

## **Definitions, Instructions and Conditions of Active and Dormant Accounts – August 2021**

### **1. Standard Definition of Active and Dormant Account**

1.1 **Dormant Account:** it is one that has not been used for any of the following transactions: withdrawal, deposit, transfer or electronic or authenticated balance inquiry; for a period of one year as for current accounts and two years as for savings accounts. Transactions conducted by the bank on client accounts, such as the deduction of fees or addition of interests, do not lead to the activation of accounts.

1.2 **Client with Dormant Accounts:** a client whose accounts are all dormant in the same bank.

1.3 **Active Account:** it is one that has been used for at least a single transaction (withdrawal, deposit, transfer or electronic or authenticated balance inquiry) during a period of one year as for current accounts and two years as for savings accounts, through bank branches or any other available means of communication or electronic channels.

### **2. Activation of Dormant Accounts:**

2.1 A client with dormant accounts is allowed to activate the dormant accounts through the branches of Mashreq Bank Egypt. The activation takes place after verifying the identity of the client according to the relevant procedures followed. In order to activate the dormant accounts, a client must, at least:

2.2.1 Certify the balance of accounts.

2.2.2 File an application to reactivate accounts.

2.2 The activation of dormant accounts will be made available to active clients through other means as soon as possible.

2.3 Applications to reactivate or close accounts are free of charge.

2.4 Mashreq Bank Egypt is allowed to close the account if the balance remains zero for one year and the client fails to reactivate the account.

### **3. Notification to Client:**

3.1 Mashreq Bank Egypt will notify the client, via any available channel of communication, on a monthly basis for a period of 3 months before the accounts are converted into dormant status. The notification will state the procedures required to activate the account(s) and the expenses, if any.

3.2 Mashreq Bank Egypt will notify the client on a periodic basis, at least quarterly, of the need to visit the nearest branch to activate the dormant accounts.

### **4. Protection of Client Rights:**

4.1 Mashreq Bank Egypt will continue to cash any drawn cheques from, and apply any standing instructions to, dormant accounts, noting that this will not result in the reactivation of accounts. However, due diligence procedures will apply to make sure the cheques are valid before cashing. Furthermore, the client will be notified after cashing via any available means of communication.

4.2 No fees or expenses will be deducted on dormant accounts in the balance drops to zero.

4.3 As for accounts that generate interests, the interests due to the client will continue to be calculated and added according to the type of account and the periodicity of the interest calculation.

4.4 If the client so requests, it is allowed to conduct home visits for people with disabilities and the elderly (aged +65) by a bank employee to reactivate dormant accounts, fill in the required data, and sign the required papers, according to the controls and procedures followed in this regard.

5. These instructions do not apply to any of the following:

5.1 All kinds of credit facilities, including credit cards.

5.2 Pre-paid cards.

5.3 Saving schemes (deposits and certificates).

Terms and conditions apply.

Mashreq Bank Egypt