Terms & Conditions of QNB Certificate of Deposits (CDs) & Time Deposits (TDs)

First: General Terms & Conditions for CDs:

- Interest is calculated from the day next to the date of issuance, and interest rate frequency cannot be changed during CD life.
- The interest of the certificate (the calculated until the scheduled date of payment of interest) as well as the certificate redemption will be credited during the bank official working days only. In case the date of maturity or interest payment comes on an official holiday, transaction to be executed by the following working day.
- Certificate/ certificates shall be issued by deducting from the earlier opened saving account at the bank under the client's name, as well as adding the interest to it, unless the client specified another account
- No maximum amount a customer can purchase.
- The certificates of deposit are linked to the interest rate announced in the bank at renewal date
- CD can be broken after 6 months (3 months for the 1.5 years Fixed CDs for individuals) of the issuance date, where penalties would be applied according to the breaking schedule mentioned in this application form.
- The CD is fully refunded at the date of maturity (i.e. the CD duration is completed) & can be renewed by another according to the customer request and bank conditions at maturity date.
- It is agreed that the customer has the right to break the CD partially on the condition that the amount broken is not less than the minimum breaking amount determined by the bank for each CD or the multiples of that amount. The client hereby declares to have thoroughly read the breaking limits available for the CDs subject of this contract.
- It is also agreed that in case of partial CD breaking, the remaining balance after breaking must not be less than the CD's minimum issuance amount. To further clarify, the client does not have the right to request the bank to partially break any CD if the breaking will reduce the remaining balance of the CD beyond the CD's minimum issuance amount.
- The client hereby approves and agrees to adhere to the rules and conditions of the Certificate of Deposits and in case of any amendments in the Certificate of Deposit, he/she undertakes to notify the Bank 2 days before maturity date; and he/she bears all related penalties and costs in case of not communicating his/her instructions to the bank after this period
- In case CD is pledged/reserved against a loan or credit facility granted to the customer, the pledge continues even after CD maturity date regardless of the instructions given above until full repayment of loan / credit facility.
- The client undertakes that the CD amount is obtained from legal sources & not related to money laundry / other illegal sources
- It is agreed that the client is not allowed to issue a deposit from an amount previously granted by the bank in the form of a personal loan or a credit facility. A personal loan or credit facility shall be used solely for the purpose for which it has been granted. In case it was a proven by the bank, at any time, that the Deposit amount is originated from a personal loan or a credit facility, the bank shall have the right to break such depository product without the need to notify the customer. The customer declares to exempt the Bank from any liability that may arise due to such breakage.

For Floating CDs:

- Floating CDs are linked to the Central Bank of Egypt Overnight deposit rate (Corridor), as long as this rate is maintained by the Central Bank of Egypt. On the other hand, floating CDs (based on the Conia rate) are linked to the monthly average daily CONIA rate for the past month during which the methodology for calculating the CONIA rate was used and as published daily by the Central Bank. The CONIA rate is the Cairo Overnight Index Average rate on interbank transactions.
- In case of the impossibility to determine an applicable current rate for the deposits at Central Bank of EGYPT "CORRIDOR or CONIA" for any reason, the bank has the right to determine an alternative pricing basis for the interest rates to be applied to the CDs according to the Bank's current applicable rules for the pricing of the matched deposits in terms of value and tenor.

For Nahr El Kheir CDs:

- The interest rate is linked to the discount rate of the Central Bank of Egypt.
- The interest amount is donated to the approved Charity Organization dealing with the bank at the time of issuing the CD.

For Tahya Masr CDs:

- All the terms and conditions for certificates of deposit shall apply to Tahya Masr CDs and shall not contradict with the following special conditions:
- Tahya Masr CD / CDs shall be issued by debiting the client's account. The client is entitled to donate either the CD's rate of return only or the full CD's amount, according to the client's choice determined in this application.
- It is agreed that the bank shall issue, on the date of depositing the amount of Tahya Masr CD, a symbolic paper certificate including information such as the amount of the CD, name of depositor and other information. It is understood that in case any discrepancy exists between the information stated in the Tahya Masr paper certificate and the CD opening application form, the information stated in the CD application form shall prevail.
- If the donation is limited to the CD's rate of return only, the following shall be applied:
  - The interest rate shall be regularly credited on its due date to Tahya Masr Fund throughout the term of the CD / CDs. It is agreed that the term of the CD / CDs shall not be renewed unless a written application is submitted by the client at the end of the CD's term.
  - If the client requests to break the CD / CDs before the end of its term, the breaking penalty rate shall be debited from the CD / CDs principal amount.
- If the donation is made for the full amount of Tahya Masr CD / CDs, the following shall be applied:
  -The CD shall be issued in the name of Tahya Masr Fund by debiting the client's account and transferring the rate of return on its due date to the Fund's account.
  -The full amount of the CD / CDs shall be transferred at the end of its term to Tahya Masr Fund.
- It is understood that if the donation is made in the full amount of the CD/CDs (Tahya Masr), the client shall be entitled to request early redemption or CD breaking provided the condition that the breaking request or the early redemption request is presented prior to the end of the CD's term. It is agreed that the breaking penalty rate or the early redemption penalty shall be debited from the principal amount of the CD/CDs.
- It is agreed that in all cases, it is not permitted to break Tahya Masr CD / CDs before the elapse of six months from the date of its issuance.
- Pursuant to this, the client hereby declares that s/he finally and irrevocably authorizes the bank to disclose to the entity which receives the donation (Tahya Masr Fund) all data and information related to the client and the CD/CDs issued upon this request. Accordingly, the bank has the right to inform the Fund, at any time, about such data or information, without the need for obtaining further approval from the client, notifying the client or taking any other procedure.

