

Branches of Citibank, NA, Egypt (Agreement to open account)

The Arabic language is the authentic text of this Agreement. The English text is for reference only and in case of discrepancy, the Arabic text shall prevail.

General terms and conditions

1 – Definitions

- 1-1 These terms and conditions demonstrate obligations of the bank towards you in addition to your obligations towards it. They are applicable on most types of accounts opened and maintained in the local or foreign currencies at any branch of the bank in Egypt. Unless otherwise the context requires, the terms mentioned in such terms and conditions have the following meanings:
- 1-1-1 Term: "you / your successors" means: account holder (s) or while it is appropriate, any person authorized to issue instructions about the account. In the event of having a joint account or account belonging to any person except a natural person such term means all the account holders or persons authorized to sign bearing obligations, severally and jointly, towards the bank or the legal entity.
- 1-1-2 Term: "Account" means: any account opened with the bank and is subject to such terms and conditions.
- 1-1-3 Term: "Bank" means: Citibank NA, branch of Egypt, its successors and beneficiaries.
- 1-1-4 Term: "Banking day" means: working days of the bank through which the bank carries out all types of banking transactions (usually it includes days of the weeks from Sunday through Thursday, with exception of official holidays stipulated by the state).
- 1-1-5 Term: "Citi Card" means: any card issued by the bank to account holder or joint account holders which is used concerning your account.
- 1-1-6 Term: "Citi Card Banking Center" means: Automatic Teller Machines (ATM) of Citibank.
- 1-1-7 Term: "Citi Phone Banking Service" means: banking services of Citibank provided by telephone 24 hours a day.
- 1-1-8 Term: "PIN" means: Personal identification number issued with Citi Card.
- 1-1-9 Term: "T-PIN" means: Secret personal telephone number .
- 1-1-10 Term: "Available Balance" means: available balance in your account for withdrawal. It includes any amount of money (if any) added to the account after being settled. New payments that have not been yet settled are excluded. See Item 5-2 which determines when payments are settled. The term as well includes any overdraft credits agreed by the bank.
- 1-1-11 Term: "Period of reserve / Hold mail" means: Period in which the bank agrees in writing not to send any correspondence to you (it includes but not limited to account statements, check books, Citi Cards, notices with change of terms and conditions).
- 1-1-12 Term: "Hold mail" means: any correspondence that has not been sent to you and reserved by the bank.
- 1-1-13 Term: "Check" means: any payment order, banking document or any similar document according to circumstance.
- 1-1-14 Term: "Law(s)" means: including but not limited to laws of the state, legislations, publications, regulations, directives and decisions and / or court decisions.
- 1-2 Terms and conditions of any specific account are considered in the event of having dispute between them and those terms and conditions.
- 1-3 Signature on the document of opening an account is a deemed approval to comply with such terms and conditions and any amendments / additions the bank enters and informs you with them from time to time. In the event of violating additional conditions to such general terms and conditions the additional conditions are considered.
- 1-4 This account is a separate one than any other account belonging to you with the bank currently or in the future, including any other account governed by these terms and conditions. Such term does not impede the bank with practicing its right to merge several accounts or any right to set-off either in accordance with such terms and conditions or otherwise.
- 1-5 When the context requires: the singular form includes the plural and vice versa.

2 – Legal Capacity

- 2-1 In accordance with applicable laws and regulations and in accordance with such terms and conditions it may be possible to open an account only on reaching at least the age of 21 years.
- 2-2 It may be possible to open account(s) for the benefit of individuals / corporate on condition that documents and necessary requirements determined by the Bank are completed.

3 – Deposits / Credits

- 3-1 Cash money and all other payments paid to you may be deposited directly in your account.
- 3-2 Cash money can not be sent by mail. Concerning checks and other payment orders sent by mail they have to be endorsed in the "account of beneficiary", and check or payment orders be issued in your favor and you are solely bearing the risks of dispatching by mail.
- 3-3 The Bank may accept a check or other means of payment paid to third party in the following cases:
- 3-3-1 That form of withdrawing a check or other method of payment be accepted by the Bank; or
- 3-3-2 That the check or the other method of payment has been endorsed by all concerned parties. The Bank keeps its right, all the time, to refuse collecting such checks without giving reasons for such refusal.
- 3-4 Receipts of deposits are not valid unless the automated seal of the Bank is put on them and signed by the authorized employee. Amounts of cash deposits are counted in the Bank. The account holder agrees that in the event of having difference between amount registered in the receipt than the determined amount after counting later in the Bank, such counting operation is a final proof of amount deposited.
- 3-5 Any deposit transaction in the accounts shall not be deemed final until the bank receives actual value of such deposit. Any deposit transaction in the account(s) is suspended until actual payment of deposited amount is completed. The Bank keeps its right to deduct any amounts added to the account without actual payment of them or any amounts added to the account by mistake.
- 3-6 The Bank does not bear any responsibility about cashing checks, bills and the others of payment orders and similar documents that are deposited in the account for collecting. The account holder agrees to compensate the Bank in full for any loss or damage incurred to the latter out of collecting, settling or working to settle such documents in favor of the account holder.
- 3-7 Deposits composed of total of such documents are added to the side of "Credit" after settlement.
- 3-8 The account holder bears full responsibility, guarantees soundness

and validity of all endorsements put on checks, bills and other documents that are deposited in the account and the account holder agrees to make necessary arrangements with the Bank to verify the validity of endorsements put on such documents.

4 – Minimum of balance

- 4-1 Balance in the account at any time may not decrease than the minimal limit determined by the Bank from time to time. Account holder(s) agrees to maintain such minimal limit otherwise the bank may, at its own discretion, impose a fee determined by the bank and declared from time to time and / or close the account with returning the available balance to the account holder. That may be done after the bank submits a previous written notice which term is (15) days to the account holder(s) declaring its intention to close such account.
- 4-2 The Bank keeps its right not to pay any interest to any account which balance is less than the minimal limit of balance determined by the bank from time to time.

5 – Withdrawal

- 5-1 You may withdraw from your account on condition of having an adequate balance in it. The Bank may refuse performing any payments or permitting to withdraw from the account in the event of not covering the balance of the account to such payments or withdrawal transactions.
- 5-1-2 The Bank has the right to suspend the account if you do not provide the Bank with the documents and information that the Bank requests from you.
- 5-2 Payments deposited in your account are usually settled as follows:
- 5-2-1 Cash payments:
- 5-2-1-1 Directly on depositing cash payments within any Egyptian branch of the Bank during a banking day.
- 5-2-1-2 In the following banking day; in the event of depositing the amount at any Citi Card Banking Center in Egypt after the verification by the Bank of validity of depositing transaction.
- 5-2-2 Checks:
- 5-2-2-1 If a check is drafted in the Egyptian pound and drawn on a bank in Egypt crediting the account is performed after (3) working days as a minimum, in the event of depositing before 2:00 PM within any Egyptian branch of the Bank or through Citi Card Banking Center in Egypt. Depositing is completed after passage of (4) days as a minimal limit from date of receipt in an Egyptian branch of the Bank in the event of sending by mail.
- 5-2-2-2 Concerning checks drafted in the foreign currency (not with standing its source) and checks drafted in any other currency drawn on or sent to or paid by banks out of or in Egypt in such event the depositing transaction takes a longer period of time.
- 5-2-2-3 The foregoing is not applicable in the event of refusal or delay of paying any check or other payments for a reason out of bank's control.
- 5-2-3 Outstanding payment orders and transfers through the Internet through the website of Citi Card, Citi Phone Banking Services and foreign transfers: upon receiving amounts after settlement.
- 5-3 You may not withdraw and the Bank will not be obliged to pay for a check / other payment order which is not settled.
- 5-4 All fees incurred by the Bank to cash any check / any other means of payment are deemed to be added to your account a debt due on you for the benefit of the bank and the Bank has right to deduct it from your account.
- 5-5 The Bank may, at its own discretion, use money that is settled by any of your accounts in the Bank anytime to avoid the excess of the available balance to the determined limit. In such event the Bank calls you by phone and / or sends a letter informing you with the action that has to / has been taken. The Bank will not bear, for any reason, the responsibility of what is arranged on not using paid money by any other account.
- 5-6 Checks and other methods of payment orders shall not be dealt in unless signatures over them are similar to signature forms submitted to the Bank by the account holder. In the event of entering any changes to any checks or payment order it has to be endorsed by the account holder by fixing his full signature on it.
- The Bank keeps its right to return any unpaid check and not to abide by instructions which may result in exceeding the permissible limit unless the account holder makes previous arrangements with the bank in such affair.
- 5-7 The account holder agrees that the Bank be responsible only for paying due amounts, from time to time, to the account holder with same currency of the account in the branch where the account is. The Bank keeps its right any time to refuse, at its own discretion, any check or payment order that has been submitted for cashing or settling at any other branch having the account.
- 5-8 The Bank shall not be responsible, by any means, for payments submitted concerning any check necessary or false payment order.

