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# Frequently Asked Questions

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# Private Banking Customers

## General merger information

### **Where does KFH stand in the process of the merger with AUBK, and when will the merger be completed?**

The legal merger was completed on February 22nd when AUB Kuwait ceased to exist as a standalone entity. Currently, the two Banks are in the process of harmonizing their operations under the Kuwait Finance House name.

### **How will the merger between KFH and AUB Kuwait affect me?**

The merger will allow you to gain access to a more extensive network and product offering. KFH will reinforce its position as a leading bank in Kuwait and become the second-largest Islamic bank in the world based on assets. Greater scale will allow the bank to invest more in its people, technology, and infrastructure to offer you a best-in-class banking experience. In all cases, we will ensure customers will not be negatively impacted and any transition will be managed smoothly and without disruption.

### **How will KFH protect me from frauds during and after the merger?**

KFH is aligned with local regulatory measures for preventing fraud and will continue to maintain the highest security standards during and after the merger process. For more information on banking security and how to protect yourself, please click on the link below: <https://www.kfh.com/en/home/Personal/Information-Security-Guide.html#generalsecuritytips>

## Changes in existing contracts and products

### **Bank account management**

#### **Will there be any disruption to my banking services as the banks complete the merger?**

No, you can continue performing your usual banking transactions through all channels just as you always have.

#### **Will my AUB account be transferred to KFH automatically? - Formerly AUBK customers only**

Your account will be operationally managed by KFH without any disruption to your banking transactions. You will not be required to take any action to continue accessing all of your banking services.

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## **If I have both a KFH and AUBK bank account, will my bank accounts be merged?**

No, your bank accounts will not be merged and kept separate at this stage. You will be informed in advance should this change any time in the future.

## **Will my banking details stay the same (e.g., account number, tax registration number, legal name) after the merger?**

All your banking details will stay the same after the merger. Should the bank require any additional information, you will be informed in advance without any disruption to your daily banking services.

## **Will I have access to my transaction history and account statements?**

Yes, you will have access to transaction history and account statements at any time through the usual channels of the Group.

## **Product and service fees**

### **Do I have to pay fees for money transfers between AUBK and KFH accounts?**

No. There are no fees that will be charged for money transfers between KFH and formerly-AUBK accounts after the merger.

### **Will fees on my banking products and services stay the same after the merger?**

When your product or service fees are contractual or time bound and agreed prior to the merger, they will remain as is until product maturity. For new banking products and services, fees are as per KFH official Tariff List. You can contact your Relationship Manager for further information.

## **Accounts and Deposits**

### **What will happen to my existing AUBK accounts, deposits and cards? - Formerly AUBK customers only**

Existing AUBK accounts, deposits and cards will be unaffected. Customer deposit accounts that are time bound will also be unaffected until maturity date. You will be informed in advance should there be any changes in the future.

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## **Will my AUBK deposits be renewed when they reach the maturity date? - Formerly AUBK customers only**

Yes, deposits with automatic renewal option will be renewed with the same terms and conditions. You will be informed before the renewal should there be any changes to the deposit features, terms and conditions.

## **What will happen to my Al-Hassad account and how will the prize scheme be affected? - Formerly AUBK customers only**

The Al-Hassad account and existing prize scheme will stay as is. You will be informed in advance should there be any changes in the future

## **Can I cash out my deposits earlier without losing profit because of the merger?**

You can cash out your deposits at any time. Whether you will incur a loss or any apportioned profit depends on the agreed terms and conditions of that product. Generally, early withdrawal or cashing out on deposits will likely result in profit loss.

## **What will happen to the online services that I created (e.g., standing order, list of beneficiaries, salary transfer service)?**

Online services that you created in the past will stay the same. Should this change any time in the future, you will be informed ahead of time, without any disruption to your daily banking services.