For Shehadty CDs in foreign currency:

Certificate of Deposit requests are processed (Cash deposit value dates must be applied) as follows:

- Two working days after the foreign currency CD issuance request date provided that the CD amount is available in the client's account.

Certificate of Deposit requests are processed according to the below schedules, at the latest:

- Six working days after the issuance request date for a CD in USD, GBP and EURO; Eight working days after the issuance request date for a CD in other foreign currencies; provided that the value of the CD is deposited on the issuance request date.

Specific Terms and Conditions

In case of total or partial CD breaking:

- For Fixed & Cumulative CDs, the 1st month of each period, as shown in the breaking schedule, should be entirely completed; for instance, for the second period (13th- 24th month), in order to apply the breaking penalty rates that belongs to this period, the 13th month should be completed entirely. In other words, if the breaking request is on 29th of the 13th month, the breaking penalty rate of the first period will be applied. It is known that the interest calculation depends on the actual months that are already completed from the issuance date till the breaking request date.
- For Floating CDs, they will be entitled to the breaking penalty rate for the related period as long as the duration of the CD - on the date of breaking request - completed the last month of the previous period and passed it by any number of days. In other words, it does not require completion of the first month of each period, but the breaking rate will be applied for the related period even if the breaking request was during any day of the month.
- The interest rate applied on the amount requested for the breaking is determined according to the below conditions for the Certificate of Deposit rates (CDs with applied interest rate minus the breaking penalty rate) as follows:
- For Fixed CDs, CD interest rate minus breaking penalty rate.
- For Cumulative CDs, CD compounded interest rate minus breaking penalty rate.
- For Floating CDs, CD interest rate applied at each frequency of interest payment minus the breaking penalty rate.
- For Nahr El Kheir CDs, the breaking penalty will be applied on the client's principal amount, not on the interest generated and directed to charity organization.
- Partial breaking is available on the condition that the remaining balance after breaking is not less than the minimum issuance amount of the CD on its issuance date.
- Closing or modification of account debited with CD amount / credited with interest is not possible during CD life.

In case of borrowing against the Certificate of Deposit:

- In case the client is listed in CBE negative list, he becomes not eligible to receive any credit facilities from the Bank.
- Since the bank will not grant the client any credit facility against CDs if he was found registered on the CBE Negative list, the client will be fully responsible for the consequences; which shall entail the impossibility of breaking the CD prior to 6 months of its issuance date.
- Bank CD can be used as collateral against borrowed funds from the bank according to the lending rules of the bank at the time of lending.
- Without prejudice to the bank's right in the continuance of the Certificate of Deposit till its maturity. In case of client's death, the Certificate of Deposit remains active according to the terms & conditions mentioned in this application until its maturity date. This is as long as none of the heirs, regardless of his share, did not request to break the Certificate of Deposit before its maturity date. In the above mentioned cases - Without prejudice to the previously mentioned bank's right - the remaining amount of the deposit in case of breakage will be held in trust account" without interest" at the bank till it is distributed among the rightful heirs.