6 – Payments and corresponding banks

- 6-1 The Bank keeps its right, without need to submit a previous written notice to add amounts deposited in the account in the event that promissory notes, bills, checks or others of payment orders which have been added to the account have been returned without payment for any reason whatsoever. Such action does not affect the right of the Bank to keep such promissory notes, bills, checks, payment orders or other documents with the purpose of practicing all the Bank's rights in such affair.
- 6-2 The Bank does not bear any liability or financial obligation about value determined by any beneficiary bank of money on condition that the Bank has deducted money from concerned account on the effective date and has transferred such money through a corresponding bank on the effective date. The Bank does not bear any liability because of any delay in the mail, other means of communication, about difference of signatures with systems of foreign checking, taken periods of time to perform transactions, about any loss (director or constructive), any charges or expenses you may incur out of the foregoing.
- 6-3 The Bank keeps its rights, without need to give previous notice, to use any corresponding bank or sub-agent to perform its right, to perform its transactions. The Bank shall not be deemed responsible for any action, mistake or negligence made by such corresponding bank / sub-agent.
- 6-4 In the event that the Bank receive a notice not to settle added money to the account and you withdraw such money after the Bank added it and which has not been settled, such withdrawal has led to exceed permissible limit (or in the event of excess of the amount resulting in the excess of permissible limit), in the event of decrease of balance than minimal determined limit

by the Bank at any time, you have to pay an amount of money equaling those which have not been settled to the Bank on the basis of Bank's request, such action is applicable on all money which are deposited either by check, bank transfer or otherwise. Rules of checking systems applicable in financial centers where money settlement through them are not binding to you and the Bank shall not bear any financial obligation out of any loss you incur in such affair.

7 – Checks

- 7-1 Written applications to obtain check books are submitted by using forms prepared for such purpose on request. Signature put in the submitted application has to be identical to that kept in the Bank. In the event of making any change in the form of signature of account holder he/she has to inform the Bank with it and he/she has to inform the Bank with any change of persons authorized to sign regarding account transactions. The Bank keeps its right not to accept any checks violating the foregoing.
- 7-2 It has to draft checks, write date on them, and sign in ink.
- 7-3 It may not be possible to draft an amount of money exceeding the balance available in your account. You have to use checks accepted only by the Bank unless applicable laws and regulations contrary to the foregoing.
- 7-4 In the event of your wish that the Bank stop payment a check you have to promptly request that from the Bank. You have to compensate the Bank for any claims or losses incurred as a result of not cashing the check on the basis of your request.
- 7-5 The Bank shall not be deemed responsible for accepting any requests to stop payment checks drawn by you unless such request is submitted in writing including your signature over it. Such notice shall not be binding on the Bank till it receives and a sufficient period of time passes where the Bank is enabled to notify in its offices / branches to take necessary and appropriate measures. The Bank is deemed responsible in all if such checks have been cashed through normal course of business violating instructions received by the bank to stop payment.
- 7-6 The Bank shall not be responsible towards you all the time, for not being able to stop payment any check or other payments on the basis of your request.
- 7-7 In the event of losing or stealing checks belonging to you, you have to notify the Bank with that promptly by phone with submitting a written notice with that during 24 hours otherwise you may bear liability of losses incurred as a result of that.
- 7-8 The Bank keeps its right to impose an administrative fee totaling (...) Egyptian pounds on each check for actions taken by the bank concerning checks drawn on your account.

8 – Remittances

- 8-1 For the acceptance of the Bank to instructions of remitting money submitted by account holder according to the prepared form by the Bank and submitted in the Bank or through telex or fax in a sound way or through Internet or verbally submitted through banking Citi Phone Banking Services "Instructions" the customer agrees on the following:
- 8-1-1 The Bank has solely right to decide accepting or refusing any instructions relying on them or taking action on the basis of them. The Bank has right to submit an application to verify such instructions on condition that it is not an obligation on the Bank by any means seen appropriate by it.
- 8-1-2 The account holder compensates the Bank avoiding it to bear any liability resulted from any losses incurred by the Bank concerning such instructions.
- 8-1-3 Unless otherwise agreed upon expressly, the Bank may, at its own discretion, transfer money received from the account holder to its equivalent in foreign currency according to declared exchange rate on the day of receiving such money. The written Bank statement to perform such transfer is deemed decisive.

9 – Outstanding orders / direct debits

- 9-1 It is permissible to perform debits or withdrawal transactions through ATM's.
- 9-2 Unless terms and conditions of the account stipulate to the opposite the Bank may accept outstanding orders (debits / automated withdrawal transactions or transfer of determined amounts from the account to account of any beneficiary determined periodically (outstanding orders) on the expense of sole account holder on condition that he/she bear all risks in the affair.
- 9-3 All these transactions are completes on the basis of Bank's decision alone.
- 9-4 You have to grant the Bank at least (5) working days from date of its receiving your instructions to pay amounts from your accounts before effective date of first payment.
- 9-5 The Bank works to stop paying outstanding orders / direct debits on the basis of your request on condition of the following:
- 9-5-1 That has not been actually paid from your account.
- 9-5-2 That has not been submitted an obligation to the Bank relevant with the paying party informing its intention to perform such payment.
- 9-5-3 That you granted the Bank (5) working days from date of receiving your instructions to stop performing payments from your account.
- 9-6 The Bank keeps its right not to pay outstanding orders in the event of not having an adequate balance in the account. Concerning outstanding orders the Banks, its head office, subsidiaries, branches, any of its offices or employees shall not bear any liability for any losses or torts (director or constructive) resulted from not complying with outstanding orders or delay to comply them. That is with exception to the limit which the Bank is obliged in accordance with any decision of a competent court for direct losses incurred as a result of grave negligence or intended wrong doing by the Bank.

10 – Overdraft

- 10-1 Overdraft is available only to current accounts. Such facility is subject to applicable regulations. Unless the Bank agrees on the contrary it, may impose a fee and interest in accordance with the rate of overdraft monthly applied.
- 10-2 It may not be possible to exceed the limit of overdraft without having previous bank consent on that. The Bank may refuse cashing any check, any other document or permitting to perform any withdrawal. It includes withdrawal through any ATM whether it results in exceeding the permitted overdraft limit.
- 10-3 In the event of exceeding the limit of overdrafting, the Bank may impose a fee in the affair. The Bank keeps its right to impose an interest with the rate of overdraft applied on the

- whole balances over drafted per each day in which the permissible limit is exceeded.
- 10-4 The Bank keeps its right to settle / deduct any balance over drafted from your account without obtaining a permit by the Bank by using balances settled from any of other accounts of yours in the bank without need to submit a notice with that. The Bank as well has right to settle such money or take action about them by any means the Bank sees appropriate to settle such debt.
- 10-5 In the event of over drafting without right to perform that, the Bank may impose a fee apart from imposing interest with the rate of over drafting on the debit balance per each day over draft is fulfilled.
- 10-6 The Bank may – at any time – cancel your right to the overdraft from the account and/or demand you to repay the debt or decrease it.
- 10-7 Details of interest rate that imposed are available upon request.

