

Key Fact Statement

FULLY SECURED FACILITIES

Information about the Bank

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

ALEXBANK Fully Secured Overdrafts Overview

Item	Fully Secured Overdraft
Definition	<ul style="list-style-type: none">Secured OVD: Facilities against cash collateral (LCY Time deposit / LCY Certificate of deposit) which is a risk-free facility, subject to collateral lien /pledgingThe OVD limit is revolving on monthly basisDebit interest will be accrued based on the customer utilization amount and number of days with pre-defined mark up above the collateral applied interest rate
Target Market	All ALEXBANK depositors "Mass-Premium-Magnifica-Private-HNW"
Maximum Finance	90% of collateral value
Maximum Tenor	OVD: 1 year (to be renewed - upon customer request)

Pricing & Periodicity

Product Features

Fully Secured Overdraft	Fees
Highest debit balance commission*	1.5 per thousand Monthly
Over limit fee	2% over the applied interest rate on over limit amount
Debit balance certificate clearance letter	EGP 200 (upon customer's request)
Clearance letter	EGP 25 (upon customer's request)

*50% discount for Magnifica & Private customers

Costs connected to the contract conclusion and to the contract relationship management

Current account - operating fee	EGP 35 quarterly
---------------------------------	------------------

Complaints

For further information or complaints you can:

1. Call **19033** for Mass customers & **19044** for Magnifica and Private customers **24/7** hours' days a week or visiting the nearest branch ,and if the complaint is not resolved ,customer should visit the customers rights protection office to submit a written complaint
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

You Need To Know:

- The customer must abide to the laws and regulations of the overdraft contract/application, and not to use the requested finance amount except for the stated purposes
- 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 bank changes/announcement, whereas the customer must regularly update his data in case of any changes
- All information disclosed by the customer to the bank at overdraft application stage (Employment and salary details, etc. . .) must be correct as it directly affects bank's credit decision
- The customer must abide to pay the debit interest on the utilized amount on regular basis as a minimum payment requirement

Terms, Conditions and Guidelines

1. 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
2. The customer can choose his preferred communication channel (SMS, Email, website, flyers, etc. . .) to receive any unilateral changes or any other changes from the bank, Where as it's up to the bank to choose the most effective communication channel to reach the customer. Also, a dedicated communication in hard copy will be eventually sent as attachment to the bank periodical statements
3. T/Ds and/or C/Ds pledged against granted facilities cannot be liquidated before loan settlement where customer will be communicated 2 weeks prior to collateral liquidation with the appropriate channel the bank may see
4. 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 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
5. 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
6. The bank may reject customer's request of the overdraft, whereas the client has the right to ask and be replied for the reasons of the bank refusal to grant the overdraft (if possible)
7. 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