Key Fact Statement
Current Accounts

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

Features of ALEXBANK Retail Liabilities Current Accounts Programs

Item	Current Accounts
Definition	Current Accounts are offered in Egyptian Pound and in any other major foreign currency. Current accounts offer convenience and flexibility to manage your daily transactions, enabling you to deposit and withdraw money from any of ALEXBANK's branches or ATMs that are distributed all over Egypt. It also offers a wide range of benefits such as the availability to issue a cheque book, debit card and the ability to access the account(s) using ALEXBANK Internet Banking platform.
Target Market	All Individual customers.
You need to know	For interest bearing current accounts, if the customer does not maintain the minimum balance required to be granted interest, the customer loses the interest due for the days the minimum balance is not maintained.

Pricing & Periodicity

Product Features

Alex Go Current Account	Fees
Target Segment	All Segments
Minimum Account Opening Balance	EGP 2,500 or equivalent in FCY
Account Opening Fee*	EGP 200 USD/EUR / GBP 5 - or equivalent to EGP 200 for other foreign currencies
Account Maintenance Fee	EGP 150 (Quarterly) USD/ EUR/ GBP 3 - or equivalent to EGP 150 for other foreign currencies (Quarterly)
Interest Payout Frequency	N/A

Alex Plus Current Account	Fees
Target Segment	Magnifica & Private customers
Minimum Account Opening Balance	EGP 2,500 or equivalent in USD
Account Opening Fee	EGP 200 USD 5
Account Maintenance Fee	EGP 150 (Quarterly) USD 3 (Quarterly)
Interest Payout Frequency	Monthly

Alex Daily Current Account	Fees
Target Segment	Magnifica & Private customers
Minimum Account Opening Balance	EGP 2,500 or equivalent in USD
Account Opening Fee	Free for EGP USD 4
Account Maintenance Fee	EGP 100 (Monthly) USD 1 (Monthly)
Interest Payout Frequency	Daily

Premium Current Account	Fees
Target Segment	Premium customers
Minimum Account Opening Balance	EGP 2,500 or equivalent in USD
Account Opening Fee*	EGP 200 USD 6
Account Operating Fee	EGP 150 (Quarterly) USD 3 (Quarterly)
Interest Payout Frequency	Monthly

Payroll Current Account (Grand Package)	Fees
Target Segment	All Segments
Minimum Account Opening Balance	LCY/FCY: No Minimum
Account Opening Fee	LCY/FCY: Free
Account Maintenance Fee	LCY/FCY: Free
Interest Payout Frequency	N/A

Payroll Current Account (Premium Package)	Fees
Target Segment	All Segments
Minimum Account Opening Balance	LCY/FCY: No Minimum
Account Opening Fee	LCY/FCY: Free
Account Maintenance Fee	EGP 15 Monthly USD/EUR/GBP 0.25 Monthly
Interest Payout Frequency	N/A

Payroll Current Account (One Package)	Fees
Target Segment	All Segments
Minimum Account Opening Balance	LCY/FCY: No Minimum
Account Opening Fee	LCY/FCY: Free
Account Maintenance Fee	EGP 20 (Monthly) USD/EUR/GBP 1 (Monthly)
Interest Payout Frequency	N/A

Pension Current Account	Fees
Target Segment	Pensioners
Minimum Account Opening Balance	EGP 2,500
Account Opening Fee	Free
Account Maintenance Fee	Free
Interest Payout Frequency	N/A

Economic Activity for Individuals Current Account	Fees
Target Segment	Micro Individual Customers only
Minimum Account Opening Balance	EGP 500 or equivalent in USD
Account Opening Fee	EGP/USD: Free
Account Maintenance Fee	EGP/USD: Free
Interest Payout Frequency	N/A
Maximum Account Balance	EGP 400,000 or equivalent in USD
Daily cash withdrawal limit	EGP 90,000 or equivalent in USD
Monthly cash withdrawal limit	EGP 300,000 or equivalent in USD

Ebda' Daily Current Account	Fees
Target Segment	Micro & Financial Inclusion customers
Minimum Account Opening Balance	No minimum
Account Opening Fee	Free
Account Maintenance Fee	Free
Interest Payout Frequency	Daily
Maximum Account Balance	EGP 750,000
Daily cash withdrawal limit	EGP 90,000
Monthly cash withdrawal limit	EGP 300,000

Banking Bundles

	Core Bundle EGP 110	Select Bundle EGP 175	Max Bundle EGP 225
Account Opening & Maintenance Fees	Free	Free	Free
Debit Card	Free Debit Card Annual Fee	Free Debit Card Annual Fee	Free Debit Card Annual Fee
SMS & Digital Services	Free	Free	Free
Insurance	Insurance coverage up to EGP 100K (death & disability)	Insurance coverage up to EGP 150K (death & disability)	Insurance coverage up to EGP 200K (death & disability)
Cheque Book	None	Free cheque book per year (10 Cheques)	Free cheque book per year (25 Cheques)
ATM & Branch Services	None	1 FREE monthly transaction covering: • Branch withdrawal • Other ATMs • Standing Instruction	3 FREE monthly transactions covering: • Branch withdrawal • Other ATMs • Standing Instruction
Credit Cards	None	None	Free Annual Supplementary Credit Card Fee
Term Deposit	None	None	Additional 1% on the interest rate of Time Deposits in local currency

Additional key features :

- Bundles are applied on CIF level providing that at least one EGP account is maintained under the respective CIF.
- All NTB customers have the right to choose any of the 3 bundles .

