

Customer Rights and Duties

First: Customer Rights

- To take cognizance of the terms, conditions, and details of the product or service, and to request ample explanations to be sure that he/she has understood them and can abide by them.
- To obtain from the concerned employee a clear, ample and simplified explanation about the financial services and products with different risk levels.
- To obtain from the concerned employee a professional and clear answer to any question concerning an ambiguous clause or condition.
- To request the use of Arabic in any document, correspondence or transaction with the Bank or the Financial Institution.
- To request to read and obtain in advance a copy of each document and text referred to in any contract to be signed with the Bank or the Financial Institution.
- To obtain and retain a copy of the contracts and documents signed by the customer, without bearing any additional cost.
- To request from the Bank or the Financial Institution to determine the actual cost of the product or service, including the actual insurance cost and the computational method of the lending or deposit interest rate.
- To choose freely an insurance company among at least five insurance companies that are acceptable to the Bank or the Financial Institution, specified in a written list, in case obtaining any product or service requires the submission of an insurance policy to the Bank or the Financial Institution.
- To obtain any product or service, provided it is suitable with the customer's request, profile and perception of the likely financial risks associated to the product or service.
- To obtain, for each product or service, a periodic detailed statement of account.
- To refuse to sign a blank or incomplete Form and ensure that all the required fields and figures in the Form to be signed by the customer are correct and complete.
- To have the possibility of submitting a claim regarding any service or product, and request from the Bank or the Financial Institution an explanation on the claim submission procedure, the time limit needed to be notified of the claim outcome, and the procedure applied to submit the claim to other authorities whenever the customer is not convinced of the claim processing outcome.

Second: Customer Duties

- To provide true, complete and accurate information when filling out any Form provided by the Bank or the Financial Institution, and refrain from providing any false information.
- To disclose all financial obligations when applying for a product or service, without prejudice to the rights conferred to customers by the Banking Secrecy Law.
- To update the personal information submitted to the Bank or the Financial Institution, on a continuous basis and whenever required to do so.
- To notify the Bank or the Financial Institution with regards to any change pertaining to the situation of the customer, whether the latter is a physical or moral person, namely with regards to their solvency, managerial structure or legal and financial status.

- To comply with the terms and conditions governing the chosen service or product.
- To promptly notify the Bank or the Financial Institution of any unknown operation on their account.
- To provide the Bank or the Financial Institution with their home and work address, email, regular mail, and telephone number, and report any change of said information to enable the Bank or the Financial Institution to contact the concerned customer personally and thus ensure the privacy of information.
- To review on a periodical and constant manner the statements of accounts and balances issued by the Bank or the Financial Institution pertaining to the customer's various financial debtor and creditor accounts. For this purpose, the customer undertakes to present themselves to their selected branch at the end of each month to receive and review said statements of accounts and balances. In case the customer does not present themselves to the Bank or the Financial Institution within the above mentioned period, or does not object to said statements within a period of 10 days following the end of each month, above mentioned statements of accounts and balances shall be considered duly approved by the customer, and consequently shall be considered as irrevocably correct and cannot be opposed or legally contested, even if not received by the customer.
- To abide by Anti-Money Laundering and Counter-Financing of Terrorism Laws with regards to all transactions performed with the Bank or the Financial Institution, including the declaration of the real identity of the financial beneficial owner.
- To immediately notify the Bank or the Financial Institution when the customer becomes a US resident or acquires a green card or citizenship from the United States, and abide by the provisions of the American Foreign Account Tax Compliance Act (FATCA).

Third: Instructions to the Customer

- Do not provide any other party, under any circumstances, with any details related to the customer's bank account or any other banking or critical personal information, including account numbers, Personal Identification Numbers (PIN) and other confidential passwords.
- Whenever facing financial difficulties preventing the customer from meeting their obligations or timely honoring their dues, refer to the Bank or the Financial Institution in order to find out the best options for repayment, including the rescheduling of obligations.
- Be careful when providing a proxy to a third party for the execution of the customer's banking and financial transactions, by clearly determining the powers delegated under said proxy
- Acknowledge the inherent risks in conducting any banking transactions based on instructions given by the customer to the Bank or the Financial Institution via e-mail, telephone, fax or any other electronic channel, namely with regards to errors that might occur while sending said instructions, or with regards to their understanding by the Bank or the Financial Institution, or towards any fraud that might occur in this respect. The customer shall take all necessary measures to prevent the occurrence of such events on their electronic transactions and accounts.
Accordingly, the Bank or the Financial Institution reserves its right, if deemed appropriate, to refuse the execution of any of these instructions received via e-mail, telephone, fax or any other electronic channel, with no need for any justification.