

BOV Shareholders' Club

Benefits Information Guide
Applicable from 30 May 2023

BOV Shareholders' Club

Benefits Information Guide

The BOV Shareholders' Club is a suite of benefits designed specifically with BOV Shareholders in mind.

In this document, you will find a list of benefits in relation to products and services offered by BOV, as well as benefits in relation to products and services offered by participating third parties, such as hospitals and clinics.

The benefits available to Shareholders depend on the number of shares held as may be decided by the Bank from time to time. In this regard, the benefits are divided into four packages: Silver, Gold, Platinum and Diamond as follows:

Package	Number of BOV Shares
Silver	1 - 15,000
Gold	15,001 - 50,000
Platinum	50,001 - 100,000
Diamond	100,001 +

Shareholders are kindly asked to read the Terms and Conditions below before seeking to avail themselves of the benefits listed below.

Silver Package Benefits

BOV Cards - annual fee rebates	50% rebate on the BOV Visa Classic Card, and BOV Skypass annual fees.
BOV Stockbroking	15% discount on fees charged on deals in securities listed on the Malta Stock Exchange.
Saint James Hospital Group www.stjameshospital.com	10% discount on hospital/clinic fees (e.g, on hospital accommodation fees and operating theatre fees) at all outlets listed in Term 6 of the terms and conditions contained in this document.
BOV Asset Management	Monthly Investment Plans - Free of Charge on all Monthly Investment Plans - offer is subject to a maximum equivalent of €250 per month.

Gold Package Benefits

BOV Cards - annual fee rebates	50% rebate on the BOV Visa Classic Card, BOV Skypass and BOV Gold Card annual fees.
BOV Personal Loans	0.20% reduction in personal loans financing rates. (Not in conjunction with any other special offer)
BOV Stockbroking	25% discount on fees charged on deals in securities listed on the Malta Stock Exchange.
Saint James Hospital Group www.stjameshospital.com	10% discount on hospital/clinic fees (e.g, on hospital accommodation fees and operating theatre fees) at all outlets listed in Term 6 of the terms and conditions contained in this document.
BOV Asset Management	Monthly Investment Plans - Free of Charge on all Monthly Investment Plans - offer is subject to a maximum equivalent of €250 per month. Investment Solutions - 25% discount on normal up front fee subject to minimum investment of €10,000.

Platinum Package Benefits

BOV Cards - annual fee rebates	50% rebate on the BOV Visa Classic Card, BOV Skypass, BOV Gold Card and BOV Platinum Card annual fees.
BOV Personal Loans	0.20% reduction in Personal Loan financing rates. (Not in conjunction with any other special offer)
BOV Stockbroking	50% discount on fees charged on deals in securities listed on the Malta Stock Exchange.
Saint James Hospital Group www.stjameshospital.com	10% discount on hospital/clinic fees (e.g, on hospital accommodation fees and operating theatre fees) at all outlets listed in Term 6 of the terms and conditions contained in this document.
BOV Asset Management	Monthly Investment Plans - Free of Charge on all Monthly Investment Plans - offer is subject to a maximum equivalent of €250 per month. Investment Solutions - 50% discount on normal up front fee subject to minimum investment of €10,000.

Diamond Package Benefits

BOV Cards - annual fee rebates	50% rebate on the BOV Visa Classic Card, BOV Skypass, BOV Gold Card and BOV Platinum Card annual fees.
BOV Personal Loans	0.25% reduction in Personal Loan financing rates. (Not in conjunction with any other special offer)
BOV Stockbroking	50% discount on fees charged on deals in securities listed on the Malta Stock Exchange.
Saint James Hospital Group www.stjameshospital.com	10% discount on hospital/clinic fees (e.g, on hospital accommodation fees and operating theatre fees) at all outlets listed in Term 6 of the terms and conditions contained in this document.
BOV Asset Management	Monthly Investment Plans - Free of Charge on all Monthly Investment Plans - offer is subject to a maximum equivalent of €250 per month. Investment Solutions - 50% discount on normal up front fee subject to minimum investment of €10,000.

Terms and Conditions

Participation in the BOV Shareholders' Club 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, Triq San Żakkarija, Il-Belt Valletta VLT 1130 - Malta, with registered number C2833;
- b. 'Shareholder' means the Shareholder whose identity card number is used to open the MSE account (i.e. the first named Shareholder) on the Malta Stock Exchange Register and who is recognised as such in terms of the Bank's Memorandum and Articles of Association. Spouses and/or any other person who holds the shares jointly with the Shareholder do not qualify for the Shareholders' Club. In addition, for the purposes of the Club the definition excludes Shareholders which are corporates or other entities;
- c. 'Third Party' means any provider of a benefit under the BOV Shareholders' Club other than Bank of Valletta p.l.c.;
- d. 'Benefits' refers to the benefits collectively under the BOV Shareholders' Club.

2. **The Benefits** that are extended to Shareholders depend on the number of shares held and are divided into four packages: Silver, Gold, Platinum and Diamond as indicated in the Shareholders' Club Benefits Information Guide.

