

Approval of Contract

- The Signature Specimen delivered to the bank shall be considered the basis for performing any transactions on the account and shall remain valid until renewed and superseded with another specimen in writing. The bank shall be immediately notified in writing whenever changes occur to the account signatories. The form must be renewed every three years at most. Nonetheless, the bank shall not be liable for its use of a signature specimen which has not been updated in due course nor shall be liable for the rejection of a cheque due to mismatch of the Signature Specimen held at the bank.
- The client undertakes that he is the beneficial owner of this account and undertakes that he will not use this account to accept any transaction from unknown or suspicious sources.
- The client undertakes that he will update his data if any changes occur, or upon his acquisition of another citizenship, and shall update the Account Opening Form according to the bank's applicable procedures. The bank has the right to stop the client's account usage or close the account in case the client is not committed to update his account in the aforementioned timings.
- Persons on whom personal information has been obtained via this application are entitled to obtain communication of such information from their branch and demand corrections, where appropriate.
- The client undertakes not to make any personal deposits or accept any unknown /suspicious funds into the account(s) linked to QNB card.
- The client acknowledges that he is the actual and only beneficiary of the mobile line/ E-mail Address linked to the service(s) and stated in this application form and that it is under his custody.
- The client acknowledges that he has reviewed all the endorsed usage terms and conditions of the digital service(s) and approves and accepts them as published on the official QNB website (www.qnb.com.eg) which the bank may amend from time to time at his absolute discretion.
- The client acknowledges that the transactions made through any of the digital service(s) are legitimate and used for legitimate purposes.
- The client undertakes that his acknowledgement and electronic consent to this application means his awareness of the bank services tariffs concerning all the expenses and declared fees on any service or product stated in this application or any other application and all of it is announced on the bank's website and especially those concerned with this contract. Also, the client acknowledges that the tariffs are subject to change by the bank and the client has the right to check the change or any applied update through the bank's website.
- Continuation of the digital service(s) is dependent on continuation of subscription.
- The Bank reserves the right to cancel/modify any of the digital services with prior notice.

