

BOV Shareholders Package

share in our
success

your guide to:

- General Product Information
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- Interest Rates
- Our Fees and Charges
- Terms and Conditions of Use

General Product Information

Bank of Valletta p.l.c. (BOV) is committed to serve its shareholders effectively and distinctly.

Our Commitment

With this in mind, the BOV Shareholders Package has been designed to focus solely on shareholders by providing them with a suite of discounts and benefits on BOV products and services, as well as third party products and services.

The Benefits

The BOV Shareholders Package has been further enhanced to add more value to its shareholders. We would like to inform shareholders that in instances where shares are held in joint names, ***it is only the first named shareholder on the Malta Stock Exchange Register*** who is entitled to the benefits under the BOV Shareholders Package.

When you own up to 1899 BOV Shares*Our Fees*

- 10% discount on **BOV Stockbroking** fees charged on deals in securities listed on the Malta Stock Exchange

Other Benefits

- 10% discount on the **Laferla Insurance Agency Ltd Health Scheme**

When you own a minimum of 1900 BOV Shares up to a maximum of 10899 BOV Shares*Our Fees*

- 15% discount on **BOV Stockbroking** fees charged on deals in securities listed on the Malta Stock Exchange
- 50% discount on the **BOV Visa Classic** card and the **BOV MasterCard** annual fees
- An increase of €500 on existing **BOV Visa Classic**, **BOV Visa Flypass** and **BOV MasterCard** credit card limits
- 100% discount on mortgage processing fees on **BOV Home Loans**.¹
- 50% reduction on **Safe Custody** charges (not applicable to safe deposit lockers).
- 50% discount on processing fees on the **BOV Personal Loan+**
- Reduced policy fees as well as a reduction in exit charges on the **BOV Lifelink Investment Bond** denominated in Euro, US\$ or GBP as highlighted on the following table:

¹ Further terms and conditions apply.

	Standard Version	Standard Version	Premier Version	Premier Version
	Normal Rates	Reduced Rates	Normal Rates	Reduced Rates
Policy Fee	€/US\$30, GBP20	€/US\$10, GBP7	€/US\$30, GBP20	NIL
Exit Charges	%	%	%	%
Years 0-4	4.5	3.0	4.5	3.0
Years 5-9	3.5	2.0	3.0	1.5
Years 10-14	2.5	1.0	2.0	0.5
Years 15-20	1.5	0.0	1.0	0.0
20 Years and over	1.5	0.0	0.0	0.0

Our Interest Rates

- An automatic interest rate premium of **0.125%** on one to five-year term deposit accounts (applicable on Euro-denominated term deposit accounts only) with a minimum aggregate balance of €11,600

Other Benefits

- 20% discount on the **Laferla Insurance Agency Ltd.** Health Scheme
- Up to 20% discount on any of the following **Bupa** Health Treatment Schemes: Private Clinic, Private Hospital, Overseas Treatment Scheme.
- 10% reduction on selected hospital services offered at **Saint James Hospital**. Some of these services include accommodation, theatre, radiology (CT, MRI, bone density, Ultrasound etc), eye laser, hair laser, endermologie and other Transforma services, Laboratory investigations. Discount does not include professional fees.
- 10% discount on all X-Ray, mammography, bone density services and dental work, as well as a 5% discount on all permanent hair removal treatments at **St. Anne's Clinic**, and a 5% discount on all new spectacles and other repairs ordered from **St. Anne's Eye Clinic**
- 15% discount on clinic and operating theatre fees and 10% discount on investigations (discount not applicable on professional fees) at **St. Mark's**

Clinic

- Up to 15% discount on all symptomatic imaging examinations at **The Radiology Clinic**, Ta' Xbiex, which include (but are not limited to) Chest X-Rays, Ultrasound, Mammography and Bone Density Screening. The full BOV Shareholder discount list is available from the Clinic.
- 10% on **Estetika** Laser Hair Removal Services, Beauty Services (facials, massages, manicures/pedicures, air tanning, make up, and related services), Injectables (dermal fillers, botulinum toxin), Body Shape Clinic Services (laser liposculpture, radiofrequency skin tightening, mesotherapy, IcooneTM and DermosonicTM cellulite treatments) and 5% on all beauty retail products.
- 10% discount on annual memberships at the **Athenaeum Spa** and entitlement to the Spa's Loyalty Card, with which a 15% discount on beauty treatment applies.

