

## Mashreq Bank

### General Terms and Conditions

#### 1. Definitions:

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**Bank:** Refers to Mashreq Bank in Egypt, all its branches, successors, and assignees.

**Customer:** Refers to a natural person or legal entity dealing with the Bank directly or through payment service providers, their agents, or representatives of outsourcing companies.

**External Outsourcing Companies:** Any entity contracted by the Bank to provide any service or product on its behalf.

**Service Providers:** Entities contracted by the Bank to provide services on behalf of its customers, in accordance with the instructions issued by the Central Bank of Egypt.

**Account:** Refers to any account opened with the Bank to which these terms and conditions and those agreed upon with the customer apply.

**Card:** Refers to any card issued by the Bank to the customer, whether a credit card, debit card, or any other type of card issued by the Bank to the customer, and which is used with the customer's linked account(s), and is an electronic payment card subject to the rules of the Central Bank of Egypt and the international rules governing the operation of such cards.

**Supplementary Credit Card:** Refers to the supplementary card issued at the request of the primary credit cardholder to a party related to the customer, in accordance with the bank's internal terms and conditions.

**Card Validity:** Refers to the period of validity for use printed on the face of the card.

**Dormant Account:** Refers to an account on which no withdrawal, deposit, transfer, or electronic balance inquiry or documented transaction has been conducted for a period of one year for current accounts and mobile phone accounts, and two years for savings accounts. Transactions carried out by the bank on customers' accounts, such as deducting fees or adding interest, are not considered transactions that activate the account. The dormancy of the account does not affect the bank's continued issuance of cheques and execution of standing instructions. An account is not considered dormant if the customer conducts any of the aforementioned transactions within the aforementioned periods through the bank's branches or any of the available electronic channels and communication channels, as well as through payment service providers for mobile phone accounts. The dormant account can be activated minimum by the customer authenticating the account balance or by submitting a request to the bank to reactivate the account or through internet banking or ATMs or any other available means in accordance with the bank's instructions and policies, without any financial charge. The bank shall be entitled to close the account if the balance reaches zero for one year and the customer does not reactivate it. However, no fees or charges will be deducted from dormant accounts when the balance reaches zero.

**Customers with Dormant Accounts:** Customers whose accounts are all dormant with the bank. The customer can activate their accounts by submitting a request to reactivate the accounts and update their KYC data at one of the bank's branches.

**Activated Mobile Phone Account:** An account on which the customer has conducted one financial transaction (withdrawal, deposit, including other deduction transactions from the account or transfer as stated in the instructions for mobile payment services, excluding balance inquiries or changing the PIN) at least within 90 days, through the bank's branches, its service providers, or available electronic channels. If the aforementioned account becomes dormant, the customer is allowed to activate it through the bank's branches, payment service providers, internet banking, or other electronic and communication channels of the bank.

**General Electronic Terms and Conditions:** Refers to the electronic document that contains the terms and conditions governing the customer's relationship with the bank, which the customer has reviewed when opening the account through the bank's website (<https://mashreq.com/egypt>) These electronic terms and conditions constitute the governing controls for the customer's relationship with the bank.

**Special Terms and Conditions:** Refers to the terms and conditions that govern one or more of the banking services obtained by the customer from the bank, whether it is the issuance of a prepaid card and/or credit card and/or loans and/or facilities and/or other banking services provided by the bank. The special terms and conditions for the services requested by the customer, the general electronic terms and conditions, and the customer's acknowledgments are considered an integral part of each other and each of them is complementary to the other.

**Politically Exposed Persons and Related Parties:** These are individuals who currently or formerly hold or have held high-ranking public positions in Egypt or a foreign country or international organization, or their associated parties or relatives up to the fourth degree, including but not limited to:

1. Presidents of State or Heads of Government, members of royal and ruling families in any country, ministers, their deputies, and senior aides.
2. Heads and members of legislative, local, and municipal councils.
3. Governors, their deputies, heads of cities, their deputies, mayors, and their deputies.
4. Heads and members of specialized councils such as the National Council for Women, the National Council for Human Rights.
5. Senior politicians, senior government officials, military officials, and key officials in the judiciary, such as the President of the Constitutional Court and his deputies, the President of the Supreme Judicial Council and his deputies, the President of the Court of Cassation and his deputies, the President of the Court of Appeal and his deputies, the Public Prosecutor and his senior aides.
6. Chairpersons and deputy chairpersons of state-owned companies and their senior aides.
7. Heads and members of the supreme bodies of political parties, senior diplomats, and international diplomatic organizations, such as the United Nations, UNESCO, etc.
8. Presidents and members of the boards of directors of trade unions and presidents and members of the boards of public universities.

**Expenses:** These include, but are not limited to, stamp duty, postage, telegrams, transfer and collection fees, insurance, and other fees such as taxes and customs duties that the bank is required to pay on behalf of the customer, as well as the fees of lawyers, accountants, and litigation costs, in addition to the costs of services provided by the bank to its customers. However, in the event of any modification, the bank will disclose this through the bank's website or any other means of communication with customers.

**Penalties:** These are the amounts that the customer is obligated to pay to the bank due to non-compliance with the payment of their dues or as a result of a breach of any of their contractual obligations with the bank. The bank reserves the right to amend or modify these penalties at its discretion, provided that such amendments shall be effective against the customer upon their announcement through the bank's branches in Egypt or publication on the website or in the manner deemed appropriate by the bank.

**Internet Banking Service Agreement:** This refers to the existing terms and conditions available for download and/or viewing through Mashreq Bank Egypt's website: <https://www.mashreq.com/en/egypt/personal/> which the customer electronically agrees to upon first use of any of the Mashreq Online or Mashreq Mobile services after submitting the request to obtain the internet banking service provided by Mashreq through Mashreq digital channels. These terms and conditions represent the governing controls for the customer's relationship with the bank regarding banking services available through the bank's digital channels, provided that the bank reserves the right to amend or modify these terms and conditions from time to time, at its sole discretion or in compliance with any instructions issued by the Central Bank of Egypt and any

applicable laws or regulations in the Arab Republic of Egypt. These amendments shall be effective against the customer upon their announcement and provision by the bank in the manner deemed appropriate by the bank.

**Digital Channels:** Refers to Mashreq Online, Mashreq Mobile, and Mashreq Virtual Assistant.

**Mashreq Online:** The trade name for the account management banking services provided by Mashreq Bank Egypt to its customers through the bank's website using the following link <https://digital-egypt.mashreq.com/onlinebanking/> which enables the customer to access their accounts and transact on their accounts with the bank digitally, in accordance with these terms and conditions.

