

## Terms and Conditions for e-Saving Account Opening and Use via alpha by Thai Credit Service

This terms and conditions for opening and use of e-Saving account (“**Terms and Conditions**”) shall be enforced between Thai Credit Bank Public Company Limited (“**Bank**”) and an applicant who wishes to open and use an electronic savings account (“**Applicant/User**”) which shall hereinafter be referred to as “**e-Saving Account**”. The Applicant agrees to be bound by and comply with the following terms and conditions.

### Requirement for e-Saving Account Applicant

- An individual holding Thai nationality and must be 20 years of age or above.

### Descriptions of e-Saving Account

- An electronic savings account (e-Saving Account) and/or other types of savings account provided by the Bank during that time.
- A savings account with no passbook and of which the account name must be identical to the Applicant's/User's name. The use of other names or false names or allowing other individual to be your beneficiary are strictly prohibited. In addition, no joint opening of e-Saving Account is allowed.
- Applicant/User can apply for the opening of e-Saving Account via alpha by Thai Credit according to the account type and/or quantity specified by the Bank.
- Applicant/Service User cannot transfer their rights pertaining to e-Saving Account to other individuals, make changes or use this e-Saving Account as collateral for other individuals or entities either partially or entirely unless a written consent has been obtained from the Bank.
- The legitimate beneficiary must be the Applicant of that e-Saving Account only.

## How to open e-Saving Account via alpha by Thai Credit

- New Applicants/Users with no e-Saving Account and no alpha by Thai Credit account:

(1) Applicant/User downloads alpha by Thai Credit application and completes the required information by following instructions on the screen until reaching identity verification steps. The application is available for download 24/7.

(2) Applicant/User must verify their identity at one of the Bank's branches or counter service specified by the Bank.

(3) Once identity of the Applicant/User has been verified, the Applicant/User must access alpha by Thai credit application and follow the remaining instructions to complete the sign-up process. If the Applicant/User completes the steps specified in (2) from between 7 am – 9 pm, the opening of e-Saving Account and signing up of alpha by Thai Credit application shall have immediate effect.

(4) Account opening and application sign-up processes must be completed within the period of 15 days counting from the day on which information specified in (1) has been submitted to the Bank by the Applicant/User. Failure to do so will result in unsuccessful e-Saving Account opening and alpha by Thai Credit application sign up. In this case, all the information the Bank receives from the Applicant/User shall be completely deleted from the system.

- Current Applicant/User with alpha by Thai Credit account:

(1) Applicant/User can open e-Saving Account at any time from 7 am – 9 pm by logging in their alpha by Thai Credit account. Go to Open Alpha Savings Account menu and complete the required information by following the instructions on the screen.

(2) Applicant/User follows instructions on the screen until the final step which is to account opening confirmation by clicking on the button/icon provided.

- The opening of e-Saving Account via alpha by Thai Credit application shall be confirmed successful only when the Applicant/User receives a notification from the Bank. This will be shown on the application's notification and sent to the Applicant's/User's e-mail address (if

any) or any other channels specified by the Bank. The Applicant/User should receive a notification within 24 hours counting from the day on which the Applicant/User has completed e-Saving Accounting opening process via alpha by Thai Credit application.

#### **Other Terms and Conditions**

1. Applicant/User agrees to be bound by and comply with this “Terms and Conditions” and any other terms and conditions applied, including interest rate of cash deposit announcement and other relevant regulations specified by the Bank for each savings type, any related official documents/letters which the Bank sends to the Applicant/User for opening of savings account, and lastly any terms and conditions or documents/letters to be notified by the Bank in the future. These shall be treated as part of this “Terms and Conditions”. Any damages resulting from violation of the previously mentioned terms and conditions by the Applicant/User shall be held liable by that Applicant/User in all respects.
2. Applicant/User agrees to allow the Bank the right to add and/or amend the terms and conditions relating with the use of services provided by the Bank including any fees and/or expenses resulting from the use of such services as deemed appropriate by the Bank.
3. In the event it has been discovered that the Applicant/User has the wrong account type or the current e-Saving Account is not in compliance with the regulations specified by the Bank or the Bank of Thailand or governing authorities the Bank or in accordance with specific laws, the Bank has the right to cancel that account and open a new account and transfer all money from the old account to the new one. This shall result in establishment of a new contract specified by the Bank or the Bank of Thailand or governing authorities or related laws. In this case, the Bank shall deduct any interests calculated from previous account (if any) and transfer them to the new account accordingly starting from the day on which the Applicant/User makes a deposit as per the actual deposit period and by which the interest rate shall in accordance with the type of savings account under a new contract specified by the Bank.

