

Terms and conditions for opening digital accounts (Digital Onboarding)

The following terms and expressions, wherever mentioned, shall have the meanings assigned to them unless otherwise denoted by the context:

Definitions:

The Bank: Jordan Kuwait Bank.

The Customer: the account/accounts holder that benefit from the banking services including electronic services while he is fully responsible for using these services as he deals with the bank in relation to digital banking services as specified.

The Working Day: the official working hours of the Bank during which it deals with customers from 8:30 am to 3:00 pm or as determined by the Central Bank of Jordan from time to time.

The Transactions: the banking service (s) that the Bank agrees to provide to the customer via electronic services.

The Customer's Account: the accounts maintained by the customer with the Bank in connection with the use of electronic services.

The Password: the personal identification code set by the customer when subscribing to electronic services for the purposes of completing the process of accessing the banking application, for example, and other digital channels. Further, the password is defined also as being the code issued by the Bank to the customer for the purposes of using in the financial transactions made to the cards of all kinds in addition to the code issued by the Bank to the customer which relates to cards of all kinds (needs reformulation and clarification).

The Card: means the direct debit (debit) card issued on the digital account (add).

The Notification: an informational message issued by the Bank and sent to the customer by one of the means available electronically and/or as the Bank deems appropriate.

The Biometric: a service through which the customer can use his/her fingerprint or facial recognition feature specified through the smart device approved by the Bank instead of entering his/her username and password as a security code to confirm his/her identity to login to JKB Mobile Application.

The Account No.: a number assigned by the Bank to each account, which must be used for all communications of the account holders with the Bank in relation to the said account. Yet, this number must also be used when making any deposits or withdrawals to and from the account. Further, each account is also assigned an International Bank Account Number (IBAN) to be used for the purposes of making transfers to and from the account.

The Digital Account: a product of the Jordan Kuwait Bank that is provided through the banking application which provides the service of creating digital accounts. In fact, this service is available only to Jordanian citizens as it enables them to open digital current accounts without the need to visit the branch.

First: Digital Account Opening Service:

- The service of opening a digital current account is available only to Jordanian customers who do not hold US citizenship provided that the age of the customer is at least 18 years old.
- It is understood by the customer that the main currency of the digital account/card is the Jordanian Dinar only.
- Customers must complete the account opening form through the Jordan Kuwait Bank application.
- The Bank may amend or change any of the terms and conditions of subscription to the service at any time after notifying customers through the available means.
- The Bank may add new services or change the programs used in the service provided.
- The Bank may determine the balance limits for digital current accounts without consulting customers at any time.

- These terms and conditions, in addition to any amendments that may be made, are valid and binding on the customer without prejudice to the Bank's right at any time to close the customer's account and without the need to state at reasons or provide prior notice.
- Customers must provide accurate and current personal information as well as identification documents and proof of residence through the digital registration process.
- The Bank may verify the customer's identity and documents through various means including, but without limitation, photo verification, government databases and other third party sources.
- The Bank may reject any application to open an account without stating at a reason.
- Customers must consent to the use of their personal information for the purposes of opening a digital current account.
- Customers must complete the account opening form via the Jordan Kuwait Bank banking application.
- The Bank has the right to add new services to the service provided.

Second: Digital Account/Debit Card:

- It is understood by the customer that he can create only one digital account while the debit card shall be linked to the digital account.
- It is understood by the customer that he can replenish the balance of the digital account via the digital channels available to the Bank within the limits and fees specified and previously announced by the Bank while these limits are subject to change from time to time as the Bank deems appropriate.
- It is understood by the customer that he can, through the application, choose the appropriate branch to receive the card (debit card) or send it through the delivery companies approved by the Bank for no commission at the present

time while the Bank has the right to charge a commission on the delivery service in the future as it deems appropriate.

- It is understood by the customer that the use of the electronic account/card shall be within the validity period set by the Bank.
- It is understood by the customer that the product is subject to limits/fees/commissions set by the Bank while he has no right to object to these limits/fees/commissions and that these limits, commissions and fees are predetermined by the Bank and announced on the service website but are subject to change from time to time as the Bank deems appropriate. Yet, the product may only be used within the scope of the limits set for it by the Bank while the customer may not object to it.
- It is understood by the customer that the Bank charges a commission of 2 Dinars per month on dormant accounts.
- The holder of the digital account takes full care to ensure the safety and maintain the confidentiality of the password and not to show any records of it as well as to keeping it completely separate from the card. Further, he is also obligated not to disclose the card number to third parties while the Bank accepts no responsibility for the malfunction of the ATMs regardless how this affects the use of the product.
- It is understood by the customer that the digital account is considered dormant if a period of 180 days has elapsed from the date of the last financial transaction that took place through the digital account/card having the balance been “zero”. Yet, the Bank shall notify the customer of the date of freezing the digital account and/or closing it via text messages one month before the date of freezing or closing.
- It is understood by the customer that the bank will immediately notify the customer via text message service when the digital account is frozen or closed together with the necessary procedures.
- The customer is solely committed to assume full responsibility for maintaining the confidentiality of all information related to the product. Further, he is bound by payment instructions and financial transfers as well as any other information that can be accessed, transferred and saved. Yet, the

customer is solely responsible for any actions arising from the use of the customer, the use by unauthorized third parties and/or the misuse by any party that results in, directly or indirectly, any loss or damage to the customer or the Bank.

