Customer Charter

BOV
Bank of Valletta

Contents

1. Purpose 3
2. Scope 3
3. Understanding Our Services 3
4. Supporting You Through Your Financial Needs 4
    - 4.1 Protecting you and what matters to you 4
    - 4.2 Managing your money 4
    - 4.3 Planning ahead 4
5. Deposit Accounts 5
    - 5.1 What is a Deposit Account? 6
    - 5.2 How You Can Apply for an Account 7
    - 5.3 Application Review 7
    - 5.4 Application Outcome 7
    - 5.5 Account Opening 8
    - 5.6 Deposit Account Activation 8
    - 5.7 Documentation and Data 8
    - 5.8 Deposit Protection 9
    - 5.9 Disputes and Complaints Process 9
    - 5.10 Terms and Conditions 9
    - 5.11 Tariff and Fee information documents 9
6. Credit Agreements 10
    - 6.1 What is a Credit Agreement? 10
    - 6.2 How to Apply for Lending 11
    - 6.3 Credit Agreements Indicative Timeframes 11
    - 6.4 Documentation and Data 12
    - 6.5 Security or Collateral 13
    - 6.6 Disputes and Complaints Process 13
    - 6.7 Terms and Conditions 13
7. Fees and Charges 14
8. Keeping You Safe: Protecting Your Personal Information and Finances 14
    - 8.1 How to Report a Scam 15
9. Complaints Handling 15
    - 9.1 Lodging a complaint 15
    - 9.2 Acknowledgement 16
    - 9.3 Investigation and Resolution 16
    - 9.4 Outcome and Review 16
    - 9.5 Escalation to Independent Authority 16
    - 9.6 Record Keeping 16
10. Use of Personal Data 17
11. Accessibility and Availability 17
12. Ongoing Duties 17
13. Monitoring 18
14. Compliance Note 18
15. Regulatory Disclaimers 18

1. Purpose

This Customer Charter explains what you can expect from us when you bank with us. It sets out how we will communicate with you, how we handle your requests, and how we respond if you have a question or concern.

It also outlines how we aim to support you over time, as your financial needs and circumstances change.

We are committed to dealing with you in a clear, fair and transparent way, whether you contact us online, by phone or in person. We aim to use plain language wherever possible. Where legal or technical terms are required, we will explain them clearly so you can understand what they mean for you.

2. Scope

This Customer Charter is for you if you bank with us for personal use or as a sole trader. It explains how we support you across your day-to-day banking, borrowing, fees, complaints, fraud and how we use your personal data.

It also gives you an overview of how we support you more broadly, whether you are managing your money, protecting what matters to you, or planning ahead. In some cases, this will involve separate products, policies or advisory processes, which we will explain to you clearly when relevant.

This Charter is designed to help you understand:

- how we communicate with you
- what information we may need from you and why
- what you can expect at different stages of your journey with us
- what happens if you are not satisfied with our service

This Charter does not replace the terms and conditions of any specific product or service. Where separate terms, policies or advisory processes apply, we will provide you with the relevant documentation and disclosures as part of that process.

3. Understanding Our Services

We offer a range of financial services to support you at different stages of your life. Depending on your needs, this may include helping you manage your day-to-day finances, borrow when you need to, protect what matters to you, or plan for the future.

When we discuss our products and services with you, we will make sure you understand:

- what the product is and how it works
- any key features or limitations
- the costs involved

Our role is to give you the information you need in a clear and straightforward way, so you can make informed decisions with confidence.

The sections that follow explain how you can access these services and the safeguards we have in place to protect your money and your information.

4. Supporting You Through Your Financial Needs

Your financial needs change over time. At different stages, you may be focused on managing your day-to-day finances, protecting what matters to you, or planning ahead.

This section explains these needs at a high level and what you can expect from us in each area. More detailed information on deposit accounts and lending is provided later in this Charter.

4.1 Protecting you and what matters to you

Protecting yourself, your family, and your assets is important at every stage of life. This includes protecting your income, your home, your assets, and the people who depend on you.

This may involve:

- keeping your money and personal information secure
- helping you recognise and report scams
- handling complaints and concerns fairly and independently
- explaining any protections linked to borrowing

In some cases, protection needs may also involve solutions such as life insurance, income protection, or home and contents insurance. We will help you understand what these options mean, including any key features, costs and limitations, so you can decide what is right for you.