Terms & Conditions for Opening Bank Accounts

General Terms & Conditions of Opening Accounts

- The signature specimen provided by the client to the Bank shall be the basis for operating the account, and shall remain valid unless another specimen is communicated in writing or renewed. The bank shall be informed immediately in writing in case of change of those authorized to sign for the account, and the specimen must be renewed every three years at least, otherwise the Bank shall not be responsible if it relies on a specimen signature not renewed in time, or if it refuses a check for not conforming to the specimen signature kept by the Bank.
- All accounts opened in the clients' name at the bank and its branches are considered an indivisible unit. Therefore, the bank is entitled to execute transfers from transferrable balances in all accounts with the same currency or any other currency according to the bank's applicable exchange rate on the transfer date to meet payment orders, cheques drawn by the client and presented for payment by debiting any of the client's accounts or to meet any due amounts to the bank, unless the client issues contrary instructions to the bank in writing.
- It is totally forbidden to overdraw any accounts subject of this contract. If any account has been withdrawn for any reason, the client shall immediately cover it – or give instructions to cover his/her withdrawn account, otherwise, the bank shall have the right to close the account. It is agreed, without prejudice to the afore-mentioned, that in case the balance of any account subject of this application results in a debit balance for any reason whatsoever, the debit interest rate applicable by the bank on the corresponding day shall be applied. The bank has the right to determine such rate at its sole discretion.
- It has been agreed upon that all the Bank chequebooks are preprinted with the currency/account number in order to be used for issuing the cheques with the specified currency/account only. It is completely forbidden to issue checks with a different currency/account number. In case of crossing the check's currency (or account number) and replacing it by another one, the client authorizes the Bank to reject the cheque with the following reason: item bearing wrong information: the cheque's currency/account number is incompatible with the Bank's preprinted material (even if the client's signature has been obtained nearby crossing the currency/account). The client remains accountable for this action without any responsibility on the Bank side.
- The use of a check book is confined to the customer in whose name it is issued, and cheques thereof may not be lent to another customer. Persons under-age, in case of minors of distinction, may not apply for the issue of cheque book.
- The bank has the right to debit our account with postage expenses and fiscal stamp due on the account, or any other expenses relating to the keeping of the account. The bank is also entitled to debit our account automatically, without referring to the client, with any amount previously credited to our account by error even if this would result in a debit balance. The bank shall have the right to apply the debit interest rate applicable by the bank on the date of the required reverse entry to correct the error. This is applied to any debit balance arising from executing the afore-mentioned reverse entry.
- As for illiterate customers, the bank is not responsible if their signature stamps are used by the customers or somebody else.
- Drawing on the account shall be effected within the limits of its credit balance, or within the authorized limit of the credit allowed and payable by the use of checks or payment order forms printed by the Bank. Checks not drawn on such forms are not authorized, and the Bank is entitled to refuse payment of checks or payment orders not drawn on such forms, even if they satisfy the legal elements of the check. The client undertakes to safeguard the checks, and bear all responsibility arising in connection with the loss, theft or forgery, or the illegal use of the checks delivered to the client, and further undertake to advise the Bank immediately in the event a check is lost or stolen.
- Pursuant to this contract, the client authorizes the bank to collect the value of cheques as well as other commercial papers deposited in the account and to record them in the client's account. In this respect, the client declares the following:
 1. The client is responsible for the validity of all endorsements made to those papers and guarantees their correctness.
 2. The client is fully responsible to follow up the collection of those papers and receive them if returned for any reason.
 3. The bank is not responsible to take any legal action in respect of those papers if returned without payment for any reason and is not responsible to take recourse against the debtors.
 4. The client declares that his/her delay in receiving the returned papers without payment beyond the legal due dates for taking legal action and taking recourse against the debtors is the client's responsibility.
 5. The bank's role is limited to taking the collection procedures according to the banking practice and informing the client of the return of those papers via any means of notification such as delivering a letter, e-mail or SMS to the client's mobile number.
- The Bank reserves the right to close the account at any time. In such case, the client must withdraw the outstanding balance within the period determined by the Bank in the notification issued by the bank in this respect and delivered to the client's mailing address stated in this application. Otherwise, the bank has the right to issue a Bank Draft to the client for the value of funds in his/her account which has been decided to be closed. The bank shall have the right to break any depository products, whatsoever, on the closing date determined in the notification, and to credit their balances to the cheque's value.
- In case the account is closed, the client shall return all unused checks to the bank and other means of payment such as ATM cards and credit cards. As of the determined date of closure, the bank has the right to reject any cheque drawn on the account by indicting the statement (Account closed).
- The Bank has the right to debit our account, whether it is credit or debit, with the counterpart of any cheques, which we will request to stop payment due to loss or any other reason.
- The bank has the right to debit the counterpart of cheques which will be presented for payment even after more than one year has passed from the cheques due date, and the bank has right to cash the counterpart to the beneficiary if no instructions were received from the client to stop paying the cheque.