4. In the event of dispute concerning e-Saving Account, the Applicant/User agrees to allow the Bank to make decisions and perform any actions in accordance with the procedures and regulations specified by the Bank.
5. All transactions whether it be making a deposit, withdrawal, transfer, service/product payment, public utility payment or payment of other expenses must follow the regulations and the terms and conditions specified by the Bank. Applicant/User can make transactions through any channels provided by the Bank such as branch counter service, electronic service, service agency and/or any additional channels of service to be announced by the Bank in the future and which must follow the terms and conditions of that specific transaction type. These transactions which follow related terms and conditions shall be treated as valid and bound to the Applicant/User without requiring any additional documentation for transaction confirmation unless the Bank specifies otherwise. Once each transaction has been successfully completed in accordance with the specified terms and conditions, the Applicant/User agrees to accept that the outstanding balance of his/her savings account shown in the application is the correct amount.
6. In the case of transfer, the Bank shall deduct money from the savings account of the Applicant/User as per the amount specified by the Applicant/User plus additional fee (as per the announcement of fees and other services) (if any). The money will be directly transferred to the recipient instantly once the transaction process has been successfully completed, unless it is a transaction made between different banks in which case the transaction shall be completed within the period specified by the Bank.
7. Applicant/User acknowledges and agrees to pay any related deposit fees, service fees, and expenses as specified by the Bank by allowing the Bank to deduct from the savings account of the Applicant/User. In addition, the Applicant/User agrees to allow the Bank to make deduction from the same account for paying any outstanding debts in any respects which the Applicant/User owes to the Bank without the need to notify the Applicant/User in advance.
8. In the case where the Bank is required to remit withholding tax from interest on deposits of the Applicant/User but has not done so in advance, the Applicant/User agrees to allow the Bank to

make immediate deduction from any current savings accounts of the Applicant/User without the need to notify or provide documentation as proof to the Applicant/User.

9. In the event of damages occurred to the Applicant/User or recipient of the transaction resulting from the equipment/device used by the Applicant/User while using the Bank's services or mobile network failure, the Bank shall not be held liable to such damages.

10. Regarding amendment of the terms and conditions for opening and use of e-Saving Account, the Applicant/User agrees to allow the Bank to make changes as deemed necessary. Any changes affecting the use of service by the Applicant/User (such as additional service fees due to rising costs, modification of service channels, changing of debt payment due date) shall be clearly communicated to the Applicant/User in terms of essential information of such changes by at least 30 days in advance or any period specified by law.

11. Applicant/User agrees to allow the Bank to suspend the use of services, namely making deposits and/or withdrawals and/or account cancellation at any time in the event the Bank suspects that such account has been involved in an illegal activity or in violation of related rules and regulations or government orders or there is reasonable cause to believe that the identification documents or other supporting documents submitted by the Applicant/User when opening the account are incorrect. This includes instances where the Applicant/User is suspected of being involved in or permitting another person to use their account for purposes other than their own or their associated business, or of arranging, advertising, or disseminating information to facilitate the buying, selling, renting, or lending of their account, or of consenting to another person using or borrowing their mobile phone number for mobile phone services, knowing or having reason to know that it will be utilized in illegal activities. The Bank considers such use to be an inappropriate use of the account in all respects. In these cases, the Applicant/User shall not make any damage claims against the Bank and agrees to abide by the terms and/or regulations of the Bank in all respects without the need to be notified in advance.

12. In the event the Applicant/User allows other individuals to use his/her e-Saving Account for receiving or withdrawing money illegally and causing damages to the Bank and/or any individuals, the Applicant/User shall be held liable for such damages in all respects.

