

## When is your account considered Dormant?

**An account is considered dormant in the following cases:**

- For current accounts, if at least one of the following transactions is not performed on the account for one year (withdrawal / deposit / transfer / documented electronic inquiry).
- For saving accounts, if at least one of the following transactions is not performed on the account for two years (withdrawal / deposit / transfer / documented electronic inquiry).
- Transactions performed by the bank on customer accounts, e.g. the debit of fees or interest payments, are excluded from the transactions required for classifying the account as being dormant.
- Where other active customer accounts exist at the same bank, the customer is allowed to activate his/her dormant accounts through any means of communication with the bank (including but not limited to branches, the Contact Center, internet banking, ATMs or other electronic means of communication).
- If all the customer's accounts are dormant, the customer must perform at least the following actions to re-activate his/her accounts through any means of communication with the bank:
  - Account balance confirmation
  - Fill-in an application to re-activate the customer's account.
- For e-wallet accounts, the client is allowed to activate his/her account via branches, payment service providers, internet banking, e-channels and other means of communication.
- It is agreed that in the event an account is considered dormant, this shall not prevent the payment of any cheques drawn on the account or the execution of any permanent instructions, where such actions shall not be considered as re-activation of the accounts.
- For dormant e-wallet accounts, it is allowed to debit fees or expenses up to a maximum of EGP 60 annually, if there is sufficient balance in the account.
- For interest bearing accounts, due interest revenue shall continue to be accrued and credited to the account according to the account type and the periodicity for interest payment.