CD's Breaking Schedule | جدول كسر شهادات الإيداع

CD's Breaking Schedule													جدول كسر شهادات الإيداع
Type	Duration	Months 06-12 شهر	Months 13-24 شهر	Months 25-36 شهر	Months 37-48 شهر	Months 49-60 شهر	Months 61-72 شهر	Months 73-84 شهر	Months 85-96 شهر	Months 97-108 شهر	Months 109-120 شهر	مدة الشهادة	نوع الشهادة
For Individual Clients													**للعملاء الأفراد**
Fixed	3 yrs	6.75%	5.75%	4.75%	———	———	———	———	———	———	———	ثلاث سنوات	معدل عائد ثابت
	5 yrs	5.00%	4.00%	3.50%	3.00%	2.00%	———	———	———	———	———	خمس سنوات	
	7 yrs	3.00%	2.75%	2.50%	2.00%	1.50%	1.25%	1.00%	———	———	———	سبع سنوات	
	10 yrs	3.75%	3.50%	3.25%	3.00%	2.75%	2.50%	2.00%	1.50%	1.00%	0.50%	عشر سنوات	
Floating *(Linked to Deposit Corridor rate)*	3 yrs	1.50%	1.00%	0.50%	———	———	———	———	———	———	———	ثلاث سنوات	معدل عائد متغير *(مرتبط بسعر الكوريدور للإيداع)*
	5 yrs	5.00%	4.00%	3.50%	3.00%	2.00%	———	———	———	———	———	خمس سنوات	
Floating *(Linked to Conia)*	3 yrs	3.5%	2.00%	1.50%	———	———	———	———	———	———	———	ثلاث سنوات	معدل عائد متغير *(مرتبط بسعر/الكونيا)*
Cumulative	3 yrs	3.00%	2.00%	1.00%	———	———	———	———	———	———	———	ثلاث سنوات	معدل عائد تراكمي
	5 yrs	3.00%	2.75%	2.50%	2.00%	1.50%	———	———	———	———	———	خمس سنوات	
	6 yrs	3.00%	2.75%	2.50%	2.00%	1.50%	1.00%	———	———	———	———	ست سنوات	
	7 yrs	3.00%	2.75%	2.50%	2.00%	1.50%	1.25%	1.00%	———	———	———	سبع سنوات	
	8 yrs	3.50%	3.25%	3.00%	2.75%	2.50%	2.00%	1.50%	1.00%	———	———	ثمان سنوات	
	10 yrs	3.75%	3.50%	3.25%	3.00%	2.75%	2.50%	2.00%	1.50%	1.00%	0.50%	عشر سنوات	
Nahr El Kheir	3 yrs	3.00%	2.00%	1.00%	———	———	———	———	———	———	———	ثلاث سنوات	نهر الخير
Tahya Masr	3 yrs	5.00%	4.00%	3.00%	———	———	———	———	———	———	———	ثلاث سنوات	تحيا مصر
QNB First Plus	3 yrs	7.25%	6.25%	5.25%	———	———	———	———	———	———	———	ثلاث سنوات	بلسQNBفرست
For Corporate Clients													**للعملاء الشركات**
Fixed	3 yrs	5.00%	4.00%	3.00%	———	———	———	———	———	———	———	ثلاث سنوات	معدل عائد ثابت
Tahya Masr	3 yrs	5.00%	4.00%	3.00%	———	———	———	———	———	———	———	ثلاث سنوات	تحيا مصر
For Individual & Corporate Clients													**للعملاء الأفراد والشركات**
Fixed Shehadty in Foreign Currency													شهادتي بالعملة الأجنبية (معدل عائد ثابت)
USD	3 yrs	3.75%	3.25%	2.75%	———	———	———	———	———	———	———	ثلاث سنوات	دولار أمريكي
	5 yrs	1.10%	1.10%	0.60%	0.50%	0.30%	———	———	———	———	———	خمس سنوات	
	7 yrs	0.70%	0.70%	0.50%	0.40%	0.20%	0.20%	0.10%	———	———	———	سبع سنوات	
GBP	3 yrs	0.30%	0.20%	0.10%	———	———	———	———	———	———	———	ثلاث سنوات	جنيه استرليني
	5 yrs	0.50%	0.50%	0.30%	0.20%	0.10%	———	———	———	———	———	خمس سنوات	
EUR	3 yrs	0.60%	0.50%	0.20%	———	———	———	———	———	———	———	ثلاث سنوات	يورو
	5 yrs	0.70%	0.60%	0.40%	0.30%	0.20%	———	———	———	———	———	خمس سنوات	
Floating Shehadty in Foreign Currency													شهادتي بالعملة الأجنبية (معدل عائد متغير):
USD	3 yrs	1.50%	1.25%	1.00%								ثلاث سنوات	دولار أمريكي
	5 yrs	1.75%	1.50%	1.25%	1.00%	0.75%						خمس سنوات	
Other CDs Breaking Schedule (For individuals)													جدول كسر شهادات الإيداع الأخرى (للأفراد فقط)
Type	Duration	07-13 Months شهر	14-25 Months شهر	26-37 Months شهر	38-48 Months شهر	49-60 Months شهر	61-72 Months شهر	73-84 Months شهر	85-96 Months شهر	97-108 Months شهر	109-120 Months شهر	مدة الشهادة	نوع الشهادة
Fixed	4 yrs	5.00%	4.00%	3.00%	2.00%	———	———	———	———	———	———	أربع سنوات	ثابت معدل عائد