Insurance products are provided under the terms and conditions of the insurer and are subject to applicable regulatory requirements. Detailed information, including policy documents and key information, will be provided as part of the application or purchase process so you can review this before making a decision.

If you would like to learn more, you can visit ***https://www.bov.com/protections*** or book an appointment at ***https://myappointment.bov.com***

4.2 Managing your money

Managing your money is about handling your day-to-day finances confidently, while preparing for important milestones such as education, buying a home, or purchasing a car.

We support you by:

- helping you open and manage your accounts in a clear and straightforward way
- providing payment services for your day-to-day banking needs
- enabling you to apply for lending products such as loans, credit cards and overdrafts
- being clear about fees, charges and expected timeframes

You can find more detailed information on deposit accounts, lending, fees and complaints in the sections that follow.

4.3 Planning ahead

Some financial decisions are about looking further ahead. You might be thinking about saving for the longer term, investing, or preparing for later stages of life, such as retirement.

When you speak to us about planning ahead, our role is to help you understand your options clearly, so you can decide what is right for you.

This means you can expect us to:

- explain things in a way that is easy to follow
- make the relevant documents and disclosures available to you
- highlight any key terms, risks and conditions you need to be aware of

Where investment services are involved, we will explain the type of service being offered, including whether we provide recommendations (advisory) or whether you choose the products yourself (non advisory), so you understand the level of support you will receive.

Some of these decisions can feel complex, and investment products carry risk. They may not be suitable for everyone. That is why we assess whether a product is appropriate for your needs and, where applicable, may provide recommendations based on that assessment.

Planning ahead may involve a combination of savings, investment and protection solutions. In some cases, this will involve a separate application or advisory process. When this happens, we will guide you through what to expect and make sure you have the information you need at each step.

This Charter explains how we will communicate with you and support you through these processes. It does not replace any product documentation or constitute financial advice.

If you would like to explore your options further, you can:

Visit our website

https://www.bov.com/investments

Complete the form

Complete the form on the webpage and a member of our team will contact you

Book an appointment

Visit one of our Investment Centres or branches at

https://myappointment.bov.com

5. Deposit Accounts

AT A GLANCE

- You can choose from a range of deposit accounts to help you save and manage your money.
- Depending on the account type, you can apply online, through Internet Banking, or at a branch, and we'll guide you accordingly.
- We'll tell you what documents and information we need to process your application.
- After approval, your account is usually opened within 10 business days.
- Eligible deposits are protected up to €100,000 per account holder under the Depositor Compensation Scheme.

5.1 What is a Deposit Account?

Deposit accounts are one of the main ways we support you in managing your money day to day. They allow you to hold and manage your money, and in some cases make and receive payments.

Our accounts currently available for new applications include:

Current Accounts	Savings Accounts	Young Savers Accounts
Basic Payment Accounts	Restricted Savings Accounts	Business Current Accounts
Business Savings Accounts	Pooled Savings accounts	Pooled Current accounts

BOV ACCOUNTS WITH A CREDIT LIMIT

Some payment accounts may include a credit limit, which allows you to use funds above your available balance in line with agreed terms and conditions. If you apply for a credit limit, we will need to carry out an additional assessment, which may take more time. For more information, see Section 6.3.

Overdraft Accounts · Budget Accounts

Some account types are no longer available for new applications. If you already hold one of these, you can still find the relevant information on our website at: ***https://www.bov.com/terms-and-conditions***. These include:

Term Deposits	eAccounts	Call Accounts	Reserve Cheque Accounts

5.2 How You Can Apply for an Account

You can open an account in a way that suits you best, depending on whether you are a new or existing customer. The options available for each account type are outlined below.

Account type	Customer type	Applying for an Account
BOV Savings Account	New BOV customer	Online: ***https://join.bov.com*** or Branch appointment: ***https://myappointment.bov.com***
BOV Savings Account *(additional account)*	Existing BOV customer	Internet Banking: ***https://ebanking.bov.com*** or Branch appointment: ***https://myappointment.bov.com***
Other deposit accounts *(including business accounts)*	New or existing BOV customer	**Book an in-branch appointment:** Online: ***https://myappointment.bov.com*** or Phone: **+356 2131 2020** or Visit your preferred BOV Branch

Once you apply, your application moves through four steps:

1. **Application Review (5.3)**
   We start reviewing your application and contact you if we need any additional information or documents, so it can move forward.
2. **Application Outcome (5.4)**
   Once we have all information required under AML/CFT legislation, we complete our assessment and notify you. If approved, your account is opened and activated within 10 business days.
3. **Account Opening (5.5)**
   We invite you to your preferred branch to review and sign the account opening documents. You have up to 60 days to complete the process.
4. **Account Activation (5.6)**
   Your account is activated once all identification, verification and opening steps are complete, and you can start using it straight away.