13. Any documents, letters, notices, and information the Bank sends to the Applicant/User whether by personal delivery or registered/non-registered postal service to the mailing address or E-mail address provided by the Applicant/User or by SMS using mobile phone number provided by the Applicant/User or by using the service/channel agreed between the Applicant/User and the Bank (all of which shall hereafter be collectively referred to as "Communication Channel") shall be treated as properly received by the Applicant/User regardless of whether or not there is an individual physically receiving them. In the event such documents, letters, notices, and information fail to be delivered successfully due to relocation or modification or removal of the Communication Channel without prior notice given by the Applicant/User or because such Communication Channel cannot be found, it shall be considered that the Applicant/User properly receives and acknowledges such documents, letters, notices, and information. In the event of relocation, modification or removal of any Communication Channel made by the Applicant/User, the Bank must be notified in writing as soon as possible.

14. In the event any documents/information relating to the opening of e-Saving Account provided by the Applicant/User is found to be incomplete or not in compliance with the terms and conditions and regulations of the Bank/governing authorities/government agencies, the Applicant/User is responsible for submitting and/or completing the account opening process as soon as possible. In failure to do so, the Applicant/User agrees to allow the Bank to suspend any deposit, withdrawal, transfer and/or any other financial transactions relating to that account until all documents and processes are properly completed as per the specified terms and conditions.

15. In the event of death of the Applicant/User, the Bank shall immediately suspend any transactions from related account until the legal heir or beneficiary or executor of the estate according to the will or the executor of the estate by court order of the deceased, depending on the case, joins the closing of the account.

16. These terms and conditions shall be governed by and construed in accordance with the laws of the Kingdom of Thailand and the court of Thailand shall have exclusive jurisdiction to adjudicate any dispute arising under or in connection with the use of the services under these terms and conditions.

17. The depositor agrees to allow the bank to collect and use personal data and/or any information of the depositor or other individuals provided to the bank, held by the bank, or obtained through the bank, or accessed from other sources. This is necessary for providing services to the depositor according to the terms and conditions of this deposit service agreement, as well as for processing the depositor's requests prior to entering into the deposit service agreement. This includes delegating tasks to others to support the bank's services, such as information technology, communication, debt collection, transfer of rights and/or duties, legal compliance, risk management, audit control, internal management, complaint handling, and purposes specified in the bank's Privacy Notice. The depositor agrees to allow the bank to disclose such information to the bank's financial business group, external service providers, bank agents, subcontractors (if any), co-brand business partners, Data processors, auditors, external auditors, credit information companies, credit rating agencies, asset management companies, potential transferees of rights/duties, transferees of rights/duties, legal authorities, and/or any entities that have contracts with the bank. The depositor also agrees to allow the recipients of information from the bank to collect, use, and disclose the information further for the specified purposes. Additionally, the bank will send and/or transfer such information to data storage and/or document service providers, Server/Cloud providers, for the necessary purpose of data and/or document storage on Server/Cloud in relevant countries. This is applicable if the recipient country has personal data protection standards not less than those of Thailand, or if the transfer is within the scope of personal data protection laws. In such cases, the bank will make the best effort to send or transfer the depositor's personal data to reliable service providers or recipients using secure methods to ensure the safety of the depositor's personal data. This disclosure does not include purposes requiring consent under personal data protection laws, such as offering products,

services, and special offers from the bank's information recipients. The depositor can read more to understand how the bank collects, uses, and discloses personal data, and the depositor's rights as the data subject, according to the Privacy Notice published on the bank's website here. In case the depositor provides personal data of other individuals, the depositor must inform those individuals about the details of data collection, use, and disclosure, and their rights according to the Privacy Notice.

### **Terms and Conditions for Alpha Savings**

1. An individual holding Thai nationality and must be 20 years of age or above.
2. A savings account with no passbook and of which the account name must be identical to the Applicant's/User's name. The use of other names or false names or allowing other individuals to be your beneficiary are strictly prohibited. In addition, no joint opening of Alpha Savings Account is allowed.
3. One Applicant/User is allowed to open one Alpha Savings Account whether by using alpha by Thai Credit or branch counter service or any other numbers to be announced by the Bank.
4. Applicant/User must already be current user of alpha by Thai Credit at the time of opening of Alpha Savings Account via the application as per the terms and conditions specified by the Bank.
5. In the event no transaction (deposit/withdrawal) has been made to the Alpha Savings Account within the period of 90 days counting from the day of account opening, the Bank shall reserve the right to automatically cancel the account and in which case the Applicant/User shall receive e-notice by at least 7 days in advance from the Bank via the e-Mail Address provided by the Applicant/User or any other channels to be announced by the Bank and notified to the Applicant/User in the future.
6. Applicant/User can make transactions with their Alpha Savings Account through the following channels: (1) Branch Counter Service – cash or cheque deposit (2) Automatic Cash Deposit Machine (CDM) – cash deposit (3) Cardless ATM – cash withdrawal via Siam Commercial Bank Public Company Limited ATM and/or any other channels to be announced by the Bank in the future (4) Counter Service (7-Eleven) – cash deposit or withdrawal or other service points to be



