

The opening, operation and closure of a basic or simplified bank account with BIM - Banco Internacional de Moçambique, S. A. (hereinafter the Bank or Millennium bim) with head office at Rua dos Desportistas n° 873-879, registered under NUEL 1018865309, Caixa Postal n.º 865, Maputo, telephone contact 8003500 or 21350035, NUIT 400001383 and NUIB

202300002855849, is governed by the provisions of the General Conditions for Banking Services and Products, by the provisions of these specific conditions and, in the alternative, by the applicable legislation.

1. General Provisions:

- 1.1. These conditions define the specific terms applicable to opening, operating and closing a basic or simplified bank account and its associated products and services, for natural persons, at BIM - Banco Internacional de Moçambique SA.
- 1.2. Should any of the clauses of these specific conditions be judged null and void or in any way invalid by a competent body, such nullity or invalidity shall not affect the validity of the remaining clauses.
- 1.3. In the event of any contradiction between any general terms and conditions of banking services and these specific terms and conditions, these specific terms and conditions shall prevail.
- 1.4. The customer may revoke this contract without giving any reason by writing to the Bank within 7 (seven) working days of signing up to the contract, free of charge.
- 1.5. If the contract is cancelled, the customer must return all instruments and means of payment in the Bank's possession and is entitled to a refund of the balance in the account.

II. Opening a Basic Account

- 2.1. A basic or simplified bank account is opened at the customer's express prior request, in person at one of the Bank's branches.
- 2.2. Before formalising the opening of the account, the Bank will provide the customer with all the necessary assistance, as well as clarifying the rights, duties and characteristics of the product, as provided for by law.

in accordance with the law.

- 2.3 Signing the Standardised Information Forms for Deposits (FIND), Account Opening Form, Signature Form and Customer Information Form - Basic Account, as well as these Specific Conditions and other applicable documentation, constitutes evidence that the customer has read, understood and agrees to be bound by them, assuming all the obligations expressed therein.
- 2.4 The basic or simplified bank account can also be opened by converting an existing conventional bank account, provided that the customer expressly states this intention in the Customer Information Sheet - Basic Account and subscribes to these Specific Conditions.
- 2.5 The conversion of the current account into a basic or simplified bank account is not subject to charges.
- 2.6 For the purposes of opening a basic or simplified bank account, the customer must declare that they do not hold any other current account, including a basic or simplified account, and authorise the Bank to check with any public or private entity legally authorised to provide the information requested.
- 2.7 The basic account can be opened with the authorisation of two witnesses in the event of the absence of the applicant's identification document. In the case of a basic or simplified bank account opened through witnesses, the customer must submit the documents within 6 months, except in cases where they have a poverty certificate, which may be exempt from submitting documents that involve an additional cost.
- 2.8 The period referred to in the previous paragraph may be extended for a further 6 months, provided that it is duly justified, after which the account will be closed and the balance returned to the holder.
- 2.9 If the customer provides information that does not correspond to the truth, they incur the offence of forgery, under the terms of the Criminal Code.
- 2.10 In the event of a refusal to open a basic or simplified account, the Bank will immediately inform the interested party, in writing and free of charge, of the reasons justifying the refusal, listed below:
 - at the time of the account opening request, the interested party

holds one or more bank accounts, including the basic or simplified account, and does not close them;

- the interested party refuses to issue the declaration provided for in point 2.6 of these general conditions;
- The Central Bank of Mozambique or any other legally authorised public or private entity confirms the use of a bank account that has not been closed in the name of the interested party;
- if the other situations provided for by law or established by Central Bank of Mozambique are met.

III. Ownership of the Basic Account

- 3.1 The customer may hold only one basic or simplified bank account, and exclusively with a single credit institution.
- 3.2 The basic or simplified bank account may be co-owned by up to or at most two natural persons.
- 3.3 Co-ownership can be requested at the time of opening or converting the bank account, or at a later date, and the Bank may refuse to open, convert or add a new holder if one of the people who requested co-ownership does not fulfil the requirements set out in these conditions or in the law.
- 3.4 Without prejudice to the above, the holder of a conventional bank account may be the holder of a basic or simplified account, provided that one of the joint holders is a natural person aged 60 (sixty) or over.

