication channel chosen by the bank within a suitable timeframe
6. The customer can choose his preferred communication channel (SMS, Email, website, flyers, etc. . .) to receive any changes from the bank, whereas it's up to the bank to choose the most effective communication channel to reach the customer.
7. The bank provides the customer with a quarterly bank statement at most as stipulated in the Egyptian law or otherwise stated by the customer. All correspondence from the bank are considered received by the client in case it is sent by ordinary mail to the address stated in the account opening form or can be held at the bank premises if requested. Customer undertake that if the bank didn't receive any objection from him/her on the balances reflected on the account/accounts statements sent to him from the bank within **30** working days from the date of bank notification with account statements, it will be considered as a final approval from the customer on the balances shown in the account statements. In case the customer didn't receive the account / accounts statements from the bank within **15** days from the specified date for sending, the customer must submit written request to the bank within **7** days following that date. If the customer does not request the statement during this period, then he is not entitled to object on not receiving that the account / accounts statement in which all the balances shown on said statements are probative power against him, and this will be considered undertake from customer to the bank of the validity of what is stated in these statements.
8. The customer should be aware of his IBAN number, which is used to send and receive all money transfers to and from the customer's account through other banks, whether inside or outside Egypt. The use of IBAN does not result in the cancellation of the client's account number, but rather a new formulation of this number so that it is easily recognized internationally in the implementation of these transfers. The bank guarantees the protection of the customer by providing him with this unique number to be used in the implementation of electronic payments easily, quickly and accurately, and thus avoiding error, rejection or delay in this regard, and the customer can obtain his IBAN by visiting the nearest branch or by calling the contact center at **19033**.
9. In case of receiving a transfer (cheque or transfer) with a different currency than the currency of the existing account, the client authorizes the bank to open a new account with the same currency of the transfer received/ to transfer the amount received to existing account, provided fulfilling FATCA, KYC and other related required documents.

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10. Operating the account by power of attorney requires the following:
 - The bank's power of attorney forms shall be used or an official legal power of attorney including a text to authorize the agent to deal with banks in case the customer wishes to authorize a third party to operate the account.
 - The power of Attorney document shall carry the exact same authorized signature that is kept at the Bank's end to be effective and used within the Bank and prospect client CIF should be created on the system and linked with the main customer.
 - Legal power of attorney from outside Egypt will not be effective unless official registration letter received from the real estate registry office as a pre-requisite for withdrawal.
11. The Bank may consolidate and set-off any amounts owed between Accounts. The Bank may also set-off any amounts owed now or in the future, on primary or linked accounts held individually or jointly, against funds deposited in customer accounts and any interest thereon.
12. The bank reserves the right to cover the mail fees, commissions, charges, stamps, taxes or any other costs from the account.
13. In case of any changes that will occur on the announced fees, expenses, commissions, terms and conditions product features, the bank informs the customer in advance prior to applying the said changes using the available channels in the Bank within a suitable timeframe; if the customer continue to use said product / service after the notification, then it will be considered as an approval from his side on these changes.
14. Customer has the right to cancel any product or banking service which not activated (except for saving products) within 2 working days from the contract date.
15. The customer is entitled to review the contract before entering into it and obtain a copy of the contract at any time after entering into said contract.

Key

Glossary of main terms of the key fact statement

Certificate of Deposits	CD
Time Deposits	TD
Current account	CA
Saving Account	SA

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