

Dear Sir/Madam,

Re: **New Banking Activity Terms and Conditions**

In accordance with Section 30 of the 'General Account Management Terms' which you signed, which allows the Bank to modify, from time to time, the terms and conditions that regulate the customer's activity at the bank, we hereby notify you of the following changes:

**General Account Management Terms – 8.2025**

**Section 19.1:**

Old language:

My address is the last address, notice of which was received at the Bank.

New language:

My address is the last address, notified to the Bank, or the one identified by the Bank in an investigation conducted thereby.

**Section 26.1:**

Old language:

I will not be entitled to transfer to another my rights vis-à-vis the Bank, in whole or in part, without the Bank's prior written consent.

New language:

I shall not be entitled to transfer or pledge to another my rights vis-à-vis the Bank, in whole or in part, without the Bank's prior written consent.

**Annex E - Privacy Policy - opening**

Old language:

Mizrahi Tefahot Bank Ltd. respects your privacy and deems protection thereof to be of significant importance. The Bank makes considerable efforts in order to protect the information provided by you, and takes many measures to protect your privacy and secure the information. It is important to us that you understand what information about you is collected by us in the framework of the banking services that you use or in connection therewith, what we will do with this information and with whom we may share it. We shall describe all of the aforesaid herein in order that you will be able to decide whether you wish to receive banking services from us. The document is written in the masculine gender for the sake of convenience only, but .is intended for all genders

The privacy policy specified herein applies to you if you are an individual (other than Sections 6-7 that apply to both individuals and corporations).

New language:

Mizrahi Tefahot Bank Ltd. respects your privacy and deems protection thereof to be of significant importance. The Bank makes considerable efforts in order to protect the information provided by you, and takes many measures to protect your privacy and secure the information. It is important to us that you understand what information about you is held by us in the framework of the banking services that the Bank provides you, what we will do with such information and with whom we may share it. We shall describe all of the aforesaid herein so that you will be able to decide whether you wish to receive banking services from us. The document is written in the masculine gender for convenience purposes only, but is intended for all genders. This policy also applies to persons who are not yet actual customers but have contacted us to for banking services.

Part of our services, or the Bank's apps and websites, may be subject to additional or different provisions. Please pay attention to the updates and notices posted there.

**Annex E - Privacy Policy – section 1 "Who are we and how do you contact us"**

Old language:

Mizrahi Tefahot Bank Ltd. (the "Bank") holds a license to engage in banking in Israel. You can always contact the Protection of Privacy Officer at the Bank with any question pertaining to this privacy policy or the manner in which we use information about you, in one of the following ways:

**The Protection of Privacy Officer**

Mizrahi Tefahot Bank Ltd. – Head Management  
13 Abba Hillel Silver St., Lod 7129463  
Fax: 076-8622945  
E-mail: [privacy@umtb.co.il](mailto:privacy@umtb.co.il)

New language:

Mizrahi Tefahot Bank Ltd. (the "Bank") holds a license to engage in banking in Israel. You can always contact the Protection of Privacy Officer at the Bank with any question pertaining to this privacy policy or the manner in which we use information about you, in one of the following methods:

**The Protection of Privacy Officer**

Mizrahi Tefahot Bank Ltd. – Head Management  
13 Abba Hillel Silver St., Lod 7129463  
E-mail: [privacy@umtb.co.il](mailto:privacy@umtb.co.il)

**Annex E - Privacy Policy – section 2 "What is the significance of provision of the information"**

Old language:

Provision of the information is dependent on your free consent and wish and is not required by law. However, without the requested information, we may not be able to provide you with the banking services for which you approached us, since the law requires the Bank to inquire into and document certain data as a condition to the opening and management of an account.

New language:

Provision of the information is dependent on your free will and consent and is not required by law. However, without the requested information, we will not be able to provide you with any banking services, since the law requires the Bank to inquire into and document certain data as a condition to the provision of the service.