3. Credit Cards:

- a. The Benefit consisting of a 50% rebate on the credit card annual fee is not granted by way of a 50% reduction of the fee of the applicable cards on due date, but as a refund of 50% of the full fee. This means that the full fee will be deducted from the credit card account (account), and the rebate will be subsequently credited to the account on a later date, normally within 30 days. Should the refund not have been credited within 30 days, kindly contact the Office of the Company Secretary. Shareholders are informed that no claims arising from a delay in crediting of the fee rebate will be accepted and that card holders remain subject to the Terms and Conditions regulating their card, including the obligation to effect the minimum payments as per the credit card statement;
- b. The Benefits are not applicable to credit cards held in the name of the spouse of a Shareholder, to supplementary cards and to credit cards in the name of a Shareholder but pertaining to a third party, such as corporate credit cards;
- c. Increases in credit card limits remain subject to normal bank lending criteria and final approval from your BOV Branch.

4. BOV Personal Loans

- a. Applications for Personal Loans are subject to a credit scoring exercise;
- b. Loans are subject to normal Bank lending criteria and final approval from your BOV branch. Terms and Conditions apply;
- c. Unless otherwise indicated, interest rates on credit facilities are calculated as a percentage over the Consumer Lending Bank Base Rate (CLBBR). The CLBBR is the basis, established by the Bank from time to time on which the rate of interest payable generally on consumer lending is determined. In order to verify the present CLBBR, you may either access our website on [https://www.bov.com/documents/bank base rate](https://www.bov.com/documents/bank%20base%20rate), contact our customer care on 2131 2020 or approach your local branch;
- d. In order to benefit for a reduction in personal loans financing rates, the Shareholder is to inform the BOV representative that he/she is a BOV Shareholder at loan application stage.

5. BOV Stockbroking

Shareholders remain subject to the minimum charge specified in the Bank's Tariff of Charges.

6. Saint James Hospital Group:

The discount is not applicable on the outpatient clinic fee, cosmetic surgery fees and laboratory fees. The following is a list of Saint James Hospital Group Outlets:

- Saint James (Capua) Hospital, Tas-Sliema
- Saint James Hospital, Iż-Żejtun
- Saint James Highway Clinic, Burmarrad
- Niume, Centris Business Gateway, L-Imrieħel

7. General Terms and Conditions specific to Benefits offered by a Third Party

- a. Shareholders are to apply for and secure the Benefits at enquiry stage and before payment is made. After payment is made, Shareholders are not entitled to claim the Benefit;
- b. The Benefits are not applicable on professional fees (such as doctors' fees), and cases where any expenses are covered in full or in part by an insurance company, employer or other third party;
- c. To apply for any benefit, a Shareholder must present proof of shareholding to the relevant Third Party. This can take the form of the latest Malta Stock Exchange statement of holdings or dividend advice. In the case of shareholding held under nominee a recent letter not older than one month issued by the subscribing Stockbroker is to be presented;
- d. Information regarding the Benefits provided by a Third Party is available from the relevant Third Party;

- e. 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 short or no notice was given by the Third Party. It is for this reason that it is very important that Shareholders discuss the Benefit with the Third Party before choosing to use the Third Party's services or purchase their products.

8. General Terms and Conditions:

- a. Shareholders are to mention that they are BOV Shareholders and the BOV Shareholders' Club before seeking to avail themselves of any product or service on which they are entitled to a Benefit;
- b. The Bank reserves the right to decline any application for any of its products and/or services at its own discretion;
- c. To apply for any benefit, a Shareholder must present proof of shareholding to the relevant Third Party. This can take the form of the latest Malta Stock Exchange statement of holdings or dividend advice. In the case of shareholding held under nominee a recent letter not older than one month issued by the subscribing Stockbroker is to be presented;
- d. The Benefits will be terminated immediately in the event that the number of shares held by the Shareholder falls below the minimum shareholding required to benefit;
- e. Eligibility to the Benefits under the BOV Shareholders' Club will also immediately cease upon the demise of the Shareholder;
- f. The Benefits may not be availed of in conjunction with any other benefit, discount, offer, or special package;
- g. The non-application of a Benefit offered by the Bank (excluding Benefits by Third Parties) may be rectified by the Bank if the Shareholder was entitled to the Benefit under the Terms and Conditions of the Shareholders' Club. Rectification will be limited to claims related to the non-application of Benefits in the current financial year;
- h. It is the Shareholder's responsibility to check that he/she benefiting from the BOV Shareholders' Club and to bring any queries to the attention of the Office of the Company Secretary;
- i. 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 and may be subject to other applicable fees and charges as per Bank's Tariff of Charges;
- j. The Benefits, Terms and Conditions contained in this Product Information Guide shall apply from the 15 June 2022;
- k. The Bank reserves the right to discontinue the BOV Shareholders' Club at any time and make changes thereto and will endeavour to give the Shareholder reasonable notice of any withdrawal and/or amendment of the above Benefits.

Contact Us

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Bank of Valletta p.l.c. is a public limited company licensed to carry out the business of banking and investment services in terms of the Banking Act (Cap. 371 of the Laws of Malta) and the Investment Services Act (Cap. 370 of the Laws of Malta).

Bank of Valletta p.l.c. is an enrolled tied insurance intermediary of MAPFRE MSV Life p.l.c. MAPFRE MSV Life is authorised by the Malta Financial Services Authority to carry on long term business of insurance under the Insurance Business Act 1998.

Bank of Valletta p.l.c. is authorised to act as a trustee by the Malta Financial Services Authority.

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