**Mashreq Mobile:** The trade name for the mobile application for banking services provided by Mashreq Bank Egypt to its customers to enable them to transact on their bank accounts. The customer downloads this application on their mobile phone through the relevant store, in accordance with the terms and conditions governing the services available through this application.

**Mashreq Virtual Assistant (Chatbot):** An artificial intelligence program included in Mashreq Online and Mashreq Mobile to assist the customer and answer their inquiries by conducting an electronic written conversation through thereof. The customer can also conduct banking transactions that the bank is authorized to make available through the Mashreq Virtual Assistant by the Central Bank of Egypt, which may be subject to change from time to time in accordance with the bank's discretion and the instructions of the Central Bank.

**Mashreq Token:** An application downloaded by the customer on their mobile phone through the phone's store, used to generate one-time passwords (OTP) for authenticating financial transactions conducted by the customer through Mashreq Online, Mashreq Mobile, or Mashreq Virtual Assistant. The customer will need to use this application to obtain a new code each time they wish to conduct a financial transaction through one of the digital channels mentioned in these definitions.

**Personal Information:** As used in these terms and conditions, refers to any data provided by the customer to the bank through any of the bank's digital channels, including the customer's national ID card, passport, addresses, bank account numbers, email correspondence, financial and non-financial transactions, and any banking data transferred through online and mobile banking services and the Mashreq Virtual Assistant.

**Username:** Refers to the name used by the customer to access Mashreq Online or Mashreq Mobile services, which is created by the customer and/or by any other means determined by the bank, in accordance with these terms and conditions.

**Password:** A combination of letters, numbers, and symbols that allows the person who knows it to access, use, or utilize the service, which is created by the customer and can be used to log in to Mashreq Online and/or Mashreq Mobile accounts, which the customer is obligated to modify from time to time or whenever requested by the bank, in accordance with the terms and conditions governing that service.

**Authentication:** Refers to the methods, procedures, and processes used to verify the identity and authorization of new and existing customers of Mashreq Bank.

**Password Reset and Modification:** This is the customer's ability to reset and modify their password by following the procedures outlined on Mashreq Online and/or Mashreq Mobile.

**Personal Identification Number (PIN):** A personal identification number consisting of a set of secret numbers used to authenticate user login to Mashreq Mobile. Essentially, the user is required to enter non-sensitive information such as the customer's name and sensitive information, which is the PIN, to log in to internet banking services. The customer can also log in using the PIN and their biometric data, such as fingerprint or facial recognition, to log in to Mashreq Mobile. Upon receiving the username and PIN or biometric data, the system compares the PIN with the username, as well as comparing the issued PIN with that registered with the bank. The user is then granted access authorization when the entered numbers match those registered on the system, allowing the customer to access internet banking services.

**One-Time Password (OTP):** A password used for authentication purposes only once for entering into system or for a limited time (a few seconds) to ensure that it cannot be reused for authentication purposes in subsequent times if it is recorded by hackers.

**Electronic Account Statement:** Refers to the electronic account statement that shows a set of financial transactions conducted on the customer's account(s) over a specific period. The customer can subscribe to this service by following the procedures outlined on Mashreq Online and/or Mashreq Mobile.

**Internet Banking Service Fees:** Refers to the amounts that the customer shall pay for using internet banking services as announced through the bank's platform, (bank tariff schedule), which the bank reserves the right to amend or modify at its discretion, provided that such amendments shall be effective against the customer upon their announcement by publishing them on the bank's website or in the manner deemed appropriate by the bank.

## 2. General Terms and Conditions:

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1. All accounts opened in the customer's name at the bank and its branches shall be considered a single unit and shall serve as a guarantee and security for the settlement of the bank's claims against the customer automatically or the claims of third parties, considering them as a main account and sub-accounts for this account.
2. The bank may, at any time and at its sole discretion, change or merge the account number, or transfer the account to another branch of the bank within the Arab Republic of Egypt. This shall be done by prior written notice to the customer via SMS sent to the Customer registered mobile number, email, registered mail, or any other means as deemed appropriate by the bank. The transactions carried out by the customer on their account shall not be affected by any of these changes.
3. In the event that the customer fails to provide all the documents required by the bank pursuant to laws, regulations, or internal decisions, the bank shall be entitled, at its sole discretion, to refuse to continue dealing with this account or to accept any banking transactions on the account.
4. The bank shall determine from time to time the minimum balance for calculating the interest (return) on balances in its accounts in Egyptian pounds and foreign currencies, as announced in the branches. The bank reserves the right not to calculate any interest on any account whose balance is less than the minimum balance specified by the bank and announced in the branches. Interest shall be calculated in the same currency as the account and added to the savings account periodically. The bank also shall be entitled to modify the interest rate, commissions, expenses, and late fees at any time at its sole discretion, provided that such modification shall be disclosed on the bank's website and/or in the reception halls at the bank's branches in the Arab Republic of Egypt and/or through other communication channels of the bank. The customer's use and/or conduct of any transaction or operation on any of their accounts after the modification and/or the customer's failure to submit a proven objection to such modification shall be considered as evidence of their acceptance thereof.
5. In the event of any change in the signature form of the account holder, they must provide the bank with a new signature form. The bank must also be notified of any change in the persons authorized to sign and/or conduct any account transactions. The bank shall not be liable to the customer for such amendment or change except from the date of activation at the bank.
6. The customer is not entitled to request the issuance of cheque books for savings accounts. The bank shall be entitled to refuse the customer's request to issue a new or additional cheque book in the event that more than one cheque issued by the customer has previously been dishonored due to insufficient funds, as well as in the event that the request conflicts with the bank's internal policies and procedures.
7. The customer undertakes to preserve the cheque books delivered to them and shall bear responsibility for any consequences arising from the loss, theft, forgery, or illegal use of such cheques. In the event of the loss or destruction of

a cheque by its holder, (the customer or the cheque holder or beneficiary) undertakes to notify the bank immediately and to submit a report and/or a memorandum proving the loss of the cheque. In this case, the bank shall set aside a provision to cover the value of the cheque or cheques from the customer's current credit accounts upon receipt of the notification by the bank accompanied by a copy of the report and/or the loss memorandum. The provision shall remain frozen until a judicial settlement or agreement is reached between the customer (drawer) and the beneficiary that is accepted by the bank and/or other legal reasons and/or other reasons at the bank's discretion. In this case, the frozen provision shall not be considered owned by the customer and cannot be disposed of by them. The bank shall not be liable in the event that the lost cheque or cheques are cashed and the bank has not been notified and/or before the loss notification reaches the bank, provided that the notification includes all the data that helps the bank locate the lost cheque.

