



Frequently Asked Questions

Corporate 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? (Question specific to 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? (Question specific to 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? (Question specific to 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.

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

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?

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.

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?

-For individual financing : The facility that expires the first will be renewed for a new period of time as specified in the credit approval, and it will not be extended to match the other facili-

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ties. Should this change anytime in the future, your Relationship Manager will inform you ahead of time.

-For corporate financing: The facility that expires the first can be extended or renewed with the new expiration date matching the one of the facility that expires the latest. In this way, your facility agreements will be consolidated in a unique position. Should this change anytime in the future, your Relationship Manager will inform you ahead of time .

What will happen to my existing guarantees and letters of credits (LCs) issued by AUBK? Should I submit any amendment forms? (Question specific to formerly AUBK customers only).

No, existing guarantees and LCs issued by AUBK will stay the same.

I used to issue import letters of credit and get export letters of credit advice through B2B services in AUBK. Will the service stay available after the merger? (Question specific to formerly AUBK customers only).

Yes, after the merger, KFH eTrade service will be available through B2B. Should this change any time in the future, you will be informed ahead of time.

Debit and Credit cards

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.

Impact on channels and service coverage

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.

Which branches can I use for corporate transactions and financing? Will I be allocated to a specific branch?

The merger will result in a more extensive branch network combining AUB Kuwait branches with KFH branches, all under the KFH brand. For any further information, your Relationship Manager will be ready to support you.

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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.

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

No, your Relationship Manager will continue supporting you for all your banking needs, you will not experience any disruption in our services. In case you have both a KFH corporate account and a AUB Kuwait corporate account, you can contact both 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 anytime 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 my AUB online portal be affected? Do I have to change my password or create a new user account?

The AUB online portal 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 anytime in the future.

Can I use any of the AUB Kuwait or KFH online portals after the merger?

After the merger, you can continue using your usual online portal. If you have both an AUB corporate account and a KFH corporate account, you will maintain access to both of your online corporate 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.

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 be ready to support with any follow-up questions you may have.