When you own a minimum of 10900 BOV Shares up to a maximum of 28899 BOV Shares

Basic

- All the benefits applicable to BOV shareholders with a minimum of 1900 shares (except for an automatic interest rate premium of 0.125% and the 15% discount on stockbroking fees), plus

Our Fees

- An automatic 50% reduction on the **BOV Visa Gold** card annual fee
- 20% discount on **BOV Stockbroking** fees charged on deals in securities listed on the MSE

Other benefits

- An increase of €1,000 on existing **BOV Visa Gold** credit card limits)

Our Interest Rates

- An automatic interest rate premium of 0.175% on one to five year term deposit accounts (applicable to Euro-denominated term deposit accounts only) with a minimum aggregate balance of €11600

When you own a minimum of 28900 BOV Shares, you enjoy

Basic

- All the benefits applicable to BOV shareholders with a minimum of 10900 shares (except for an automatic interest rate premium of 0.175% and the 20% discount on **BOV Stockbroking** fees), plus

- Our Fees*
- 50% reduction on the **BOV Visa Platinum** credit card annual fee
 - 25% discount on **BOV Stockbroking** fees charged on deals in securities listed on the MSE

- Other benefits*
- An increase of €2,000 on existing **BOV Visa Platinum** credit card limits (Subject to normal bank lending criteria and final approval from your BOV Branch).

- Our Interest Rates*
- An automatic interest rate premium of 0.225% on one to five year term deposit accounts (applicable on Euro-denominated term deposit accounts only) with a minimum aggregate balance of €11,600
 - Premium rates apply:

Number of Shares	Aggregate balance	Premium rate
1900 - 10899	€11600	0.125 %
10900 - 28899	€11600	0.175 %
28900 and over	€11600	0.225 %

Your Checklist

- When availing yourself of the benefits offered by third parties, please remember to take your latest Malta Stock Exchange statement with you at quotation stage and mention the BOV Shareholders' Package.
- When availing yourself of the benefits offered by the Bank, please mention the fact that you are a BOV shareholder to the bank official.
- In case of any difficulties, please feel free to contact the Investor Relations Officer.

Your next step...

As an existing or prospective BOV Shareholder, you can obtain more information about or participate in this exclusive package by calling at your nearest branch or by calling the Investor Relations Officer telephone 2275 3556. You can also send an e-mail to our Investor Relations Officer at iro@bov.com. We will be more than happy to help you in your enquiries.

Queries are to be directed to Stefan Kottmann Soler at the Office of the Company Secretary, 58 Zachary Street, Valletta.

BOV Shareholders Package

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success

product disclosure statements:

- Important Information
- Interest Rates
- Our Fees and Charges
- Terms and Conditions of Use

**Important
Information**

Bank of Valletta p.l.c., (Bank or BOV) is committed to providing you with sufficient information that helps you to make informed decisions in relation to the acquisition of BOV products and services. We strongly recommend that you read this Product Information Guide carefully, and that you keep a copy of it for your reference.

If you would like to have anything in this Guide clarified, please feel free to contact us by e.mail to iro@bov.com, or by calling our Investor Relations Officer on 2275 3556.

Throughout this Guide: the terms 'we', 'us' or 'our' refers to BOV and each of our subsidiaries and associated companies, the issuer of the product or service; when we use the term 'you' we mean you as the user of BOV products or services; when we refer to 'customer(s)' we mean you or other user(s) of BOV products or services as applicable.

The Bank's Base Rate (BBR) means the basis, established by the Bank from time to time, on which the rate of interest payable generally on all Bank lending is determined. The BBR is currently 2.45% per annum.

Information contained in this Guide is subject to change from time to time and is up to date as at the stated Issue Date. BOV has no obligation to update, modify or amend this Guide or otherwise notify you of any change or revision.

The information provided in this Guide is general in nature and does not take into account your financial situation or investment requirements. Nothing in this Guide should be construed as a solicitation or offer, or recommendation, to acquire or dispose of any investment, product or service or to engage in any other transaction, or to provide any investment advice or service. Nothing contained in this Guide constitutes investment, legal, tax or other advice and is not to be relied on in making an investment or other decision. You should obtain relevant and specific professional advice before making any investment decision.

This Guide is designed for use in Malta and is not directed to, nor intended for distribution or use by, any person or entity in any jurisdiction or country where the publication or availability of this Guide or such distribution or use would be contrary to local law or regulation. If you choose to use this Guide, it is your responsibility to comply with the applicable local, national or international laws and any use of this Guide outside Malta is entirely at your own risk. For guidance relating to your specific situation, please contact your legal adviser.

Use of BOV Products and Services is governed by the terms and conditions applicable once you sign the relevant application form and conditions.