**Annex E - Privacy Policy – section 3 "What information will we request from you"**

Old language:

We shall receive from you information that you deliver to us at your own initiative, and information that shall be collected about you when you use the Bank's services or you request to use the same. Such information will be kept by us as the banker deems essential to one or more of the purposes specified below:

- From time to time, such as, for example, when you approach us for the first time to receive banking services, you will be asked to provide information that includes, inter alia, your personal details (name, occupation, address and I.D. number and your contact details), your income and printouts from other banks where you banked in the past, and other relevant information;
- From time to time you may provide our bankers with other personal information, such as, for example, information about your marital status or health;
- From time to time we shall request information about your family members, including their occupation as well as identifying and authenticating details that are required, inter alia, from the credit card company that you have chosen or your loyalty program (such as mother's maiden name);
- From time to time we shall require information that statutes and other laws, such as those concerning prevention of money laundering and terror financing, require us to collect, in order to understand your sources of finance and the holders of the rights in the money;
- From time to time, when you request additional banking services from us, such as credit facilities, loans or mortgages, we shall request additional information from you that we shall require, such as, for example, economic information (pay slips, information about assets), your reports to Income Tax in the years preceding the application, and more;
- For purposes of identification and prevention of fraud, we sometimes collect biometric information such as facial images and voice characteristics;

In addition, upon use of the Bank's services we shall collect -

- Information on the transactions that you perform vis-à-vis the Bank – from the transactions in your account to guaranties that you have given for liabilities of others or you have received from them;
- Information on your transactions via various channels – at the branch, by telephone, ATMs, the website, apps, SMS channel, and all of the other channels that provide you interfaces with the Bank. Such information may include the pages you have viewed, the sources from which you reached the Bank's website, how long you spend on the website or apps, your location, etc.

#### New language:

We shall receive information that you provide us at your own initiative, and information that shall be collected about you when you use the Bank's services or you request to use the same.

- From time to time, such as, for example, when you contact us for the first time to receive banking services, you will be required to provide information that includes, inter alia, your personal details (name, occupation, address and I.D. number and your contact details), your income and printouts from other banks where you banked in the past, and other relevant information;
- From time to time you may provide our bankers with other personal information, such as information about your marital status or health;
- We may from time to time request information about your family members, including their occupation as well as identifying and authenticating details that are required, inter alia, from the credit card company that you chose or your loyalty program (such as mother's maiden name);
- We shall from time to time require information that is requested to be collected by laws and other statutes, such as those concerning AML/CFT, in order to understand your sources of finance and the holders of the rights in the money;
- When you request to receive banking services from us, such as credit facilities, loans or mortgages, we shall request additional information from you that we will need, such as economic information (pay slips, information about assets), your reports to Income Tax in the years preceding the application, etc.;
- For purposes of identification and prevention of fraud, we may collect biometric data such as facial images and voice characteristics;

In addition, upon use of the Bank's services we shall collect –

- Information on all of the transactions that you perform vis-à-vis the Bank;
- Information on your transactions via various channels – at the branch, by telephone, ATMs, the website, apps, text messages channel, and all of the other channels through which you are in touch with the Bank. Such information may include the pages you have viewed, the sources from which you reached the Bank's website, how long you spend on the website or apps, your location, pattern of use, etc.

#### **Annex E - Privacy Policy – section 4 "From what other sources does the information come"**

#### Old language:

Aside from information that you deliver to us directly or that is collected by us from the transactions that you perform at the Bank and in its systems, we shall receive, from time to time, information from other sources, including:

- Information from open sources such as the Population Registry or the Registrar of Companies in Israel;
- Information that is available on search engines, on social networks and on websites, on economic and other databases that the Bank uses inter alia for the prevention of money laundering and terror financing;
- Attachments that are received at the Bank from third parties, such as from the Execution Office, although we shall not use this information unless we receive separate consent from you;

- Credit data that is available to the Bank pursuant to law and includes information on repaid or delinquent loans, dishonored checks, etc. – however, we will not apply for a credit report on you unless we receive from you separate consent thereto;
- Other information that may be received from time to time at the Bank and is required by us in our opinion in order to provide the banking services and to achieve the purposes of this privacy policy;
- A specification of the transactions on bank charge cards in your possession.

New language:

Aside from information that you provide us directly or that is collected by us from the transactions that you perform at the Bank and in its systems, we shall receive, from time to time, information from other sources, including:

- Information from open sources such as the Population Register, the Registrar of Companies in Israel or legal databases;
- Any information that is available about you on the internet, including in search engines, on social media and on legal websites, as well as on economic and other databases that the Bank uses, including through external suppliers;
- Attachments that are received at the Bank from third parties, such as from the Execution Office. However, we shall not use this information without your explicit, separate consent;
- Credit data that is available to the Bank by law and includes information on repaid or delinquent loans, dishonored checks, etc. However, we will not apply for a credit report on you without your explicit, separate consent;
- Other information that is received at the Bank and is required by us in order to provide the banking services and achieve the purposes of this privacy policy;
- A specification of the transactions on bank charge cards in your possession.
- Data cleansing service providers with whom the Bank engages.