8. The customer undertakes to use the account for personal purposes only, which include but are not limited to (transfers, bill payments, and that they will not conduct any transfers or use it in any form, whether on behalf of third parties or for commercial purposes).

9. If the customer wishes to authorize another person to transact on their account, this customer must complete the form prepared by the bank for this purpose and it shall be kept in the customer's file at the bank. The attorney shall sign within the limits of the authority granted to them on behalf of the customer within the limits of the power of attorney. The attorney is prohibited, pursuant to the power of attorney, from opening or closing main account and sub-accounts, updating account data, or issuing debit or credit cards.

10. In the event of the cancellation of the power of attorney/powers of attorney, the customer must notify the bank thereof in writing by registered letter with acknowledgment of receipt or by delivering it to any of the bank's branches. The cancellation of the power of attorney shall become effective one business day after the bank receives the original notification, and the bank shall not be liable for any action taken by the attorney prior to the effective date of this notification.

11. The bank may, at any time and at its sole discretion, without the need for prior notification to the customer, take any of the following actions:

- a) Deduct the available balance in the account to cover any debts owed to the bank or third parties without referring to the customer.
- b) Freeze the available balance in the account to cover any debts owed to the bank or third parties.
- c) Merge all accounts at the bank's branches for which the customer is the beneficiary (regardless of the currency or currencies of these accounts).
- d) Offset any of the customer's accounts against any liability incurred by the customer to the bank at all branches of Mashreq Bank, whether inside or outside the Arab Republic of Egypt. All their accounts shall be considered a guarantee for any debt due to the bank or any of its branches whether inside or outside the Arab Republic of Egypt, and this shall be within the limit of the amount owed by the customer to the bank or any of its branches.

12. The customer agrees that all deposits made to their account, whether by themselves or by third parties, whether made in cash, by commercial papers, by transfers, or by any other means, unless proven otherwise, provided that these deposits do not violate laws, regulations, or the bank's internal policies. The bank shall be entitled to stop, review, or reject transfers that violate any of the foregoing. The depositor shall be fully responsible for the accuracy of all financial and non-financial statement included in the deposit slip form, and the depositor's signature on this slip shall be considered as a final acknowledgment of its accuracy unless proven otherwise.

13. The customer authorizes the bank to send their account statements and any other correspondence (any notifications or requests) related to the customer via the customer's email address, which is provided by the customer and registered with the bank and has been verified by the bank, whether sent in Arabic or English or through any of the digital channels available at the bank. All correspondence from the bank shall be considered delivered to the customer upon sending it in the

manner specified in this clause. The customer also agrees that the account statements issued by the bank shall be final and binding evidence before all government and non-government entities. They shall also be considered conclusive evidence of the customer's knowledge and acceptance of all transactions conducted on the account and all operations and movements recorded therein, unless the customer objects in writing to the statement sent to them within thirty (30) days from the date of the bank's sending the account statement to the Customer. In the event of an objection to any transaction included in the account statement, the customer shall support their objection with the necessary details and data.

14. The bank may at any time close the customer's account if:

14.1 The customer has provided false or incomplete information.

14.2 The account has been used illegally or in fraudulent activities or in the purchase of goods or obtaining services prohibited under Egyptian law, and the bank shall be entitled to pursue the customer and claim compensation for material and moral damages in the event of their doing so.

14.3 The customer has breached any of the contractual terms with the bank and/or the general or special terms and conditions of any of the bank's services available on the bank's website.

14.4 For any other reasons determined by the bank at its sole discretion, without stating any reasons, provided that the customer is notified in writing via SMS and/or email and/or registered mail and/or other means at the bank's discretion. If there is a balance in the customer's account at the time of closure, the customer must withdraw it within the period specified for them in the notification from the bank. If they fail to do so, the remaining amount shall be set aside a provision in preparation for issuing a bank cheque in favor of the customer for the amount of the credit balance available in the account after deducting any amounts due to the bank and/or third parties. The bank cheque shall be delivered to the customer or their attorney upon request from the bank, and the bank shall be released from any financial or other liabilities related to the account upon delivery of the bank cheque to the customer or their attorney.

15. The bank may, without the need to notify the customer, deduct any expenses paid by the bank from the account. The bank also has the right to offset by deduction, recovery, or transfer from the customer's accounts any amount or amounts previously deposited or transferred to the customer's accounts without the need to refer to the customer or obtain their approval. The bank also shall be entitled to return any amounts transferred to the customer's account by mistake from a third party, provided that it obtains their prior approval through a recorded phone call to the customer's number listed in the bank's records. The customer's acceptance of the return of the amount shall be considered as evidence against them, and they shall not be entitled to object, dispute, or revoke their acceptance thereafter.

16. The insurance company, under the insurance policy issued in favor of the bank and on behalf of the customer, covers the risks of death and total disability. The outstanding balance due on the customer's account in the event of the occurrence of the risk shall be settled, in addition to what is due to them in terms of returns and expenses, to the extent that it does not conflict with the insurance policy. The customer shall bear all insurance costs until the full amount of the financing is paid or the insured risk occurs.

17. The bank's fee for banking services shall be an integral part of these terms and conditions and shall be binding on the customer. The bank shall be entitled to amend or modify it at any time at its discretion. Such amendments shall be effective against the customer upon their announcement through the bank's branches in Egypt or on the website or in the manner deemed appropriate by the bank.

18. To ensure the quality of the bank's services, the customer acknowledges and agrees that the bank may record all calls between them and the bank. These calls shall be considered as evidence and conclusive proof against the customer regarding the subscription, cancellation, modification, change, or replacement of any services or otherwise. They shall also be considered as evidence against the customer and third parties and conclusive evidence before the courts. The customer also acknowledges and agrees to rely on all data and instructions provided by the bank to the customer and vice versa via telephone or documents sent by regular or electronic mail, and they shall be considered evidence before the courts. The

customer also acknowledges and agrees that all electronic transactions or approvals, including but not limited to requests for subscription, registration, execution, settlement, termination of any services, transactions, transfers, digital payments, or other electronic procedures conducted through the bank's official website, application, or any other digital channel, shall be considered as evidence against them before all regulatory and judicial authorities and shall be considered proof.