5.3 Application Review

Once we have started reviewing your application, we may contact you if we need any additional information or documents.

5.4 Application Outcome

Once we have received all information and documentation required under applicable anti-money laundering (AML) and countering the financing of terrorism (CFT) legislation, we will complete our assessment and notify you of the outcome of your application.

If your application is approved, we will ensure that your account is opened and activated within 10 business days from the date of approval.

If your application is declined, we will notify you in writing and explain the next steps should you wish to discuss or appeal this outcome.

5.5 Account Opening

To complete your application, we will invite you to visit your preferred branch to review and sign the account opening documents. We will guide you through this step so you know what to expect.

If you are unable to visit the branch within a few days, we will adjust the timeframe accordingly.

For accounts with credit facilities, activation may take longer than 10 business days due to the additional assessments required, and we will let you know if this applies.

You will have up to 60 days to complete the process. If we do not hear from you within this time, we will assume that you no longer wish to proceed and your application will be treated as abandoned.

If you decide to continue after this point, you can start a new application and we will support you through the process.

WHAT TO EXPECT

The overall timeframe will depend on when all required information and documentation are provided and, where applicable, when you are available to complete the account opening process at a branch.

5.6 Deposit Account Activation

Your account will be activated once all identification, verification and account opening steps have been completed. At that point, you will be able to access and start using your account straight away.

5.7 Documentation and Data

We will let you know clearly which documents are needed to support your application. These typically include:

If you are	Documents required
Opening a BOV Savings Account	**Valid unexpired identification:** Maltese ID card, Maltese Residency Card, or Passport. **Tax Identification Number (TIN):** Your country's tax authority issues this number. If you're unsure where to find it, you can check examples by country here: ***https://www.oecd.org/en/networks/global-forum-tax-transparency/resources/aeoi-implementation-portal/tax-identification-numbers.html*** **Proof of TIN:** A document that shows your TIN (for example, a tax certificate or official letter). **Proof of permanent residential address:** If your permanent address differs from that indicated on your ID, please provide a utility bill (not older than 6 months) or a rental agreement showing your address.
Registering as a Sole Trader	*Same as opening a BOV Savings Account*, plus VAT Certificate & VAT Information Sheet.
Opening a BOV Young Savers Account *(child under 15)*	*Same as opening a BOV Savings Account*, plus the child's birth certificate.

We understand that every application is different, so in some cases we may need additional information depending on your individual circumstances. If this is required, we will explain what is needed and why, so you know what to expect.

We will assess your application based on the information and documents you provide. To help us assess your application correctly, meet our legal and regulatory obligations, and offer products and services that are appropriate for your needs, it is important that the information and documentation you provide are complete, accurate and up to date, and that you inform us promptly of any changes.

Providing complete and accurate information and documentation from the outset helps us review your application more efficiently. If we do not have the information we need, we may be unable to complete our assessment or proceed with your application.

5.8 Deposit Protection

Your eligible deposits with us are protected by the Depositor Compensation Scheme up to a maximum of €100,000 per account holder per credit institution.

This means that if you hold more than one deposit with the same credit institution, the total balance across all your deposits is covered up to this limit.

For joint accounts, the €100,000 protection limit applies separately to each account holder.

You can find more information on the scheme at: ***https://www.bov.com/meta/downloads/depositor-compensation-scheme***

5.9 Disputes and Complaints Process

If we are unable to proceed with your application and you are not satisfied with the outcome, you can raise a complaint in line with our Complaints Handling process (see Section 9). We will review your complaint fairly and work to resolve it as quickly as possible.
If you remain dissatisfied after our review, you may refer your complaint to the Office of the Arbiter for Financial Services (OAFS). Further details on how to do this are provided in Section 9.5 of this Charter.

