



Date: 1st January 2022

Please read this document carefully for your understanding of some of important features of Locker Service offered by Habib Bank AG Zurich (hereinafter referred to as "The Bank").

The Bank offers Locker service to store safely your important documents, valuables and possessions.

1) Who is eligible to rent a locker?

- 1.1) Customer has to be an individual only.
- 1.2) Customer must have an active account with the Bank with valid and up-to-date KYC documents.

WARNING

- » The customer understands that only a signatory is permitted to operate a locker
- » The customer understands and agrees to waive the Cooling-off option for the Locker request
- » The customer understand that this service is subject to availability.

2) What are the types of Lockers and where are they located?

2.1) **Types:** Lockers comes in 3 sizes : Small, Medium and Large

2.2) **Locker dimensions:** Small, Medium and Large

2.3) **Locations:** The Bank offers Locker services at 5 locations :

- » Deira Branch
- » Al Fahidi Branch
- » Corporate Branch
- » Sheikh Zayed Road Branch
- » Sharjah Branch

2.4) **Pricing** (annual rental amount):

- » Small: AED 1,000
- » Medium: AED 1,500
- » Large: AED 3,000

Note : The annual rental amount is taken in advance for the year.

2.5) **Locker keys:** At time of Locker issuance, customer is provided with 2 keys.

2.6) **Refundable Deposit:** The customer has to maintain a refundable deposit of AED 5,000 at all times. The deposit is refunded once a Locker is surrendered

WARNING

- » The dimensions mentioned are approximate and Types will vary by location and are subject to availability.
- » At time of surrender of Locker, both keys have to be returned to the Branch.

3) How and when can the Locker be used?

- 3.1) All Lockers are accessible during Branch hours. Last access is given 15 minutes prior to Branch closure.
- 3.2) The Customer must present valid identity documents such as passport, residence visa, Emirates ID etc. prior to accessing a Locker.
- 3.3) To open a Locker, Branch staff will be using a master key in combination with the customer key.
- 3.4) Only one customer is permitted to operate a locker at a time. Typically, each customer is granted 15 minutes time in the Locker area.

IMPORTANT

The customer shall not keep in the Locker any material/s (eg liquids, hazardous substances, flammable items etc.) that may have any risk to the Locker itself or impact neighbouring Lockers or the affect Bank premises or that are prohibited by law or any other regulation. The customer will be solely responsible for the contents placed inside the Locker. Any omission or if in subsequent assessment by the Bank is noticed, customer will face civil and/or criminal proceedings by the Bank/authorities.

3.5) **Replacement Key :** In case the locker keys are lost/misplaced, customer needs to do the following:

- » File a Police report
- » Present the Police report to the Branch staff
- » The Replacement Key process can take upto 10 days. The process involves placing a new lock and is done in presence of the customer.
- » The Replacement cost is AED 2000 to be borne by the customer for replacing and/or reopening the Locker.

WARNING

- » The customer understands that there could be waiting time at Branch before getting access to the Locker.
- » The customer bears full responsibility for the safety of the Locker keys and contents of the Locker are in accordance with Bank/Authority guidelines.

4) How can the Locker be surrendered?

- 4.1) Submission of request letter to surrender the Locker must be provided by the customer. The customer must also present valid identification documents.
- 4.2) The request letter needs to be submitted along with the 2 Locker keys given.
- 4.3) The Branch staff will ensure there are no liabilities due against the Locker. Advance Locker rent taken is not refunded. In case of non-payment of dues, the Bank may take any necessary legal action to preserve its rights and interest.

WARNING

The customer shall return the keys of the Locker to the Bank at the expiry of the rental period and/or completion of the annual rental term of the Locker. In the event, the customer does not return the keys or where the customer remains uncontactable for an extended period, the Bank may take any necessary legal action to preserve its rights and interest.

Please note that the Bank reserves the right to change Terms and Conditions by providing 60-days' notice before implementing any changes.