**19. Proportional Stamp Duty:** In accordance with Stamp Duty Law No. 111 of 1980 and its amendments, a stamp duty of one per thousand shall be deducted quarterly on the highest debit balance. The bank and the customer shall share the tax equally. The customer authorizes the bank to pay their share of this tax on their behalf to the competent tax authority and deduct it from the card account or any of their open or to-be-opened accounts with the bank. It is understood that the bank will repeat the deduction process as described above until the entire debit balance, including principal, interest, and commissions, is paid. However, the rate or method of payment to the tax authority shall be amended in the event of any amendment, cancellation, or change in the law.

20. The customer undertakes not to use any type of erasable ink in writing cheques and all banking documents and/or signing them. In the event of using it, the data contained in the bank's records and documents shall be considered, and the customer shall bear full responsibility for that, and they shall not be entitled to object or dispute the bank's contrary claim.

21. In the event of changing their email address registered with the bank, the customer shall notify the bank thereof in writing notice or in any manner deemed appropriate by the bank within a maximum period of fifteen (15) days from the date of the change. In the event of failure to notify the bank, all correspondence shall be considered valid and binding on the customer.

22. The bank's obligations are hereby subject to the application of penalties imposed by the Arab Republic of Egypt or any other government or country, or any regulatory authority, especially in the event of agreements between the Arab Republic of Egypt and any other country and between those governments or authority. In addition, any sanctions imposed by the European Union and the United States of America that may prohibit the bank from dealing with the customer or require the bank to disclose the customer's information and data to any of the aforementioned authorities or governments. The bank shall not be liable for closing the customer's accounts or disclosing the customer's information and data in application of those sanctions and instructions, and the customer shall compensate the bank for any damage or claim filed by a third party as a result thereof. Pursuant to this, the customer authorizes the bank to change the currency of their account balances at their discretion, whether in US dollars or any other foreign currency, to another currency specified by the bank in accordance with the applicable terms and conditions in this regard.

23. Upon requesting a banking product or service, the customer shall be entitled to review the contract before signing it, and they also shall be entitled to obtain a copy of it at any time after the contract. The customer also shall be entitled to inquire about all their transactions and/or services through the available means, such as customer service or the electronic channels available from the bank, which are provided at a minimum in both Arabic and English. The bank also provides its customers with a telephone helpline and receives customer complaints in the event of dissatisfaction with the level of service provided, through the bank's branches or by calling 19677 from within the Arab Republic of Egypt or by calling (+202 19677) from outside the Arab Republic of Egypt.

24. The bank shall respond to complaints (in writing, electronically, or by recorded call) within fifteen business days from the date of receipt, except for complaints related to transactions with external parties, in which case the customer will be notified of the time required to investigate their complaint. In the event that the customer does not accept the bank's response to their complaint, they shall be entitled to appeal the bank's response, stating the reasons for their objection within fifteen (15) business days from the date of notification of the bank's response. Otherwise, this shall be considered as evidence of their acceptance of the response to the complaint. In the event of the customer's objection, the bank shall re-examine the complaint and notify the customer of the final response within fifteen business days from the date of

submitting the objection. The customer shall be entitled, if they object to the bank's final response to their objection or if they do not receive any response to their complaint, to escalate their complaint to the Central Bank of Egypt.

25. The customer fully and finally acknowledges that they have read, understood, and agreed to all the general electronic terms and conditions, as well as the special electronic terms and conditions for the banking service provided to them. They are aware that these terms are available for download by the customer from the bank's website <https://mashreq.com/egypt/>. The customer's knowledge of these terms is deemed absolute and eliminates any claim of ignorance regarding their content. The customer further acknowledges that these general and special electronic terms and conditions, constitute all the terms governing the relationship between the bank and the customer regarding the service of opening an account and/or issuing a prepaid card and/or credit card and/or loans and/or credit facilities and/or other banking and financial services. All of these terms are an integral part of each other and are binding on the customer from the date of subscribing to the service or services. They shall be considered as evidence against the customer before the courts and/or third parties.

26. The bank reserves the right to amend all or part of the terms and conditions of the service to keep pace with changes that may occur from time to time in laws, regulations, or the bank's internal policies, and/or pursuant to instructions issued by the bank's head office in the United Arab Emirates, and/or in implementation of any decision issued by the Central Bank of Egypt. These amendments shall be announced to customers through the bank's branches in Egypt or on the bank's website or by any means deemed appropriate by the bank.

27. The customer undertakes to visit the bank's website regularly to review any updates or amendments to the terms and conditions of the service. The customer acknowledges that any updates or amendments shall be binding on them upon publication by the bank through any of its electronic channels or by any means deemed appropriate by the bank.

28. The customer fully and unconditionally acknowledges that there is no direct or indirect family relationship between them and the bank's auditors. The customer also acknowledges that they are not related by marriage, parentage, or up to the second degree of kinship to any of the bank's auditors. The customer undertakes to immediately notify the bank in the event of a change in their social status and/or the establishment of any kinship relationship of any kind with any of the bank's auditors.

29. This agreement and all rights and obligations arising therefrom shall be governed by the laws of the Arab Republic of Egypt. The courts of the Arab Republic of Egypt shall have exclusive jurisdiction to hear any dispute arising from the interpretation or execution of this agreement or any previous transactions between the parties leading to the conclusion of this agreement.

### 3. Special Terms for Credit Cards

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**The credit card is subject to the aforementioned terms and conditions, in addition to the following terms:**

1. All transactions conducted by the cardholder shall be in Egyptian Pounds. Transactions conducted in foreign currencies shall be calculated in Egyptian Pounds at the exchange rate announced by the bank and shall be recorded on the card account in Egyptian Pounds on the date of execution, with the applicable fees and charges being applied, if any.

2. In the event that the cardholder exceeds the credit limit available in their account with the bank, the cardholder shall be obligated, upon the bank's request, to pay the amount exceeding the credit limit, in addition to any other amounts that the bank may claim, such as penalties and expenses. In all cases, the cardholder authorizes the bank to deduct from any of their accounts with the bank to collect the customer's debt due to the bank as a result of the latter making any withdrawals or transactions using the primary and/or supplementary card.

