



Subject: Update on the sale of NBAD Jordan to SGBJ

Date: 6/11/2018

Dear Customer,

Further to our previous communications and following the agreement signed by First Abu Dhabi Bank (FAB), the parent company of National Bank of Abu Dhabi (NBAD), Jordan, to sell its business in Jordan to Société Générale de Banque – Jordanie (SGBJ), we would like to update you on progress of the transition of the business to SGBJ.

We are pleased to confirm that the expected date for the conclusion of our NBAD Jordan operations is on Thursday, 15 November 2018, and your banking relationship with us will transfer to SGBJ on **Friday, 16 November 2018**. In the meantime and until the transition is completed, your banking relationship with us will continue as usual.

Please find enclosed a letter from SGBJ regarding your future banking relationship with them and also refer to the enclosed annexure, which sets out the transition of services from NBAD Jordan to SGBJ. For more information, kindly contact us through the usual channels.

Yours sincerely,

NBAD Jordan

بنك أبوظبي الوطني - الأردن. ص. ب. ٩٤١١١٠ عمان ١١١٩٤ الأردن، هاتف: +٩٦٢٦٥٠٠٢٢٢٢

National Bank of Abu Dhabi, Jordan, P.O Box 941110 Amman 1194 Jordan, Tel: +962 6 5002222



Subject: Transition to SGBJ

Dear NBAD Customer,

It is our pleasure to welcome you to Société Générale de Banque - Jordanie (SGBJ) as we move closer towards the completion of this transaction. We are confident that you will find great value in the services and offerings that we provide to continually improve your banking experience.

We would like to take this opportunity to update you on the progress of the migration and share with you some key information that is essential to facilitate your smooth transition to SGBJ.

Since the announcement, our integration teams have been working diligently to ensure a seamless transition of your accounts; all plans to finalise the migration are on track and we expect to finalise the transition on **Friday, 16 November 2018**.

All your customer information, account details and banking products will transfer to SGBJ and your credit and debit cards will continue to operate as usual after the transition. Your Shmeisani and Khalda branches will be open for business under the SGBJ branding as of Sunday, 18 November 2018. The same personnel will continue to serve you.

Kindly refer to the enclosed annexure, which sets out the schedule for resumption of services and channels following the transition from NBAD Jordan.

Kindly arrange to visit your branch at your earliest convenience after the migration to collect your online and mobile banking user name and password. SGBJ's management will be delighted to host two welcome events on 21 November 2018 at the Shmeisani branch and on 26 November 2018 at the Khalda Branch between 12:00 and 18:00 in order to meet you and answer any queries that you may have.

We will shortly be communicating your new account details, which will enable you to access our banking services.

For now, and until the integration is complete, you will continue to use your NBAD Bank account(s) and services as normal.

We look forward to serving you as an SGBJ customer.

Sincerely,

Societe Generale de Banque-Jordanie

SOCIETE GENERALE
DE BANQUE-JORDANIE
بنك سوسيتيه جنرال
الاردن

Annexure: Services and Channel Availability

Services and Channels	Closure of NBAD Jordan services	Resumption of SGBJ services
Shmeisani and Khalda branches	3:00 PM on 15 November 2018	8:00 AM on 18 November 2018
ATMs at branches	3:00 PM on 15 November 2018	11:00 PM on 16 November 2018
ATMs at Cozmo Amman and Abdali Boulevard	12:00 PM on 13 November 2018	11:00 PM on 16 November 2018
Debit Cards	3:00 PM on 15 November 2018	8:00 PM on 16 November 2018
Credit Cards	9:00 PM on 15 November 2018*	3:00 PM on 16 November 2018
Retail Internet Banking	3:00 PM on 15 November 2018	8:00 AM on 18 November 2018
Outward international remittances	3:00 PM on 12 November 2018	8:00 AM on 18 November 2018

* E-Commerce transactions through credit cards will not be available from 6 November 2018 until 3:00 PM on 16 November 2018

Key points regarding the transition of services

- You will retain the same Branch and Relationship Managers, whose mobile numbers will continue to be the same.
- The contact centre number will continue to be the same – +962 6 500 2222 / +962 6 500 2230. In case of any inquiries related to cards after the transition on 16 November 2018, please contact +962 7 9566 1100.
- You will need a new account number to access your banking relationship with SGBJ following the transition. SGBJ will shortly be communicating your new account details.
- If you hold NBAD branded debit or credit cards, you can continue using the same card until new SGBJ branded cards are issued to you in due course.
- SGBJ will be sending your new internet banking password(s) to you shortly. Should you not receive it by 17 November 2018, please visit your current branch at Shmeisani or Khalda on or after 18 November 2018 to collect these.
- Your NBAD Jordan branded cheques will continue to be processed by SGBJ until new SGBJ branded chequebooks are issued to you in due course.
- All account changes requested from 11 November 2018 onwards will be reflected on your account, following the transition to SGBJ, from 18 November 2018.
- NBAD Jordan will issue a final statement until the end of day on 15 November 2018 for your accounts. SGBJ will subsequently issue statements for the period from the 16 November 2018 onwards.