11- Joint accounts

- 11-1 All the account holders are responsible individually or collectively to pay any amounts owed to the Bank with respect to the account.
- 11-2 Unless otherwise instructed by the Bank, each of the account holders shall be allowed to account's management alone. The Bank may assume that the instructions issued by any of the account holders are instructions on the account authorized by the rest of the account holders. The Bank shall not bear any responsibility for the result of his/her behavior or conduct refusal or delay in accepting instructions in case of receiving instructions from only one from the account holders.
- 11-3 In case that the instructions issued by one of the account holders is contrary to instructions issued by another person of the account holders or apparently contradictory, the Bank may accept any payments or permit any payments from the account until the settlement of this dispute.
- 11-4 The Bank deals with all the account holders as they are alive, the Bank may from time to time continue based on any authorized signature presented to it, until the rest of the alive account holders hand over an official death certificate from the official competent. And in this case abolition of signature authorization of the deceased account holder in accordance with the law shall be from date of Bank receipt of his death certificate. In case of death of any of the account holders, the Bank deals with the balance due to deceased account holder as a property of his/her legitimate heirs.
- 11-5 In case of there is a joint account, the Bank shall – in case on non-issuance of instructions contrary to that- contact only the joint account holder whose his/her name appears first of the rest of the joint account holders in the request presented to open the joint account. This account holder shall be responsible of providing the rest of the account holders of the information declared to him/her.
- 11-6 The Bank shall not issue Citi Card for any of the joint account holders as well as no ATM's facilities shall be available for any of them in case of maintaining the account and managing it collectively.

12 - Power of Attorney

- 12-1 In case of the desire of the customer to permit a third party for the management of the customer's account (s), this customer must fill out the form of the power of attorney prepared and used by the Bank for this purpose. Filling this form shall be done in the presence of the Bank's employee and sign under the limit and power of signing on behalf of the customer (s) and retained it in the Bank.
- 12-2 In case of cancellation of the power of attorney, the customer(s) must notify the Bank by a letter submitted by hand versus a signed and sealed receipt from the Bank.
- 12-3 The abolition of the power of attorney shall be effective after one working day from date of receipt of such notification, and the Bank shall not be liable for any act before this date, and it will be cancelled in case of account holder (s) death.

13 - Deposits / Saving certificates

- 13-1 Deposits and saving certificates may not be retained except with currency specified by the Bank, and a separate account shall be opened for each deposit/saving certificate.
- 13-2 Deposit / saving certificate may be retained individually or collectively.
- 13-3 Must be opening an account with the same name or names of the holder (s) of deposit or saving certificate as well as the same currency of this account/accounts before doing the deposit or issuance of the saving certificate, but in case of the existence of special account with the Bank, such account not to be opened.
- 13-4 It is not allowed to conduct transactions during the duration of deposit/saving certificate.
- 13-5 You may choose to open a deposit / saving certificate either for a fixed period or for periods shall be renewed automatically.
- 13-6 All funds of the deposit/saving certificate must remain during the duration of the deposit/saving certificate and extend this period to the following working day if the date of its termination does not correspond with a working day.
- 13-7 A fee shall be imposed in case of cancellation of the deposit/ saving certificate before its maturity date (as per the time deposit/special saving certificate agreement).

14 – Fees

- 14-1 The Bank may impose any fee, from time to time, in return for management of your account and you are obliged to pay the fee.
- 14-2 This fee shall be deducted from the available balance in your account, and any unpaid fee remains a credit in favor of the Bank.
- 14-3 Details of this fee shall be provided when opening an account and copies of them shall be provided upon request.
- 14-4 Any changes intervene on the value of the fee shall be demonstrated to you in the branch or you are receiving or sending to you in accordance with these terms and conditions.
- 14-5 The schedule of charges of the Bank and its amendments are an integral part of these terms and conditions.
- 14-6 The under signed below acknowledges that he/she had reviewed the bank's schedule of charges and agreed that the bank - according to its decision - has the right to introduce any amendments to the schedule of charges that shall be applied on the date of notification by the Bank.

15 - Account statements

- 15-1 The Bank sends to you the account statements quarterly (at the end of every three months), or as specified by regulations or according to the Bank deems appropriate according to its sole discretion. This statement reflects the transactions that take place in your account.
- 15-2 Without prejudice to any decision banning by any laws or regulations, if any, the Bank has the right to identify the means used to send the account statements to the account holder in accordance with these terms and conditions.
- 15-3 You have to read and review these statements.
- 15-4 The account holder agrees that any account statement issued by the Bank from time to time, concerning the account or transactions take place in the account, is considered a final evidence used in confrontation of the account holder with regard to the validity of the data and that for all purposes, unless the account holder to inform the bank in writing within fifteen days from the date of receipt of the account statement of any error

- or difference or irregularity in the account statement with the supporting details and data with respect to this error, or the difference.
- 15-5 The Bank shall not be liable for any error in any account statement in the absence of a notice to the Bank during the above mentioned period (in accordance with the applicable laws and regulations).
- 15-6 If the account is a joint account, the Bank sends the account statement to primary account holder.
- 15-7 The Bank has to verify the recording of all the debit transactions and credit operations of all accounts. But in the event of an error, the Bank has the right to correct this error without providing notice to the account holder, as well as the Bank is entitled to the recovery of any amount has been paid or added by mistake to the account in addition to any accrued interest or profit due from the account holder to the Bank. The Bank shall not be liable for any loss or damage (including any resulting damage or indirect or punitive) resulting from such error.
- 15-8 The Bank has the right as well - at any time - in accordance with its decision alone - changing the account number or transfer the account to another branch within the Arab Republic of Egypt by providing advance written notice of (15) days duration to the account holder.

16 - Interests on credit balances

- 16-1 In case of application of interest, according to the Bank's decision alone, the calculation of interest are determined by the Bank according to the interest rate applied to the amount (if any) added to the account after the settlement and details on the rate applied is provided upon request.
- 16-2 The Bank shall not pay any interest on any check or other means of payment unless it has been settled.
- 16-3 The Bank retains the right - according to its decision alone- to change interest rates and / or other means of payment in respect of any of the accounts.

17 - Foreign currency

- 17-1 In addition of proceeds of any transaction in case of difference of the currency of these proceeds from the currency of the account, The Bank may transfer these proceeds to the account's currency, according to the exchange rate prevailing in the Bank.
- 17-2 According to the Bank's decision alone, in case of any transactions with currency different from the account's currency, the Bank may transfer it to the account's currency according to the prevailing exchange rate in the Bank, and the Bank may impose a fee for that, There may be also delay in adding any of the transactions abroad to the account or deducting from it.

18 - Debit card / ATM's card

The term and conditions applicable shall apply on Citibank ATM's cards and debit cards and set forth below. In this connection, the customer recognizes and accepts the following terms and conditions:

18-1 General Provisions:

- 18-1-1 Citibank may issue upon the customer's request, Citibank ATM's card "ATM's Card" or debit card "Debit Card" in connection with the customer's current account or savings account or any customer accounts or banking facilities remain open or provided by having Citibank at his pure choice in order to enable the customer to direct access to any of his accounts or to conduct banking transactions through the Citibank Internet site or Citibank Online Services or by electronic methods by the ATM to be used by the customer, also the debit card enables the customer to pay the value of purchases or reserving goods or services in the stores participating in MasterCard in all over the world.
- 18-1-2 Any reference in this agreement to ATM's cards /debit cards is a reference to the ATM's card and/or debit card.
- 18-1-3 The customer's use of ATM's card /debit card is considered consent by the customer to these terms and conditions.
- 18-1-4 ATM's card /debit cards are owned by Citibank and to be submitted immediately upon its request.
- 18-1-5 Citibank may change, from time to time, and upon its own free and without prior notice the terms and conditions as well as the scope of services provided by Citibank regarding ATM's cards / debit cards.
- 18-1-6 No person shall retain the ATM's cards / debit cards collectively, but in the case of a joint account and deal in it (collectively or individually) ATM's cards / debit cards are issued for each of this joint account holders upon request.
- 18-1-7 The ATM's card / debit card must be maintained. No person other than the person whose name is written on it to use it, and this person must sign immediately upon its receipt.
- 18-1-8 The customer accepts all Citibank records regarding all the ATM's transactions/debit transactions received on the card as final and binding evidence for all purposes.
- 18-1-9 ATM's card / debit card may not be mortgaged by the customer as insurance for any purpose whatsoever.
- 18-1-10 Citibank is not liable towards the customer for any failure in the performance of Citibank obligations or any of the associated services because of any defect in the system, communications or other technical issues.
- 18-1-11 It is agreed that all withdrawals (whether in Egyptian pound or foreign currencies) shall be in accordance with the limits established by Citibank from time to time.
- 18-1-12 Use of ATM's card / debit card does not change the terms and conditions contained in any other agreement between Citibank and the customer.
- 18-1-13 Citibank shall not be liable for any loss or damage, whatever the reason or how it suffered customer, and Citibank shall not also be responsible for any losses or damage may occur as a result refused any other party to any transaction or ATM's card / debit card or ATM's card /debit card numbers, or personal identification number (PIN).