- Whenever a client opens any type of Individual Account via Internet Banking Service during official vacations and weekends, the account balance will be recognized by the bank system on the first working day.
- Funds deposited into various accounts opened at the bank – whether opened at branches or through digital channels – shall have a value date as stated on the receipt extracted via the bank's system upon a counter's deposit transaction as per each currency's value date; while fund transfers performed within accounts via digital channels after the bank cut-off time shall have the next business day's value date.
- **Operating the Accounts by power of attorney requires the following:**
 1. The Bank's powers of attorney forms shall be utilized in case the customer wishes to authorize a third party to operate the account:
 2. The power of attorney shall be signed by the client in person at the branch where the Account is kept, and if not possible, shall be signed at the nearest branch of the Bank.
 3. The power of attorney shall bear the signature according to the specimen kept with the Bank so that the latter may be put into force.
 4. All specific and general power of attorneys issued by notary offices may be used. The bank, in all circumstances, has the right to reject the use of any power of attorney on the account in the event of doubt for any reason – at its discretion – without any liability on the bank.
 5. The bank's branch, where the account is kept, shall be informed of the cancellation or suspension of the power of attorney. The instructions pertaining thereto shall become effective only as from the day following the date they were received by the branch where the Account is Kept. The Bank shall not be responsible for any disposition made by the attorney in accordance with the power of attorney prior to the instructions of cancellation have been received by the bank.
- Pursuant to our signature on this contract, we hereby declare that the bank has the right to amend the interest rate, and/or commissions, and/or expenses set out in this contract. Such amendment shall be automatically applied once we are notified by any means seen appropriate by the bank. It is agreed that our consent to this clause is considered a prior consent by us on the 'Banking Sector Consumer Protection Rules' issued by the Central Bank of Egypt. This consent shall be deemed a prior authorization to the bank for amending the interest rates, and/or the commissions, and/or the expenses at any time.
- We hereby acknowledge and accept our electronic signature, in case the cards and their PIN numbers are received.
- If the customer requests to be notified of his account statements from the bank electronically, the client can review his/her bank accounts and print them. This shall be in replacement of paper copies delivered to the customer by mail and as detailed below:
- The customer is not permitted to use more than one e-mail. The customer can review his/her accounts by e-mail through the e-mail address that has been registered at the bank and can also review them through the internet banking service, at the customer's option. The account statements shall be delivered to the customer's e-mail address according to the periodicity contained in this contract and are also available each month through the internet banking service.
- The customer – whether legal persons, corporations or individuals – shall be deemed to have received all their account statements on the day on which those statements were delivered to their e-mails and/or made available on the internet banking service, as the case may be.
- The customer is committed to regularly check his/her e-mail and access the internet banking service – as per the customer's subscription – to review the movements that have been recorded in those statements and to follow-up his/her accounts on an ongoing basis.
- The customer declares that the account statements delivered or made available by the bank shall be considered true and bear a conclusive evidence against the customer's claims for their validity and forms an acceptable proof by the customer unless he/she raises any objections within 15 days from their delivery date by e-mail or their availability through the internet banking service.
- The customer shall be responsible for the correctness and validity of the e-mail he/she specifies. Moreover, the customer shall be responsible for the hacking of his/her e-mail, as well as its access by any other person, whether authorized or unauthorized by the customer.
- The customer is committed to regularly update his/her e-mail address at the bank, as well as in case where the e-mail is changed. It is understood that once the customer subscribes to the account statement delivery by e-mail, the delivery of account statements in paper form shall automatically cease.
- The customer may request from the branch, where the account was opened, to receive a printed copy of the statement against payment of the stipulated fees at the time of request according to the updated bank tariff.
- The customer's signature on any electronic device used upon delivery shall be considered a binding proof for the receipt of those statements.
- The delivery of account statements through e-channels shall bear the same legal consequences that arise from the customer's receipt of said statements by mail or hand. The bank's use of such e-channels shall bear all the stipulated consequences and liabilities contained in the contracts that were entered between the bank and the customer.
- It is agreed that in case the account balance, subject of this application, results in a debit balance for any reason whatsoever, the debit interest rate applicable by the bank on the corresponding day shall be applied. The bank has the right to determine such rate at its sole discretion.
- The approval or rejection of the Account Opening Application is at the bank's sole discretion. The Bank reserves the right to reject the account opening without assigning reasons. The client also loses his right of recourse to claim any demand, concerning the above, based upon the terms of liabilities for whatever reason or nature. Therefore, we declare henceforth to exempt the bank from any contractual responsibility or delinquency that may arise in this regard.
- Based upon the above, it is understood that the approval of this application and our deposit of any funds related to this subject shall remain pending until the bank investigates this request and decides whether to approve it or not at its sole discretion.
- It is agreed that the deposited funds, subject of this account opening application, shall not yield any interest payment during the period starting from the date of submitting this application up to the date the bank approves it. Moreover, no interest payment shall be received throughout the deposit duration in case the bank rejects this application.
- It is understood that the eligibility to interest payment is subject to the conditions and the type of the requested account from the client's side.
- It is understood that the bank's decision regarding this application shall be taken within working days from the date of its submission – whether a decision for approval and specifying the Account Number or the rejection of this application altogether.
- The client authorizes the bank – in case it approves the account opening application – to notify the client of his/her account number and any other information in this respect, altogether made via an SMS message delivered to the client's mobile number without any liability on the bank.
- It is agreed that it is prohibited to use this account for conducting any commercial transactions. A breach of this obligation shall result in the bank's entitlement to close this account without need for any warning, notice or taking any other legal proceedings.
- In case of discrepancies in interpretation between Arabic & English, the Arabic text shall prevail.
- It is not accepted by professional intermediaries e.g. lawyers, accountants, financial intermediaries and other similar occupational functions, to invoke professional secrecy upon the completion of 'Customer Due Diligence' procedures.
- The customer hereby declares full awareness and undertakes not to use any of the accounts held with the bank in any transactions, whether directly or indirectly, related to parties whose names are included in international or local blacklists or related to countries subject to comprehensive sanctions. Accordingly, in the event of proven violation of this declaration, I authorize the bank to take any necessary corrective measures on the account, including, but not limited to (debit, credit, cancellation, modification of entries, freezing or withholding of the balance ... etc.) to implement directly the afore-mentioned prohibition, without the need for the customer's approval, even if such actions cause a debit account balance. I shall not have the right of recourse against the bank for any claim regarding any measures that may be taken.
- The Customer acknowledges that his/her account held with the Bank shall be used only for the designated purposes. The customer undertakes not to use his/her account in any illegal activities or suspicious transactions, including but not limited to, money laundering or terrorist financing. The Customer also undertakes not to use the account for the benefit of third parties in any way, whether his/her relationship with those other parties is declared to the Bank or not. In the event that the account is suspected of being used in any of the aforementioned activities, the Bank has the right to take all appropriate corrective measures, which may include freezing or closing the account, terminating or suspending any service or product without the need to refer to the Customer or obtain his/her approval.