**Annex E - Privacy Policy – section 5 "How will we use the information"**

Old language:

We use the information -

- To manage your bank accounts, to decide which banking services we will provide you with (for example to decide whether to provide you with loans that you have requested), to provide you with our services in practice and to communicate with you;
- To offer you products and services which we believe may suit you. We shall send such offers to you from time to time via various channels through which we have an interface with you – in letters, via telephone, SMS, WhatsApp, e-mail, via the Bank's website or via the apps or other applications of ours. However, we shall not send you such offers via SMS or e-mail unless we receive from you separate consent thereto.
- To improve and enrich the services and content that we offer our customers. The information that we use for this purpose will mainly be aggregate or statistical information which does not identify you personally;
- For identification purposes as well as for the prevention of fraud, information security and risk management;
- To enforce the contractual engagement between you and the Bank, including to investigate disputes with you, if any;

- To fulfill the requirements of any law, regulation or other act of legislation that apply to the Bank. For example, according to law we are required to deliver to guarantors for your accounts and your loans information on your status and details regarding the credit agreement;
- To assist competent courts and authorities or any third party, insofar as shall be required of us by law;
- For purposes of research, service quality control, etc.;
- For any other purpose permitted by law.

New language:

We use the information –

- To manage your bank accounts, to decide which banking services we will provide you with, and to provide you with our services in practice and to communicate with you;
- To assess the risks involved in your activities with the Bank – for example, when providing you with credit;
- To offer you products and services which we believe may suit you. We shall send such offers to you from time to time via the various channels at the Bank, which serve you – in letters, via telephone, text messages, WhatsApp, e-mail, via the Bank's website or via the apps or other applications of ours. However, we shall not send you such offers via text messages or e-mail without your explicit, separate consent.
- To refine, improve and enhance the level of service and content that we offer our customers. The information that we use for this purpose will mainly be aggregate or statistical information which does not identify you personally;
- For identification purposes as well as for the prevention of fraud, information security and risk management;
- To enforce the contractual engagement between you and the Bank, including to investigate disputes with you, if any;
- To fulfill the requirements of any law, regulation or other act of legislation that apply to the Bank. For example, we are required to provide the guarantors for your accounts and your loans information on your status and details regarding the credit agreement;
- To assist the competent courts and authorities or any third party, insofar as shall be required of us by law;
- For purposes of research, service quality control, etc.;
- For any other purpose permitted by law.

**Annex E - Privacy Policy – section 6 "With whom will we share the information"**

Old language:

Generally, we keep the information about you confidential. However, we will be entitled to transfer the information to other entities in the following cases –

- To subsidiaries of the Bank that are integrated in its services (for example the Bank's IT company which manages its databases) or to those whose services you shall explicitly request, such as an insurance agency operated by us;
- In a joint account or in an account in which there is a power of attorney, we shall transfer to your partners or your authorized representatives all of the information about you, and of

course all of the information pertaining to such account, including a specification of charges on means of payment, such as credit cards;

- In an account in which there are guarantors, we shall transfer to them information about you and of course information pertaining to such account, insofar as the information is relevant to them as guarantors;
- When you, any of your partners in the bank account or your authorized representatives or authorized signatories in the account perform a transaction in the account which requires the cooperation of another bank or financial institution, we shall transfer to such bank or financial institution the information about you that is required for performance of the transaction;
- The Bank will be entitled, at any time, to disclose information about you to any body to which the Bank is considering assigning or transferring or sharing its rights or risks vis-à-vis you, subject to the information recipient's signing a confidentiality undertaking in language accepted at the Bank, unless it is subject to a professional and/or statutory or contractual duty of secrecy;
- If we receive a judicial order or demand by a competent authority instructing us to deliver your details or the information about you to such competent authority or to any other third party;
- To third parties that the Bank uses to provide you with its services, including printing houses, archive service providers, survey institutes, digital media management providers and more. They shall be entitled to hold, store and use the information for purposes of providing the services thereby, all subject to the Bank's instructions;
- To anyone to whom, according to the law, including foreign law, we are obligated to provide information about you;
- To any entity assisting or representing the Bank in any dispute, claim, lawsuit, demand or legal proceedings, if any, between you and us;
- If we organize the Bank's activity in a different framework, we shall change the Bank's legal structure, we shall merge with another body, or consolidate the Bank's activity with the activity of a third party, we shall transfer the information about you, and of course all of the information pertaining to such account, to such body, provided that it assumes vis-à-vis you the provisions of this privacy policy;
- To third parties, whether in Israel or overseas, including correspondents, custodians, authorities, stock exchanges and clearing houses that shall be used by us for purposes of providing the Bank's services or performing your instructions, or operating the services, according to the demand thereof. Note that any such third party shall handle the information according to its own policies and may provide information about you to companies in its group, external consultants, foreign regulatory authorities and other third parties, in Israel or overseas. We do not control the policies thereof or bear responsibility therefor;
- If the provision of information about you is intended to protect a vital public interest or a vital interest of the Bank or for purposes of conducting a legal proceeding.

