

Account Disclosures - Egypt

The following are the disclosures which supplement the applicable Relationship Documents entered into between the Bank and the Customer. This is a Supporting Document and should be read together with the Egypt Country Conditions and all other Relationship Documents. These disclosures may be updated from time to time, and the latest version will be available at:

<https://www.business.hsbc.com.eg/en-gb/eg/generic/download-centre>

1 Customer Protection Rights

- 1.1** The Bank is committed to providing an exceptional service and ensuring customer satisfaction. All Bank customers have the right to raise concerns, dissatisfaction, or complaints regarding the Bank's products and services.
- 1.2** The Customer may submit a complaint to the Bank by the following channels:
- (a) Visit any Bank branch;
 - (b) Contact the Bank's support teams/helpdesk numbers available here:
<https://www.business.hsbc.com.eg/en-gb/compliments-suggestions-or-complaints>;
 - (c) Submitting complaints through the Bank's website available here:
<https://www.business.hsbc.com.eg/en-gb/compliments-suggestions-or-complaints>; or
 - (d) Reach the Bank's Customer Rights Protection Unit directly at:
corporatecustomer.experiencehbeg@hsbc.com.
- 1.3** Upon receiving a complaint, the Bank will promptly provide the Customer with an acknowledgement of receipt of the complaint. This acknowledgement will include a complaint reference number and the estimated timeframe for resolution of the complaint. The Bank aims to address and resolve all complaints within 15 business days, however, in some cases, including those that involve transactions with third parties, this may require additional time. The Customer will be kept informed of the progress of the Bank's investigation and provided with a comprehensive response outlining the findings and proposed resolution.
- 1.4** If the Customer is not satisfied with the response received from the Bank, please contact the Bank within 15 business days of the Bank's response explaining why the Bank's response is not adequate, otherwise, the Bank's last response will be deemed as closure of the complaint by the Customer.
- 1.5** In the event of not being satisfied with the Bank's final response, or if no response is received from the Bank within 15 business days of submitting your complaint, you have the right to refer your case to the Central Bank of Egypt (CBE) by directly visiting CBE premises at 54 Elgomhorya Street 11511, Cairo, Egypt.

2 Fees and Charges

The Bank's standard fees and charges are available at:
<https://www.business.hsbc.com.eg/en-gb/eg>

3 Statements

The Bank will provide statements every 3 months (unless the Customer has asked the Bank for a different frequency of statements) showing the payments into and from each Account through electronic channels, or to the address the

Bank has in its records for the Customer. The Customer is responsible for updating its contact details to ensure that statements are received from the Bank.

4 Standard Interest Rates

The Bank's standard interest rates are available at:
<https://www.business.hsbc.com.eg/en-gb/eg/generic/standard-credit-interest-rates>

5 Cheques

5.1 Issuance of Cheque Books

Cheque books are only issued for current accounts in Egypt denominated in EGP or USD.

5.2 Use of Cheques

Cheques should be clearly written in permanent ink and there should be no spaces between words or figures. When inserting the date please use the following format [DD/MM/YY].

5.3 Protecting Cheques

The Customer must take reasonable precautions to stop anyone altering or forging cheque including:

- (a) only using cheques in the form issued by the Bank;
- (b) always writing on cheques in non-erasable ink;
- (c) not leaving any space for insertions and add the word "only" after the written amount;
- (d) never pre-signing blank cheques; and
- (e) never using corrective fluid.

5.4 Mistakes

If there is a mistake on a cheque or the Bank considers (in its sole discretion) that there is a signature mismatch, the Bank may reject the cheque for technical reasons (as opposed to insufficient funds), in which case it will not be honoured.

- 5.5** The Customer is responsible for ensuring that cheques are filled in properly. If any cheques written are not honoured due to technical reasons, the Customer is responsible for ensuring that any payment obligations are met through other means. The Bank will keep a record of the number of technical cheque returns on an Account.

5.6 Cheque clearing

Cut off times are indicative only and are available on the Bank's website. Cheque clearance timing depends on the time of day and the method a cheque is presented. The Bank will treat post-dated cheques as though they were presented on the cheque date.

- 5.7** When paying a cheque into an Account, the Customer will normally have to wait up to 2 working days until funds can be utilised, unless agreed otherwise with the Bank. This may take longer if the Bank considers, in its sole discretion, that there are credit or fraud prevention reasons why the Bank is unable to credit the applicable Account within the usual time frame. The Bank will only submit a post-dated cheque for processing on or shortly after the cheque date.

5.8 Stopping Cheque payments

A cheque can be stopped only if it is lost or stolen (and there

is a police report confirming this) or if the beneficiary of the cheque is declared bankrupt (and a request is received from the receiver or liquidator of the beneficiary) and the Customer provides the Bank with an indemnity or any other form as may be required.