3. The customer shall notify the bank if they wish to use the card outside Egypt during their travel, and this notification shall be made before traveling abroad, within a reasonable period, through the bank's hotline ((+202)19677). In the event of failure to notify, the bank shall be entitled to block the card when used abroad.

4. The bank alone has the authority to modify the credit limit of the card, as well as the daily maximum for purchases and cash withdrawals, provided that the customer is notified through the available communication channels in the event of any modification.

5. The use of the card for transactions prohibited by law or by regulations, instructions of the Central Bank, or according to the bank's internal policy, or for any other reasons that may be imposed by a law, regulation, instruction, or amendment to the bank's internal usage policy is prohibited. In the event of a violation, the customer shall be fully responsible for such use.

6. The customer shall create a personal identification number (PIN) for the card through the voice service and/or internet banking. The customer can modify the PIN through ATMs and/or any of the aforementioned means. In this regard, the customer acknowledges the following:

6.1 They are fully responsible for protecting the card and its PIN at all times and shall be fully liable for any losses or costs incurred by the cardholder or the bank as a result of their breach of any of the terms and conditions of this service or as a result of misuse, loss, or theft of the card.

6.2 Reward points shall expire after 18 months from the date of earning the points, and the customer shall not be able to redeem them after the expiration date.

7. An SMS service will be automatically activated for all customers at a monthly fee borne by the customer. This service is available for all types of cards except Platinum cards, which have this service provided free of charge. The subscription to this service can be canceled by contacting customer service.

8. The bank reserves the right, at its sole discretion, to accept or reject a credit card application after reviewing and examining the customer's credit file. The bank shall notify the customer of the reason for rejection, if possible. The bank alone shall be entitled to choose the type of credit card issued to the customer and the appropriate credit limit, regardless of the type of card requested by the customer.

9. The cardholder acknowledges that the issuance of the credit card constitutes a loan from the bank. The cardholder also acknowledges that they have the financial ability to pay all amounts due to the bank arising from the use of the card.

10. In the event of loss, theft, forgery, or loss of the PIN of the card, or any other matter that may result in the misuse of the card or prevent its use, the cardholder shall immediately notify the bank by contacting customer service. The customer shall bear sole responsibility for any consequences arising from any use or misuse of the card or its PIN prior to reporting its loss, theft, forgery, hacking, or any other unauthorized use.

11. The primary cardholder acknowledges full responsibility for the issuance of the supplementary card and any transactions related to it. The bank shall be entitled to take any legal action against the primary cardholder in the event of non-payment of any new or outstanding balance on the supplementary card account. The customer, the primary cardholder, shall bear all expenses and fees arising from its use. The bank shall be entitled, at its sole discretion, to suspend or cancel the card if the customer fails to pay the dues for more than one calendar month from the date of issuing the account statement for the card they hold.

#### **4. Terms and Conditions for Internet Banking Services (Mashreq Online, Mashreq Mobile, and Mashreq Virtual Assistant):**

##### **1. Activation and Suspension Mechanism for Internet Banking Services:**

##### **1.1. Activation Mechanism for Internet Banking Services (Mashreq Online and Mashreq Mobile):**

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The customer can activate the service by following one of the following methods:

1.1.1. During the process of opening a bank account or at any subsequent stage, the customer submitting a request to obtain the internet banking service through Mashreq digital channels, which includes a reference to the terms and conditions governing the customer's relationship with the bank regarding internet banking services available through Mashreq Mobile or Mashreq Online, as follows:

- **First method:** After submitting a request to obtain the service, the customer accesses the bank's official website to create a username and password through Mashreq Online, following the detailed steps and procedures outlined on the website.

- **Second method:** The customer downloads the bank's mobile application called "Mashreq Egypt" from the app store, then logs into the application to create a username and password, as well as a PIN and any other biometric data, by following the detailed steps and procedures outlined on Mashreq Mobile.

1.1.2 The customer shall be entitled to request assistance in creating a username and password, and other assistance through Mashreq Bank's customer service via any of the available communication channels, including using the Mashreq Virtual Assistant.

## **2. Cases of Suspension of Internet Banking Services (Mashreq Online and Mashreq Mobile):**

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- If the customer contacts the bank to request suspension of the online banking service.

- If the customer ceases to be a customer of the bank.

- If the bank decides to suspend or withdraw the service.

- If the customer fails to comply with any of the terms and conditions governing their transactions with the bank, including these terms and conditions.

2.1.1. The customer may suspend their subscription to internet banking services at any time by submitting a request to a Mashreq Bank branch or by any other means specified by the bank. The request will be executed within 3 business days of the bank receiving the request.

2.1.2. The customer acknowledges that internet banking services are available to all bank customers who have subscribed to internet banking services. The internet banking service is directly linked to the customer's bank account(s), and therefore, the duration of the internet banking service is limited to the duration of the account.

## **3. Personal Information and Data Protection:**

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3.1 The bank is committed to securing transactions conducted through internet banking services, including transactions carried out by the customer through the Mashreq Virtual Assistant, with professionalism. The bank also ensures the confidentiality of transactions and/or information exchanged through banking services, especially banking information and data, which is always encrypted.

3.2 The customer may be required to provide personal information, including but not limited to, information about their mobile device, phone number, basic details about the service provider, and the designated email address registered with the bank's online banking channels.

3.3 Any information provided to the bank shall be treated as personal information and shall be retained by the bank to enable it to provide the customer with the requested services.

3.4 The customer is responsible for ensuring that the information provided to the bank is accurate, complete, and up-to-date, and for notifying the bank immediately of any errors or changes to this information. Please note that the customer may not be able to benefit from the services if the bank is unable to verify the information provided to it.

3.5 The customer agrees that the bank and its service providers may access, collect, process, and transfer the customer's location data in order to provide the customer with certain services, such as location-based services, using specific location data sent from the customer's device and used to log in to the bank's digital services. The customer may at any time change

or disable the settings on their devices related to their location data. In this case, location-based services will not be available to the customer. Access to location-based services is also subject to the terms and conditions of the service provider (such as Google) that provides the customer with location data services.

#### **4. General Terms and Conditions for Internet Banking Services:**

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4.1 Through Mashreq Online, Mashreq Mobile, and the Mashreq Virtual Assistant, the customer can perform various transactions on their account, such as, but not limited to, inquiring about balances and transactions conducted on the account. The bank reserves the right to modify the services available through the bank's digital channels from time to time at its sole discretion.