18-2 - Use of the card

- 18-2-1 The customer has the right to request to send the card to his/her mailing address register in Citibank in the absence of willingness to personally receive it from the headquarter of the Bank, and the card shall not be ready for use only after issuance of his/her telephone instruction for operation via Citi Phone Service, and the customer has to sign on the card in the place provided for that before starting using it. In the case of the desire of the customer to use the card as issued by or used only for certain uses specified by the customer, he/she must immediately refrain from the use of the card and alert Citibank by any means including the Citi Phone Service of his/her desire not to continue to use the card or used only for specific services, he has to return the card immediately to the bank, either in condition or after its destruction.
- 18-2-2 The customer is responsible for all transactions made using the ATM's card/debit card, regardless of whether the implementation of the transactions are done with the knowledge of customer, or the explicit or implicit delegation or transactions resulted of the work of fraudulent.
- And upon that the customer delegates Citibank to conduct off any amount of the account or accounts of the customer and make any withdrawals or transfer or transaction in accordance with the record of Citibank for transactions.
- 18-2-3 The customer has to be certain before using or attempting to use the ATM's card the provision of sufficient funds in the customer's account (s) or making prior arrangement with Citibank.

- 18-2-4 If the customer implemented any transaction exceeding his/her balance (s) available in his/her account (s) or his/her facility (facilities) associated with the ATM's card/debit card, Citibank may to abstain voluntarily chosen to allow for such transaction. However, if for any reason the client exceeds any of those balances or facilities, the customer pays the full amount of the extraterritorial balance or facility immediately, and Citibank according to its choice to impress the customer to pay its fees or expenses in force.
- 18-2-5 The customer delegates Citibank to any deductions from any of the customer's accounts on any withdrawing amounts or any other transaction took place through the automatic cashier/debit card.
- 18-2-6 Citibank has the option, from time to time, to adjust or change the time of daily interruption without notice or liability to the customer. Any transaction made through the use of ATM's card/debit card is considered with the value of the next working day.
- 18-2-7 Any cash or checks or bonds to be deposited with Citibank through the use of ATM's card/debit card to be included as a credit to the customer's account and that after Citibank is sure of deposit and collection. And the amount of deposit that has been ascertained by Citibank is the correct amount of the deposit, and the receipt which is issued from any of the ATM represents only the so-called customer deposit. The deposit of checks or bonds is considered actual payment only after completion their collection from the drawee.
- 18-2-8 All transactions and obligations arising from the use of ATM's card/debit card with regard to joint account should be binding for solidarity, interdependence and solitary for all the owners of the joint account. Citibank may freely chosen and when requested, to issue additional ATM's cards/debit cards in accordance with the terms and other conditions as it deems Citibank. In addition to above and as a separate commitment, the account holders are fully responsible (by solidarity, interdependence and solitary) towards Citibank for all the transactions and obligations arising from the use of ATM's card/debit card from the authorized users (including users belonging to the ATM's cards/debit cards) regardless of the lack of the legal capacity or the lack of the attribute of the authorized user. The account holders guarantee compensation Citibank (by solidarity and interdependence) for all the losses and damages and claims and spending and expenses incurred by Citibank because of any breach of these terms and conditions by any authorized user (including users belonging to the ATM's cards/debit cards).
- 18-2-9 For optimal use of the ATM's card/debit card, in any ATM, or an electronic network, in or outside the Arab Republic of Egypt, the customer agrees to the following:
- The involvement of Citibank, from time to time, in any network enabling of that use to use.
 - Submission and transmitting data and information with respect to any of customer's accounts, by any participants in such a network.
 - The storage and treatment in any way such data and information, by any participants in such network. The customer also agreed on the commitment of Citibank and the participants and those mentioned in the network to the laws and regulations applicable in the jurisdiction of each of them regarding the disclosure of the accounts information which Citibank or the other participants under them.
- 18-2-10 With respect to goods and services which are obtained through ATM's cards/debit cards, Citibank is not responsible or liable for any claims to the customer or others on the following:
- Any defects or lacks of such goods or services. Or
 - Any breach or non-implementation of others. Or
 - Any loss or damage, including any technical failure or other defects in the goods.
- 18-2-11 Citibank is not liable towards the customer or any other party, in the absence of full payment of the ATM's card/debit card or non acceptance as well as in the case of the customer or other party incurred any loss or injury including what is happening because of any technical mal function.
- 18-2-12 Citibank is entitled to consider the following as evidence of the implementation of correct transaction by the customer through the use of ATM's cards/debit cards:
- Any sales bond reentered a transaction, credit receipt, cash exchange bond, or any other bond.
 - Citibank record regarding any transactions implemented through the use of ATM's cards/debit cards included but not limited to any record related to the transactions implemented by mail orders, telephone, internet or others.
 - The account holder confirms his/her knowledge that the data regarding transactions which appear on ATM or on printed draft issued by the ATM to the account holder is not considered as receipt or recognition from the bank or evidence of the validity of the transactions but only considered as a data issued by the ATM as per the instructions of the account holder.
- 18-2-3 If it is proved at later time that the transaction which raised a dispute by the customer is issued by him/her, Citibank keeps the right to charge the amount of the transaction in addition to Citibank fees and expenses in force or any other fees and expenses sustained by Citibank regarding the investigation procedures about that matter from date of implementation the transaction.
- 18-2-4 Citibank deposit in the customer's account, the value of any amounts returned only upon receipt of a bill of exchange issued in proper way the trader or any other financial institution.
- 18-2-5 In the event of any conflict between the customer and any dealer or bank or other financial institution or any other person, the responsibility of the customer towards Citibank should not be affected in any way, such a dispute or any invitation or right to make setoff, the customer might be in the face of such this merchant or bank or financial institution or person.

18-3 Fees and charges

The customer pays fees and charges contained in the schedule of fees and charges concerning the ATM's cards/debit cards, and pursuant this customer delegates Citibank to set off from the Citibank account and without prior notice the amounts required to pay all fees owed to Citibank under this. Note that the handling charges contained in the schedule of fees and charges, payable by the customer for Citibank immediately upon submission submit a request to Citibank, to issue ATM's cards/debit card, and pay additional fees as indicated in the schedule of fees and charges or as otherwise specified by Citibank from the customer to Citibank to provide copies of bonds of sale or cash withdrawals or any other services may be provided by Citibank from time to time.

All transactions and fees and charges deducted from the customer's accounts and by the currency of the account and is reflected in the account statement.

18-4 The use of the card outside the Arab Republic of Egypt (A.R.E.)

18-4-1 All withdrawals and other transactions that take place through the ATM's card/debit card, outside (A.R.E.) Or other by foreign currency represents payment to any branch of Citibank in (A.R.E.), And currency conversion where withdrawal or transaction is implemented shall be according to (Citibank announced price for the exchange of currency. A Citibank may freely chosen, to receive additional fees with the price of Citibank in force for all foreign currency transactions, customer shall compensate Citibank for all outgoings and expenses incurred by Citibank as result of those transactions.

