

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 How to make a complaint

1.1 Upon notice from the Customer that the Bank has not delivered the standard of service the Customer expects or that the Customer believes there is an error in relation to any Account, the Bank will investigate the matters raised in such notice from the Customer and, where appropriate, take steps necessary to resolve such issues and prevent their recurrence.

1.2 Any notice referred to in the clause above shall be directed to the Bank's relationship manager in the first instance. If the Customer remains dissatisfied following the response received, the Customer can send a complaint to the Bank via the complaints and feedback section of the Bank's website available at: <https://www.business.hsbc.com.eg/en-gb/eg/generic/contact-us>

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 showing the payments into and from each Account through electronic channels, or to the address we have on our records for you. You are responsible for updating your contact details to ensure that you receive statements from us.

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 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.

6 Customer Notification:

- (c) 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.

7 Protection of Customer's Rights:

- (d) 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.
- e) In the event that the balance of a Dormant Account is zero, the bank will not deduct any fees, charges or expenses.

8 Re-activation of Dormant Accounts:

- f) In order to re-activate a Dormant Account the Customer must:
 - 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.
- g) 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, call centers, internet banking, ATMs or other electronic communication channels and following any steps requested by the Bank at the time of any such re-activation request.

9 Regulatory Disclosure

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