4.2 The bank reserves the right to amend or modify the terms and conditions governing the provision of internet banking services through Mashreq Online, Mashreq Mobile, and the Mashreq Virtual Assistant to the customer from time to time, at its sole discretion, or in compliance with any applicable laws and regulations within the Arab Republic of Egypt, or technical controls and/or based on the regulations and laws applicable within the Arab Republic of Egypt or the instructions of the Central Bank of Egypt. These amendments shall be effective against the customer upon their announcement by the bank in the manner deemed appropriate by the bank.

4.3 The customer acknowledges that the availability of Mashreq Mobile for download and login, and the use of the Mashreq Virtual Assistant, depends on the availability of technical specifications on the mobile device that support the use of the application. It is understood that the technical specifications required for the mobile device may change from time to time, which may result in differences in the services provided to the customer through Mashreq Mobile and the Mashreq Virtual Assistant, depending on the type of mobile device used by the customer to access Mashreq Mobile or conduct transactions and/or the extent of the availability of technical requirements on it. This may be due to the unavailability of Mashreq Mobile for download through the digital stores of certain types of mobile phones or because the device used by the customer does not technically support the Mashreq Mobile application.

4.4 The customer acknowledges that the bank shall not be held responsible for any changes made by mobile service providers, their stores, or service providers available through the bank's digital channels to the terms, conditions, and technical standards applicable to the services they provide. The customer also acknowledges that service providers impose fees and restrictions on the services they provide, which may affect the customer's use of Mashreq Mobile and the Mashreq Virtual Assistant, and agrees to be solely responsible for such fees and restrictions.

4.5 The customer undertakes to take all necessary precautions and security measures to protect the computers and mobile devices used to access the internet banking services provided by the bank and to conduct banking transactions in a manner that ensures the prevention of hacking, loss, theft, or misuse of their accounts and/or data. This includes, but is not limited to, ensuring that the devices used to access internet banking services are secure and equipped with the necessary antivirus and anti-malware programs.

In addition, when not using internet banking services, the customer shall log out of the internet banking service. The customer also undertakes not to use the internet banking services provided by the bank through public or shared computers, such as those available in internet cafes or public libraries.

4.6 In addition, the customer undertakes not to disclose any personal information to any unauthorized person. The customer shall also regularly change and/or modify their password periodically or whenever requested by the bank.

4.7 The customer acknowledges that the services are available for use only by the beneficiaries registered with the bank, and the customer shall register the details of the beneficiaries of the various banking services on internet banking by logging into their internet banking account through Mashreq Online or Mashreq Mobile.

4.8 The customer is responsible for understanding how to use the bank's digital channels and operate them in accordance with the guidelines and terms and conditions specified by the bank. In the event of any changes or updates to the services,

the customer is responsible for understanding the operation of the new services that are updated or added by the bank from time to time.

4.9 Most transactions conducted through internet banking services are executed automatically and electronically without human intervention by any bank employee. It is agreed that all transactions conducted by the customer through Mashreq Online, Mashreq Mobile, or the Mashreq Virtual Assistant, which are authenticated by the customer using their username and password, in addition to the Mashreq Token or any other authentication methods required by the bank, shall be attributed to the customer and executed at their expense, without any liability on the bank.

4.10 The bank shall notify the customer in advance in cases of maintenance and/or updates to any of the bank's digital channels, in cases of maintenance and updates previously determined by the bank, through the website and/or by sending a text message and/or by any other means at the bank's discretion.

4.11 The customer may perform all or some of the transactions available through the internet banking services provided by the bank. The customer is obligated to review the steps for executing the required service before execution. The customer is also obligated to exercise due care when using and/or executing requests and/or orders when using internet banking services, and they are obligated to review them before execution. The customer shall not be entitled to object in any way to any transaction conducted through the aforementioned services if it was authenticated using their access data, and it shall be considered valid, binding, and enforceable against them.

4.12 All transactions conducted on the customer's account(s) using the internet banking service shall be deemed to have been issued by the customer personally and shall be valid and binding against the customer and/or third parties. The customer acknowledges their unconditional acceptance that all transactions executed through internet banking services are final and binding evidence before all government and/or non-government and/or judicial authorities, and shall be considered conclusive proof of the customer's knowledge and acceptance of all transactions conducted on their accounts and shall be considered valid and enforceable against them and/or third parties.

4.13 The customer shall immediately notify the bank in the event of the loss or theft of any username and/or password, as well as immediately notify the bank in the event of any unauthorized access or hacking to allow the bank to take the necessary steps to protect the customer's account. If the customer fails or delays in notifying the bank of any such cases, the bank shall not be liable to the customer or third parties for the protection of the customer's account or for any transactions that may be conducted on the customer's account due to or as a result thereof. Such transactions shall be considered valid and binding on the customer. Additionally, the bank shall not be liable to compensate the customer for any damages that the customer may suffer as a result thereof. Furthermore, some transactions are handled by the bank's back-office staff who are committed to the bank's internal policy and who are trained on the importance of the confidentiality and privacy of Customers' personal information through Standard Operating Procedures (SOPs), specialized training programs, and the bank's ethics policies.

4.14 If the password is entered incorrectly five consecutive times, the use of the services will be frozen. The customer can reactivate the services by following the steps specified on Mashreq Online and/or Mashreq Mobile.

4.15 The customer acknowledges that the time taken to process any banking transaction requested on the bank account depends on the operational functions or NEFT mechanisms and the associated timeframes. The bank reserves the right to reject any transaction that the customer may conduct or request through Mashreq Online, Mashreq Mobile, or the Mashreq Virtual Assistant for any reason.

4.16 The customer authorizes the bank to access their Mashreq Mobile, Mashreq Online, or Mashreq Virtual Assistant account to execute various instructions issued to the bank by the customer. The customer also authorizes the bank to disclose the customer's information in the bank's possession to any service provider or any third party to enable the customer to conduct transactions through the bank's digital channels and complete them.

4.17 The customer hereby acknowledges that the bank's books and records (including electronic records) shall be evidence of the accuracy of the transactions conducted by the customer through internet banking, without prejudice to the customer's right to dispute account statements within the legal timeframes and by following the procedures outlined in the terms and conditions for opening a bank account at Mashreq Bank.

4.18 The customer acknowledges that the bank retains a record of their sessions on the bank's digital channels, including financial and non-financial transactions conducted through Mashreq Online, Mashreq Mobile, and the Mashreq Virtual Assistant, for the purpose of processing and confirming the customer's transactions.