18-4-2 The financial obligations will be paid related to accounts in accordance with these terms and conditions only in the branch bank in Egypt in which the account is opened and all of this is subject to the laws in Arab Republic of Egypt (These include but are not limited to, any law or order or decree or official regulation). The Bank is not responsible for the non-availability of funds to be added to the account as result of the restrictions imposed on currency exchange or transfer transactions in general or transfer requests or forced transfer transactions or in cases of war or a strike or other circumstances beyond the control of the bank, in this case any branch or another dependent of the Bank shall not be responsible for that.

18-4-3 The number, value and currency of withdrawals is limited and subject to any restrictions applied to ATM or purchase side pursuant the applicable laws and regulations or under these terms and conditions.

18-4-4 The use of ATM's card/debit card outside A.R.E. does not cause in any manner the following:

a. Dealing or considering any account in A.R.E. as an account in another state where there is location of Citibank, or b. The emergence of any legal responsibility with respect to any branch or subsidiary company, holding company linked to Citibank.

18-4-5 Customer agrees that his/her right to conduct withdrawals and the number and amounts of withdrawals are subject to the laws, rules and regulations (including, but not limited to, regulations and restrictions of exchange of foreign currencies) in A.R.E. and the state awarded the request for withdrawal, the institution that owns the ATM, or purchase side.

18-5 Secret Identification Number

18-5-1 Citibank issues a secret identification number for the customer for use in ATMs that accept ATM's card/debit card and in this regard the customer agrees to the following:

a. The customer shall not disclose the personal identification number to anyone and shall take every possible action to prevent discovery of the personal identification number by any person.

b. The customer is fully responsible towards Citibank for all transactions made using personal identification number whether by knowledge or authorization of the customer, or other.

18-5-2 Customer takes necessary precautions to prevent the loss or theft of the ATM's card/debit card and refrain from disclosing personal identification number to anyone.

18-6 - Lost or stolen cards

18-6-1 In the event of loss or theft of ATM's card/debit card of the customer or in the event of misbehavior, the customer has to notify the bank by written notice and in case of notifying the Bank by any means other than the written notice, the customer has to confirm this notification under written notice during (24) hours.

18-6-2 The customer has to cooperate with the bank and the official authorities to help them regain the ATM's card/debit card of the customer in the case of suspicion of the authorities concerned in the loss, theft or exposure to misuse, and the bank may cooperate with the authorities concerned and exchanging relevant information to take any action the bank deems appropriate.

18-6-3 The customer has to bear financial obligations resulting from the losses that the bank has incurred as a result of the use of the ATM's card/debit card of another person in case of loss in accordance with the following conditions:

a. The financial commitment of the customer is unlimited on any loss of the use of another person holding the automatic cashier/debit card for of the client and based on your consent. And

b. The customer shall not be liable for the use of the ATM's card/debit card after the bank receipt of notification of loss or theft of ATM's card/debit card or exposure to abuse. Any non written communication shall be regarded as properly unless confirmed by written notification within 24 hours from date of notification.

18-6-4 In the case of finding any of the ATM's cards/debit cards that have been reported lost or stolen or exposed to abuse, you have to be returned to the Bank immediately after tearing it into two halves via the magnetic stripe.

18-6-5 In the case of the reporting of the loss or theft of the card or exposed to abuse may be issued other new card instead according to the bank's decision alone and at the request of the customer.

18-7 Termination / withdrawal of ATM's card/debit card and associated services

18-7-1 The bank may-at any time without notice - to suspend or terminate the customer use of the ATM's card/debit card, whether inside or outside the Arab Republic of Egypt and the bank shall not be liable for any losses or damages incurred the customer, which produces - in any way - because of the suspension or termination. Any establishment shall not bear any liability or financial obligation towards the customer regarding the use of the ATM's card/debit card for transactions in the opened account of the customer in the Bank.

18-7-2 Citibank may terminate this service (upon its free choice) pursuant giving the customer advanced written notice for the period of (7) seven days. When termination the customer must immediately stop using the ATM's card/debit card and return the ATM's card/debit card to Citibank, and pay off all charges and fees due and payable immediately to Citibank. All pledges and duties and obligations and commitments charged to the customer and included in this agreement shall remain in full force and effect notwithstanding the termination of the ATM's card/debit card.

18-7-3 Citibank may be at any time and freely chosen and without prior notice and without giving reasons and without bearing any responsibility towards the customer to refuse the approval of any transaction in the ATM's card/debit card or to withdraw or suspend or restrict the right of the customer to use the ATM's card/debit card or to impose restrictions on any class of transactions conducted using the ATM's card/debit card, Regardless of the availability of sufficient credit balance with respect to the account(s) or facility (facilities) granted to the customer associated with ATM's card/debit card.

19 - Citibank Telephone Service (Citi Phone)

19-1 The procedures followed by Citi Phone Center for verification of yourself is sufficient, the bank may act on instructions received by telephone. But in the case of the bank's doubt about the identity of the person's instructions may - according to its decision alone - not to implement such instructions.

19-2 To protect you and for the purpose of quality control services all banking phones are recorded by Citi Phone Banking Center, the recorder tape are used as conclusive evidence. Bank may use it as evidence in any court of law or tribunal or other organizations of the settlement whatever nature or for the settlement of any dispute between you and the bank.

19-3 When contact the Citi Phone Center, you have to take all precautions to ensure / to preserve your private secret telephone number and other confidential information.

19-4 In return of the Bank acceptance of the verbal instructions given by the account holder via phone regarding the facilities provided from time to time included in the Citibank phone service, the account holder approves and pledges of the following:

19-4-1 The account holder shall not deny the validity of these verbal instructions and the account holder agrees not to do any claims against the bank as result or with regard to Citibank telephone banking service to the account holder as well as not using any of Citibank telephone banking services or permit any third party to use them for the purpose of fraud, or for any another illegal purpose.

19-4-2 Commitment of the oral instructions compels to the Bank's internal regulations, which may change from time to time. The Bank has the right to ignore or suspend any action he is recommended to do through verbal instructions received from the account holder if the Bank's view - according to its decision alone - it is appropriate to act in this manner.

19-4-3 Compensation the Bank and aside it from bearing any responsibility for any financial obligations or losses or behavior or judicial proceedings or claims or costs or damages or expenses incurred by the Bank or bearded or imposed on the Bank as result or with regard to Citibank telephone services provided by the bank to the account holder, in accordance with these terms and conditions, and the account holder agrees to the eligibility of the Bank in any amounts deducted from the Bank account to cover any costs or charges or expenses or other amounts That may be borne by the Bank as result or with respect to the Bank to Citibank telephone banking service to the account holder.

19-4-4 The Bank has the right of at any time - and without notice - cancellation or suspension of the entire service or part thereof.

19-4-5 These terms and conditions are governing all transactions conducted by the account holder through Citibank telephone service.

20 - Personal Identification Number (PIN)

20-1 You have to take reasonable precautionary measures to prevent unauthorized use of your confidential personal phone number (PIN).

20-2 You do not have to register the secret personal telephone number or PIN in a way may be for others to understand.

20-3 The secret personal phone number or PIN to be kept confidential not to be recorded in writing on Citi Cards or anything else that preserved nearby.

20-4 You must not disclose your confidential personal phone number or PIN, or allow any other person using the Citi Card or Citibank telephone banking service. In the absence of commitment of that you shall bear all the financial obligations resulting from any transactions in your account.

20-5 In case of doubt that any person aware of the confidential personal phone number or PIN on you have to change them immediately. You may not change PIN to the same phone number of your secret personal phone number.

20-6 The Bank may confiscate Citi Card in the case of introduction of non correct personal identification number for (3) times regardless of whether that had happened in sequentially or not.

21 - Mail addressed to you on the bank

21-1 Written approval shall be obtained from the Bank before making any arrangements for the extradition of any other party anything directed to you via the bank. In the case of sending anything to you via the bank, the Bank shall not bear any responsibility by refusing receiving it, and the bank shall not be binding for its conservation or make sure its safety if it is not obtained prior written approval from the bank for that.