If any of the information disclosure objectives specified above applies, the Bank shall take reasonable measures to limit the specifics of the information that shall be transferred to those required, in its opinion, in order to fulfil such objective.

New language:

Generally, we keep the information about you confidential. However, we shall be entitled to transfer the information to other entities in the following cases –

- To subsidiaries of the Bank that are integrated in its services (for example the Bank's IT company which manages its databases) or to those whose services you shall explicitly request, such as an insurance agency operated by us;
- In a joint account or in an account in which there is a power of attorney, we shall transfer to your partners or your authorized representatives all of the information about you, and of course all of the information pertaining to such account, including a specification of charges on means of payment, such as credit cards;
- In an account in which there are guarantors, we shall transfer to them information about you and of course information pertaining to such account (including information on repayment of credit for a loan guaranteed by them, and details on the credit agreement they have signed), insofar as the information is relevant to them as guarantors;
- When you, any of your partners in the bank account or your authorized representatives or authorized signatories in the account perform a transaction in the account which requires the cooperation of another bank or financial institution, we shall transfer to such bank or financial institution the information about you that is required for the performance of the transaction;
- The Bank may, at any time, disclose information about you to any entity to which the Bank is considering assigning or transferring or sharing its rights or risks vis-à-vis you, subject to the information recipient's signing of an NDA in the Bank's standard language, unless it is subject to a professional and/or statutory or contractual duty of secrecy;
- If we receive a judicial order or demand by a competent authority instructing us to deliver your details or the information about you to such competent authority or to any other third party;
- To third parties that the Bank uses to provide you with its services, including providers of computer services and apps, printing houses, archive service providers, survey institutes, digital media management providers and more. They shall be entitled to hold, store and use the information for purposes of providing the services thereby, all subject to the Bank's instructions;
- To anyone to whom, according to the law, including foreign law, we are obligated to provide information about you;
- To any entity assisting or representing the Bank in any dispute, argument, claim, lawsuit, demand or legal proceedings, if any, between you and us;
- If we organize the Bank's activity in a different framework, change the Bank's legal structure, merge with another entity, or consolidate the Bank's activity with the activity of a third party, we shall transfer the information about you, and of course all of the information pertaining to such account, to such entity, provided that it assumes the provisions of this privacy policy;
- To third parties, whether in or outside of Israel, including correspondents, custodians, authorities, stock exchanges and clearing houses that shall be used by us for the provision of the Bank's services or for performing your instructions, or operating the services, at their demand. Note that any such third party shall treat the information according to its own policies and may provide information about you to companies in its group, external consultants, foreign regulatory authorities and other third parties, in or outside of Israel. We do not control the policies thereof or bear responsibility therefor;



- If the disclosure of information about you is intended to protect a vital public interest or a vital interest of the Bank or for purposes of conducting a legal proceeding.
- In the event of death, access to your account and all information stored thereon shall be granted to your legal heirs or administrators in accordance with the provisions of the law.

If any of the information disclosure objectives specified above applies, the Bank shall take reasonable measures to limit the information disclosed solely to what it deems necessary to fulfill such purpose.

#### **Annex E - Privacy Policy – section 7 "Transfer of information outside of Israel"**

##### Old language:

Generally, we shall keep your personal information in the Bank's databases in Israel, but the information may also be kept at select suppliers outside of Israel. Your consent to this policy also constitutes consent to keeping the information at such suppliers overseas, and to the transfer thereof outside of Israel, insofar as necessary.

##### New language:

Generally, we shall keep your personal information in the Bank's databases in Israel, but the information may also be kept with suppliers outside of Israel. Your consent to this policy also constitutes consent to keeping the information at such suppliers overseas, and to the transfer thereof outside of Israel, insofar as necessary.