IV. Operating a Basic or Simplified Bank Account

- 4.1. The signatures defined by the customer on the Signature Form for the basic account are binding on the Bank for the purposes of its operation and are valid for all products and services associated with it.
- 4.2. The basic or simplified account can be a single account or, if there is more than one account holder, joint or joint accounts, which must be operated in accordance with the following rules:

a) Debit

- **Joint:** any one of the joint holders may operate the account individually and freely, in whole or in part, without the authorisation or consent of the other holders.

- **Joint:** transactions can only be carried out with the simultaneous intervention of all the holders.

b) Credit

Credit transactions on the basic account can be made by anyone, even if they are not authorised account holders.

- 4.3. The basic or simplified bank account is a current account that does not allow cheques to be issued or used.
- 4.4. At the customer's express request and by subscribing to the applicable conditions, the basic bank account can be linked to a debit card and Electronic Banking Channels.
- 4.5. The basic or simplified bank account can only be opened and operated in local currency.
- 4.6. Without prejudice to the above, family remittances may be made under the terms of foreign exchange legislation.

V. Permitted operations and transaction limits for the Basic Account

- 5.1. Transactions relating to the financial products and services available on the basic or simplified account, namely payments, withdrawals, deposits, debits, transfers (inter- and intra-bank) and cross-border family remittances, may not exceed the equivalent of three minimum salaries in the banking sector on a daily or monthly basis.
- 5.2. In cases where the basic bank account has a savings component, the limit set in the previous paragraph is calculated as the sum of the total value between the balance relating to the savings component and the balance available in the basic account.
- 5.3. The balance that exceeds the amount set under the terms of paragraph 5.1 can be kept without the need to convert or close the account, as long as it derives from the remuneration of the savings component.
- 5.4. The excess balance can be kept for a maximum of 365 (three hundred and sixty-five) days.
- 5.5. If the excess balance situation prevails after the maximum period laid down in the previous point, the Bank will inform the customer in writing (SMS) or by another means capable of proving it, so that, within a maximum of 30 days, they can regularise the situation or, if they wish, instruct the conversion of the account to a

account.

- 5.6. If, after the deadline set in the previous paragraph, the customer has not regularised the excess balance or instructed the conversion of the account to a conventional account, the account will be blocked.

VI. Conversion of the Basic Account to another Type

- 6.1. Conversion of the basic or simplified bank account to a conventional account may occur in the following situations:

- a) At the express request of the customer, provided they formally express this intention;
- 6.2. By decision of the Bank, if use is incompatible with the criteria defined in the applicable legislation or if it repeatedly exceeds the legal limits.
- 6.3. The Bank will notify the Customer at least 30 (thirty) days in advance, informing them of the legal and contractual grounds justifying the conversion, as well as the implications in terms of fees, charges and conditions applicable to the new type of account. Once the notification period has elapsed without the situation being regularised, the account may be temporarily blocked and the Customer must go to the branch to regularise it and formally sign up for the conversion of the basic or simplified bank account to the conventional account.

- 6.4. 6.3 The account conversion is free of charge.

VII. Blocking the Basic Account

- 7.1 The basic bank account will **only be blocked in situations provided for by law**, namely:

- a) Failure to regularise a surplus balance within the stipulated period;
- b) Fraudulent use of the account or provision of false information;
- c) Evidence of money laundering or terrorist financing;
- d) Legal or judicial order.

- 7.2 The customer will be informed of the account being blocked by a means that can be shown to be probative, mentioning the reason and the means of eventual regularisation or appeal.

- 7.3 During the blocking period, the customer may only move the account for the purposes of closure or regularisation.

regularisation.

- 7.4 The account may also be blocked under the terms set out in clause 6.2, in the event of failure to regularise the misuse of the account or to subscribe to the conversion to a conventional account within the period indicated in the notification issued by the Bank.

VIII. Pricing

- 8.1. The opening of a basic or simplified account is not subject to charges and fees and is exempt from the initial deposit.
- 8.2. The charges and fees applicable to the basic account are set out in the Bank's price list, which is available for consultation on our website and at any of the Bank's branches.
- 8.3. The other free financial services applicable to the basic account are also set out in the Bank's price list.
- 8.4. The Bank may change the fees and/or other agreed charges, provided that this is motivated by changes in the legal provisions governing the matter or in the light of changes in the conditions of the financial and monetary markets.
- 8.5. Changes to fees and other charges levied by the Bank are communicated in advance to the account holder, in writing, via SMS and made available for consultation on the Bank's channels, and are considered accepted by them in the absence of written opposition within 30 (thirty) days of the date of communication.

