

Customer's Rights and Obligations

In line with Gulf Bank's commitment to protecting customers and ensuring they receive the financial and banking services with transparency and disclosure to enable them to make sound decisions, we would like to list hereafter customers' rights and obligations, of which they must be aware when conducting their banking transactions.

First: Customer's Rights:

1. The customer has the right to receive fair, equal and honest treatment by all the bank's employees.
2. The customer has the right to obtain clear, accurate and transparent information about all products and services in a professional manner.
3. The bank should maintain the privacy and confidentiality of the customer's financial and personal information and refrain from disclosing the same to any person except in accordance with applicable laws and regulations.
4. The customer has the right to obtain copies of contracts, terms and conditions, details on fees and commissions on the utilized products and services.
5. The customer has the right to not sign on any blank or incomplete financial documents or contracts.
6. In the event that the customer does not understand any of the terms and procedures related to the service or product he/she wishes to obtain, he/she should submit any inquiry to the bank's concerned employees in order to make a balanced and informed decision.
7. The customer may choose between the offered products and services that most suit his/her circumstances and realistic capabilities that meet his/her relevant needs.
8. The client has the right to seek advice from the bank's competent employees in the event of facing any financial difficulties that might hinder him/her from fulfilling the contractual terms or utilizing the offered products and services.
9. The customer has the right to obtain copies of all documents of any product or service offered by the bank while verifying the customer's signature on the received copies.

Second: Customer's Obligations:

1. The customer must carefully review all documents offered by the bank when obtaining any service or product to learn about any fees, commissions, obligations or liabilities.
2. The customer must be honest with all information submitted to the bank.
3. The customer must learn about the risks that may result from using a product or service offered by the bank through inquiries directed to competent parties about the impacts of those risks which must be avoided whenever possible.
4. The customer must keep a copy of the bank's transactions documents in a safe place that is easily accessed for reference when needed.
5. The customer must ensure accuracy and validity of all documents offered by the bank and to have them reviewed prior to signing them.
6. The customer must update his/her personal and banking information whenever requested by the bank or whenever a change occurs.
7. The customer must inform the bank as soon as there are transactions made on his/her accounts that they are unaware of or those that were not authorized by the customer.
8. The customer must be careful and diligent in maintaining confidentiality of information related to his/her transactions with the bank and not to disclose them to any party.
9. The customer must maintain banking confidentiality. Customers must use their email in the event they need to contact the bank via email to avoid giving access to another person to view his/her personal information.
10. In the event the customer needs to authorize another person to transact on his/her accounts or funds with the bank, he/she must exercise caution in regard to the powers and information granted to him/her and take necessary action when he/she wish to terminate these powers of attorney and to notify the bank accordingly.