

Terms and Conditions:

- Service geographical limit: Egypt
- The company provides the service in case of : breakdown, tire replacement and fuel delivery.
- The service is only available for new Affluent customers, customers can subscribe in the service once they receive membership ID registered number.
- Balance of affluent segment shall be maintained for 2 months from account opening date.
- Cars that have been manufactured more than 5 years ago shall normally receive the service, except for car towing in case of breakdown.
- All available services are only applicable to the registered car and the customer can change it only one time during the year.
- The company is not obligated to compensate the client in case he/she requested an outside towing service without getting back to Aman Asharq call center first.
- All rights of the subscriber are forfeited if the customer or his representative gives incorrect data when applying for the application or in the declaration attached to the membership for the purpose of urging the company to accept the membership or if material data is hidden from the company that should have been informed before the subscription began.
- The company has the right to cancel the membership without refunding any amounts to the customer in cases of fraud, misuse, attempt to use the service for a car other than the registered one, collusion with a service provider against the company.
- **The company does not provide the assistance that results directly or indirectly from the following cases:**
 - Fraudulent acts by the beneficiary or any other person intended to seek a claim under the membership.
 - Natural phenomena such as floods, earthquakes, volcanic eruptions, unusual storms, the fall of space objects or meteorites.
 - Recklessness, terrorism and riots.
 - The procedures used by the armed forces, security forces, or atomic radiation organizations.
 - If the driver of the car is under the influence of drugs, intoxicants or narcotic substances.
 - Violations of regulations related to the transport of people or animals or any items in the car, which were partly or completely the cause of the accident that required assistance.
 - The accident was caused by the transportation of fuel, flammable materials, explosives or toxic substances.
 - Customer participation in competitions, motor racing, experiments, sports, criminal behavior, bets or challenges.
 - Using the car for commercial purposes or public transport or transporting people using mobile applications, or renting it with or without a driver, increasing the passenger capacity of more than seven passengers, or increasing the weight of the car more than 35,000 kilograms.
- **The company is not responsible for providing assistance in the following cases:**
 - Lack of driver's license, proof of ownerships or car keys.
 - Stored cars.
 - The need for service at the customer's home address except accidents.
 - Impossibility of providing the service due to prevailing circumstances.
 - Putting the lives of the service providers at risk.
 - Knowing that the car would be severely damaged as a result of towing (The service is only provided after a written approval from the customer).
- Service is provided one time maximum within same accident.
- The bank shall not be liable for any disputes or disagreements arising between the customer and the service provider about the services obtained under the membership, and the bank shall not be considered as party of these disagreements / disputes.

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FOR ALL THAT COUNTS.

Bank of **INTESA**  **SANPAOLO**

www.alexbank.com
Terms and conditions apply
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