5.10 Terms and Conditions

You can find our General Terms and Conditions, as well as those specific to Deposit Accounts, on our website at: ***https://www.bov.com/terms-and-conditions***. We can provide you with a printed copy free of charge. Simply;

We can provide you with a printed copy free of charge. Simply;

REQUEST A PRINTED COPY

customercare@bov.com • **+356 2131 2020** • **Visit your preferred BOV Branch**

5.11 Tariff and Fee information documents

To help you understand the fees linked to our products, services, and accounts, you can view our Tariff of Charges and Fee information documents on our website: ***https://www.bov.com/tariff-charges-and-fids***

6. Credit Agreements

AT A GLANCE

- We offer a range of lending products, including home loans, personal loans, overdrafts, credit cards, and business financing.
- We're here to help you explore the borrowing options available to you.
- We'll explain the information needed to support your application.
- All applications are subject to a creditworthiness and affordability assessment.
- Processing times vary depending on the product and the information provided.

6.1 What is a Credit Agreement?

A credit agreement explains the terms of any borrowing you take with us. It sets out how much you can borrow, how repayments work, and any conditions that apply.

Credit agreements can support you in achieving important goals, such as buying a home, managing your finances, or growing your business. They cover a range of products that allow you to borrow money and repay it over time, including:

- personal loans
- home loans (mortgages)
- overdrafts on personal and business accounts
- credit cards and other **revolving credit** facilities
- business financing

You can ask for information about our lending products whether you already bank with us or are considering becoming a customer.

If you are not yet a customer, you will need to open a deposit account with us before applying for lending. We will guide you through this process and explain what is required.

GOOD TO KNOW

All lending applications are subject to a creditworthiness assessment. This helps us understand your needs and commitments so we can assess whether the credit is right for you. To complete this assessment, we may ask you for information and supporting documentation. If your application is approved, we will prepare the relevant documentation and explain the next steps clearly.

You can find more information about our lending products on our website:

- Personal Lending Facilities: ***https://www.bov.com/personal***
- Business Financing Options: ***https://www.bov.com/business***

6.2 How to Apply for Lending

Applying for personal and business lending	For personal loans, credit cards, overdrafts and business financing, you can book an appointment to discuss your credit needs with us: online at ***https://myappointment.bov.com***, by calling us on **+356 2131 2020**, or by visiting your preferred branch. This helps us understand your situation and explain the options available to you, so you can proceed with your application.
Applying for a home loan	You can begin your home loan journey by booking a virtual or in branch appointment using the options above. For certain home loan applications, you can also apply online through our Home Loan portal. These include: first-time buyers, second residences, rental or investment purposes, and environmentally friendly options through the BOV Green Home Loan. You can access the portal here: ***https://homeloan.bov.com***
When you will need an appointment	In some cases, you will need to book a virtual or in branch appointment to proceed with your application. This applies if: you have existing business lending and require a home loan, you are applying for refinancing, you are applying for a bridge loan, the loan is in a foreign currency, or you have been residing in Malta for less than 30 months.

6.3 Credit Agreements Indicative Timeframes

We know that timing matters when you are applying for credit. The time it takes to assess your application depends on the type of lending and starts once we receive a complete application with all the required information.

The timeframes below are indicative and may vary depending on the complexity of your application and how quickly any additional information is provided. If we need anything further from you along the way, we will let you know and keep you updated so you understand what to expect. Providing accurate and complete information at the start helps us review your application more efficiently. Here is what you can typically expect:

Lending type	Indicative timeframe
Credit cards	**5** business days
Unsecured personal lending	**10** business days
Secured personal lending *Secured by savings or investments*	**10** business days
Personal overdraft	**15** business days
Business loans & overdraft *Sole traders*	**15** business days
Home loans / loans secured by hypothec *Property used as security*	**25** business days

WHAT THIS MEANS FOR YOU

The time it takes to assess your application depends on the type of lending, the complexity of your application, and when we receive all the information and documentation needed to complete our assessment. If we require anything further, we will explain what is needed.

If your application involves more complex arrangements, or if you already have existing lending with us, additional checks may be required. This may extend the time needed for a decision, and we will keep you informed throughout the process.

As part of our commitment to responsible lending and ensuring we make decisions that are right for you, we assess your creditworthiness and affordability using the information you provide and authorised data sources. To do this fairly and responsibly, we need some specific information. If this information is not provided, we won't be able to complete our assessment or proceed with your request for credit. This may result in us being unable to grant the credit requested.

6.4 Documentation and Data

We will let you know which documents are needed to support your application. These will vary depending on the type of lending and your individual circumstances, but typically include identification, proof of address, proof of income and, for home loans, details of the property you wish to purchase.

