

Key Fact Statement Certificates of Deposit

Information about the Bank

ALEXBANK - Intesa Sanpaolo S.p.A.
Head Office: 49 Kasr ElNile Street – Down Town - Cairo - Egypt
Hotline: 19033 for Mass customers, 19044 for Magnifica & Private customers
Website: www.alexbank.com

ALEXBANK Certificates of Deposit Overview

| Item | Long Term Deposits |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Definition | <p>Certificate of Deposits in Local Currency A long-term deposit available in Egyptian pounds with tenors ranging from 3 to 10 years. Customers can choose from either a Fixed interest rate (available in 3/3.5/5/7/10-year certificates) or a variable interest rate (available in 3/3.5-year certificates only). A credit facility up to 95% can be granted upon customer's request against their deposit.</p> <p>Certificate of Deposits in Foreign Currency A long-term deposit available in USD or EUR for 3 years. Customers can choose from either a Fixed interest rate (available in USD and EUR) or a variable interest rate (available in USD only). An overdraft facility up to 90% can be granted upon customer's request against their deposit.</p> <ul style="list-style-type: none"> The customer must have an account at Alexbank with the same currency of the CD that will be requested. Internet banking platform is available for customers to monitor their accounts, deposits and transactions. |
| Target Market | All individual customers |
| You need to know | <ul style="list-style-type: none"> A system generated message is sent 1 month prior to the CD maturity date informing customers that their CD will be automatically renewed (in case of CDs in EGP only). If the customer does not wish to renew their CD, he/she should visit the nearest branch to provide a written request stating otherwise. CDs in local currency are auto renewed if held as a collateral for a credit facility. CDs in foreign currency are not auto renewed unless held as a collateral for a credit facility. CDs can't be redeemed before 6 months from value date. Starting the 7th month redemption penalty applies. |

Redemption Criteria:

Certificate of Deposits Redemption

Local currency redemption:

For CD's issued in EGP the eligibility of full or partial breakage will be after 6 months from the value date and before CD maturity. Interest on the withdrawn amount will be paid as per certificate redemption schedule.

Example: A customer booked a 3-year CD with quarterly interest payout amounting EGP 50,000 on 3-1-2021 and wants to redeem within the 14th month, thus as he/she started his/her 2nd year a penalty of 2% will be applied on actual interest rate which was 10.25% paid quarterly reduced to 8.25%. The customer has already received 4 times interest from his first year amounting to EGP 5,125, meaning that after reducing the interest he/she will cover the amounts withdrawn from the principal CD amount.

The customer has to pay to the bank an amount of EGP 656; which means he/she will receive the CD amounting to EGP 49,344 instead of EGP 50,000 to cover the amounts previously received before redemption penalty.

| Redemption Period | Deduction - ranges between 1% to 3.5 % based on type of certificate and tenor |
|-------------------|-------------------------------------------------------------------------------|
| During 1st Year | 3% |
| During 2nd Year | 2% |
| During 3rd Year | 1% |

| Amount | Actual Interest | Interest after penalty | Redemption period | Recalculated Interest after redemption | Interest Received before Redemption | Amounts due on customer to Bank |
|------------|-----------------|------------------------|-----------------------|------------------------------------------------------------------------|-------------------------------------|---------------------------------|
| EGP 50,000 | 10.25% | 8.25% | within the 14th month | EGP 4,469 $(\frac{13\text{month} \times 50,000 \times 8.25\%}{12})$ | EGP 5,125 (10.25% × 50,000) | EGP 656 (5,125-4,469) |

Foreign Currency Redemption:

For CD's issued in USD the eligibility of full or partial breakage will be after 6 months from the value date and before CD maturity. Interest on the withdrawn amount will be paid as per the announced rate of the nearest USD TDs on the date of purchasing the CD for the period consumed.

Example: A customer booked a 3-year CD with quarterly interest payout amounting USD 50,000 on 3-1-2021 and wants to redeem within the 9th month, thus, the rate of the 1 year USD TD (0.19%) will be applied instead of the CD rate which was 2.00% paid quarterly.

The customer has already received 2 times interest from his first year amounting to USD 500 meaning that after reducing the interest he/she will cover the amounts withdrawn from the principal CD amount.

The customer has to pay to the bank an amount of USD 437, which means he/she will receive the CD amounting to USD 49,563 instead of USD 50,000 to cover the amounts previously received before redemption penalty.

| Amount | Actual Interest | Interest after penalty | Redemption period | Recalculated Interest after redemption | Interest Received before Redemption | Amounts due on customer to Bank |
|------------|-----------------|------------------------|----------------------|----------------------------------------------------------------------|-------------------------------------|---------------------------------|
| USD 50,000 | 2.00% | 0.19% | within the 9th month | USD 63 $(\frac{8\text{ months} \times 50,000 \times 0.19\%}{12})$ | USD 500 (50,000 × 2.00% × 2/4) | USD 437 (500-63) |

