

Dear customer, in line with Al Ahli Bank's readiness to facilitate smooth functioning and to avoid cancellation or freezing of account, we would like to provide information about the account status and procedures required for activation - based on the terms of opening and operating accounts (procedural and supervisory rules)

Account status	Status explanation	Period	Procedure	Results
Closed	The account will be closed after 90 days from the date of account opening if there is no (deposit) transaction	90 days	To avoid closure of account, a (deposit) transaction must be made before the end of 90 days from the date of account opening, through any of the channels of Al Ahli Bank (electronic/branches)	Closure of account
Stagnant	The account status will be changed to stagnant if no transactions are made during 24 months (2 years) since the last financial transaction by the customer or his authorized agent.	24 months and more	To avoid the change in the status of the account a financial transaction must be made before the end of 24 months (2 years) since last transaction on the account at any Al Ahli Bank branch.	Reactivating the account where a financial transaction is made by the account holder through one of Al Ahli Bank branches
Un-claimed	The account status will be changed to un-claimed if there are no transactions during 60 continuous months (5 years) since the last financial transaction by the customer or his authorized agent.	60 months and more	To avoid the change in the status of the account a financial transaction must be made before the end of 60 months (5 years) since last transaction on the account at any Al Ahli Bank branch. The account balance will then be withdrawn and placed in an accumulative account held by the Bank.	The customer receives the account balance and opens a new account as per his requirement through any Al Ahli Bank branch.
Abandoned account	The account status will be changed to 'abandoned account' if a customer has not visited the bank and claimed his unclaimed account balance during 120 consecutive months (10 years), since the change of account status to 'unclaimed' with a total of 180 months (15 years)	180 months	All account balances will be withdrawn and placed in an accumulative account. This account is subject to regulations devised by the Saudi Arabian Monetary Agency	As per the directives of the Monetary Agency
Freezing of account	The account is frozen when the validity of the customer's ID card expires as per the Bank's records	On the date of expiry of the ID card as per the Bank's records	*Resident customers' account is frozen as soon as the ID expires *Saudi customers' account is granted a 90-day grace period from the date of expiry of ID	Debit transactions on account is frozen until the customer personally provides a copy of the new ID to the Bank and updates the Bank's records.
Account freezing and updating KNOW YOUR CLIENT data	The period of the last update of account information must not exceed 5 years. The account information must be updated periodically, especially when there is any amendment to the customer's personal data.	5 years since the date of account opening or the last update of the customer's file	Customer's personal data must be updated periodically, with the period not exceeding 5 years since the date of account opening or the last update of the file.	Visit any branch of Al Ahli Bank and update the customer file

#### Important definitions:

**Debit Transaction:** Any withdrawal transaction from the account by the account holder, an authorized person, legal agent or guardian (cash withdrawal/ cheque encashment/ issuance of internal remittance/ issuance of bank cheque/ internal transfer/ local transfer/ international transfer/ payment system transactions)

**Credit Transaction:** Any deposit transaction in the account by the account holder, an authorized person, legal agent or guardian (cash deposit/ cheque deposit/ incoming internal remittance/ bank cheque deposit/ incoming internal transfer/ incoming local transfer/ incoming international transfer)