To help you prepare in advance, you can refer to our document checklists, which outline the information required for different types of lending:

Credit cards checklist

Personal loans checklist

Home loans checklist

We understand that every application is different, so in some cases we may need additional information. If this is required, we will explain what is needed and why, so you know what to expect.

Providing complete and accurate information at the start helps us move things forward more quickly. If anything is missing, we will let you know and guide you on what to do next, so your application can continue without unnecessary delays.

If you would prefer a printed copy of the document checklists, we can provide this free of charge. You can request this by:

REQUEST A PRINTED COPY

customercare@bov.com • **+356 2131 2020** • **Visit your preferred BOV Branch**

6.5 Security or Collateral

For some types of lending, particularly home loans and secured personal loans, you may be asked to provide security or collateral. This is part of how we make sure lending is appropriate for your situation and managed responsibly.

Depending on the type of loan, this may include using your savings, investments or property as security.

For home loans, we require a minimum of three types of Security:

1. Legal **hypothecs**, which provide the Bank with a legal right over the property being financed (legal rights that allow us to use the property you offer as security if the loan is not repaid).
2. A pledge on a life assurance policy that covers the amount of the loans from an Insurance Company acceptable to the Bank.
3. A pledge on building insurance policy to cover the replacement value of the property being hypothecated.

In some cases, we may also ask for additional security, such as a guarantee from another person or a pledge on savings or investments.

We will talk you through what is required in your case and explain what it means in practice, so you feel comfortable before making a decision.

6.6 Disputes and Complaints Process

If we are unable to proceed with your application and you are not satisfied with the outcome, you can raise a complaint in line with our Complaints Handling process (see Section 9).

We will review your complaint fairly and work with you to resolve it as quickly as possible.

If you remain dissatisfied after our review, you may refer your complaint to the Office of the Arbiter for Financial Services (OAFS). Further details on how to do this are provided in Section 9.5 of this Charter.

6.7 Terms and Conditions

The terms and conditions for credit agreements explain how your borrowing works, including your rights and responsibilities. You can review these at any time on our website: ***https://www.bov.com/terms-and-conditions***.

If you would prefer a printed copy, we can provide this free of charge. You can request this by:

REQUEST A PRINTED COPY

customercare@bov.com • **+356 2131 2020** • **Visit your preferred BOV Branch**

7. Fees and Charges

We want you to feel clear and confident about any fees and interest charges that apply to your accounts and products, so you are not faced with any unexpected costs.

We will make sure you understand what fees or interest apply when you open, use, maintain or close a deposit account or credit agreement.

Where relevant, we will also explain:

- whether interest rates are fixed or variable
- how interest is calculated
- when interest starts to apply

You can find our full schedule of fees and charges, together with our Fee Information Documents, on our website at: ***https://www.bov.com/tariff-charges-and-fids***

If you have any questions about fees, you can contact us and we will be happy to explain.

8. Keeping You Safe: Protecting Your Personal Information and Finances

Your safety is our priority. With the growing risk of fraudulent activity, we are committed to safeguarding your personal information and your finances at all times.

To help keep you informed and vigilant, we regularly share updates and practical guidance through several channels. These include awareness campaigns on our social media platforms and SMS alerts sent directly to your mobile device. These communications are designed to help you recognise common scam tactics, stay aware of emerging risks, and feel confident in identifying suspicious activity.

We also maintain two dedicated pages on our public website to support you with up to date information and practical advice:

> **Spot the Scam — how to recognise scams and what to do next**
>
> **Protecting Your Money — guidance on how to stay safe and protect your finances**

These resources are regularly updated to help you stay secure, aware, and in control.

8.1 How to Report a Scam

If you think you may have been targeted by a scam, we're here to help. You can contact us by:

- Calling **+356 2131 2020**, or
- Speaking with **BOVEY**, our Virtual Assistant available 24/7 on our website.

No matter how small the concern may seem, reach out. We will listen, guide you through the next steps, and support you throughout the process.

9. Complaints Handling

AT A GLANCE

- You can submit your complaint in Maltese or English.
- You will receive an acknowledgement immediately if you submit your complaint digitally, or within 2 business days if submitted through another channel.
- You can generally expect a response within 15 business days of your complaint being acknowledged.
- If your complaint is more complex, we will keep you updated and provide a final response within 35 business days.
- If you are not satisfied with the outcome, you can refer your complaint to the Office of the Arbiter for Financial Services.

WHAT THIS MEANS FOR YOU

You will not be left wondering what is happening with your complaint. We will acknowledge it, keep you updated if additional time is needed, and explain the outcome and any next steps available to you.