Current Account Terms & Conditions

- This account is restricted to a minimum opening balance which is announced by the bank in all its branches.

Checking Account Terms & Conditions

- This account has a minimum balance for opening and continuation according to what the bank announces in its branches. Interest will not be calculated for the month where the account balance is less than the announced minimum balance.
- Interest calculation will be on the daily balance, taking into consideration the value date of the transactions and only for the number of days where the balance exceeds the minimum balance.
- Interest will be paid on a monthly basis on the first business day of each month.

Saving Account Terms and Conditions

First: Saving Accounts with Interest on Monthly Balance:

- This account is restricted to a minimum opening balance according to the limits and interests announced by the bank in all its branches for the public, and if the balance falls below this limit in any time, no interests shall be calculated for the month that the balances decreased for the minimum.
- Interest is calculated on the minimum credit balance during the month in accordance with the resolutions issued by the Bank from time to time, in a way that the interest is calculated on the available balance at the beginning of the first working day in the month unless this balance has not decreased during the month, and if the balance decreased during the month; in this case the interest is calculated on the lowest credit balance during the month, and without prejudice to the other conditions for the calculation of interest, and regardless of any deposits made during the month.

Second: Saving Accounts with Interest on The Daily Balance: -

- This account is restricted to a minimum opening balance which is announced by the bank in all its branches. Interest is calculated on a daily basis and if the balance falls below that limit at any given time, no interests shall be calculated for that day in which the balances decreased for the minimum.
- The interest is calculated on the daily closing balance and is added to the account monthly, according to the decisions issued by the Bank from time to time, and without prejudice to the other conditions for the calculation of the interest.

Third: Saving Accounts with Annual Interests

- This account is only opened in Egyptian Pounds.
- Interest is paid annually on the account's balance and calculated based on the minimum credit balance during each month. This interest is credited to the account on an annual basis i.e every year, and is calculated as follows (a margin indicated by the bank- according to its discretion in addition to the deposit interest rate "Corridor" announced by the Central Bank of Egypt throughout the period of the account).
- It is understood that such interest rate is subject to change according to the change in the "Corridor" rate throughout the period of this account, as well as the decisions issued by the Bank regarding the margin modification during that period.
- If the account balance has been fully withdrawn prior the lapse of one complete year, due interests shall be calculated proportionally according to the account's period and in respect to the number of months that have lapsed since the account opening in which the credit balance was maintained.
- It is also agreed that if the client closes this account at any time, the client shall pay to the bank the closing account fees applied by the bank therein. The client hereby authorizes the bank to debit these fees from his account without the need to obtain further approval, or to notify the client or take any other procedure. It is understood that the bank has the right to amend such fees from time to another according to its discretion in this regard.

Fourth: General Conditions for Saving Accounts for Individuals:

- Interest is calculated on the balances of the savings accounts according to the value of the credit balance where the calculated interest varies depending on the credit balance according to with the tiers announced by the Bank – from time to time - in all its branches.
- No withdrawals from savings account by checks, however, the account holder has to come to the bank and withdraw by himself.
- In the case of closing the account, the interest is paid for the last month prior to the month in which the account was closed.
- Professional saving account is opened in Egyptian pound to the professionals' packages holders.
- The bank has the right to close the professional saving account in the case of the closure of the professionals' package.
- The bank hereby finally and irrevocably authorizes the client to apply set-off between the credit balances of the saving account and any debit balance of any loan or special overdraft accounts of the same client without the need for notification or to any other action.
- The Bank has the right to amend credit interest rates, the fees and change the terms and conditions relevant to this account. Every such amendment is announced at the banking hall of the bank's branches or in the account statements, and will take effect on the same day of announcement.
- Interest value on EGP & foreign currencies saving accounts is specified on an annual basis & its calculation is based on that the year is 365 days. Interest is calculated on the minimum credit balance during the month, or on the daily closure balance according to the nature of the account, taking into consideration applying the announced minimum credit opening balance.
- For the EGP and/or foreign currency savings accounts USD/EURO/GBP, the interest is credited on monthly basis – whether the interest is calculated on those accounts on monthly or daily basis.
- The terms of opening an account signed by the client are complementary to the terms and conditions of savings accounts and are not in conflict with the provisions of the mentioned savings accounts.
- If the bank deems notifying the client of any actions or data or any matters relating to the savings accounts, the bank shall then be entitled to notify the client by an e-mail or by sending SMS on the client's mobile or through a phone call or by any means the bank deems in this regard.

