



## Client's Rights and Duties

Dear Valued Client,

Banque BEMO is pleased to put at your disposal a document listing the rights and duties governing your relationship with the Bank, as well as the responsibilities of the Bank in serving you fairly. Your dedicated Relationship Manager will be pleased to provide you with this document and answer all your related inquiries.

Sincerely yours,  
Banque BEMO SAL

# Client's Rights and Duties



## First: Client's Rights

To take cognizance of the terms, conditions, and details of the product or service, and to request sufficient clarification to allow the Client to understand them and to abide by them before signing any relevant document or agreement.

To obtain from the concerned employee a clear, sufficient and simplified explanation about the financial services and products with different risk levels.

To obtain from the concerned employee a professional and clear answer to any question concerning an ambiguous clause or condition.

To request the use of Arabic language in any document, correspondence or transaction with the Bank, where applicable.

To request viewing in advance a copy of each document and text referred to in any contract to be signed with the Bank.

To obtain a copy of the contracts and documents signed by the Client without bearing any additional costs.

To request the Bank to determine the actual cost of the product or service, including the actual insurance cost and the computational method of the lending or deposit interest rate.

To choose freely an insurance company among at least five companies that are accepted by the Bank and mentioned in a written list, in case obtaining the product or service is contingent upon the submission of an insurance policy to the Bank.

To obtain any product or service provided it is suitable with the Client's request, profile and perception of the likely financial risks associated with the product or service.

To obtain, for each product or service, a periodic detailed statement of account.

To refuse to sign blank or incomplete forms and make sure all the required fields and figures in the forms to be signed by the Client are correct and complete.

To submit a claim about any service or product, and request from the Bank an explanation on the claim submission procedure, the time limit needed to be notified of the claim outcome, and the mechanism applied to submit the claim to other authorities whenever the Client is not convinced of the claim outcome.

## **Second: Client's Duties**

To provide clear, true, complete and accurate information and instructions when filling out any forms provided by the Bank and refrain from providing any false information.

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To disclose all financial obligations when applying for a product or service; without prejudice to the rights conferred to Clients by the Banking Secrecy Law, or upon the Bank's request.

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To update the personal information submitted to the Bank automatically and periodically, on a continuous basis and whenever required to do so.

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To comply with the terms and conditions governing the service or product chosen by the Client.

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To review the statements of account and inform the Bank in writing in case of any objection to any mentioned operation or any unauthorized operation, within a period of 15 days from the date of submission of the statement.

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To provide the Bank with the client's home address, work address, email, ordinary mail, and telephone number, and report any change in this information to enable the Bank to contact the concerned customer personally and thus guarantee the privacy of information.

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To inform the Bank of any change in the company's bylaws, its administrative structure and its legal and financial status.

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To ensure the availability of sufficient funds before making any withdrawals or issuing checks in order to avoid rejection and reporting to the Central Office of Returned Cheques before the competent regulatory authorities.

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To inform the Bank immediately in the event of loss or theft, such as but not limited to, their cards, passcode or checkbook and sign the required documentation in this regard.

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To inform the Bank once the Client is notified of the guarantor's death, if any, or in case of default from the latter.

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To fill out the forms related to the operations required to be carried out in a clear and complete manner, so as to avoid any delay in the execution.

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To comply with the Anti-Money Laundering and Terrorist Financing laws with respect to all the operations submitted to the Bank for execution; and to take cognizance of the Due Diligence measures and the audit obligations adopted by the Bank for this purpose.

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To refrain from using the account for operations that do not fall within the usual and ordinary activity of the Client.

### **Third: Guidelines for the Client**

Maintain the security of your personal and financial information including account numbers, personal identification codes and other passcode, and refrain from providing any details about your bank account or any other sensitive banking or personal information, such as but not limited to the passcode for all electronic transactions, under no circumstance, to another party.

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Maintain the checkbooks, credit cards, passcode, and valuable documents in safe places in order to avoid their loss or theft.

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When faced with financial difficulties preventing you from fulfilling your obligations or settling your installments in due time, you must refer to the Bank with the aim of finding the most appropriate options, including the rescheduling of obligations, if necessary and at the Bank's discretion.

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Be alert when granting an official proxy to others to complete your banking and financial transactions, by clearly determining the powers delegated under this proxy, subject to the approval of the Bank.

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Comply with the applicable laws concerning the prohibitions of dealing with post-dated checks.

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Be alert of any hacking act in any email of commercial business nature between suppliers and importers through the alteration of some related information, and always ensure to contact the direct officials by phone to verify the validity of the altered contents, and refrain from paying even if the email address is similar to the legitimate source.