

## FAQ - Sustainable Call Account

### Q1. How is Sustainable Call Account different from the standard Call Account?

Sustainable Call Account will have similar functionalities to an existing Call Account, with the main difference being that the balance amounts deposited into these accounts are earmarked to ADCB's Treasury investment book that includes sustainable, social and ADCB green bonds, already identified and part of ADCB's portfolio.

### Q2. Is it possible to credit/debit the Sustainable Call Account?

Yes, Sustainable Call Account will allow debit and credit transactions. However, 48 hours' notice to the Bank is required for amounts that will bring the balance below the minimum average amount agreed with the Bank, which will be governed by respective Terms and Conditions.

Sustainable Call Accounts will be monitored and reviewed periodically against ADCB's portfolio.

### Q3. What projects does Sustainable Call Account support?

Sustainable Call Account balances will be earmarked against ADCB's Treasury investment book that includes sustainable, social and green bonds portfolio.

As per eligibility criteria, selected projects will be published in the annual impact and allocation report. A sample of projects can be found through the following link: [2023 ADCB Green Bond Report](#).

### Q4. Sustainable Call Account is available in which currencies?

The Sustainable Call Account is available in AED and USD currencies.

### Q5. Are there any fees related to Sustainable Call Account?

Sustainable Call Account will refer to published Schedule of Fees (SOF), but will be exempted from the Minimum Amount Balance charges. Any other transactional charge will be as per standard SOF.

### Q6. Is there a cheque book facility available for Sustainable Call Account?

Being a call account, a cheque book facility is not available.

**Q7. Is the Sustainable Call Account available for Islamic accounts?**

Sustainable Call Account is currently not available for Islamic accounts.

**Q8. What is the process to open a Sustainable Call Account?**

Submit the Additional Account opening form signed by the company's authorized signatories.

**Q9. How can funds on Sustainable Call Account be accessed?**

Sustainable Call Account can only be transacted through ProCash, our corporate online banking platform. Through ProCash you will be able to do payments, receive funds, check balances and download statements.

**Q10. What further information is available on Sustainable Call Account?**

Balances, statements and account information is available on ProCash.

Additionally, Sustainable Call Account holders will have access to an annual impact and allocation report consolidated at ADCB's portfolio level, including a portion of assets (Green Bonds and other instruments) earmarked against the Sustainable Call Account.