Fees & Charges	
Account Statement - Hard Copy for each statement	EGP 150 (or equivalent in foreign currencies) / EGP 10 for Payroll customers (or equivalent in foreign currencies)
Account Statement - Soft Copy	Free
Bank statement re-generation – current/ previous years	EGP 200 / EGP 10 for Micro customers (or equivalent in foreign currencies)
Over the counter cash withdrawals	EGP 100 per transaction for amounts less than or equal to EGP 20,000
Cheques Issuance	EGP 15 (Per Cheque) or equivalent in foreign currencies
Signature Verification	EGP 50 USD/EUR/GBP 2 FOR other FCY : Equivalent to EGP 50 (upon request)
Issuance of customer balance certificate - current/ previous years	EGP 200 USD/EUR/GBP 5 For other FCY: Equivalent to EGP 200 (upon request)
Hold Mails Charges - Customer's Branch	EGP 400 per periodicity for sending account statements (or equivalent in foreign currencies)
Hold Mails Charges – Non-customer's Branch	EGP 500 per periodicity for sending account statements (or equivalent in foreign currencies)
Standing instructions	EGP 100 (upon request)
Standing instructions (outside Alexbank)	EGP 100 USD/EUR/GBP 3 FOR other FCY : Equivalent to EGP 100 (upon request)
Value date commission on cash deposits for LCY	0.2% with minimum EGP 50
Value date commission on cash deposits for FCY	0.2% with minimum USD 10
Outgoing transfers with swift in LCY other banks	0.2% with minimum of EGP 25 and maximum of EGP 350 + EGP 40 swift charges
Outgoing transfers with swift in FCY other banks	0.3% with minimum of USD 10 and maximum of USD 150 + USD 25 SWIFT charges + USD 30 correspondent charges
Alex Alerts unlimited bundle (Mass , Premium and Magnifica)*	EGP 25 (Monthly) for Mass, Premium & Magnifica customers
Alex Alerts free bundle (private customers)*	Free
ATM Receipt Printing Fees	EGP 5
**Account below balance fee	EGP 75 or equivalent in FCY (monthly)
Dormancy fees	EGP 10 or equivalent in FCY (monthly) in case the account has balance

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

**Minimum balance fee is applied on Mass and Premium customers if the account's average balance falls below EGP 2,500 (or equivalent in FCY)

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. Visit our official website www.alexbank.com
4. Filling the opinion form available at ALEXBANK Branches.
5. 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 while keeping the reference number received in all cases, for continuous checking and replying on the complaint. The 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 bank 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 pays interest for the lowest balances maintained in customer's 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 ensure reaching the customers in case of any bank changes/announcement, whereas the customer must regularly update his/her 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 2 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 time-frame.
6. The customer can choose his/her 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 customer in case it is sent by ordinary mail or electronically to the address and/or email address stated in the account opening form or can be held at the bank premises if requested. 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/her 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 working days from the specified date for sending, the customer must submit a written request to the bank within 7 days following that date. If the customer does not request the statement during this period, then he/she 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/her, and this will be considered as an undertaking from the customer to the bank of the validity of what is stated in these statements.
8. The customer should be aware of his/her 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 customer'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/her 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/her IBAN by visiting the nearest branch or by calling the contact center at 19033 for Mass customers or 19044 for Magnifica & Private customers or through the Internet Banking service.
9. In case of receiving a transfer (cheque or transfer) with a different currency than the currency of the existing account, the customer 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.
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 the customer's 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 ,or 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 time-frame. If the customer continues to use said product / service after the notification, then it will be considered as an approval from his/her side on these changes.

14. The customer has the right to cancel any product or banking service which is not activated (except for saving products) within 2 working days from the contract date without imposing any expenses or fines. The customer also has the right to retrieve all official documents that have been submitted to the bank.
15. The customer is entitled to review the contract before signing it and obtain a copy of the contract at any time after signing the said contract.
16. The customer’s account is considered active in case the customer performs one transaction (withdrawal, deposit, transfer, electronic or written balance inquiry) at least within one year regarding current and mobile wallet accounts “Ma7fazty” and two years regarding saving accounts. Such transactions may be performed through the bank’s branches or any other available means of communication or electronic channels and via payment service providers.
17. Customer’s account status is turned into “dormant” after 1 year for current accounts and mobile wallets accounts “Ma7fazty” and after 2 years for saving accounts.
18. No fee is charged to the customer for reactivating or closing accounts.
19. If the customer holds other active accounts within the same bank, they may activate their dormant account by visiting the branch or using the available electronic means after the bank verifies the customer’s identity in accordance to what is followed in this regard.
20. The customer can activate his mobile wallet account “Ma7fazty” through any of the following means (visiting the bank’s branches, payment service providers, internet banking service, electronic channels or other communication channels).
21. The customer can activate his dormant account” in case there are no other active accounts” through visiting the branch and presenting a written request to activate the account or through account balance validation.
22. Home visits for people with disabilities and the elderly (over 65 years) by the bank’s employees to activate dormant accounts and obtain the required data and signatures are allowed upon customers request and subject to controls established for this purpose.
23. The bank has the right to close the customer’s account in case that a year has passed since its balance decreased to zero and the customer has not reactivated the account, after notifying the customer through any of the communication channels available to the bank.
24. The customer is notified by the bank monthly for a period of 3 months before his account is considered dormant and after it is included in the dormant accounts, by any of the communication channels available at the bank, i.e: (visiting the branch, contacting the contact center, internet banking service, ATMs, sending a text message or through other electronic communication channels or by any other means that the bank deems appropriate).
25. The bank shall continue to cash any cheques drawn/ execute standing instructions on dormant accounts, where the bank notifies the account holders with these transactions through any of the available means. These transactions do not lead to account reactivation.