9.1 Lodging a complaint

If something has not gone as it should, we would like to hear from you. We take all concerns seriously and work to resolve them quickly and fairly.

You can submit a complaint in either Maltese or English.

In many cases, the quickest way to resolve an issue is by raising it directly with the branch or unit where the transaction took place or where your account is held. If you feel the issue has not been resolved, or if you would prefer to raise a formal complaint, you can do so using one of the following options:

- Complete our digital Complaint Form available through: ***https://www.bov.com/complaint-form-0***
- If you are unable to access the digital complaint form, you may write to us at the following address:

Customer Resolution Unit,
Bank of Valletta p.l.c.
BOV Centre, Triq il-Kanun,
Zone 4, Central Business District
Santa Venera CBD 4060 – Malta

9.2 Acknowledgement

Once we receive your complaint, we will let you know and explain what happens next.

If you submit your complaint digitally, this acknowledgement will be immediate. If you contact us through another channel, we will acknowledge your complaint within 2 business days.

9.3 Investigation and Resolution

Your complaint will be reviewed by a member of staff who was not directly involved in the matter, so it can be considered fairly and objectively.

15

business days to resolve standard complaints from acknowledgement

35

business days for a final response on more complex complaints

We will resolve standard complaints within 15 business days from the date we acknowledge your complaint.

If your complaint is more complex and requires additional time, we will keep you updated on progress and provide a final response within 35 business days.

You can find more information about how we handle complaints in our Complaints Handling Policy at:
https://www.bov.com/api/v1/download/complaint-handling-policy

9.4 Outcome and Review

Once our review is complete, we will write to you to explain the outcome clearly and outline any actions we will take to resolve your complaint.

9.5 Escalation to Independent Authority

If you remain dissatisfied after our review, you may refer your complaint to the office of the Arbiter for Financial Services (OAFS):

OFFICE OF THE ARBITER FOR FINANCIAL SERVICES

www.financialarbiter.org.mt • **+356 8007 2366** • **+356 2316 6221**

Address: The Office of the Arbiter for Financial Services, N/S in Regional Road, Msida MSD 1920 - Malta

You may also choose to take your case to the Maltese courts.

9.6 Record Keeping

We keep a record of all complaints for 5 years and use your feedback to improve our services.

10. Use of Personal Data

We are committed to ensuring that your privacy and personal data is protected at all times. We will use and safeguard any information that you disclose to us as required by the applicable data protection laws and regulations. Our Privacy Notice explains how we process your personal data and can be accessed via our website at ***https://www.bov.com/website-privacy-policy***.

11. Accessibility and Availability

This Charter is always available on our website. If you would prefer a printed or digital copy, we can provide this free of charge on request. We are committed to making this Charter and related information accessible to everyone, including customers who may need additional support or who prefer non digital formats.

We review this Charter regularly to make sure it remains up to date.

12. Ongoing Duties

We regularly review how we operate to make sure we continue to deliver a positive and consistent experience for you. This includes:

- keeping you at the centre of everything we do
- identifying and managing risks effectively
- letting you know in advance about any changes to fees, interest rates or terms

We also review this Charter regularly to ensure it continues to reflect our values, meet your expectations, and comply with regulatory requirements.

13. Monitoring

We will measure how well we follow this Charter by:

- Listening to your feedback through customer satisfaction surveys
- Reviewing complaints and resolution times to make sure issues are handled quickly and fairly
- Reviewing our response and processing timeframes so you know we are meeting expectations and improving where needed
- Carrying out independent internal reviews to ensure accountability and continuous improvement

14. Compliance Note

This Customer Charter has been prepared taking into consideration the forthcoming requirements of the MFSA Conduct of Business Rulebook for Credit Institutions Offering Retail Products and Services as well as applicable consumer protection laws, to help ensure that you are treated fairly and transparently.

15. Regulatory Disclaimers

All loans are subject to normal bank lending criteria, credit approval by the Bank, and a credit agreement. Security may be requested, including mortgage or other comparable security. The loan is to be secured by a first-ranking hypothec and special privilege over the property being financed, a first-ranking pledge over a life-assurance policy covering the whole loan amount, and a buildings-insurance policy for the replacement cost of the property being financed. If repayments are not maintained, the Bank may take steps to sell the property financed following legal proceedings and the borrower may lose the property.

Further terms and conditions are available from ***https://www.bov.com/terms-and-conditions***.