- 5.9** A request to cancel the processing or clearing of a post-dated cheque must be made in writing to the Bank no later than 3 working days before the cheque date.
- 5.10** The Bank may decide to cancel a cheque from the system or issue a replacement according to its own policies and in compliance with the applicable laws and regulations. The Bank may also require attendance of the other party to the cheque to jointly provide an indemnity to the Bank as may be required.
- 5.11 What if a Cheque is more than 6 months' old?**
The Bank may (but is not obliged to) pay a cheque which is more than 6 months' old, in accordance with the applicable laws and regulations and our policies and procedures. In case of a cashier order (manager cheque) or demand draft, the Bank allows extended time for paying the cheque which may reach 5 years.
- 5.12 What happens if a Cheque I write from my Account bounces?**
The Customer must ensure that sufficient funds are available in the applicable Account to meet any cheques written.
- 5.13** If a cheque is issued and there are insufficient funds in the applicable Account when that cheque is presented for payment (or the Account is closed or blocked), the Customer and/or the individual who signed the cheque could face civil and/or criminal liability and even a prison sentence under the laws of Egypt.
- 5.14** The Customer (and anyone that has signed a cheque on behalf of the Customer) may face court action to recover any amount owed and their ability to leave Egypt could be restricted.
- 5.15** The Bank is obliged to provide the details of the drawer of any cheque that is returned. This information includes but is not limited to the drawer name, address and telephone number. The Bank is obliged to report the details of any cheque that is returned to the Egyptian Credit Bureau company I-Score. This information includes but is not limited to the drawer name, address and telephone number. Returned cheques may impact the Customer's credit rating in the credit reports issued by the Egyptian Credit Bureau company I-Score.
- 5.16** There are also other consequences to having a cheque returned for insufficient funds, including but not limited to facing difficulties obtaining credit in the future and/or the Bank closing the Account. The Bank will keep a record of the number of bounced cheques returns on an Account.
- 5.17 Unclaimed Cheques**
Cheques can become dormant or unclaimed in accordance with applicable Central Bank regulations. If a Cheque becomes unclaimed then the amount of the cheque will be transferred to the Central Bank of Egypt whether that cheque was payable to the Customer or to a third party.
- 5.18 What happens if a Cheque is returned unpaid?**
If a cheque paid into an Account is returned unpaid the Bank

will deduct the amount of the cheque from the Account.

6 Account usage policy

In accordance with instructions the Central Bank of Egypt the following steps will apply with regard to the use of Accounts in the Country:

- (a) If there are no withdrawals, deposits, payments or balance enquiries (whether electronic or otherwise) (each an "**Account Activity**") made from an Account for 12 consecutive months, then any such Account will be classified as being dormant by the Bank (a "Dormant Account"). Incoming credits to an Account, or any activity carried out by the Bank on an Account, for example, deducting our fees and charges are not considered as Account activity and will not prevent an Account becoming a Dormant Account. Please note that this Account Usage Policy does not apply to Credit facilities of any kind including credit cards or saving instruments such as term deposit accounts.
- (b) The Bank will close a Dormant Account if such account has a zero balance for one year since its classification as a Dormant Account and the Customer did not re-activate it within this year.

7 Customer Notification:

- (a) The Bank will notify the Customer in each of the 3 months prior to the date that an Account would be classified as a Dormant Account, and if applicable, when an Account is actually classified as a Dormant Account. The notices will include any outstanding charges and the details of how to reactivate the account.

8 Protection of Customer's Rights:

- (a) In the event that an Account becomes classified as a Dormant Account, the Bank will:
- continue to honour any cheques drawn;
 - process any pre-existing standing instructions; and
 - pay any interest due (calculated and added according to the type of account and the periodicity of the interest calculation),
- any such actions by the Bank will not reactivate a Dormant Account.
- (b) In the event that the balance of a Dormant Account is zero, the bank will not deduct any fees, charges or expenses.

9 Re-activation of Dormant Accounts:

- (a) In order to re-activate a Dormant Account the Customer must:
- Provide authentication to the Bank of the balance in the Dormant Account;
 - Provide a written reactivation request to the Bank; and
 - Take any other steps as requested by the Bank at the time of any such re-activation request as communicated in writing by the Bank to the Customer from time to time.
- (b) If the Customer has other active accounts at the Bank,

then any Dormant Accounts can be re-activated by contacting the Bank via its branches, or any of the available channels that the Bank may provide in the future and following any steps requested by the Bank at the time of any such re-activation request.

10 HSBCnet availability

Business continuity and disaster recovery is critically and strategically important to the Bank. As such, the Bank has policies and programs to ensure that we have full disaster recovery capabilities in place. For Customers in Egypt with a HSBCnet profile, the target uptime availability (excluding any scheduled maintenance) is 99.95% with a recovery time objective of 4 hours in the event the service is disrupted.

11 Regulatory Disclosure

HSBC Bank Egypt S.A.E., PO Box 124, Maadi, Cairo, Egypt, is regulated by the Central Bank of Egypt.