4.19 If the customer issues orders to execute more than one transfer transaction from a single account on the same day, the bank shall be entitled to execute these transactions in the order it deems appropriate, without the need for prior notification or approval from the customer. The bank shall not be liable for the failure to execute or the delay in executing any transaction requested by the customer due to reasons beyond the bank's control or for reasons attributable to the customer, such as the unavailability of communication networks, weak transmission, or interruption or suspension of service. The bank shall not be liable to compensate the customer for any damage that the customer may suffer as a result of the failure or delay in executing any of the banking transactions requested by the customer through internet banking services.

4.20 If the customer wishes to modify their mobile phone number previously registered with the bank's customer database, the customer shall visit the nearest bank branch to complete a data modification request, or through ATMs, or through customer service after answering the customer's own security questions, or through any other means provided by the bank to its customers.

4.21 The bank shall be entitled to prohibit and/or suspend the customer's use of internet banking services if the customer commits any breach of their contractual obligations with the bank and/or the general and/or special terms and conditions, and/or the terms and conditions governing internet banking services, and/or misuses the services, and/or if the customer commits, is involved in, or is suspected of committing, any fraudulent acts alone or in collaboration with others or using the services in violation of the internal rules and regulations of the bank and/or Mashreq Bank in the United Arab Emirates and/or the instructions of the Central Bank of Egypt and/or the law, or for any other reasons at the bank's discretion. The customer waives their right to claim compensation from the bank for any material or moral damages that they may suffer as a result.

4.22 The bank shall be entitled to modify, change, or replace any or all of the security measures and the model or level of encryption used by the bank to protect the confidentiality of information and all other matters related to the provision of services by the bank or the use of the services by the customer. The customer shall follow the security procedures and advice provided by the bank from time to time. The customer shall be notified of the amended procedures required to be completed by any means available to the bank.

## **5. Customer Acknowledgments and Undertakings Regarding Internet Banking Services:**

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5.1 The customer fully and finally acknowledges that they have read, understood, and agreed to all the electronic terms and conditions for opening an account, as well as the electronic terms and conditions for internet banking services. The customer is aware that these terms are available for download by the customer from the bank's website, and acknowledges that they have read these terms and conditions and are fully aware of the rights and obligations contained therein. In the event of any conflict between these terms and conditions and any other terms and conditions governing the customer's relationship with the bank, these terms and conditions shall prevail with respect to internet banking services without prejudice to the bank's interests.

5.2 The customer acknowledges that the electronic terms and conditions for internet banking services are binding upon them upon electronic acceptance when they first use the bank's digital channels.

5.3 The customer acknowledges that they are the legal owner of the account. If the customer's bank account with the bank linked to the internet banking service is a joint account or a business account, the customer shall obtain the necessary authorizations from the other interested parties to register for Mashreq Bank's banking services and conduct transactions through the bank's digital channels.

5.4 The customer acknowledges that any reference to the customer in these terms and conditions and any other terms and conditions, in the case of a minor's account, shall be addressed to the minor's legal guardian with respect to transactions conducted on the minor's account, without prejudice to the instructions of the Central Bank of Egypt regarding customers in the age group below twenty-one and above sixteen years. The bank reserves the right to provide services to this category of customers within the limits of their legal capacity and according to the level of risk associated with them, as well as the controls and instructions issued by the Central Bank in this regard, and in accordance with any amendments thereto from time to time.

5.5 The customer acknowledges that the bank has the discretion to determine and impose fees for internet banking services provided to the customer and shall be entitled to modify them from time to time. The customer shall pay these fees in accordance with the Mashreq Bank tariff schedule (refer to the Mashreq Bank tariff schedule available at <https://www.mashreq.com/-/jssmedia/pdfs/egypt/account/egypt-retail-soc-english.ash> ). The bank also reserves the right to modify these service fees from time to time and to notify the customer of any amendments through any means deemed appropriate by the bank.

5.6 The customer acknowledges that all data and information provided to the bank to obtain internet banking services and/or during the conduct of banking transactions through Mashreq Online, Mashreq Mobile, or the Mashreq Virtual Assistant is accurate, up-to-date, and complete. Additionally, the customer shall be entitled to provide this information to the bank for the purpose of benefiting from the bank's services, including internet banking services. The customer also undertakes not to misrepresent their identity or account information. The customer agrees to keep the account information updated and accurate and to notify the bank of any changes from time to time.

5.7 The customer agrees to use the content delivered to them through Mashreq Mobile and the Mashreq Virtual Assistant solely in relation to the accounts associated with Mashreq Mobile and the Mashreq Virtual Assistant and in accordance with these terms and conditions. Mashreq Online, Mashreq Mobile, and the Mashreq Virtual Assistant are provided by the bank for personal use only, and the customer shall not sell, copy, reproduce, distribute, or create derivative works of this content.

5.8 The customer acknowledges that Mashreq Online, Mashreq Mobile, the Mashreq Virtual Assistant, and their related software are owned by the bank and its service providers. The customer is hereby granted a non-transferable, non-assignable, and non-exclusive license to use Mashreq Online, Mashreq Mobile, the Mashreq Virtual Assistant, and their related software.

5.9 The customer agrees not to use Mashreq Online, Mashreq Mobile, the Mashreq Virtual Assistant, or any related applications in any way that would infringe any copyright, patent, trademark, trade secret, or other proprietary rights or rights of publicity or privacy of the bank or any third party, including, but not limited to, any rights in the Mashreq Online, Mashreq Mobile, or Mashreq Virtual Assistant software by virtue of the customer's use of the bank's products and services. The customer also agrees not to engage in any fraudulent activities or sell counterfeit or stolen items, including, but not limited to, using the bank's digital channels to impersonate another person or entity. In addition, the customer undertakes not to violate any laws, regulations, or rules that may cause the bank or its affiliated companies and service providers any loss or incur liability to third parties.

5.10 The customer acknowledges that the terms and conditions governing the customer's relationship with the bank, including the terms and conditions for internet banking services, their validity, and interpretation, shall be governed by the laws of the Arab Republic of Egypt. The customer also undertakes to comply with all applicable laws and regulations in relation to the account and the services provided by the bank for the duration of their contract with the bank.

5.11 The customer acknowledges that any dispute arising between the customer and the bank, including the interpretation of the terms and conditions of the service and the customer's relationship with the bank in general, shall be subject to the jurisdiction of the competent courts in the Arab Republic of Egypt.