Minimum CD Issuance Amount:

For Individual Clients	
• Fixed CDs	: 1,000 EGP
• 4 Year Fixed CDs	: 25,000,000 EGP (1 month)
• Cumulative CDs	: 1,000 EGP
• Floating CDs (linked to deposit Corridor rate)	: 1,000 EGP
• Floating CDs (linked to Conia rate)	: 50,000 EGP
• Nahr El Kheir CDs	: 1,000 EGP
• Tahya Masr CDs	: 1,000 EGP
• QNB First CDs (3 Year)	: 500,000 EGP
• QNB First CDs (5 Year)	: 10,000,000 EGP
• QNB Exclusive	: 1,000,000 EGP
• QNB First Plus	: 5,000,000 EGP
• QNB Ultra	: 10,000,000 EGP
• QNB Private	: 15,000,000 EGP
For Corporate Clients	
• Fixed CDs	: 50,000 EGP (3 years; 1,3, & 6 months)
• Tahya Masr CDs	: 1,000 EGP
For Corporate & Individual Clients	
Fixed Shehadty in foreign currency	: 1,000 USD : 1,000 GBP : 1,000 EUR

Additional and detailed information on CDs

CD type	CD Duration	Interest rate periodicity	Minimum threshold issuance	Interest rate calculation	Illustrative Example for interest calculation
Fixed CD	3 years	Monthly	EGP 1,000	CD amount*interest rate*1/12	100,000*15.50%*1/12=1,291.667
		Quarterly		CD amount*interest rate*3/12	100,000*15.55%*3/12= 3,887.50
		Semi-annual		CD amount*interest rate*6/12	100,000*15.60%*6/12= 7,800
		Annual		CD amount*interest rate*12/12	100,000*15.65%= 15,650
	4 years	Monthly	EGP 25 MM & multiples of 1 MM	CD amount*interest rate*1/12	25,000,000*11%*1/12=229,166.67
		Quarterly	EGP 1,000	CD amount*interest rate*3/12	100,000*7.5%*3/12=1,875
		Semi-annual	EGP 1,000	CD amount*interest rate*6/12	100,000*7.625%*6/12=3,812.5
	5 years	Monthly	EGP 1,000	CD amount*interest rate*1/12	100,000*10.25%*1/12=845.17
		Quarterly	EGP 1,000	CD amount*interest rate*3/12	100,000*10.5%*3/12=2,625
		Semi-annual	EGP 1,000	CD amount*interest rate*6/12	100,000*10.5%*6/12=5,250
	7 years	Monthly	EGP 1,000	CD amount*interest rate*1/12	100,000*10.5%*1/12=875
	10 years	Monthly	EGP 1,000	CD amount*interest rate*1/12	100,000*11%*1/12=916.67
QNB First Plus CD	3 Years	Monthly	EGP 500K& multiples of 1,000	CD amount*interest rate*1/12	500,000*16.50%*1/12= 6,875
QNB First CD	5 years	Quarterly	EGP 10 MM & multiples of 1,000	CD amount*interest rate*3/12	10,000,000*10%*3/12=250,000
Tahya Masr	3 years	Quarterly	EGP 1,000	CD amount*interest rate*3/12	100,000*9.10%*3/12= 2,275
Floating CD	3 years	Monthly	EGP 1,000	CD amount*interest rate*number of days/365 CD amount*interest rate*number of days/366 (in case of a leap year)	100,000*24%*30/365= 1,972.60
	5 years	Monthly	EGP 1,000	CD amount*interest rate*number of days/365 CD amount*interest rate*number of days/366 (in case of a leap year)	100,000*23.65%*30/365= 1,943.84
		Quarterly		CD amount*interest rate*number of days/365 CD amount*interest rate*number of days/366 (in case of a leap year)	100,000*23.75%*90/365= 5,856.16
Floating CD linked to Conia	3 years	Monthly	EGP 50,000 & multiples of 1,000	CD amount*interest rate(monthly floating rate)*1/12	100,000*24.6390%*1/12= 2,053.25
