

# Key Fact Statement

## UNSECURED PERSONAL LOANS

### 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 Unsecured Personal Loans Overview

Item	Unsecured Personal Loans
Definition	Personal finance offered for personal purposes such as marriage, travel, education, medical, buying a property or a car or any other personal reason
Target Market	<ul style="list-style-type: none"><li>All Egyptians working in a governmental, public, Multinational &amp; private entities whether it is coded in ALEXBANK target market list or not</li><li>Expats transfers their full salary to ALEXBANK according to payroll agreement</li><li>Pensioners Customers receive pension from the social insurance authority or Armed force</li><li>Self-employed &amp; professional that operating their business in Egypt “Mass-Magnifica-Private”</li></ul>
Maximum Finance	5 Million for salaried and pensioners customers 1.5 Million for self-employed customers
Maximum Tenor	Salaried Program: Fixed 12 years Variable 12 Years Self-Employed & Professionals program: Fixed 5 Years Variable 7 Years
Ancillary Services	Free credit life insurance on outstanding amount applied for all products upon filling medical declaration form, with the following covering criteria: <ul style="list-style-type: none"><li>Inclusion:<ul style="list-style-type: none"><li>Death (Accidental / Non-accidental)</li><li>Full disability (Accidental / Non-accidental)</li></ul></li><li>Exclusion:<ul style="list-style-type: none"><li>Partial disability</li></ul></li></ul>

## Pricing & Periodicity

### Product Features

Personal Finance (both fixed and variable interest rate)	Fees
Administrative fee for salaried and pensioner customers*	2%
Administrative fee for self-employed customers *	2.5%
Credit Life Insurance fee	Free
Early settlement fees (customer fund & bank draft)	8% with minimum of EGP 200 For variable/fixed loans
Late payment fee	2% above the applied interest rate on past due amounts with min of EGP 100
I-Score fee	EGP 200
Debit balance certificate	EGP 200 (upon customer's request)
Clearance letter	EGP 25 (upon customer's request)
*All admin fees with a min of EGP 250& max of 50k	50% discount for Magnifica and Private customers

## Personal Loan Calculation – Basic Plan

**Example:** On Jan-2016 a customer applied for a personal loan with duration 3 years, given that Loan amount is 100K, loan interest rate 15%

Costs connected to the contract conclusion and to the contract relationship management	
Admin fee	<ul style="list-style-type: none"><li>In case of salaried customers EGP 2000</li><li>In case of self-employed customers EGP 2500</li></ul>
Current account open fee	Free
Current account maintenance fee	EGP 35 quarterly

## Amortization Schedule

Values	
Loan amount	100,000
Annual interest rate	15%
Loan period in years	3
Number of installments per year	12
Start date of loan	01/01/2016

Loan Summary	
Scheduled installment	3,467
Scheduled number of installments	36
Actual number of installments	36
Total early installments	0
Total interest	24,795

Installment Number	Installment Date	Beginning Balance	Scheduled Installment	Principal	Interest	Ending Balance	Cumulative Interest
First Installment	01/01/20XX	100,000	3,467	2,217	1,250	97,783	1,250
End of First Year	01/01/20XX	74,036	41,598	28,505	13,093	71,495	13,093
End of Second Year	01/01/20XX	41,356	41,598	33,088	8,511	38,407	21,604
End of Third Year	01/01/20XX	3,424	41,598	38,364	3,192	0	24,795

## Top-up Loan

Customer could apply for a top-up before loan maturity subject to the below conditions:

- 6 installments at least to be paid regularly
- Customer will pay admin fee on the new loan amount in full

## 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](mailto: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 ensure depositing loan instalments before due date to avoid any late payment charges that will be applied based on amortization schedule handed to the customer
- The customer must ensure depositing loan payments before due date, as overdue instalments will be reflected negatively on the possibility of further financing
- The customer must abide to the laws and regulations of the loan 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 loan application stage (Medical declaration, Employment and salary details, etc..) must be correct as it directly affects bank's credit decision
- All information declared by customer in the Medical Declaration Form must be correct as it directly affects credit life insurance coverage

## Terms, Conditions and Guidelines

1. The customer may enjoy a free current account under some loan's programs if the account was opened for loan purpose
2. The minimum rate of the variable loans is **12.5%**
3. 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.
4. The customer receives a copy of amortization schedule already signed by him/her at loan booking stage
5. The repayment of principal loan and the payment of interests resulting therefor shall be made in installments according to the schedule of the repayment program. Accordingly, the Client authorizes the bank to divide the installment between the principal loan and the resulting interests according to the procedures of the Bank in force. The Client further authorizes the Bank to add any differences that may occur in the interests due on Finance for any reason on the last installment even if this leads to exceeding the installment shown in the schedule
6. 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
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** 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. 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
9. The bank may reject customer's loan, whereas the client has the right to ask and be replied for the reasons of the bank refusal to grant the loan (if possible)
10. 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