Fifth: Everyday Cash Saving Account

- This account is restricted to a minimum opening balance which is announced by the bank at all its branches. Interest is calculated daily and if the balance falls below that limit at any given time, no interests shall be calculated for that day in which the balances decreased beyond the minimum limit.
- Interest is calculated on the daily closing balance and is added to the account daily, according to the decisions issued by the Bank from time to time, and without prejudice to the other conditions for interest calculation.

FATCA Terms & Conditions

- FATCA Definition: US persons: Refers to any of the following: US government; a citizen or resident of the US; a domestic partnership; a domestic corporation; any estate (with certain exceptions); any trust if (i) a court within the US is able to exercise primary supervision over the administration of the trust, and (ii) one or more US persons have the authority to control all, US Tax Payer.
- FATCA Declaration: The customer shall disclose all information to satisfy FATCA requirements. The Bank reserves the right to request for additional documentary evidence and waivers, Signed undertaking, (W-8 BEN or W-9), if required to support the customer's US status or FATCA classification.
- In case the customer satisfies the definition of US persons as per FATCA regulations, the customer authorizes the Bank to disclose their personal information with respect to all banking accounts (existing or new) maintained with the bank to the Internal Revenue Services (IRS) in the United States of America (or its representatives or agents) and to any other relevant regulatory authority without any responsibility or liability on the Bank's part.
- New individual accounts will be reportable to IRS or other relevant regulatory authority if any of the US indicia's are found, unless the bank obtains or currently maintains records supporting the customer's non-US status
- In case of change in circumstances by having one or more US indicia and become US Tax Payer (such that the customer becomes a US Citizen, obtains a US Passport or US telephone number or US residence address, etc.), the customer shall promptly furnish the Bank with the necessary details and documentation in this regard.
- The customer shall hold the Bank harmless from any claims, liabilities, damages and losses in the event of non-fulfillment of the above undertaking. The customer hereby understands and acknowledges that the Bank is bound by certain global conditions, restrictions and legal declaration for providing services to the citizens/residents of the United States of America and that the citizenship/residency status can affect the nature and extent of the services that can be derived from the Bank.

General Conditions for Customer Rights Protection

- The bank stresses the importance that the customer should carefully read the terms and conditions of the services provided by the bank, as well as all contracts that have been entered with the customer to ensure that they are fully clear and do not contain any ambiguity or uncertainty prior signing them.
- The customer has the right to inquire from the customer service employees about any confusion or uncertainty "if any" regarding the terms and conditions of the service.
- The bank has displayed all the terms, conditions, fees and commissions of the banking services it provides on its website <http://www.qnb.com.eg>. Interest rates are also displayed on the screens available at the branches for review prior to applying to any service or product.
- If the bank rejects the customer's application for subscription to a service or product, the customer has the right to receive back the original documents he has submitted for such subscription.
- The customer has the right within two days to request the cancellation of any inactivated service or product (except depository products). In such case, the customer is entitled to refund any amounts paid for the service and cancel any permanent instructions previously given by the customer in connection with applying to the cancelled service.