Floating charity CD	3 years	Monthly	EGP 1,000	CD amount*interest rate*number of days/365 CD amount*interest rate*number of days/366 (in case of a leap year)	100,000*23%*30/365=1,890.41
		Quarterly		CD amount*interest rate*number of days/365 CD amount*interest rate*number of days/366 (in case of a leap year)	100,000*23.25%*90/365= 57,328.77
Cumulative CD	3 years		EGP 1,000	1st month: CD amount*interest rate*1/12 2nd month: (CD amount+1st month)*interest rate*1/12 3rd month: (CD amouny+2nd month)*interest rate*1/12 until the end of 3 years	1st month: 100,000*7.78%*1/12=648.33 2nd month: (100,000+648.33)*7.78%*1/12=652.53 3rd month: (100,000+652.53)*7.78%*1/12=652.57
	5 years			1st month: CD amount*interest rate*1/12 2nd month: (CD amount+1st month)*interest rate*1/12 3rd month: (CD amouny+2nd month)*interest rate*1/12 until the end of 5 years	
	6 years			1st month: CD amount*interest rate*1/12 2nd month: (CD amount+1st month)*interest rate*1/12 3rd month: (CD amouny+2nd month)*interest rate*1/12 until the end of 6 years	
	7 years			1st month: CD amount*interest rate*1/12 2nd month: (CD amount+1st month)*interest rate*1/12 3rd month: (CD amouny+2nd month)*interest rate*1/12 until the end of 7 years	
	8 years			1st month: CD amount*interest rate*1/12 2nd month: (CD amount+1st month)*interest rate*1/12 3rd month: (CD amouny+2nd month)*interest rate*1/12 until the end of 8 years	
	10 Years			1st month: CD amount*interest rate*1/12 2nd month: (CD amount+1st month)*interest rate*1/12 3rd month: (CD amouny+2nd month)*interest rate*1/12 until the end of 10 years	
Fixed Shehadty CD in FCY	3 years	Monthly	USD 1,000 EUR 1,000 GBP 1,000	CD amount*interest rate*1/12	100,000*4.25%*1/12=354.167
		Quarterly		CD amount*interest rate*3/12	100,000*4.3%*3/12=1075
		Semi-annual		CD amount*interest rate*6/12	100,000*4.35%*6/12=2175
		Annual		CD amount*interest rate*12/12	100,000*4.4%=4400
	5 years	Monthly	USD 1,000 EUR 1,000 GBP 1,000	CD amount*interest rate*1/12	100,000*1.3%*1/12=108.33
		Quarterly		CD amount*interest rate*3/12	100,000*1.4%*3/12=350
		Semi-annual		CD amount*interest rate*6/12	100,000*1.55%*6/12=775
		Annual		CD amount*interest rate*12/12	100,000*1.55%=1550
	7 years	Monthly	USD 1,000	CD amount*interest rate*1/12	100,000*0.7%*1/12=58.33
		Quarterly		CD amount*interest rate*3/12	100,000*0.95%*3/12=237.50
		Semi-annual		CD amount*interest rate*6/12	100,000*1.2%*6/12=600
		Annual		CD amount*interest rate*12/12	100,000*1.2%=1200
Floating Shehadty CD in USD	3 Years	Monthly	USD 1,000	CD amount * Term SOFR 1 Month + 0.4% *Actual Number of Days /365 or 366	i.e. (5 years) 1000*(3.67% + 0.5%) = 4.17%) *30/365 =3.427
	5 Years			CD amount * Term SOFR 1 Month + 0.5% *Actual Number of Days /365 or 366	