Queries or complaints should be discussed with the Customer Services Officer or the manager of your branch. If this is not convenient to you or if you are still not satisfied, you may also lodge a complaint either

- by phoning our Customer Service Centre on (356) 2131 2020; or
- by writing to The Head, Management Services, Bank of Valletta p.l.c. Wignacourt Centre, St. Joseph High Street, Sta Venera, SVR 1011 - Malta ; or
- by filling our complaint form available in electronic format on our website – www.bov.com via Contact Us.

If you are still not satisfied with our reply or no agreement has been reached with us, you may appeal to the Financial Services Tribunal established under the Malta Financial Services Authority Act within such period and under such conditions as established under the said Act.

Our Interest Rates

Interest Rates on peripheral products may change. Please refer to our BOV Website for updated information, or contact any BOV Branch or our BOV Customer Service Centre on 2131 2020 for additional information.

Our Fees and Charges

Fees and charges may change after this product has been acquired and peripheral products may incur their own costs. Please refer to our BOV Website for updated information, or contact any BOV Branch or our BOV Customer Service Centre on 2131 2020 for additional information.

The following are our standard Fees and Charges on Bank of Valletta products and services. For discounts and fee reductions applicable to the BOV Shareholders package, please refer to 'The Benefits' section that forms part of the BOV Shareholders Package product information guide.

Stockbroking on securities listed on the MSE

Stockbroking Tariff	
Trading of Securities listed on the Malta Stock Exchange	
Equities & Warrants	
Transaction	Tariff
On the first €15,000	1.25%*
On the next €20,000	1.00%
On the next €35,000	0.75%
On the next €230,000	0.50%
In excess of €300,001	0.35%
* Minimum charge per transaction - €11.65	
In addition, out of pocket expenses (per deal) apply	MSE Transaction Fee

Equities & Warrants denominated in US Dollar	
Transaction (indicative, base currency remains euro)	Tariff
On the first \$23,500	1.25%*
On the next \$31,500	1.00%
On the next \$55,000	0.75%
On the next \$360,000	0.50%
In excess of \$470,001	0.35%
* Minimum charge per transaction - \$18.00	
In addition, out of pocket expenses (per deal) apply	MSE Transaction Fee
Equities & Warrants denominated in GBP Sterling	
Transaction (indicative, base currency remains euro)	Tariff
On the first £12,000	1.25%*
On the next £15,500	1.00%
On the next £28,000	0.75%
On the next £181,500	0.50%
In excess of £237,001	0.35%
* Minimum charge per transaction - £9.00	
In addition, out of pocket expenses (per deal) apply	MSE Transaction Fee
Bonds & Convertibles	
Transaction	Tariff
On any amount	0.25%*
* Minimum charge per transaction - €11.65 or \$18.00	
Treasury Bills	
Transaction	Tariff
On any amount	0.10%*
* Minimum charge per transaction - €11.65	

BOV Cards

BOV Visa Card/BOV Master Card	
BOV Visa Classic Card or BOV Mastercard	€21 per annum
BOV Visa Classic Card and BOV Mastercard together	€28 per annum
First supplementary card	NIL
Second supplementary and subsequent card	€6 per annum
Visa Gold Card	
Main Card	€69 per annum

First supplementary card	€24 per annum
Second supplementary and subsequent card	€24 per annum
BOV Visa Platinum Card	
Main Card	€115 per annum
First supplementary card	€35 per annum
Second supplementary and subsequent card	€35 per annum

BOV Home Loans

Home Loans Processing Fees	
Term Loan	
- Variable interest rate	0.3% of loan amount (Min. €150)
- Fixed interest rate	0.3% of loan amount (Min. €150) + €250 booking fee
Bridge Loan	
- Variable interest rate	0.3% of loan amount (Min. €150)
Second-Time Buyers Package	
- Variable interest rate	0.3% of loan amount (Min. €150)
- Fixed interest rate	0.3% of loan amount (Min. €150) + €250 booking fee

BOV Personal Loan+

BOV Personal Loan+	
Processing Fee	0.3% of loan amount (Min. €100)

BOV Safekeeping Services

Safe Keeping			
Charges payable in advance. On expiry of agreement, charge for another term. If still not withdrawn, charge on annual basis.			
ENVELOPES	3 months	6 months	1 year
Up to 1,000 cubic cms.			
Charge (excl. VAT)	€6.08	€12.16	€18.24
VAT @ 18%	€1.09	€2.19	€3.28
TOTAL	€7.17	€14.35	€21.52
PARCELS/BOXES	3 months	6 months	1 year
Up to 5,000 cubic cms.			
Charge (excl. VAT)	€8.11	€16.21	€24.29
VAT @ 18%	€1.47	€2.91	€4.38
TOTAL	€9.57	€19.12	€28.67
5,001 to 20,000 cubic cms.			
Charge (excl. VAT)	€18.24	€24.30	€36.45
VAT @ 18%	€3.28	€4.38	€6.57
TOTAL	€21.52	€28.67	€43.02
20,000 cubic cms. and over the first 20,000 cubic cms.			