- The customer has the right to perform transactions on his account through the means provided by the bank. In this respect, the following should be respected:
- 1- The customer shall safely maintain all those means in such a manner that prevents other parties from accessing them.
- 2- Where any of those means (e.g. PIN number, password, cards ... etc.) are lost, the bank shall be immediately notified through calling the Contact Center or visiting the nearest branch. The customer shall not be responsible (except where it is the customer's fault or negligence) for any liabilities arising from the use of any of those means after the date the bank has been notified of their loss or theft. It is noteworthy that after the bank is informed by phone, a written notification signed by the customer shall be submitted to the bank.
- 3- After the bank is notified in cases where the card is lost or the occurrence of account fraud, the bank shall refund any debited amounts/fees unless it is proven that the transaction was authorized by the customer, or an act of circumvention was carried out by the customer.
- 4- It is necessary to notify the bank/service provider immediately and without delay upon becoming aware of any transaction involving theft, embezzlement, act of circumvention of accounts, or debited transactions performed on debit or credit cards without the customer's authorization. If the customer does not comply with the above, the customer shall bear full responsibility for any transactions carried out without his approval and the resulting commissions and expenses.
- In general, the customer shall be contacted via any means of communication maintained at the bank (e.g. correspondence address, landline number, mobile number, SMS message, e-mail address "if the customer signed an E-mail Authorization Form" ...etc. Accordingly, the bank emphasizes to the customer the importance of providing accurate data and information to the bank about the customer's contact details for prompt and easy communication with the customer on one hand and to maintain the confidentiality and safety of the customer's data on the other hand.
- The bank notifies the customer of the necessity to update the customer's contact details if any change occurs.
- The customer has the right to submit a request for receiving paper copies of his bank account statements against the payment of stipulated fees.
- Moreover, the customer has the right to request any detailed information about any account he holds, or any transactions carried out on them within the last 5 years maximum.

Complaint Procedures and Customer Rights Protection

As the bank is keen to protect its customers' interests and rights, therefore, and prior to signing on this application, the customer/guarantor should:

- Accurately read all the terms and conditions, especially those related to the interest value and its nature (fixed / variable) and the means of calculating it, as well as the due dates for the interest-bearing accounts.
- Inquire from the competent employee about any confusion or uncertainty in any of the application's terms.
- The customer has the right to object if he did not receive the booklet attached to this application, which includes a detailed statement of the nature of the accounts, their description and the mechanism of withdrawal from them, especially accounts such as debit cards, e-wallet service, online banking service.

The customer has the right to submit a complaint to the bank in the event he objects to any banking operation that has taken place on his account or if he suspects there is a fraud to his accounts or any of his transactions with the bank according to the following details:

First: - The client is entitled to submit his complain in several ways according to the following: -

- Complaints box found in the branches
- Tablets found in some of the branches
- Hotline at the contract center no.19700
- Email: Quality.feedback@qnb.com.eg
- Bank's Website www.qnb.com.eg
- Quality Assurance Department / Central Unit for Customer service 5 Champollion Street - Downtown - Cairo]

Second: - The Bank shall be complied to respond to the complaint (through writing or email) within fifteen working days from the date of receiving it except for complaints related to transactions with foreign agencies where the client would be notified with the requested time to examine his complain.

Third: - In case of the client's non-acceptance to the Bank's reply, He shall be entitled to notify the bank with his reasons of objection within fifteen working days from the date of his notification of the bank's reply otherwise it would be considered as an acceptance by him to what was mentioned in the bank's reply.

Fourth: If the customer objects to the bank reply, the bank shall re-examine the complaint and notify the client of the final response

Fifth: The client has the right to escalate his complaint to the Central Bank of Egypt in case he objects the Bank's final reply or in case he did not receive any reply to his complaint.

- In case of discrepancies in interpretation between Arabic & English, the Arabic text shall prevail.

Terms and Conditions for Dormant Accounts

An account is considered dormant in the following cases:

- For current accounts "e-wallet accounts", if at least one of the following transactions is not performed on the account for one year (withdrawal / deposit / transfer / documented electronic inquiry).
- For saving accounts, if at least one of the following transactions is not performed on the account for two years (withdrawal / deposit / transfer / documented electronic inquiry).
- Transactions performed by the bank on customer accounts e.g. the debit of fees or interest payments, are excluded from the transactions required for classifying the account as being dormant.
- Where other active customer accounts exist at the same bank, the customer is allowed to activate his/her dormant accounts through any means of communication with the bank (including but not limited to branches, the Contact Center, internet banking, ATMs or other electronic means of communication).
- If all the customer's accounts are dormant, the customer must perform at least the following actions to re-activate his/her accounts through any means of communication.
 - Account balance confirmation.
 - Fill-in an application to re-activate the customer's account.
- For e-wallet accounts, the client is allowed to activate his/her account via branches, payment service providers, internet banking, e-channels and other means of communication.
- It is agreed that in the event an account is considered dormant, this shall not prevent the payment of any cheques drawn on the account or the execution of any permanent instructions, where such actions shall not be considered as re-activation of the accounts.
- For dormant e-wallet accounts, it is allowed to debit fees or expenses up to a maximum of EGP 60 annually, if there is sufficient balance in the account.
- For interest bearing accounts, due interest revenue shall continue to be accrued and credited to the client's account according to the account type and the periodicity for interest payment.