Additional information on CDs:

- Interest is calculated from the day next to the date of issuance.
- Interest rate is calculated on an annual basis, regardless of the interest rate periodicity, and is credited in the same currency of the CD.
- Please revise the amount of CDs issued at the bank at the time of purchase, as it will affect later the facility/loan amount, if requested.
- Please revise your CD renewal instructions at the time of purchase; as well as the account number specified for crediting the CD principal amount if instructions were provided for non-automatic CD renewal.
- This document is deemed an interpretation to the contract and is not comprehensive of all the applied terms and conditions. Accordingly, please read the contract's terms and conditions carefully and receive your copy of the contract.
- Some types of CDs may be issued and broken through the Internet Banking service or Mobile Banking service.
- If you have a complaint, please call 19700 or e-mail Quality.feedback@qnb.com.eg You will receive feedback within 15 working days maximum.
- If you are not satisfied with the bank's feedback, you may escalate your complaint, and the bank shall send you a second reply within 15 working days.
- In case you do not receive the bank's reply after 15 days from submitting your first complaint or in case you are not satisfied with the bank's second reply, you may submit your complaint to the 'Consumer and Competition Protection Sector' at the Central Bank of Egypt which shall review and investigate the bank's reply on your complaint.

Second: Terms & Conditions of QNB Time Deposits

1. The time deposit is issued according to the interest rate declared / set by the bank at the issuance, re-issuance, or renewal date.
2. Time deposit issued interest rate and interest is applied provided that the time deposit is active till maturity date.
3. In case of total or partial breakage before maturity date, the interest is calculated according to the conditions that will be illustrated below.
4. Client's requests regarding modification, renewal, or breakage of the Time Deposit are processed two days after receiving the request.
5. Time Deposit requests are processed (Cash deposit value dates must be applied) as follows:

- On the local currency time deposit issuance request date provided that the time deposit amount is available in the client's account.
- One working day after the local currency time deposit issuance request date in case of depositing the time deposit amount in the client's account on the issuance request date.
- Two working days after the local currency one-year Time Deposit with monthly, quarterly, or semi-annually interest payment request date provided that the Time Deposit amount is available in the client's account.
- Three working days after the local currency one-year Time Deposit with monthly, quarterly, or semi-annually interest payment request date in case of depositing the Time Deposit amount in the client's account on the issuance request date.
- Two working days after the foreign currency time deposit issuance request date provided that the time deposit amount is available in the client's account.

6. Time Deposit requests are processed according to the below schedules, at the latest:

- Six working days after the issuance request date for a TD in USD, GBP and EURO; Eight working days after the issuance request date for a TD in other foreign currencies; provided that the value of the TD is deposited on the issuance request date.

7. In case of requesting to break or liquidate the depository product after the lapse of the specified period during which it is prohibited to break or liquidate the depository product as mentioned above, the bank has the right to re-calculate the interest on the depository product according to the prevailing interest rate at the bank on the date of creating this depository product and for a period of time equal to the period starting from the creation date up to the date requesting breakage or liquidation of the time deposit. An incomplete month shall be excluded from this period.
8. The bank is entitled to calculate a commission on the breakage of the depository product according to the rates set forth in this application or in our request for liquidation or breakage, whichever is larger.
9. The stipulated interest rate on the depository product is calculated based on the year consisting of 365 days or 366 days in case of a leap year.
10. In case the depository product is held in guarantee for any credit facility granted, the bank is entitled, in addition to applying the breakage or liquidation commission previously mentioned, to calculate the stipulated accelerated payment commission for the credit facility in accordance to the conditions set forth in the Facility contract.
11. The bank has the right to effect selective setoff between various credit amounts that may be due to the client pursuant to the conditions herein on one side and his debit balance or the proceeds after breaking the depository product on the other side, without the need for any warning, excuse or any further procedure.
12. The commission and fees: customer's signature on this application means his full acknowledgment of the bank tariffs and that published on the bank's website taking into consideration that the tariffs are subject to change from time to time. The customer has the right to view the changes or any updates on the bank's website: http://www.qnb.com.eg
13. For Medium Term Time Deposits in USD, EUR & GBP for a duration of 2 years, the breakage is calculated based on the percentages shown in the table (Third: Foreign Currency TD Breaking Method), which is calculated based on the TD duration at the bank.
14. It is Understood that the breaking penalty is determinant right for the bank only
15. Partial breaking is not possible for any kind of Time Deposit.
16. The Bank reserves the right to amend the mentioned formulas and rates by its own sole discretion and to notify the customer with such modifications by any suitable way including a notification in the bank statement.
17. Without prejudice to the bank's right to the continuance of the time deposit till its maturity term, in case of the client's death, the time deposit shall remain active until the first maturity date following the bank's knowledge of the client's death in accordance with the terms & conditions mentioned in this application. This is as long as none of the heirs, regardless of his share, does not request to break the time deposit before its maturity date following the bank's knowledge of the client's death. In both of the afore-mentioned cases – and without prejudice to the previously mentioned bank's right – the value of the time deposit or its remaining amount in case of breakage shall be held in a trust account "without interest" at the bank till it is distributed among the legitimate heirs.
18. In case the client is listed in the CBE negative list, he becomes not eligible to receive any credit facilities from the Bank.
19. The Client bears all consequences and impacts resulting from emergency or exceptional cases.

General Conditions for Customer Rights Protection:

- The bank stresses the importance that the customer should carefully read the terms and conditions of the services provided by the bank, as well as all contracts that have been entered with the customer to ensure that they are fully clear and do not contain any ambiguity or uncertainty prior signing them.
- The customer has the right to inquire from the customer service employees about any confusion or uncertainty "if any" regarding the terms and conditions of the service.
- The bank has displayed all the terms, conditions, fees and commissions of the banking services it provides on its website http://www.qnb.com.eg Interest rates are also displayed on the screens available at the branches for review prior to applying to any service or product.
- If the bank rejects the customer's application for subscription to a service or product, the customer has the right to receive back the original documents he has submitted for such subscription.
- The customer has the right within two days to request the cancellation of any inactivated service or product (except depository products). In such case, the customer is entitled to refund any amounts paid for the service and cancel any permanent instructions previously given by the customer in connection with applying to the cancelled service.
- The customer has the right to perform transactions on his account through the means provided by the bank. In this respect, the following should be respected:

1- The customer shall safely maintain all those means in such a manner that prevents other parties from accessing them.
2- Where any of those means (e.g. PIN number, password, cards … etc.) are lost, the bank shall be immediately notified through calling the Contact Center or visiting the nearest branch. The customer shall not be responsible (except where it is the customer's fault or negligence) for any liabilities arising from the use of any of those means after the date the bank has been notified of their loss or theft. It is noteworthy that after the bank is informed by phone, a written notification signed by the customer shall be submitted to the bank.
3- After the bank is notified in cases where the card is lost or the occurrence of account fraud, the bank shall refund any debited amounts/fees unless it is proven that the transaction was authorized by the customer, or an act of circumvention was carried out by the customer.
4- It is necessary to notify the bank/service provider immediately and without delay upon becoming aware of any transaction involving theft, embezzlement, act of circumvention of accounts, or debited transactions performed on debit or credit cards without the customer's authorization. If the customer does not comply with the above, the customer shall bear full responsibility for any transactions carried out without his approval and the resulting commissions and expenses.

- In general, the customer shall be contacted via any means of communication maintained at the bank (e.g. correspondence address, landline number, mobile number, SMS message, e-mail address "if the customer signed an E-mail Authorization Form" …etc. Accordingly, the bank emphasizes to the customer the importance of providing accurate data and information to the bank about the customer's contact details for prompt and easy communication with the customer on one hand and to maintain the confidentiality and safety of the customer's data on the other hand.
- The bank notifies the customer of the necessity to update the customer's contact details if any change occurs.
- The customer has the right to submit a request for receiving paper copies of his bank account statements against the payment of stipulated fees.
- Moreover, the customer has the right to request any detailed information about any account he holds, or any transactions carried out on them within the last 5 years maximum.

20. Complaint Procedures and Customer Rights Protection

As the bank is keen to protect its customers' interests and rights, therefore, and prior to signing on this application, the customer/guarantor should:

- Accurately read all the terms and conditions, especially those related to the interest value and its nature (fixed / variable) and the means of calculating it, as well as the due dates for the interest-bearing accounts.
- Inquire from the competent employee about any confusion or uncertainty in any of the application's terms.
- The customer has the right to object if he did not receive the booklet attached to this application, which includes a detailed statement of the nature of the accounts, their description and the mechanism of withdrawal from them, especially accounts such as debit cards, e-wallet service, online banking service.

The customer has the right to submit a complaint to the bank in the event he objects to any banking operation that has taken place on his account or if he suspects there is a fraud to his accounts or any of his transactions with the bank according to the following details:

First: - The client is entitled to submit his complain in several ways according to the following:

- Complaints box found in the branches
- Hotline at the contact center no.19700
- Email: Quality.feedback@qnb.com.eg
- Bank's Website www.QNB.com.eg
- Quality Assurance Department / Central Unit for Customer service 5 Champollion Street - Downtown - Cairo]

Second: - The Bank shall be complied to respond to the complaint (through writing or email) within fifteen working days from the date of receiving it except for complains related to transactions with foreign agencies where the client would be notified with the requested time to examine his complain.

Third: -Incase of the client's non-acceptance to the Bank's reply, He shall be entitled to notify the bank with his reasons of objection within fifteen working days from the date of his notification of the bank's reply otherwise it would be considered as an acceptance by him to what was mentioned in the bank's reply.

Fourth: If the customer objects to the bank reply, the bank shall re-examine the complaint and notify the client of the final response within fifteen working days from the date of submitting the objection.

Fifth: The client has the right to escalate his complaint to the Central Bank of Egypt in case he objects the Bank's final reply or incase he did not receive any reply to his complaint.

21. This agreement has been provided in English and Arabic; In case of any disputes, the Arabic text shall prevail.

Additional and detailed information on TDs:

First: TD Interest Rate Calculation

TD Type	TD Duration	Minimum threshold issuance	Interest rate Calculation	Illustrative Example for interest calculation (EGP & FCY)
TD	1 Week	EGP 100,000 USD 30,000	TD amount * Applied Rate * (No. of days /365)	Execution date :12/06/2025 Maturity date: 12/09/2025 Amount: 100,000 EGP Interest Rate: 8.5 % Duration: 3 months 100,000*8.5 %*94 /365 = EGP 2,189.04
	1 Month	EGP 5,000 USD 5,000		
	3 Months			
	6 Months			
	12 Months			
	1 Year (Monthly -Quarterly and Semi-annually payment)	EGP 25,000 USD 5,000 EUR 3,000		
	1.5 Years (Monthly -Quarterly and Semi-annually payment)	EGP 25,000		
MY TD	2 Years (FCY) (Monthly -Quarterly - Semi-annually and annually payment)	USD 1,000 EUR 1,000 GBP 1,000	TD amount * Applied Rate * (No. of days /365)	Execution date: 12/08/2024 Maturity date: 12/08/2026. Interest rate: 1% Amount: 20, 000 USD Frequency: Quarterly First Quarter: 20000*1 %*92/365 = USD 50.41