#### Internet Banking Services - for Personal Accounts:

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**Service Definition:** This refers to the range of services provided by the bank to its customers through the website (Mashreq Online), or through the bank's application (Mashreq Mobile), or any other means that the bank may provide to its customers, which enables customers to view their accounts, conduct financial transactions, pay bills, and other services offered by the bank to its customers.

**Subscription and Service Activation:** Customers can subscribe to internet banking services by submitting a subscription form and following the necessary steps for activation, as detailed in the electronic terms and conditions available to customers through the official website ([www.mashreq.com](http://www.mashreq.com))

**Terms and Conditions for Internet Banking Services:** These refer to the electronic document that includes the terms and conditions for internet banking services, which the customer electronically agrees to through the Mashreq Online website and/or through the smartphone application, and which, together with the general terms and conditions and/or special terms and conditions represent the governing controls for the customer's relationship with the bank regarding the use of internet banking services, which the bank reserves the right to amend or modify at its discretion, provided that such amendments shall be effective against the customer upon their announcement by posting them on the website or in the manner deemed appropriate by the bank.

**Data Protection:** This refers to the means and procedures taken by the bank and/or customers to protect their data from unauthorized access, theft, leakage, or hacking of the customer's account with the bank, which are subject to the terms and conditions available through Mashreq digital channels and specific to internet banking services for personal accounts.

#### Customer Acknowledgment:

##### I acknowledge and undertake the following:

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1. That the data required to use internet banking services (username and password) are issued by me and attributed to me, and that I am committed to preserving them, and I undertake not to disclose, deliver, or provide them to third parties, and I am legally responsible to the bank and to third parties for any damages and/or losses in the event of any hacking, theft, or leakage of any of this data and/or as a result of misuse of these services and/or my failure to follow the protection and security procedures.
2. That all transactions carried out through or by using internet banking services are valid and binding on me whenever these transactions are issued using the internet banking data of my account.
3. I have read, accepted, and understood all the terms and conditions for internet banking services listed on the website ([www.mashreq.com](http://www.mashreq.com)) and in a manner that ensures my full knowledge and lack of ignorance, and the bank shall be entitled to amend or modify these terms and conditions in whole or in part, which are announced through the bank's branches in

Egypt or posted on the website or in the manner deemed appropriate by the bank, and I acknowledge the effectiveness of these amendments against me upon their publication on the bank's official website and/or through any other means deemed appropriate by the bank.

**Customer Acknowledgment:**

**I acknowledge and authorize the bank as follows:**

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1. I have read, understood, and accepted all the terms and conditions stated on the website (<https://www.mashreq.com/en/egypt>) and/or attached to the QR code below this application, as well as all terms and conditions related to the services provided by the bank, whether banking services or internet banking services, to the extent that I am fully aware of them and have no ignorance thereof. They are considered an integral part of each other and together represent all the terms and conditions governing the transactions and/or the relationship between me and the bank. My signature on this application serves as a guarantee and acknowledgment on my part of my knowledge and acceptance thereof.

2. The customer acknowledges acceptance of the bank's records regarding all transactions on all their accounts as final and binding evidence before all government and non-government entities.

3. The bank shall be entitled to amend all terms and conditions (in whole or in part), as well as to modify interest rates, returns, penalties, expenses, and/or fees to keep pace with changes in laws, regulations, or the bank's internal policy, or pursuant to instructions from the bank's head office in the United Arab Emirates or in implementation of decisions of the Central Bank of Egypt, which are announced through the bank's branches in Egypt or published on the website or in the manner deemed appropriate by the bank. I acknowledge the effectiveness of these amendments against me upon their publication on any of the aforementioned means or other means deemed appropriate by the bank, and I undertake to regularly review these changes and/or amendments on the bank's website. Any use or transaction conducted by me or by a third party on my accounts with the bank and/or failure to submit a formal objection to the bank regarding any of these amendments shall be considered as evidence of my acceptance and the enforceability of such amendments against me without any reservations.

Inquiring about my personal and/or professional data and/or any documents or papers submitted by me to the bank, whether through one of its employees, agents, or specialized offices or companies, whether inside or outside Egypt. This authorization is final and irrevocable and applies to successors-in-interest.

4. Disclosing any of my personal or professional data or information or any of my banking transactions with the bank to other parties, whether banks operating in Egypt or correspondents or companies contracted with the bank that provide services on behalf of the bank or its customers, whether inside the Arab Republic of Egypt or outside, or Mashreq Bank in the United Arab Emirates, as well as performance evaluation and quality improvement companies for the purpose of providing new banking or banking services, benefits, or rewards, according to the bank's discretion. I also authorize the bank to inquire about me and my transactions and the parties related or associated with these transactions. I also authorize the bank to exchange information about my accounts and/or transactions and/or other data to any other party, whether to take any judicial measures against me or on behalf of the bank, or in cases permitted by the laws of the Arab Republic of Egypt or the instructions of the Central Bank or the internal instructions of the bank or the rules of Mashreq Bank in the

United Arab Emirates or any other subsidiary company of the bank, and in general, all other parties according to the bank's discretion.

5. I accept the bank's records as final, conclusive, and binding evidence before all government, non-government, and judicial authorities. Failure on my part to object to any transactions or operations on my accounts shall be considered as evidence of their validity and enforceability against me and/or third parties.

6. (For customers who cannot read or write) I acknowledge, through the bank and/or the accompanying person by recitation and explanation, all the terms of dealing with the account, and I acknowledge that the bank is not responsible in case my seal is used by third parties. I, the account holder, am responsible for possessing this seal and bear the consequences of its loss or theft. If the account is operated using my seal, the transaction or operation conducted on the account pursuant thereto shall be binding on me, and I shall not be entitled to claim any amounts, compensations, or any claims against the bank in this regard.

7. I will use the account for personal purposes only, which include but are not limited to transfers, cheques, bill payments, and I will not conduct any transfers or use the account in any form on behalf of third parties or for commercial purposes.

8. I acknowledge the accuracy of the data entered in this application, as well as the accuracy and soundness of the documents and/or papers submitted by me, and I acknowledge that they are complete and correspond to the truth and reality. I also acknowledge that I am the original owner and the sole beneficiary of the account, and I undertake to update my data immediately upon any changes thereto or upon my acquisition of any other nationality, or whenever requested to do so, and I bear the legal responsibility in case the opposite is proven without any liability on the bank or any of its employees.