Charge (excl. VAT)	€36.45
VAT @ 18%	€6.57
TOTAL	€43.02 (Charged p.a. or part thereof)
for every multiple of 50,000 cubic cms over the first 20,000 cubic cms	
Additional charge (excl. VAT)	€12.16
VAT @ 18%	€2.19
TOTAL	€14.35 (Charged p.a. or part thereof)

*BOV Lifelink
Investment
Bond*

Year of Surrender	Exit Charges	
	Standard	Premier
Less than 5 years	4.50%	4.50%
5 but less than 10 years	3.50%	3.00%
10 but less than 15 years	2.50%	2.00%
15 but less than 20 years	1.50%	1.00%
At least 20 years	1.50%	0.00%
In case of death	No exit charge is payable	No exit charge is payable

Policy Fee

Policy Fee	Standard and Premier	€30, US\$30, GBP20
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**Terms and
Conditions
of Use**

Participation in the BOV Shareholders Package is regulated by the following Terms and Conditions as may be amended from time to time by the Bank.

1) Definitions:

- a. 'Bank' means Bank of Valletta p.l.c. the registered office of which is 58, Zachary Street, Valletta VLT 1130, with registered number C2833
- b. 'Shareholder/s' means member/s of the Bank recognised as such in terms of the Bank's Memorandum and Articles of Association
- c. 'Interest' means the annual interest paid on the account calculated on a daily basis
- d. 'Eligible Shareholder' means the individual whose identity card number is used to open the joint (shareholding) account on the Malta Stock Exchange Register
- e. 'Third party' means any provider of a benefit under the BOV Shareholders' Package except Bank of Valletta p.l.c.

- 2) The benefits under the BOV Shareholders Package are available to shareholders who are either individuals or registered corporate entities.
- 3) Nominee holdings are not eligible for the benefits of the BOV Shareholders' Package.

- 4) The benefits granted to a shareholder (except for the premium interest rate and the BOV credit and debit card annual fees as provided below) will be terminated immediately in the event that the number of shares held by the shareholder falls below the minimum shareholding stipulated hereunder.
- 5) Term Deposit euro Accounts:
 - a. Term Deposit Accounts in Euros (held in the name of the Shareholder solely or jointly with other parties including the spouse) will automatically benefit from the premium interest rate upon opening and renewal. The rate will apply throughout the whole period of the term, even if the shareholding falls below the minimum requirement. Likewise, the premium interest rate will apply upon opening and renewal, even if the minimum shareholding requirement is met during the term of the account.
 - b. Joint shareholders may benefit from the premium interest rate as long as the aggregate balance of the eligible Shareholder's Term Deposit Accounts in Euros (1 to 5 years) is at least €11600
 - c. Term Deposit Accounts in Euros in the name of the spouse of a shareholder are not eligible for the premium interest rate.
 - d. If both spouses hold shares in their separate names, individually holding less than 1,900 shares each but jointly holding at least 1,900 shares, the premium interest rate is applicable only if their shareholding is amalgamated, and provided that the aggregate balance of the eligible Shareholder's Term Deposit Accounts in Euros is at least €11600.
 - e. The balances of term deposit accounts denominated in Euro which were opened prior to 1st January 2008 do not contribute towards the minimum aggregate balance of €11600. For the balances of these accounts to contribute towards the aggregate minimum balance, these accounts, upon maturity, must be closed and re-opened. Likewise, these accounts do not benefit from the Shareholders Package until such accounts are closed and re-opened upon maturity.
- 6) Credit and Debit Cards:
 - a. Shareholders are eligible for:
 - (i) a 50% reduction in the annual fees of credit and debit cards and
 - (ii) an increase of €500 on the existing Classic Credit Card limits, an increase of €1000 on existing Visa Gold Card limits and an increase of €2000 on existing Visa Platinum card limits. The above benefits are not applicable to credit and debit cards held in the name of the spouse of a Shareholder. This increase is subject to normal bank lending criteria and final approval from BOV Branch.