21-2 The Bank has the right (but should not be obliged) to open anything directed to you when received by the Bank.

21-3 You should receive anything when directed to and received by the Bank. The Bank shall not be obliged to advise the process of extradition. And you have to provide evidence requested by the Bank upon receipt of this thing which is directed to you, and which has been handed over to the Bank.

21-4 The Bank may get rid of anything directed to you in the case of non-receipt during the period of time agreed upon between you and the Bank, in the event of a disagreement over a certain period of time, the bank may dispose it after (3) days from the date of delivery to the Bank without the need of informing you.

21-5 The Bank may impose a fee in the event of any conduct by doing anything regarding any thing directed to you and was handed over to the Bank.

21-6 The Bank has the right to place a status on the account (s) if you have returned mails.

22 - Mail Holding

The Bank does not accept the request for mail holding.

23 - Bank's right to make setoff

23-1 The Bank may at any time -without giving notice to the account holder - impose mortgage / fee on the account balance available to cover any debts owed to the Bank whether there are due for payment or not and the account holder authorize the bank - according to the bank's decision alone and without informing the account holder- to merge all accounts (either open the Bank or any of its branches or subordinate), in which the account holder is the beneficiary regardless of the currency or currencies of such accounts. And the bank may make the setoff with the amounts available in any of these accounts in return for any financial commitment in any another account.

In the case of a failure or inability for the Bank, the account holder remains obliged to pay it at the first bank request. Any account statement presented by the bank evidenced this setoff (with the exception of cases of errors) crucial evidence in the face of the account.

23-2 The account holder agrees to that, in addition to the Bank's right of making setoff and any other similar rights either explicit or implicit, -at any time-as permanent right without the need for notification or request-deducting any amount owed on the account holder to the Bank from the account whether was the account at that time in a debtor or if this recoup shall make the account in debit position..

23-3 Unless the Bank agrees on that, you should not have the right to make setoff regarding any credit for any amount owed to you for the Bank as outcome of any mortgage / loan. Bank's rights contained in items 21-1 & 21-2 are additional rights and their objective is not to limit any other rights enjoyed by the Bank to recover any amount owed to you of the Bank.

24 - Closure of the Account

24-1 For customers who obtained loans from our Bank, the customer shall confirm that he/she understood and realized that the fundamental and only purpose for opening the account is only paying loan installments (principal of the loan, revenues, expenses, commissions etc). Therefore, the Bank agrees to close the account once the repayment of the last amount due from this loan / loans.

24-2 For the current / savings accounts which became uncovered, The customer in this case pledges to cover the debit balance, and in case the he did not cover the debit balance within thirty days at most from date in which the account became uncovered, he/she agrees on the Bank's necessary actions to close the account.

24-3 You may close the account provided that you send a written notice of duration (2) banking days at least, and conditioned that this notification must be signed by all account's parties (in the case of more than one person) and the commitment to terms and conditions of the closure of this account in particular.

24-4 The Bank has the right of terminating the relationship between the Bank and the account holder at any time-based on its

decision alone and without giving reasons - by providing a written notice of a (15) days duration, result of this action is the discharge of the Bank from any financial commitment regarding the account and that by sending a check or a bill of exchange to the account holder, by mailing to the address existed in the account opening form or to any other address informed by the account holder to the bank by writing with the amount that the creditor account has at the time with less any amounts owed to account holder to the Bank. Repaid the bill of exchange or check to the account holder and the latter bears the responsibility of providing his/her current address to the Bank. The Bank retains the right to terminate any banking facility or banking services which have been provided to the account holder.

24-5 After sending / receiving notice to close the account, the Bank cancels any outstanding orders and instructions for registering direct credit debt accrued on your account and you bear alone the responsibility of notification the beneficiaries of the payment, the Bank shall not bear any responsibility to you or to any third party due the canceling of any outstanding orders or instructions to register direct debit.

24-6 The Bank may take any action to close the account immediately if the Bank felt that the account holder had submitted false information / incomplete at any time or in the case of the use of the account illegal or fraudulent operations or in the case of breach of the account holder to these Terms and Conditions or if it is not appropriate to the person authorized to special instructions to the account.

24-7 You have to return the unused checks related to the account to the Bank. And you have to split Citi Card into two halves via magnetic strip, in case of absence of other accounts using the card. Or should send written notification to the Bank confirming that you had been disposed of the Citi Card and/or all unused checks. In the case of a joint account, the above applies to all checks and all unused Citi Cards for all account holders except Citi Cards that are used for other accounts in the Bank.

24-8 You have to pay any amount owed to the Bank and that includes any amount becomes payable after the closing of the account (if any).

24-9 Your account shall not be considered closed until payment of all amounts owed to you to the Bank or even dropping it by the bank.

25 - Address

25-1 The address written in the request form is the principal residence address which is a registered in the account. As for the joint accounts in the case of a principal residence of each of The Bank shall send all mail to the address or addresses registered unless specify a separate mail address on the request form or unless the account holder is entitled to notify the Bank in writing of another address.

26 - Notifications and Correspondence

26-1 Any notification or request or any other correspondence, including the account statement ("Notifications") is sent to the account holder by personal delivery (legal address specified in this document) through postal systems, postal services or via e-mail or any other means of communication provided modern means / technology and that to the postal address / email address registered in the account opening form or any other address which the account holder notified the bank in writing.

26-2 The customer or customers notify the Bank in writing immediately pursuant register letter under acknowledgement access or through hand delivery of any change in address or addresses of the customer (s), provided that such notice signed by the person authorized to sign on the account and that the signature match the specimen of signature existed in the Bank.

26-3 Upon receipt of written instructions from the account holder, the Bank may - according to its own decision-send the notification by fax or e-mail or phone SMS message or through Citi Phone by telephone or by any other electronic means. But the account holder had been notified of under this document that sending such correspondence through these means (such as Fax or e-mail or phone message (SMS) / telephone call) is an unsafe to send confidential information and expose the sender to risk of unauthorized use or to change the data / or use without a permit. The Bank shall not bear in this case any financial commitment in this regard and will not be responsible in any way for any misuse or any costs or damages caused to any party as result of any errors or any delay or any problems resulted from sending correspondence or as a result of non-secure communications and the account holder alone bears the risks of using such means of communication or contact.

26-4 Any notice sent to the account holder is considered delivered to him in the proper way in the following cases:
1. In the case that it is sent through the mail in the day of delivery. or
2. In the case that it is sent by mail in the (Seventh) day of the mailing of the envelope which is containing the notice.
3. In the event of sending it by fax or e-mail on the date of dispatching; or
4. In the event of keeping it in the record of outstanding mail on the date of notification.

26-5 The notice addressed to any joint A/C holder is deemed a valid notice and binding on all the rest of the joint account holders.

27 - Alteration

27-1 The bank may alter the interest rate paid to you and charges paid by you and any of these terms and conditions and/or any of those relevant with the A/C through.

27-1-1 Submitting or sending a written notice not less 5 days; or

27-1-2 Submitting a notice with that in an at least daily newspaper; or

27-1-3 Issuing a notice in its branches, press or the account statement; or

27-1-4By any other means the Bank sees appropriate.

27 - 2 Any notice submitted to any joint A/C holder is deemed valid and binding to other holders of such A/C

28 - Concessions

Any concession given by the Bank to you does not breach your obligations towards the Bank or the Bank's right to apply such rights.

29 - Liability

29-1 The Bank shall not bear any liability or financial obligation towards the account holder(s) out of any loss / deduction because of levying any tax / other charges, incurring any cost, fee by the Bank or out of decrease of capital equity either by decrease of currency rate, fluctuation of exchange rates, otherwise or because of not having money available either by same A/C currency or otherwise because of the following, including but not limited to:

29-1-1 Restrictions imposed by the Central Bank of Egypt (CBE) on the time of sale or failing of the bank to procure necessary foreign currency to meet withdrawal requisites; or

29-1-2 Restrictions imposed on transfer transactions; or

29-1-3 Removal operations, appropriation, lien nationalization or any other transfer by the government, official agencies or organizations affecting all assets of the Bank or major part of it.