announced by the Bank in the future and (5) Mobile Banking (alpha by Thai Credit) – transfer money from Alpha Savings to other accounts or electronic services to be provided by the Bank and notified to the Applicant/User in the future. In addition, Alpha Savings can be used for receiving interests from any types of fixed account and by which the credit limit and transaction fees must be as per the Bank's announcement regarding fees and other services.

7. The Bank shall pay interest to the Applicant/User in the rates as per the Bank's announcement regarding cash deposit interest rates which shall be updated on a day-to-day basis. The interest rates shall be calculated based on the outstanding balance shown in Alpha Savings at the end of each day and shall be paid twice a year on June 25<sup>th</sup> and December 25<sup>th</sup> after withholding tax deduction (if any).

8. In the event no transaction has been made to Alpha Savings Account within the period of 1 year (365 days) with outstanding balance below THB 500, the Applicant/User agrees to allow the Bank to make a deduction of THB 50 per month as account maintenance fee and by which the Applicant/User shall be given prior notice in writing. In the event of zero outstanding balance, the Applicant/User agrees to allow immediate cancellation of such account without the need for prior notice. In the event of any changes are required regarding the account maintenance fee collected in accordance with this "Terms and Conditions" due to whichever reasons, the Applicant/User agrees to allow the Bank to make such changes without the need to obtain a prior consent of the Applicant/User. However, the Bank must notify the Applicant/User as per the prescribed bank procedure. The Applicant/User agrees to pay for additional account maintenance fee in all respects.

9. If the Applicant/User wishes to terminate his/her Alpha Savings Account within the period of 30 days counting from the day of account opening, no termination fee shall be applied.

10. Alpha Savings Account activated via alpha by Thai Credit shall be automatically linked to alpha by Thai Credit application without any need for further actions from the Applicant/User.

11. Applicant/User cannot request for the issuance of Alpha Savings passbook unless specified otherwise by the Bank.

12. Alpha Savings Account cannot be used as collateral for debt repayment or collateral with any individuals or entities unless specified otherwise by the Bank.

13. Termination in using alpha by Thai Credit service shall not be treated as a reason for termination of Alpha Savings Account.

14. Termination of Alpha Savings Account can be done via alpha by Thai Credit or any other channels to be announced by the Bank to the Applicant/User in the future. The Applicant/User must take actions in compliance with the terms and conditions and procedure instructed by the Bank in all respects.

15. Applicant/User acknowledges and understands that deposit interest paid upon request as per savings account type shall be excluded from personal income tax and must be applied with every savings account with cumulated maximum amount of not more than THB 20,000 throughout tax year and shall abide by relevant terms and conditions announced by Director – General of the Revenue Department. In the case where the Bank is required to remit withholding tax from interest on deposits in which more than THB 20,000 throughout tax year during any payment period and there is insufficient amount for deduction or the Bank did not deduct any withholding tax in advance and/or do not abide by relevant terms and conditions announced by Director – General of the Revenue Department, the Applicant/User agrees to allow the Bank to make withholding tax deduction from the savings account of which interest is paid.

16. Applicant/User acknowledges and understands that he/she is responsible for income tax payment for interest on deposits as specified by law and shall not demand for refunding of taxes collected and forwarded to the Revenue Department by the Bank.

17. Once Alpha Savings Account has been successfully activated, the Applicant/User will be automatically registered for E-Statement service by which the Applicant/User agrees to use the E-mail address that is already linked to alpha by Thai Credit for receiving E-Statements service and shall be sent via e-mail on the first (1<sup>st</sup>) day of every month as specified by the Bank.

18. Applicant/User agrees to be bound by and comply with this “Terms and Conditions” and any general terms and conditions for deposit account opening via alpha by Thai Credit as long as it does not violate this “Terms and Conditions”.