- b. In the event that the number of shares held by a Shareholder falls below the minimum shareholding requirement, the Shareholder will benefit from the 50% discount on credit and debit card annual fees until the next fee payment date.

7) Other Benefits:

- a. Shareholders holding a minimum of 1,900 shares, are eligible for a 15% discount on any of the following Bupa Health Treatment Schemes: Private Clinic, Private Hospital, Overseas Treatment Scheme
- b. Shareholders paying their Bupa subscription with a direct debit authority on their BOV Visa Card, qualify for a further 5% discount, for a total discount of 20%.
- c. Shareholders, whose Bupa and Laferla Insurance Agency Limited subscription is paid in full or in part by their employers are not eligible for the discounts referred to above.
- d. To qualify for any of the various discounts on the Bupa Health Treatment Schemes, Laferla Insurance Agency Health Scheme and the services offered by St. James Hospital, St. Mark Clinic, St. Anne's Clinic, Estetika and The Athenaeum Spa and subject to the conditions below, a Shareholder must present his last Malta Stock Exchange statement to the relevant company, hospital or clinic.
- e. Further details regarding the health schemes mentioned above are available from Bupa and Laferla Insurance Agency Limited.
- f. Information regarding the discounts on services offered by St. James Hospital, St Mark Clinic, St Anne's Clinic and Estitika is available from St. James Hospital, St. Mark Clinic, St Anne's Clinic, Estetika and The Athenaeum Spa respectively.
- g. If, after the application of the discount on local stockbroking charges, the resulting charge is less than the minimum charge attributable to local stockbroking transactions, the minimum charge specified in the tariff of charges shall be levied.

8) BOV Lifelink Investment Bond:

- a. Shareholders holding a minimum of 1,900 shares are entitled to a reduction in the policy fee as well as a reduction on exit charges.
- b. To qualify for the above reductions on the BOV Lifelink Investment Bond, a Shareholder may be requested to present his last Malta Stock Exchange statement to the Bancassurance Representative.
- c. In the event that the number of shares held by a shareholder falls below the minimum shareholding requirement or are sold in their entirety, the shareholder will continue to benefit from these

reductions.

- 9) 100% discount on mortgage processing fees on BOV Home Loans applies to Term Loans, Bridge Loans and loans forming part of the Second-Time Buyers Package. First-Time Buyers are reminded that the First-Time Buyers' Package already includes a refund of processing fees upon full publication of deed. Discount does not apply to Booking Fees on fixed rate loans.
- 10) General:
 - a. The Bank reserves the right to decline any application for any of its products and/or services at its own discretion.
 - b. The benefits available under the BOV Shareholders Package may not be availed of in conjunction with any other benefit, discount or offer.
 - c. Whilst every effort has been made to ensure that the details related to benefits offered by third parties are correct and up to date, the Bank will not accept claims related to the cessation, reduction or change to these benefits provided by third parties, even if little or no notice was given by the third party provider of the benefit. Shareholders who are faced with such a situation are requested to contact the Investor Relations Officer.
 - d. The non-application of a benefit offered by the Bank (excluding third party benefits) may be rectified by the Bank if the shareholder was entitled to the benefit under the terms and conditions of the Shareholders Package. Compensation will be limited to claims related to the non-application of benefits in the current financial year.
 - e. It is the shareholder's responsibility to check they are benefiting from the BOV Shareholders' Package and to bring any concerns to the attention of the Investor Relations Officer.
 - f. Eligibility to the benefits under the BOV Shareholders Package ceases upon the demise of the shareholder.
- 11) Save as otherwise stated in these Terms and Conditions, all products and services shall be regulated by the Bank's terms and conditions applicable from time to time.
- 12) The benefits, terms and conditions contained in this Product Information Guide shall apply from the 16th January 2010.

The Bank may amend or withdraw the benefits and/or any of these Terms and Conditions (including interest rates, fees and charges), at any time at its sole discretion. The Bank will endeavour to give the Shareholder reasonable notice of any such withdrawal and/or amendment.

Bank of Valletta p.l.c.(BOV) is an enrolled tied insurance intermediary of MSV Life p.l.c.. MSV Life is authorised by the Malta Financial Services Authority to carry on long term business of insurance under the Insurance Business Act 1998. BOV Lifelink policies are issued and underwritten by MSV Life. Investment should be based on the full details contained in the relative policy documentation which may be obtained from any BOV Branch. Investment returns can go down as well as up and past performance is not necessarily a guide to future performance. Changes in the rate of exchange of currencies may also effect the value of your investments.