

Syrian Lebanese Commercial Bank S.A.L

Greetings.

We thank you for your trust in choosing Syrian Lebanese Commercial Bank S.A.L and in order to provide you with a better service, we draw your kind attention to the list of the following rights, obligations and guidelines:

First: Your rights towards the Bank:

- 1-** Examine the terms, conditions and details of the product or service that you are about to ask, and request extensive clarifications concerning them in order to ensure and the ability to comply with them.
- 2-** Obtain a simplified, extensive and explicit explanation from the competent employee on the financial services and products that contain various levels of risks.
- 3-** Obtain an answer for any question concerning any unclear clause or condition from the competent employee in a professional and clear way.
- 4-** You are entitled to request that the Arabic language is to be adopted in any document, correspondence or formality with the bank.
- 5-** Examine and previously obtain within 3 days a copy of each document, paper and text outlined in any contract to be signed with the bank, and to have your signatures in confirmation of reception.
- 6-** You are entitled to obtain a copy of the contracts and documents signed by you without incurring you any additional cost.
- 7-** Request from the bank to determine the effective cost of the required product or service, including the effective cost of insurance and the mode of calculating the creditor or debtor interest rate, through a table to be received by you comprising the debtor or creditor interest rate, the annual percentage, the commissions, the banks, the insurance...etc., to be examined by you before adopting any decision.

Signature of the Customer

- 8- You are free to choose an insurance company among five companies accepted by our bank and outlined in the attached list, in case obtaining the product or service is conditional on submission of an insurance policy to the bank.
- 9- Obtaining a product or service, if this is compatible with your petition, background and capability to assimilate the prospective financial hazards of this product or service.
- 10- You are entitled to obtain periodically a detailed statement of every account you have related to a product or service (for creditor accounts every six months, for debtor accounts every month and scheduled loans annually).
- 11- Refuse to sign an empty or incomplete form, and ensure that all the required fields and figures in the forms submitted to you for signing are correct and complete.
- 12- Submit a review concerning any service or product that you may receive. Ask the bank to explain the mode of submitting the review and the deadline for notifying you of the result. You may refer such review to other competent authorities in case of not being convinced of the procedure submitted to you by sending an email thru the website of the bank www.slcb.com.lb or mail to the following address:

Syrian Lebanese Commercial Bank SAL

Head Office - Makdessi Street - PoBox: 113-5127 - Beirut–Lebanon.

Signature of the Customer:

Second: Your obligations towards the Bank:

a- General obligations:

- 1- Provide truthful, complete, accurate and transparent information upon filling out any forms of the bank, and abstain from providing any erroneous information, subject to the penalty of legal pursuit.
- 2- Disclose all your financial commitments upon submitting an application to obtain a product or service with the preservation of the rights that the banking secrecy law provides you.
- 3- Update your personal information provided to the bank on a continuous basis and whenever you are asked to do so.
- 4- Comply with the terms and conditions that are specific of the service or product from which you are benefiting.
- 5- In case you discover unknown operations in your account, notify the bank immediately and without delay.
- 6- Provide the bank with your home address, work address, your email, your P.O.Box and your telephone numbers. Notify the bank of any modification on these information, thus enabling the bank to communicate and interact with you in a way that ensures the privacy of your information.
- 7- Provide the bank with all the information concerning your judicial and legal status in case there is any pending judicial litigation between you and third parties.
- 8- In case of drafting an official power of attorney to a person, provide the bank with an original copy of the power of attorney drafted according to rules and authenticated by all the competent authorities, provided it is clear concerning the powers granted to him and the imposed limits concerning the opening and activity of creditor or debtor accounts and whether this includes the right and power of loaning, request banking facilities, and the right to give guarantees and the margin of the allowed amounts concerning the withdrawal limit, the right to lift bank secrecy on the accounts and the right to transfer debt as a minimum.
- 9- In case you annul the power of attorney drafted to third parties concerning banking matters and revoke the empowered attorney, notify the bank to this effect along with providing the bank with a copy of the letter of revocation and cancellation of the power. Otherwise, the bank shall not incur in any responsibility in case of continuing to deal with such agent/empowered attorney.

Signature of the Customer

10- In case of obtaining banking facilities:

- Inform the bank of any modification of your financial status.
- Notify the bank before incrementing your obligations and loaning from any other party.
- Maintain any guarantee provided to the bank in exchange for any granted loan.

B- Obligations specific for companies:

- 1- Provide the bank with documentary proof on the name and capacity of the person empowered to sign on behalf of the Company and in its name and the duration concerning the validity of the mandate or appointment and in case the person is a legal representative.
- 2- Provide the bank with the Articles of Association, the general assembly minutes or the minutes of the board of Directors which comprises the competency of the empowered person concerning financial and banking matters and formalities, sign the formalities of opening creditor or debtor accounts with the outlining of the powers granted to him, specifically concerning the loaning or requesting facilities from the bank with the explanation of the extent of his competency in providing guarantees and the allowed margin for amounts, the right of lifting bank secrecy from accounts and the right to transfer debt as a minimum.
- 3- Inform the bank of any legal or effective change that may occur on the Company status concerning the name and trade name, the address – the commercial activity, its duration, increment of the capital, election of the Board of Directors and the duration of its mandate, name of the empowered person and his capacity, and any other information requested by the bank to this effect.

Third: General guidelines:

- 1- Be careful not to provide any details concerning your bank account or any other banking information or sensitive personal information under any circumstances to any party whatsoever.

Signature of the Customer

- 2- Upon facing financial difficulties preventing you from fulfilling your obligations or settling your due installments on their specific date, check with the bank in order to find the most appropriate choice, among which to reschedule your commitments.
- 3- Be careful upon granting and drafting official powers of attorney to third parties for completing your banking and financial formalities, whereby you determine accurately the powers granted to him by virtue of these powers of attorney.
- 4- The exchange rate fluctuations may affect the loan cost, the facilities granted to you or its corresponding value.
- 5- You may lose the ownership of your house or any movable or immovable assets which belong to you if they do not keep settling the instalments regularly.
- 6- In case you do not comply with the provisions of these contracts signed with you and specifically, concerning the maturity date of the installments and payments, the bank may resort to seize your movable and immovable assets and to sell them in addition to collecting the remaining balance of the amounts that you owe, the interests, the judicial charges, the expenses and the attorney fees within the limit of 15% of the value of the remaining balance and other amounts that the bank may have incurred to this effect.
- 7- Every account, which balance exceeds \$/1000/ and there is no activity in such account by the customer for one year (excepting frozen accounts), shall be considered as non-active account and classified as a dormant account. Furthermore, any frozen account in which two years and a half have elapsed without any movement activity by the customer, shall be considered a non-active account and will be classified as a dormant account, provided that the expenses are paid for dormant accounts as well as the accounts which balance does not exceed \$/1,000/ and the customer had not carried out any activity on such accounts for one year.
- 8- Come forth immediately to our offices or contact us requesting assistance in case of loss of any bank document (check, saving book ...etc.)

Finally, we bid you welcome to our bank, hoping you may find our services up to your satisfaction at the Syrian Lebanese Commercial Bank S.A.L

Signature of the Customer