

Client's Rights and Obligations

For the purpose of spreading a culture of transparent and fair relationship within the framework of offering our products and services within our branches, we kindly ask you to acknowledge the following:

The Client's "Rights":

- 1- Request all the information and explanation needed about the details, rules and conditions of the product or service in question, to review all of the provisions to make sure to understand it and be able to commit to it.
- 2- Obtain all the preliminary clear and simple details about the financial products and services in addition to obtaining the explanation of all the related risk levels.
- 3- Obtain a satisfying professional Answer for questions concerning any product, service, or an unclear clause or condition.
- 4- Receive a clear and Fair Treatment in all Banking relationships.
- 5- Receive the suitable product or service that fits his/her background, needs and financial situation in a way that helps the identification and understanding of the accompanying financial risks.
- 6- Have access to the basis of calculation of the debtor/creditor interest rate and identify the actual cost of the product or service as well as the effective cost of insurance (Responsible Pricing), when applicable.
- 7- Choose an insurance company amongst the 5 accepted companies mentioned in the list appended to the product or service's documents, when applicable.
- 8- Request to view and obtain a copy of each of the file's documents or any contracts to be potentially signed with the Bank.
- 9- Obtain a Free of charges copy of all the contracts and documents signed with the Bank.
- 10- Request the adoption of the Arabic Language in any transaction, contract or correspondences.
- 11- Refrain from signing an empty or incomplete Form and request that all areas designated for filling to be complete and correct.
- 12- Periodically obtain a detailed statement for every account connected to a product or service, according to the Central Bank and the Banking Control Commission's Regulations.

- 13- The possibility to submit a “Complain Resolution” about any product or service without extra charges that will be reviewed and solved without delay, and consequently answered in a written form response by the Bank within a maximum period of 15 (Working) days.
- 14- The possibility to dispatch reviews and complains through the “Specialized Unit” at the head office and all branches or by email, or Bank’s website or through our hotline.
- 15- The possibility to reassign the reviews and complaints to the Lebanese Administrative or Forensic Authorities, without going through the “Specialized Unit” at the Bank or in case of dissatisfaction with the suggested product/service solution.

The Client’s “Obligations”:

- 1- Provide the Bank with all the correct, clear and precise information when filling out any sample or application forms of products or services and to sustain from giving any wrong or misleading information.
- 2- Continuously update the Bank about any changes in personal or financial situations especially upon the Bank’s request to update the KYC Form (Know Your Customer).
- 3- Provide the Bank with any change in the work or home’s address, telephone number, mail box number or email, in order to ease and secure the privacy of the communication between the Bank and the client.
- 4- Request all the information needed about any product or service before applying , with respect to the principle of convenience, and to agree to take on full responsibility of the related potential inherent risks,
- 5- Inform the Bank about any financial engagements and obligations when applying for a product or service, whilst keeping the rights acquired from the Banking Secrecy Code.
- 6- Commit to the rules and regulations that sponsor the acquired product or service.
- 7- Immediately inform the Bank about any unknown or suspicious transactions made on the account.
- 8- Sign the “Client’s Rights and Obligations” Form after having read and approved its entire content, as a sign of commitment and abidance.
- 9- Provide all sufficient information that allows the Bank to evaluate the suitability and appropriateness of the product or service applied to, such as the financial and personal situation and former experience with the product or service in addition to his/her understanding of the related essential product or service’s concepts.
- 10- Possess the capacity to commit to the rules and regulations of the product and service and the capability to handle the related risks.
- 11- Provide the Bank with all supporting documents related to the above mentioned information upon the Bank’s request.