Pricing & Periodicity

Product Features

| Product Name | Currency | Duration | Interest Type | Interest Payout Frequency | Redemption Rule | | | | | | | | | |
|------------------------|----------|----------|------------------|---------------------------|------------------------------------------------------------------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-------------|
| | | | | | 7 - 12 M | 13 - 24 M | 25 - 36 M | 37 - 48 M | 49 - 60 M | 61 - 72 M | 73 - 84 M | 85 - 96 M | 97 - 108 M | 109 - 120 M |
| Alex Star Plus | EGP | 3 Years | Fixed | Monthly | 3% | 2% | 1% | | | | | | | |
| New Alex Star | EGP | 3 Years | Fixed | Monthly or Quarterly | 3% | 2% | 1% | | | | | | | |
| Alex Star | EGP | 5 Years | Fixed | Monthly or Quarterly | 3% | 2.5% | 2% | 1.5% | 1% | | | | | |
| Alex Star | EGP | 7 Years | Fixed-Cumulative | At Maturity | 3.5% | 3.25% | 3% | 2.5% | 2% | 1.5% | 1% | | | |
| Alex Star | EGP | 10 Years | Fixed-Cumulative | At Maturity | 3.5% | 3.25% | 3% | 2.75% | 2.5% | 2.25% | 2% | 1.75% | 1.5% | 1% |
| Alex Green | USD | 3 Years | Fixed | Monthly or Quarterly | USD Time Deposit at the Certificate of Deposit purchase date is applied for the tenor consumed | | | | | | | | | |
| Euro CD | EUR | 3 Years | Fixed | Quarterly | Euro Saving Account rate is applied | | | | | | | | | |
| Alex Prime Gold | EGP | 3 Years | Variable | Monthly | 3% | 2% | 1% | | | | | | | |
| New Alex Prime | EGP | 3 Years | Variable | Quarterly | 3% | 2% | 1% | | | | | | | |
| Youm Wara Youm | EGP | 3 Years | Variable | Every other Day | 3% | 2% | 1% | | | | | | | |
| Alex Green Variable CD | USD | 3 Years | Variable | Quarterly | USD Time Deposit at the Certificate of Deposit purchase date is applied for the tenor consumed | | | | | | | | | |

| Product Name | Currency | Duration | Interest Type | Interest Payout Frequency | Redemption Rule | | | | | | | |
|------------------|----------|-----------|---------------|---------------------------|-----------------|-----------|-----------|--|--|--|--|--|
| | | | | | 7 - 18 M | 19 - 30 M | 31 - 42 M | | | | | |
| Alex42 | EGP | 3.5 Years | Fixed | Monthly or Quarterly | 3% | 2% | 1% | | | | | |
| Alex Prime 42 CD | EGP | 3.5 Years | Variable | Monthly | 3% | 2% | 1% | | | | | |

Fees and Charges

| | |
|-----------------------------------------------------------|-----------------------------------------------------------|
| Account Statement - Hard Copy (per frequency) | EGP 20 |
| Account Statement - Soft Copy | Free |
| Bank statement re-generation – current and previous years | EGP 50 |
| Over the counter cash withdrawals | EGP 30 (per transaction) for amounts less than EGP 20,000 |
| 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) |
| Alex Alerts Unlimited Bundle (Mass customers) | EGP 5 (monthly) |
| Alex Alerts free bundle (Magnifica & Private Customers) | Free |

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

Statement Periodicity

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

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 visit the nearest branch or CRP office to submit a written complaint, where Bank is committed to reply to the customer's 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 the bank's reply, he/she should notify the bank in writing within a period not exceeding **15** working days from the date of receiving the bank's reply with inclusion of the justifications for customer refusal; in order for the bank to review and re-investigate the complaint once again, where the bank's final 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 grants facilities against Certificate of Deposit upon customer's request.
2. The bank applies redemption fees in case of full or partial breakage from Certificate of Deposit before maturity date.
3. The customer must maintain an account at ALEXBANK in order to open CDs.
4. All information disclosed by the customer to the bank must be correct (contact numbers, mailing address, email, etc. . .) to ensure reaching the customers in case of any changes/announcements, whereas the customer must regularly update his data and in case of any changes.
5. The customer should be aware that account operating/maintenance fees will still be applied to his/her account in case of non-frequent or no usage at all.
6. 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 time frame.
7. 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.
8. 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 mailing address stated in the account opening form or can be held at the bank premises if requested. The customer undertakes 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 day from the date of bank notification with account statements, it will be considered as a final approval from the customer on 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 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.
9. 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 an official registration letter is received from the real estate registry office as a pre-requisite before withdrawal.
10. The Bank may consolidate and settle any amounts owed between Accounts. The Bank may also settle 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.
11. The bank reserves the right to cover the mail fees, commissions, charges, stamps, taxes or any other costs from the account.
12. 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.
13. Customer has the right to cancel any product or banking service which he/she did not activate (except for saving products) within **2** working days from the contract date. The customer also has the right to retrieve all official documents that have been submitted to the bank.
14. 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 |