#### **Annex E - Privacy Policy – section 8 "Artificial intelligence" - new section**

We may use, from time to time, artificial intelligence systems for fulfillment of the purposes set out in this privacy policy. Such systems may be operated directly by the Bank or through companies in Israel and overseas that provide services to the Bank. We will make sure to use systems that maintain a high level of confidentiality, that have been approved by the Bank's Information Security Division, and we are obligated not to use your personal information for the general training of the system, unless we have first taken customary measures to conceal your identity.

In order to use artificial intelligence, we may process through it the personal information you have provided to us, that has accumulated with us, or that we collected in accordance with this policy. However, it is important to note that most artificial intelligence systems do not make decisions about you; they are mainly used as decision-support systems, and their recommendations are subject to human review before being accepted or rejected.

#### **Annex E - Privacy Policy – section 9 "How long will we keep the information"**

##### Old language:

We keep the information about you so long as your accounts are managed at the Bank. Thereafter we will keep the information about you for at least seven additional years. We may keep the information or part thereof for a longer period of time if we so require according to legal provisions that bind us or if we believe that the same is required to protect vital interests of the Bank. After expiration of the data retention period, we will either delete or anonymize it,

kept by us but in a manner that does not reasonably allow you to be identified. We will information that is not reasonably identified.

New language:

We keep the information about you so long as your accounts are managed at the Bank. Thereafter we shall keep the information about you for at least seven (7) additional years. We may keep the information or part thereof for a longer period of time if we so require according to legal provisions that bind us, or if we believe that the same is required to protect legitimate interests of the Bank. Information that we anonymize may be added and retained by us indefinitely, provided that it cannot be used to identify you.

**Annex E - Privacy Policy – section 10 "Your right to inspect and amend the information"**

Old language:

Pursuant to the Protection of Privacy Law 5741-1981, you are entitled to inspect information about you that is held in the Bank's computerized databases. If you have inspected information and found that it is incorrect, incomplete, unclear or not up-to-date, you may contact us requesting amendment or deletion of the information. In addition, if the information in the company's databases is used for purposes of contacting you personally, you are entitled, pursuant to the Protection of Privacy Law, 5741-1981, to demand in writing that the information relating to you not be used for direct marketing. Address any inquiry on these matters to us according to the details stated above.

New language:

Pursuant to the Protection of Privacy Law 5741-1981, you are entitled to inspect information about you that is held in the Bank's computerized databases. If you have inspected the information and found that it is incorrect, incomplete, unclear or not up-to-date, you may contact us requesting the amendment or deletion of the information.

**Annex E - Privacy Policy – section 11 "The right to delete information" - new section**

If the information we hold about you originated from databases in the European Economic Area (or is stored together with such information) and use thereof is not for the protection of national security or law enforcement, the following special provisions shall apply to such information –

**Deletion of information.** You may request that we delete this personal information about you if one of the following applies:

- The information was created, received, accumulated, or collected in violation of any law, or its continued use is contrary to the provisions of the law.
- The information is no longer needed for the purposes for which it was created, received, accumulated, or collected.

We may refrain from deletion if we find that the information is required for one of the following-

- Exercise of freedom of expression, including the public's right to know;
- Fulfillment of a legal obligation or the exercise of powers under the law;

- Protection of a public interest, including for archiving purposes, scientific research, or statistical research;
- Conduct of legal proceedings or collection of debts;
- Prevention of fraud, theft, or other actions that may affect the accuracy or reliability of the information;
- Fulfillment of obligations arising from an international agreement to which the Government of Israel is a party.

#### **Annex E - Privacy Policy – section 12 "Right to opt out of direct marketing" - new section**

The bank may send you various promotions from time to time, including offers for banking services as well as products and services from third parties. You may request at any time that the Bank cease such communications by sending a notice to [privacy@umtb.co.il](mailto:privacy@umtb.co.il).

#### **Customer's signature:**

##### Old language:

I confirm my consent to these general terms and conditions, to the annexes hereto and to the privacy policy of the Bank (Annex E) which applies to me if I am an individual (other than Sections 6 and 7 of the privacy policy which shall also apply to a corporation).

I confirm by my signature my consent to the making of a payment services contract (Section 35 above) after the Bank shall have allowed me to peruse the same.

##### New language:

I confirm my consent to these general terms and conditions, to the annexes hereto and to the privacy policy of the Bank (Annex E).

I confirm by my signature my consent to the making of a payment services contract (Section 35 above) after the Bank shall have allowed me to peruse the same.

If the above changes are not acceptable to you, contact your banker at the branch.

**Sincerely,**

**Mizrahi Tefahot Bank Ltd.**