## **Financing**

### **How will my personal finance products be affected? What will happen to the current financing terms and rate after the merger?**

Your existing personal finance products will not be affected as rates, terms and conditions will stay unchanged until settlement

### **I have submitted a request for financing that has not been approved yet. What will happen to my application? Should I submit a new application?**

You are not required to re-submit a new application. The Bank will process your application for financing as usual. You are not required to resubmit a new application. Please contact your Relationship Manager for further information.

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## **I enjoyed competitive pricing with one of the two Banks, will the pricing change after the merger?**

The pricing agreed for the existing product/facility prior to the merger, will continue to be honored by the Bank. You will receive further information from your Relationship Manager or Sales Officer, in case of any changes at the time of facility renewal or new financing taken, whichever is applicable.

## **I have facility agreements in place with both KFH and AUB but one of them will expire before the other one. Will you match the expiration date through an extension and consolidate my position into a single annual review?**

Facility limits will not be impacted or amended as a result of the merger. Therefore, your facility agreements will not be consolidated. There will be no extension to the expired facility on one side to match the other side's active facilities. Each deal will be renewed separately based on the maturity date. Should this change anytime in the future, your Relationship Manager will inform you ahead of time.

## **Debit and Credit cards**

### **I have submitted a credit card application that has not been approved yet. What will happen to my application? Should I submit a new application?**

The bank will process your credit card application as usual. You are not required to resubmit a new application. Please contact your Relationship Manager for further information.

### **My credit card is expiring soon, how can I request a new one?**

The Bank will contact you, approximately one month before the card expiration date to confirm your delivery address for the new card. Should this not take place, for whatever reason, you can request a new one by contacting your Relationship Manager or the call center on 180 3333.

## **General merger information**

### **Will AUB Kuwait branches continue their operations after the merger?**

Yes, AUB Kuwait branches will be rebranded under the KFH brand, and form part of the KFH network. Your branch will continue serving you during the same business hours. If any change occurs, you will be notified in advance [https://kfh.com/en/home/Personal/Ways-to-bank/Branches\\_Map.html](https://kfh.com/en/home/Personal/Ways-to-bank/Branches_Map.html)

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## **Which branches can I visit for my banking services?**

The merger will result in a more extensive branch network combining AUB Kuwait branches with KFH branches, all under the KFH brand. You can continue visiting your usual branch for your daily banking transactions. For any further information, your Relationship Manager will be ready to support at any time.

## **Will there be changes in branch working hours?**

There will be no change to branch working hours, you can continue visiting your preferred branch as always done. Branch timings are indicated on each branch for your reference when in doubt.

## **Will my Relationship Manager change as a result of the merger?**

No, your Relationship Manager will continue supporting you for all your banking needs, and you will not experience any disruption in our services. If you have both a KFH banking account and an AUB banking account, you can contact both of your Relationship Managers; each of them will be ready to continue offering you the best of both banks. You will be informed by your Relationship Manager should this change at any time in the future.

## **Which ATMs can I use? Can I use any KFH ATM free of charge?**

The AUB Kuwait ATMs will be rebranded under the KFH brand. You will be able to use the bank's extended network, KFH ATMs and ATMs formerly known as AUB Kuwait, free of charge for your daily banking operations.

## **How will the AUB app and internet banking be affected? Do I have to change my password or create a new user account?**

The AUB app and internet banking will continue to operate and function as normal under the KFH brand, and your access credentials will stay the same. You will be informed by your Relationship Manager should this change at any time in the future.

## **Can I use any of the AUB Kuwait or KFH mobile applications and internet banking after the merger?**

After the merger, you can continue using your usual mobile application and internet banking. If you have both an AUB Kuwait bank account and a KFH bank account, you will maintain access to both of your online profiles, which will remain separate for the time being. You will be informed by your Relationship Manager should this change at any time in the future.

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## Further support

### **If I have any further questions, where can I find more information?**

If you would like to find out more about KFH and the merger with AUB Kuwait, please visit our website: <https://kfh.com/en/home/Personal/Announcements/Merger-Documents-of-KFH---AUB-Kuwait.html> or follow our official profile on social media. Your Relationship Manager will also be ready to support with any follow-up questions you may have