IX. Remuneration of the Savings Component

The savings component in the basic account is subject to the applicable terms and conditions at the Bank and subscription to the specific contract, subject to the limit established in clause 5.2.

X. Granting of credit

- 10.1 The basic or simplified account will not benefit from an authorised overdraft.
- 10.2 The Bank may grant credit to the holders of the basic or simplified bank account, within the limits of their financial capacity and the amounts set for the account, with the exception of holders under the age of 18.

XI. Communications, Information and Complaints

- 11.1 At the customer's request, the Bank will make available, at its branches, information regarding the

transactions made on the accounts and their corresponding balances.

11.2. In addition, the customer also has access to the history of transactions on the account they hold with the Bank, through the features available on the Bank's Electronic Banking Channels.

11.3. The customer has a duty to monitor the transactions reflected in the account held by him/her on a regular basis but no less than monthly, informing the Bank immediately in the event of any alleged discrepancies.

11.4. The notification sent to the last contact provided by the customer, who is responsible for keeping their details up to date, is considered valid.

11.5. The customer must submit any complaint to the Bank, for transactions carried out on the accounts they hold or any other reason connected to the Banking Services contracted, as soon as they become aware of it.

11.6. Customer complaints can be submitted in writing or verbally via the following means:

- Bim Telephone Banking, via the contacts 8003500, 21350035, 823500350, 843500350, 863500350;
- Complaints book available at Millennium bim branches;
- Customer Service Department at the following address e-mail
cac@millenniumbim.co.mz .

11.7. The customer can submit a complaint to the complaints service of other financial consumer protection bodies, namely Central Bank of Mozambique, Arbitration, Conciliation and Mediation Centres, Consumer Associations, the Consumer Institute and the Courts.

XII. Account closure

12.1. After express notice to the customer, the Bank may, at any time, terminate the contract and close the account, products or services, and must notify the customer in writing or using the means of contact given by the customer, 30 days in advance, in order to withdraw the amount deposited in the account and return all funds deposited in them and return all means of payment in their possession.

12.2. The following, in particular, constitute grounds for

terminating this contract and consequently closing the account: fraud, failure to update data and information after being notified to do so, violation of the rules relating to the prevention and prosecution of the crime of money laundering and the financing of terrorism, or verification of the situations provided for in other applicable legislation in Mozambique.

12.3. The Bank may, at any time, block the customer's means of payment, restricting the movement of the debit account, for reasons of irregularity in the customer's information, in fulfilment of the duty of continuous vigilance provided for in the Legislation on Preventing and Combating Money Laundering and Terrorist Financing.

12.4. The customer may, at any time, terminate the contract and close the account, products or services, by submitting their request in writing and returning all means of payment in their possession to the Bank.

12.5. Once the account has been closed, the Bank reserves the right to refuse any movement on the account, unless it is for the purpose of settling it, for the purposes of its definitive cancellation.

XIII. Amendments to the Specific Conditions

These Specific Conditions may be amended/modified at any time at the Bank's initiative. Said changes will be communicated to the customer in writing or by other suitable means capable of being proved, and will be considered accepted by the customer in the absence of written opposition within 30 days of their communication. If the customer disagrees with the proposed amendment(s)/modification(s), he/she may terminate the contract, provided that he/she notifies the Bank by letter with acknowledgement of receipt or other means of which there is a written record, before the proposed amendment(s) come into force, free of charge.

XVI. Deposit Guarantee Fund

14.1 Deposits held with the Bank benefit from the reimbursement guarantee provided by the Deposit Guarantee Fund whenever deposits become unavailable for direct reasons, closely related to their financial situation.

- 14.2. The Deposit Guarantee Fund guarantees repayment up to a maximum of MZN 40,000 for each depositor.
- 14.3. When calculating the value of each depositor's deposits, the value of all deposit accounts on the date of the unavailability of payment is taken into account, including interest.

14.4. For further information, please consult fgd@bancomoc.mz

XV. General Conditions for Banking Services and Products

All situations not provided for in these specific conditions will be governed by the General Conditions of the Banking Services and Products subscribed to by the holder.

I (we) have read and declare that

I (we) accept and therefore subscribe to all the clauses of the General Conditions of Banking Services, a copy of

Signature(s) of Customer(s)																													
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which I have previously been given.