



Habib Bank AG Zurich (hereinafter referred to as 'HBZ' or the Bank) will offer a **"Cooling-Off Period"** as defined in this document for selected products and services offered to our Individual Customers.

The Customer is requested to read this information carefully that explains the applicable criteria where the Cooling Off Period will be implemented. The information in this document is to be read in conjunction with the Key Facts Statement of the respective product.

### 1) Cooling-off Period

When an agreement has been reached between the Bank and the Customer to avail a product or service, the Bank will offer the Customer a Cooling-Off Period after the signing of the contractual agreement during which time the Customer has the right to withdraw from the product.

- i. The standard Cooling-Off period for products and services wherever applicable is 5 Business days. The Customer has the right to refuse the product availed during the Cooling-off Period without any penalty or prescribing any reason whatsoever.
- ii. The Customer may waive the Cooling-off Period for products or services that have a third party involvement or are price and or cost sensitive or require immediate execution subsequent to the signing of the contract. If the Customer chooses to sign the waiver, the Customer will no longer be entitled to a refund of fees and or charges and early termination, if allowed for the product availed, will apply as per the Schedule of Charges.
- iii. Should the customer choose to avail the Cooling-Off Period, the Bank will proceed with the set up and or booking of the facility only after the stipulated Cooling- Off Period has expired.
- iv. If the Customer decides to cancel the product or service request within the Cooling-Off Period, any fees or charges recovered shall be refunded back to the customer excluding any direct costs such as Al Etihad Credit Bureau Charges already incurred by the Bank. The Customer must settle all outstanding dues (if any) immediately and or return the bank provided instruments to the Branch on requesting the cancellation. The Customer is required to notify the Bank of the cancellation in writing to the Branch within the Cooling-Off Period.

### 2. Products and Services

Products and / or Services	Cooling-Off available	Customer responsibility on cancellation of Product or Service
Account Opening (all types)	Yes	Any cheque leaves issued should be returned to the Bank.
Debit Cards	Yes	If the Debit Card has been utilized, any pending transactions including any unbilled transactions needs to be fully settled before cancellation
Secured Overdraft facility	Yes	If the Time Deposit linked to the facility is terminated, there will be no interest earned for the duration from set up to cancellation.
Credit Card (all types)	Yes	If the Credit Card has been utilised, the outstanding dues including any unbilled transactions, fees applied on the billed transactions must be settled in full before the card cancellation.
Personal Loan	Yes	» Any loan or investments products that have the involvement of third parties and are sensitive to time due to variation in price or associated costs may be impacted due to the Cooling Off Period. » If the waiver is not signed, the Bank will execute the transaction after completion of the <b>"Cooling-Off Period"</b> at the prevailing price and or cost
Auto Loan	Yes	
Residential and Commercial Mortgage Loan	Yes	
Income Generating Property Loan	Yes	
Loan against Securities	Yes	
Dual Currency linked Investment	Yes	

Please refer to your Application Form, Key Facts Statement and the Facility Offer Letter for the details of the Cooling Off Period and waiver conditions applicable for the product or service applied for.