

Beirut, on

To: Credit Libanais SAL
Subject: Application for the Online Banking Services

I/we, the undersigned, -----

Having elected domicile at the following address: -----

Hereby certify the following:

Whereas your Bank has created a new center, as part of the development of its banking activities, to enable its clients to receive banking and financial information, and perform balance inquiries and financial transactions.

Whereas I/we am/are one of your non resident customers, having opened accounts at one of your branches, and wishing to adhere to the above mentioned Services; Call Center/Phone Banking, Online Banking, Mobile Banking, TV Banking.

Whereas I/we have read all the terms and conditions of your Electronic Banking Services, I/we hereby undertake to fully accept them and abide by them.

Therefore,

I/we hereby request you to accept my/our subscription to your Electronic Banking Services and provide me/us with a secret code, either through:

- The Electronic Mail (e-mail): _____ or
- The Registered Mail with acknowledgment of receipt to the following address: _____

I hereby certify that I have been informed about the risks arising from the mailing of the secret code to my above address, and /or the receipt or use of this code by any unauthorized person.

In any case I/we hereby confirm that I/we accept all terms and conditions set forth by this agreement, especially those set on the back of this page.

Customer's signature

Terms and Conditions of the Electronic Banking Services

The Electronic Banking Services provided by Credit Libanais are read and approved by the customer, and are subject to the following conditions:

- 1) The following terminology will be used in the present agreement:

The term "**Bank**" refers to Credit Libanais S.A.L.

The term "**Account Holder**" refers to the customer of the Bank

The term "**Financial Transactions**" refers to balance inquires, statement requests, checkbook requests, transfers from account to account or any other transaction, as regulated by the conditions of the **Bank** for each transaction.

The term "**Secret Code**" refers to a personal secret code provided to the customer by the **Bank**.

- 2) The **Account Holder** undertakes the following:

A. To make personal usage of the **Password** and not to disclose it to any third party. The **Account Holder** will be liable towards the **Bank** and third parties for all damages and losses incurred due to the misuse of the **Secret Code** by third parties. The **Account Holder** undertakes to compensate the **Bank** immediately for any losses or damages so caused.

B. To protect the secrecy of his/her **Secret Code** and take all necessary measures to avoid its loss. Moreover, the **Bank** will not be held responsible for any inquiry or cyber piracy on the Phone, Internet, Mobile, TV, or any other means leading to fraudulent activities on the accounts of the **Account Holder**, or to the conduct of any **Financial Transactions**.

C. To notify the **Bank** via e-mail or telephone, and then in writing in case the **Secret Code** was lost or counterfeited; in such an instance, the **Account Holder** will be covered from the day of the e-mail or the phone call reception until we receive the written confirmation.

D. To pay all subscription fees, commissions and charges set by the **Bank**, and the **Account Holder** will irrevocably authorize the Bank to debit any of his/her accounts with the **Bank**.

E. For Online Services Such as: Online, Mobile, and TV Banking:

To use browsers with 128-bit key encryption. **The Account Holder** shall be held responsible for the use of any Browser lower than 128-bit key encryption.

F. For Online Services Such as: Online, Mobile, and TV Banking:

To log-out the **Online Internet Banking** page when financial transactions are finished, and not to let the computer unattended.

All consequences of breaching this procedure shall be borne by the **Account Holder** alone.

- 3) The bank shall not be held responsible if losses occur to the Account Holder's account due to input errors or mistakes by the Account Holder.
- 4) The **Bank** will maintain ownership of the Customer's **Secret Code**.
- 5) The **Bank** is entitled to cancel the right to use the Electronic Banking Services or to limit its use without giving any reasons and without prior notice to the **Account Holder**.

- 6) The **Bank** may amend, at any time, the conditions governing the use of the **Secret Code** and may cancel any of the services offered, including **Financial Transactions**, or amend the Terms and Conditions of the Electronic Banking Services, in accordance with the Bank rules and regulations. The **Account Holder** will not be entitled to object to the correctness of these amended Terms and Conditions. Moreover, the **Account Holder** will not demand any compensation from the **Bank** for any losses or damages so caused.
- 7) The **Bank** will not be responsible for any damages resulting from the mechanical failure or the breakdown of telephone or online banking communications or any emergency cases such as power failure, closing days, natural disasters, security accidents, Government emergency actions, or any other accidents, or virus induced to the Internet. The **Account Holder** undertakes all reasonable, possible and necessary measures to prevent the introduction or transmission of a virus to the Electronic Banking service via the Internet. Failing to do so will hold the **Account Holder** responsible for all and any damages incurred by the **Bank**.
- 8) The Bank shall:

Provide the **Account Holder**, on completion of any electronic transaction with an electronic confirmation that the transaction has been performed.

Provide the **Account Holder** with periodical statements of accounts, including all transactions done via the Electronic Banking Services to the address specified on the application form. The **Account Holder** will inform the **Bank** of any changes to the mentioned address. The **Bank** has the right to send all correspondence, statements and notices through the regular mail, any private postal company, electronic mail, or keep at the branch at the customer's request.

Such statement, confirmation, shall be considered full notification and fulfill the bank's requirements for advice of electronic transactions.

- 9) Transfers to third parties are subject to additional control and should be confirmed by a letter sent to the Bank and signed by the **Account Holder**, in which all requirements of the Bank to this effect must be fulfilled. It will be done once for every beneficiary.
- 10) All telephone calls will be recorded, and All online Internet and mobile banking transactions will be logged and in case of dispute this is considered as final confirmation for all financial transactions conducted by the **Account Holder** via the Electronic Banking Services. The use of the **Secret Code** is considered a substitute to the **Account Holder's** signature. The **Account Holder** will have no right to object to the correctness of these books and accounts in any case, and will waive the right to request an audit pertaining to the dues, before any judicial instance, concerning the **Bank's** books, accounts and entries.
- 11) The **Account Holder** will not hold the **Bank** responsible as far as the Banking Secrecy is concerned, in case any third party accessed or obtained information related to his/her account without the positive and direct participation of the **Bank**.
- 12) The **Account Holder** acknowledges that all data pertaining to him/her and submitted to the **Bank** on this application are correct and complete.
- 13) The Terms and conditions of the contracts or any other documents signed by the **Account Holder** are an integral part of this letter. In case of any misinterpretation this letter will supersede.
- 14) The **Bank** will immediately suspend all the services related to the Electronic Banking Services upon notification of the

Account Holder's death to the Bank. All amounts due to the Bank are registered to the account of the **Account Holder**, even after his/her death. The heirs of the **Account Holder** undertake jointly and severally to honor all obligations stated in this agreement, and all the dues of their deceased.

- 15) In case of a dispute arising between the **Bank** and the **Account Holder**, as concerns the Terms and Conditions of this agreement, the Courts of Beirut shall be deemed competent, in accordance with the Lebanese Laws and the Banking Codes.
- 16) These Terms and Conditions were originally drafted in Arabic and translated to English. In case of any misinterpretation or confusion, the Arabic text will prevail.

Date & Place:

Signature of the Account Holder