Second: Local Currency TD Breaking Method

Product	Tenors	Formula
Short Term Time deposits in EGP	1 Week	No Interest
	1,3,6,12Month	Recalculate Interest as follows: TD amount X Number of days from the effective date till breaking date /365 X (Previous duration rate - 2%) Apply a Floor of 0%
	1 Year (with different payment periodicities)	TD amount*number of days from the breaking till maturity/360*(1 year T-Bills - Client rate)
	1.5 Year	NET TD Amount = (TD principal Amount + Credit interest) – Debit Interest where: 1) Credit interest (Periodic) = TD Amount * No Of days (from date of last interest payment till Breaking date)/365* TD Interest Rate 1) Credit Interest (at maturity) =TD Amount * No Of days (from issuance date till Breaking date)/365* TD Interest Rate 2) Debit interest = ((1.5 T-Bonds rate + Breaking Margin)-TD Rate)) x (Remaining Days To Maturity /360) X TD Amount *Breaking Margin: M 2% - Q 1.85% - S 1.70% *Breaking Margin: At Maturity 1.55%

Third: Foreign Currency TD Breaking Method

Product	FCY Breaking Method
Short-term TDs 1 Week TD 1 Month TD 3 months TD 6 months TD 12 months TD	- Amount from 0 - 20,000 (0%) - Amount from 20,000-100,000 (penalty 20% of interest rate) - Amount from 100,000 (USD equivalent for the rest of FCY) – above (Breaking Equation applied) **Breaking equation:** **Credit:** TD amount * no. of days from effective date till breaking date /365* TD interest rate **Debit:** TD amount * no. of days from the breaking date till working date maturity/360 * (RFR* – TD interest rate) **Net:** credit side – debit side. For USD, the RFR is calculated on the remaining duration of TD which means if it's 1 year TD and client break after 3 M then we will use the RFR of 9 M (this rate is provided by dealing room), noting that this doesn't apply on EUR TDs we apply rate which is the same as the TD full duration
1 Year TD* *with payment periodicities*	**Credit Interest:** TD amount * number of days from last interest payment till breaking/365 * TD interest rate **Debit Interest:** ((Current RFR 12M + CURRENT ALM PREMIUM - Client rate at issuance)*(Remaining Days to Maturity/360) *Principal **Net:** Credit side - Debit side
2 Years	Re-calculation Equation: 1) TD amount * new rate (TD rate - penalty rate)* duration (from effective date till last payment of interest date)/365 2) Last payment Interest till Breaking Equation: TD amount * new rate (TD rate - penalty rate) * duration (last payment of interest till breaking date)/365 **Breaking Penalties:** **USD: Y1: 0.60% / Y2: 0.60%** **EUR: Y1: 0.60% / Y2: 0.50%** **GBP: Y1: 0.20% / Y2: 0.20%**

Fourth: Illustrative Example for TD Breaking

Illustrative Example for TD Breaking	
TD Type:	3 months
Creation Date:	29/06/2025
Maturity Date:	29/09/2025
Internet Rate:	6.5%
Amount:	12,000
Breaking date:	29/08/2025
Interest for previous duration:	6.25%
Breaking penalty:	6.25% -2 %= 4.25 % 12,000*4.25%*(31+31+1)/365 =88.03
Amount to be received by the customer after applying penalty as illustrated in this example:	EGP 12,088.03
Amount supposed to be received (at maturity) if the TD was maintained till maturity date:	EGP 12,196.6

Fifth: General Terms & Conditions for TDs

- Interest is calculated from the day next to the date of TD issuance.
- Interest rate is calculated on an annual basis, regardless of the interest rate periodicity, and is credited in the same currency of the TD.
- No partial breaking is permitted for any type of TD.
- Some types of TDs may be issued and broken through the Internet Banking service or Mobile Banking service.
- This document is deemed an interpretation to the contract and is not comprehensive of all the applied terms and conditions. Accordingly, please read the contract's terms and conditions carefully and receive your copy of the signed contract.
- If you have a complaint, please call 19700 or e-mail Quality.feedback@qnb.com.eg You will receive feedback within 15 working days maximum.
- If you are not satisfied with the bank's feedback, you may escalate your complaint, and the bank shall send you a second reply within 15 working days.
- In case you do not receive the bank's reply after 15 days from submitting your first complaint or in case you are not satisfied with the bank's second reply, you may submit your complaint to the 'Consumer and Competition Protection Sector' at the Central Bank of Egypt which shall review and investigate the bank's reply on your complaint.