29-1-4 Suspending or stopping payment transactions by banks in Egypt.

29-1-5 Practice of military actions, incursion operations of land, wars, civil wars or in case of applying any penalties from governmental agencies or international organizations or any incident out of

Bank's control. In the event of taking place of any of the aforementioned the Bank shall not bear any liability to pay money or adding any amount to the account.

29-2 The Bank will not be liable for any profit, chance any losses or arranged torts affecting your reputation.

30 – Compensation

30-1 The A/C holder agrees to compensate the bank, bank managers, officers, employees, representatives, contractors and agents. As well, he/she (the A/C holder) agrees to avoid bearing any liability out of any loss, damage, claim, requisite, cost, charges or expenses including any loss or payments incurred by the bank to settle money or legal fees in addition to any recovery expenses whatever resulting from or relevant with any breach, fault, action or abandonment (including any negligence or wrong doing) by the A/C holder in concerning it. This, as well, includes any action made by the bank on the basis of instructions of A/C holder either: written or verbal to stop payment, money transfer, or issuing check books by mail automatically and / or taking action on the basis of any other instructions submitted by fax, any type of electronic means or instructions issued by the A/C holder to the bank from time to time.

30-2 The A/C holder discloses to the Bank that by virtue of such terms and conditions to deduct from the account(s) concerning to the A/C holder with the bank, any claims, losses, torts, costs, charges or expenses, all or others of amounts incurred by the bank according to aforementioned way.

30-3 The A/C holder shall not load the Bank with any financial obligation and shall not raise any claim against the Bank in the event of not being obligated with any of issued instructions by the A/C holder on the aforementioned way or in the event of delay to abide by them for any reason whatever.

30-4 The A/C holder discloses to the Bank to reply on any corresponding bank, sub-agent or other agent concerning services submitted to the A/C holder on condition that the A/C holder bear risks and costs of that.

31 – Force Majeure

31-1 The Bank shall not assume any liability towards you for any deed or omission arranged on any circumstance out of Bank's reasonable control. This includes but not limited to any failure in the computer system, electricity, power supply, or because of failures of any other person in performing his/her obligations towards you.

32 – Governing law and jurisdiction

32-1 All such terms and conditions in addition to terms and conditions relevant with the account are subject to the Egyptian laws. Any legal issues relevant with your account in the Egyptian courts. You have to (and rest of A/C holders in the event of joint account) attend before Cairo courts.

32-2 The Bank may suspend, stop any payments, transfer transaction or withdrawal relevant with your A/C out of resulting changes in law, decisions or government regulations in Egypt or abroad or for any reason out of Bank's control.

32-3 The Bank is deemed solely (without any other persons) liable for paying any money due to you concerning your A/C, such money is paid only to you in the Bank's branch where your account exists in Egypt.

33 – Confidentiality

33-1 The Bank respects confidentiality of all relevant with the A/C holder. It follows the policy of maintaining confidentiality of information concerning the A/C holder and A/C itself. But the A/C holder agrees sometimes that the bank may submit or disclose some information relevant with the A/C, A/C holder and his use to any third parties in the following instances including but not limited to:

33-1-1 In the event of permitting that in accordance with such terms and conditions, those concerning the account or in accordance with your application.

33-1-2 In the event of necessity on the basis of court order or similar action.

33-1-3 In the event that the bank determines so -with its own discretion, in the event of having abnormal, suspicious transactions, in the event of suspicion in making a money laundry or other dangerous crimes.

33-1-4 In the event of permitting that or necessity in accordance with law, regulation or prevalent convention, in accordance with any self-rule agency where the bank is a member or in accordance with any government agency (such as CBE)

33-1-5 If you become subject to jurisdiction of any agency in the U.S.A in compliance with any order issued by the government of the U.S.A or any of its agents.

33-2 The Bank may disclose details of your relationship with it to any of the bank subsidiaries, branches out of Egypt, any of Citi Corp. organizations, Citi Group and any of its subsidiaries and / or any third parties according to what the bank sees appropriate.

33-3 The bank, also, may submit or disclose the relationship of the A/C holder with the bank to Citi Group, Citi Corp or Citi Bank (NA), any of its branches, subsidiaries, successors or assigns (Citi Group) and / or any third parties according to what the bank sees appropriate. The A/C holder admits with his / her knowledge with permissibility of disclosure of such information in accordance with laws of other countries.

33-4 The A/C holder understands that statements concerning transactions that he / she performs may be sent, submitted, collected or processed and / or electronically stored by any computer system relevant with banks / financial institutions and processors working for the banking network to complete such transactions concerning any transactions fulfilled electronically. That includes but not limited to use of ATM and transactions made through Citibank on-line. This is deemed approval of the account holder on the following:

a. Collecting, storing, sending and processing of ID data and data of account balance by any means necessary to enable the bank perform sound transactions and keep sound records of them.

b. Disclosure of / participation and sending details of the account, information concerning transactions and other necessary statements to electronically perform transactions to banks / financial institutions and processors working for the banking network.

c. Keeping of personnel and processors in the banking network with such information and statements.

d. Compliance of such personnel and processors in the banking network with laws and regulations governing disclosure of information to which such personnel and processors are subject.

33-5 The bank or its agents may keep copies of records concerning accounts either by documents, electronically or by any means determined by the bank and in places determined by it.

33-6 The account holder compensates the Bank and keeps it harmless out of bearing what results from aforementioned disclosure operations.

33-7 The account holder agrees and understands that the Bank is entitled to rely on third parties as a reference of the account holder and for enquiry.

34 – Miscellaneous

34-1 Thus the customer confirms that in the event of his usage of available electronic services on the website of Citibank, NA Egypt on the Internet he/she assures his/her knowledge, reviewing and acceptance of conditions and provisions of such services.

34-2 The account holder releases to the Bank, without need to submit notice to the account holder, to deduct any total amount of money for any costs, fees, expenses, due stamps, taxes and / or others paid by the Bank from the account. That belongs to any transactions concerning the account / the account holder.

34-3 The account holder agrees not to use the account in performing banking transactions unless approved by the Bank and on condition that the Bank obtain concerned documents proving the activity of the account holder and / or source of its fund withdrawn / deposited from / to the account and any documents / other data the Bank may request.

34-4 If any competent court, government agency, or administrative organization decides that any of provisions of such terms and conditions is not applicable, illegal or un-applicable by any means that shall not affect its effectiveness, legality or application of other provisions of such terms and conditions.

34-5 Such terms and conditions are binding and applicable for the interest of the Bank. The account holder, any of its successors, officers or legal receivers may not assign or transfer any of its rights or obligations mentioned in such terms and conditions without having a previous written consent by the Bank on that. The Bank is entitled to assign most of its rights and / or obligations or any of them to any third parties without having consent of the account holder on that.

34-6 Failure or delay of the Bank in practicing any of its authorities or compensation rights of it in accordance with such terms and conditions is not deemed abandonment unless a written document is drafted with that. Partial practice of any of authorities, rights or compensation rights of the Bank shall not impede its performance later. Compensations mentioned additional and cumulative ones and do not prevent without obtaining other compensations stipulated by law.

34-7 The customer agrees to notify the Bank in the event of having any change in the form of his / her banking transactions. In the event of not informing the Bank, the Bank is entitled to call the customer for the purpose of obtaining more information.

34-8 In the event that a customer does not complete all necessary documents by the Bank by virtue of regulations and domestic decisions the bank has right, at its sole discretion, not to accept deposits in the account; as well right of not accepting some other banking transactions any time and without giving reasons for that.

34-9 The account holder agrees to follow Bank instructions issued from time and complies with them. The account holder agrees also to submit documents requested by the bank from time to time.

34-10 Such terms and conditions become valid immediately upon signing of the client(s) on them.

34-11 The Bank may amend such terms and conditions at any time.

