

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
Hotline: 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	<p>Current Accounts are offered to in Egyptian Pound and in any other major currencies. Current accounts offer convenience and flexibility to manage your day to day transactions, enabling you to deposit and withdraw money from any of ALEXBANK Branches that are distributed all over Egypt. It also offers a wide range of benefits such as availability to issue a cheque book, debit card issuance and ability to access the account(s) using ALEXBANK Internet Banking platform.</p> <p>For foreign currency accounts, the account related fees are paid in equivalent to local currency according to the daily communicated exchange rates available on the bank's webs ite and the bank's branches.</p>
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 500 for Mass customers & EGP 1000 for Magnifica & Private customers or equivalent in FCY
Account Opening Fee*	LCY: EGP 50 FCY: USD/ EUR/ GBP 5
Account Operating Fee	LCY: EGP 35 (Quarterly) FCY: USD/ EUR/ GBP 3 (Quarterly)
Interest Payout Frequency	N/A

*Accounts & Services bundle fee applies for Mass customers on Alex Go account in local currency

Alex Plus Current Account	Fees
Target Segment	Magnifica & Private customers
Minimum Account Opening Balance	EGP 1,000
Account Opening Fee	Free
Account Operating Fee	Free
Interest Payout Frequency	Monthly

Premium Current Account	Fees
Target Segment	Premium customers
Minimum Account Opening Balance	EGP 1,000
Account Opening Fee*	EGP 50
Account Operating Fee	EGP 30 (Quarterly)
Interest Payout Frequency	Monthly

*Accounts & Services bundle fee applies for Premium customers on premium account

Payroll Current Account (Grand Package)	Fees
Target Segment	All Segments
Minimum Account Opening Balance	No Minimum
Account Opening Fee	Free
Account Operating Fee	Free
Interest Payout Frequency	Monthly

Payroll Current Account (Premium Package)	Fees
Target Segment	All Segments
Minimum Account Opening Balance	No Minimum
Account Opening Fee	Free
Account Operating Fee	EGP 20 (Semi-annually)
Interest Payout Frequency	Monthly

Payroll Current Account (One Package)	Fees
Target Segment	All Segments
Minimum Account Opening Balance	No Minimum
Account Opening Fee	Free
Account Operating Fee	EGP 40 (Semi-annually)
Interest Payout Frequency	N/A

Accounts and Service Bundle	Fees
Target Segment	Mass Customers: Alex Go account in local currency Premium Customers: Premium account
New to Bank Customers	Mass Customers: EGP 150 Premium Customers: EGP165
Existing Customers	Mass Customers: EGP 100 Premium Customers: EGP 115

*Bundle consists of an account, debit card, internet banking and Ma7fazty service

Fees & Charges	
Account Statement - Hard Copy (per frequency)	EGP 20
Account Statement - Soft Copy	Free
Bank statement re-generation – current / previous year	EGP 50
Over the counter cash withdrawals	EGP 30 per transaction for amounts less than EGP 20,000
Cheques Issuance	EGP 5 (Per Cheque)
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)
Standing Instructions	EGP 40 (upon request)
Commission on Value date on Cash Deposits for local currency	0.15%
Commission on Value date on Cash Deposits for Foreign currency	0.15%
Outgoing transfers in local currency	0.2% with minimum of EGP 5 and maximum of EGP 75
Outgoing transfers in Foreign currency	0.2% with minimum of USD 5 and maximum of USD 300
Alex Alert 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 final bank's 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 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 **1 year**.
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 timeframe
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 to the 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 timeframe; 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. 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 entering into it and obtain a copy of the contract at any time after entering into 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. The 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 on 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 using any of the following means: visiting branches, contacting the call center, Internet banking service, ATMs or other 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, for example (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.

Key

Glossary of main terms of the key fact statement

Certificate of Deposits	CD
Time Deposits	TD
Current account	CA
Saving Account	SA