



Term and Conditions Black Segment

Eligibility:

A High net worth individual must fulfil at least one of the below criteria to be eligible for Black banking benefits products and services. The eligibility criteria is the same for new customers and existing customers who will be migrated to the Black segment.

1. The monthly salary for a customer must be a minimum of KWD 3,500.
2. The sum of deposits held by the customer totals KWD 250,000. All deposit types are applicable.
3. The required Black Banking documentation is appropriately completed and agreed upon by the customer and the personal relationship manager.

Duration:

This will be a main stay segment and once launched will continue to be provided to high net worth customers with respect to aforementioned criterion as stated above.

Segment Benefits:

Benefit	Terms and Conditions
Personal Relationship manager	As per Bank guidelines
Visa Infinite Credit Card	As per Visa Cards T/Cs
Visa Infinite Debit Card	As per Visa Cards T/Cs
Standing Order Waive	1 free per calendar year
Cheque Book	1 free per calendar year
Local Transfers	12 free per calendar year
International Transfers	12 free per calendar year
Safety Deposit box	50% discount
Document Delivery and Receipt	As per Bank guidelines and customer discretion
Advisory Services Real Estate and Investment	As per Bank guidelines and customer discretion
Call Center Priority Routing	As per Bank guidelines
Priority Routing for Teller Transactions	As per Bank guidelines
Cash Delivery	Via existing approved bank vendor G4S



Terms and Conditions:

1. Infinite Debit Card and Credit will follow the same terms and conditions as existing card products with the exception that Infinite is exclusive to Black Banking customers.
2. Standing order, the customer will be allowed to waive the fee of one standing per calendar year. If the customer does not use the standing order in 1 year, it is not applicable for use in the next. There will be no accumulation of annually allotted benefits.
3. Cheque Book, the customer will be allowed to request one free Cheque book per calendar year. If the customer does not use the Cheque book in 1 year, it is not applicable for request in the next. There will be no accumulation of annually allotted benefits.
4. Local transfers, customers will be given 12 transfers free every year. The transfers can be between the customers own accounts, to another beneficiary within KIB or to other banks in Kuwait. If the 12 transfers are spent before 1 calendar year is complete, the bank reserves the right to charge the customer. In case the customer has not consumed all the transfers in one year, they will not be allocated to the following calendar year.
5. International transfers, customers will be given 12 transfers free every year. The transfers can be between the customers own international accounts, to another beneficiary abroad or to other banks outside of Kuwait. If the 12 transfers are spent before 1 calendar year is complete, the bank reserves the right to charge the customer. In case the customer has not consumed all the transfers in one year, they will not be allocated to the following calendar year.
6. Safety Deposit Box, Customers will receive a 50% discount on the annual fee of the safety deposit box size of their choice.

Sizes:	Actual Pricing:	Duration:	New Annual Charge for Black Banking:
S	20KD	1 year	10KD
M	30KD	1 year	15KD
L	50KD	1 year	25KD

7. Cash delivery will be provided 4 times free per year in Kuwaiti dinar, cash value up to KD 2,000. Prior arrangements must be made with the customer's relationship manager 48



hours prior to delivery. The bank reserves the right to charge the customer on any cash delivery over the contractually agreed upon maximum delivery quotas.

8. Services that are provided for customers by their personal relationship managers are all exclusively based on the customer eligibility criteria. Advisory services, document receivables and receipts, teller priority, call routing services and cash delivery service will be allocated by the bank as per approved process with required service level agreements and quality assurances.
9. Relationship managers are available all banking workdays and are available after regular working hours until 8:00PM. In case of requests after this time, customers are urged to call the bank's contact center at 1-866-866.
10. In case, a customer is already considered part of the segment but falls out of the criteria the customer will fall into a grace period of 90 days. During the grace period, the customer retains all Black banking benefits and services. The customer's personal relationship manager is required to contact the customer during this period in order for awareness purposes and rectification if possible. If the customer is not reestablished into the Black banking segment, the customer will be migrated to the appropriate segment.
11. The bank reserves the right to terminate Black segment eligibility from an existing customer in case of the below :
 - a. If they no longer fulfil the eligibility criteria
 - b. If the customer misuses banking services in operations contrary to the regulations and public morals or operations not authorized by The International Bank of Kuwait or regulators.
 - c. If the client is suspected of fraudulent behavior related to the money laundering and terrorist financing operations provided for in Law No. 106 of 2013 or is contrary to the laws, regulations and decisions in force in the State of Kuwait.
12. The bank has the right to announce and introduce a variety of programs, offers, discounts, promotional campaigns, rewards or benefits to its Black banking segment. The Bank (KIB) has the right to define which customers are to be included in these programs, offers, discounts, promotional campaigns, rewards or benefits.
13. The Bank (KIB) has the right to amend and cancel the terms and conditions of mentioned segment programs or any promotional campaigns, such as the offering benefits, participation terms, rewards and reward criteria levels in whole or in part and at all times. Even if these adjustments may affect the value of the benefits or rewards collected or the percentage of discounts, and the decision of the Bank (KIB) in this



regard is unconditional. The Bank (KIB) shall notify the customer of any modifications through the Banks available channels.

14. Kuwait International Bank (KIB) announces and introduces a variety of programs, offers, discounts, promotional campaigns, rewards or benefits to its Credit and Prepaid cards, through the Bank's official website or any other available channel, and the customer and/or cardholder acknowledges that they are aware that the terms and conditions for these programs, offers, discounts, promotional campaigns, rewards or benefits are publicly announced and available to review via the Bank channels, therefore without any reservation or objection, the customer and/or cardholder agrees to the terms and conditions and is not entitled to object to this now or in the future regarding any of the programs, offers, discounts, promotional campaigns, rewards or benefits, or claim as an example the inability to access the Bank's website.