- The customer irrevocably undertakes that the use of the service is far from suspicion and from any money laundering operation or any financing of terrorist operations of any kind, form or coverage. The customer also acknowledges definitely and irrevocably that if it is suspected that any of the above operations or any operation that violates the laws and regulations in force be carried out on the digital account/card, then the Bank is absolutely authorized by its sole discretion and without reference to the customer to stop the service and cards as well as to freeze the limits and the digital account in addition to ceasing any operation carried out together with reporting the same to all regulatory authorities, security agencies and any official body concerned with the same.
- The customer alone bears full responsibility for the protection of his cards, digital account transactions and any other information set on his device in case of loss or sale of the device to any party or other person or the use by others.
- The customer shall cooperate with the Bank in all anti-fraud or other investigations as may be provided by the Bank.
- The Bank has the right to cancel the card at any time, (if it is suspected of fraud/circulated/when suspicious transactions are observed/repeated rejected transactions whether being withdrawals from an ATM, from a commercial store or on the Internet) and replace it with a new one.
- It is understood by the customer that he can associate only one phone number at the level of the digital account. Hence, the bank sending text messages related to the digital account/card information on the mobile phone number belonging to the customer registered on the digital account shall stand as being an evidence of the customer's approval of the validity of this information, and otherwise, the customer must inform the Bank immediately if the information is incorrect.

- After approval of the account, customers will receive the instant debit card through the branch or through the carriers approved by the Bank.
- The debit card allows customers to make cash deposits and withdrawals through ATMs, local and international POS machines as well as online purchases.
- Customers bear the financial responsibility resulting from handing over the card or disclosing the card number to other persons.
- The Bank reserves the right to cancel or block the debit card if it suspects fraudulent activity.
- The Bank reserves the right to consider the digitally registered account closed if no financial transaction is performed for a period of 180 days from the date of the last transaction through the account/card while the balance is zero.
- The customer is responsible for any fees and charges associated with the account while the Bank has the right to deduct them from the account balance or request payment separately.
- The customer understands that the product is subject to limits, fees and commissions set by the Bank while the customer has no right to object to these limits, fees and commissions.
- The Bank sets and announces these limits, fees and commissions on digitally registered accounts while it may amend them from time to time.
- The Bank reserves the right to reject any application to open the account without stating a reason even if the Bank accepts opening the account for the first time .. Using a debit card.

Third: Closing the digital account

- Customers have the right to close their accounts at any time by visiting any branch of Jordan Kuwait Bank while the Bank reserves the right to close the account at any time without prior notice.
- Digital account customers cannot withdraw through the branch as withdrawals are made only through ATMs or through points of sale/electronic channels.
- Digital account customers are not entitled to request a statement of account but can only view account transaction details through the banking application or online banking services.

Fourth: Account Security

- Password requirements: customers must create a strong password for their account which includes a mix of uppercase and lowercase letters, numbers and special characters while the password must not be easy to guess or related to personal information.
- Password reset: customers can reset their password at any time via the banking application.
- The Bank may also require customers to reset the password periodically to increase security.
- Protection of personal information: the Bank will take all necessary measures to protect customers' personal information and data including the use of encryption and secure servers. Yet, customers should keep their personal information up to date and not share the same with third parties.

Fifth: Know Your Customer information (KYC)

- Customers must keep their personal information up-to-date at all times including, but without limitation, their name, address, mobile phone number and e-mail address.

- If a customer's personal information changes, they must update the same through the appropriate channels as soon as possible.
- In case that customers' personal information is not updated, the Bank has the right to suspend accounts until the information is updated.
- The Bank has the right to request additional information from the customer to verify the accuracy of the updated personal information.
- The Bank is not responsible for any loss or damage that may result from incorrect or outdated personal information.

Sixth: Financial transactions

- All transactions that are conducted through the application and the digital account are considered as a written approval addressed from the customer to the Bank.
- The customer undertakes not to use the account for any illegal purpose including the purchase of any goods or services prohibited by applicable laws in any legal jurisdiction for which the Bank reserves the right to refuse any transactions made by merchants covered by the penalties set by the laws.
- The customer understands that all withdrawals made by means of the card shall immediately be deducted from the balance of the digital account.
- The customer agrees to bear all financial transactions made on the card in any foreign currency or Jordanian Dinar in addition to any fees, commissions or translation differences based on the exchange rates prevailing on that day.
- The customer authorizes the Bank to debit all amounts withdrawn from the card via ATMs, POS machines or the Internet on the balance of the digital account in addition to any fees or expenses that may arise from its issuance or use even if this requires currency conversion (in case the customer pays in a currency different from the country's currency) based on the exchange rates prevailing on the date of conversion.

- The customer understands that he can perform banking operations through one of the following methods: online purchases locally and internationally, withdrawals from ATMs, point-of-sale machines.
- In the event that the customer wishes to visit the branch to conduct cash withdrawal operations that exceed the allowable limit through direct debit cards, the process of entering the customer's signature on the banking system shall be completed according to the current procedure followed in the process of opening the account through the branch.
- Digital account customers are not entitled to obtain loans, credit cards, any credit financing or check books from Jordan Kuwait Bank.
- Digital account customers are not entitled to request an account statement while they can only view account transaction details through the banking application or online banking services.
- In the event that the customer wishes to inquire about any information related to the product or to report any technical defect, then the same shall be done by calling the direct call center on dialing 06-5200999.
- In case of any complaints, customers can contact the Complaints Unit directly at the designated numbers: 06-5629404/08822200.