

General Terms and Conditions for Transfers

1-The customer declares that all information and particulars provided to the Bank are accurate and true in all aspects , and The Bank shall not be held responsible in respect of loss or damage which may arise from failure to properly identify the parties involved in the transaction/s due to the failure of the customer to provide accurate and complete information as required.

2-The Value Date requested by the Customer/s is subject to currency fluctuations, holidays and the Bank's cut-off time.

3- The Bank shall have the right not to execute the transfer request in case of insufficient fund in the account specified in the transfer application or the identity of the applicant and/ or signature is not verified.

4-All remittances/transfers are sent at the customer's responsibility and risk. As part of its regulatory obligations, the Bank shall screen all outward remittances to satisfy itself that the payment does not violate any local or international regulations or sanction imposed on the remitters and/or beneficiaries.

5-The customer agrees to hold harmless and indemnify the Bank, its agents and correspondents against any loss, cost, damages, expense, liability or proceedings which the Bank may incur or suffer as a result of the Bank acting upon, or delaying to act upon or refraining from acting upon the said instructions.

6-The Bank reserves the right to seek additional information from the customer/s with regards to the beneficiary/beneficiaries, purpose of the transfer and any other information that is deemed necessary to have the remittance effected by the Bank and/or its correspondent banks. The delay in providing the additional information might delay in processing/effecting the transfer.

7-The Bank shall not be responsible in case the funds are blocked due to International sanctions and will not refund the remitted funds and the customer/s shall not have any claim whatsoever against the Bank.