Admissions for accounts of suppliers / feeding salary accounts

You are requested to choose status governing you from the four following options:

Account of suppliers

I undertake and confirm that the real and sole purpose to open the account with you is to facilitate depositing my due money with you in the account for services / goods submitted by us to the bank. Therefore I declare to the Bank not to accept any other transactions except for the purpose for which the account is opened.

Feeding salary account

I undertake and confirm that the real and sole purpose of opening the account with you is to transfer salaries, incentives or any due money of company employees. This is by deducting on my accounts transfer value of salaries to current accounts / saving accounts opened with you in which personnel's salaries are deposits. Therefore, I declare to the Bank not to accept any other transactions except for the purpose which the account is opened for.

User's Agreement for Citibank Online and Alerting Services

This agreement includes clauses to determine the liability and other matters of concern to users of Citibank Online and Citibank Alert services. Therefore you are required to read carefully this agreement. In this agreement, the term "Customer" shall mean customer of Citibank N.A. – Egypt's Branch; "the Bank" shall mean Citibank; Services shall mean Citibank alerting services; (Citi alerting: messages sent to customer on his cell phone or to his e-mail box) as well as Citibank electronic banking services (Citibank Online: banking services offered via internet).

1. Render of services

Services will be available to customer at sole discretion of the Bank and the Bank shall be entitled (at any time without a need for notification or notice or giving any reason) to totally or partially halt the service whether such halt will be final or temporarily. Services at present are available only to customers having accounts at any branches of Citibank in the Arab Republic of Egypt.

2. Alerting Messages Service (CitiAlert)

Short messages sent to customer's cell phone or to his e-mail. Alerting messages are sent to the customer having a connection with cell telephone networks (GSM) or with Internet.

a. Customer declares that he is aware that his cell phone must be at once/ Reception mode in order for him to receive alerting messages. Should the customer's cell phone be turned off or out of the service coverage area for more than 48 hours (as of the time the message transmitted by the Bank), the transmission / sending process will be automatically cancelled and customer will not be able to receive the message.

b. CitiAlert service will be temporarily suspended in the instance of failure to send alerting messages to customer's cell phone for 10 consecutive times until customer re-activates Citi Alert service.

3. Banking Services via Internet (Citibank Online)

a. Citibank provides customers of this service a facility to perform an array of the banking transactions on their accounts at the Bank via Citibank web site on the Internet.

b. If the Customer decides to use this service, he will choose a User Name and Password. The User Name and Password will be used to ensure the customer's digital identity on Citibank Online Service.

c. Customer confirms that he is fully aware that the use of his User Name and Password will have the same legal consequences/ effects resulting from the signing of documents, and therefore he agrees as follows:

• Commitment not to disclose his User Name and Password and to act diligently so as not to have such number disclosed to any person or through any person.

• Full liability for all transactions performed by use of his User Name and Password whether such transactions are carried out with or without his knowledge. In the instance of loss or theft of the User Name and Password or of its disclosure to any other party, customer shall be held liable for any unauthorized transactions performed until the Bank (premises) has received a written notification to this effect by the customer of the loss / theft of the User Name and Password.

• Under no event the Bank shall be held liable for any fraudulent or unlicensed use via Internet of the customer's User Name and Password

• The Bank reserves its right to refuse processing / carrying out any transaction on customer's accounts if the Bank finds out at its sole discretion that the User Name and Password has been misused or being used in unlicensed purposes. The Bank's decision is not subject to negotiation or contention/disputation.

• Customer shall be solely liable for maintaining his cell phone, e-mail, and passwords of his equipment.

4. By virtue of this agreement and upon the customer's request and / or according to the Bank's choice, the Bank has agreed to provide customer with banking transaction services / credit cards through Citibank electronic banking services and Citi Alerting messages services. Therefore, customer agrees that the instructions issued electronically by him through Citibank Online Service will have the same legal consequences/ effects of the instructions issued in writing by him.

5. Services shall cover all customer's accounts such as saving accounts, current accounts, deposits, loans, credit cards and other existing accounts or accounts to be opened in the future by customer at Citibank within the best efforts available at the Bank and at its sole discretion.

6. Costs resulting from using the Internet, telephone line, and cell phone will be borne only by the customer without any liability on the part of the Bank.

7. In the instance of a joint account and as per the customer's request as a supplementary service, the Bank will agree to make available the banking services via internet to all parties of the joint account as well as to the authorized signatories; provided, however, any instructions issued by any party of the joint account and / or by any authorized signatory shall be binding to other parties of the account and that the Bank shall act accordingly without any liability on its part.

8. Citibank Online Service will be offered free of charge, whereas Citibank Alerting Service will be offered against specific subscription fees according to the prices posted by the Bank. The Bank is entitled at its sole discretion to charge new fees or to amend the existing fees (whether to increase or decrease it) provided that the customer shall be notified of such amendment prior to application thereof. Fees will be deducted / debited from the account specified by customer or from any other accounts customer has at the Bank.

9. The Bank reserves its right in performing any amendment regarding the service specifications without a need to notify customer thereof; and customer shall be responsible for the specifications available which will be posted on the Bank's website in Internet.

10. The Bank shall confirm its receipt of any instructions sent by customer on the best efforts basis and as promptly as possible. However, the Bank shall not be responsible for any delay that takes place in confirming receipt or not confirming receipt of such information / instructions.

11. The Bank may (at any time and without giving any reasons) partially or totally discontinue / halt the provision of the service whether such halt will be temporarily or permanently. Customer may discontinue at any time the use of such service and is to notify the Bank thereof in order for the Bank to discontinue deduction of the related fees from customer's account.

12. Customer agrees that all data, instructions, and alerting will be sent to / stored/ saved at different sites and that such data, instructions and alerting will be accessed by the employees of Bank or its branches or affiliated or subsidiary or related companies. The Bank is authorized to provide the cell phone and Internet service providers with any data or particulars related to customer or to his accounts when deemed necessary for enforcing any of the instructions or alerts.

13. The customer confirms that he is fully aware and convinced that services subject of this agreement depend on infrastructure, communications, cell phone and Internet services and that such services are subject to the influence of many factors which include (among other things) the aerial and natural factors. Accordingly, the Bank shall not be liable for any disorder in the services resulting from a third party or from reasons beyond the Bank's control; and shall not also be responsible for not providing / sending or for a delay of alerting, messages, or errors or loss or for any alteration / misrepresentation in conveying the alerting / messages / instructions to the customer via alerting services or the electronic banking services network.

14. Liability

The Bank shall not be held liable in any of the following instances:

a. Any failure or error or delay in implementing all or some of the customer's instructions for reasons attributed to the customer or beyond the control of the Bank.

b. Unlicensed access by any person to the customer's cell phone or e-mail or obtaining of the customer's User Name and Password by any person; or any fraudulent act or double standards or fallacious data provided by customer while using the services.

c. Loss of any data, instructions or messages during electronic sending.

d. Any dispute arising out between the customer and any of the cell phone or Internet service providers.

15. Indemnity

Should any harm resulting from inappropriate or fraudulent use of the services by customer be occurred to a third party or to customer or to the Bank, the customer shall be solely liable for such harm from the civil and criminal aspects. Consequently, customer agrees to keep the Bank harmless against any damage, claims, processes, damages, expenses, payments, or cost whatsoever the type of which may be incurred and borne by the Bank at any time as result of the Bank's bona fide acts according to the customer's instructions or based on any false instructions or transactions by the customer or a third party that obtained the customer's User Name and Password by any manner whatsoever.

16. The Bank reserves the right to amend at its sole discretion the terms and conditions set forth herein at any time. All terms and conditions set forth in this agreement shall be subject to and construed according to the provisions of laws applicable in Arab Republic of Egypt. Only Egyptian courts shall have the jurisdiction (according to the respective jurisdiction rules) to examine any dispute in connection with the interpretation or application of the provisions of this agreement.

17. Customer may change his data recorded by the Bank by calling CitiPhone Service (24 hours a day) on the following numbers: Cairo / Alexandria: 16644.