

Al Rajhi mada Debit Card Terms & Conditions

- 1: Al Rajhi Bank customer undersigning hereby accepts and declares to abide by the following terms and conditions for usage of Al Rajhi Bank mada Debit Card for current account within or outside Kingdom of Saudi Arabia in transactions compliant with the law and Shariaa principles.
- 2: All amounts for which the card is used including without limitation, cash withdrawal, purchases or any other transaction, and amounts via electronic services activated by the card, shall be deducted from the customer's account. Customer shall, in all cases, be fully responsible for all usages and obligations that arise out of using this card.
- 3: without prejudice to the provisions of article (2), the customer authorizes the Bank to debit Customer's account for the difference paid by the bank due to variances of currency Exchange Rate and for the exchange fee within or outside the KSA, and the fee due to International companies owning the dealing networks, in accordance with the settlement reports of the Saudi mada Payments Network of issued by SAMA, in addition to any fees required by the international companies concerning the issuance and usage of the card. In case the card holder uses it in purchases or services outside the KSA deduction will immediately be made from the card account in SAR- with the exchange rate determined by the bank or the international companies owing the dealing networks, in addition to (2.75%) from the amount in return for operational fees, and that the customer shall bear the differences arising out of foreign exchange fluctuations.
- 4: without prejudice to the provisions of article (second) and (third), the customer authorizes the bank to deduct the fees shown in the table below, whenever the conditions apply or whenever the customer uses the service:

Fees type	Infinite	Signature	Platinum	Classic
Issuance of new card upon opening the account	Fees-free	Fees-free	Fees-free	Fees-free
Renewal of card	Fees-free	Fees-free	Fees-free	Fees-free
Re-issuance of lost or damaged card	SAR 30	SAR 30	SAR 30	SAR 30
Issuance of additional card	SAR 30	SAR 30	SAR 30	SAR 30
Cash withdrawal (SPAN)	Fees-free	Fees-free	Fees-free	Fees-free
Balance Inquiry (SPAN)	Fees-free	Fees-free	Fees-free	Fees-free
Cash withdrawal (GCC States)	SAR 10	SAR 10	SAR 10	SAR 10
Balance Inquiry (GCC states)	SAR 3	SAR 3	SAR 3	SAR 3
Cash Withdrawal (International- Non-GCC states)	SAR 25	SAR 25	SAR 25	SAR 25
Balance Inquiry (International- Non-GCC states)	SAR 3.5	SAR 3.5	SAR 3.5	SAR 3.5
Purchases through points of sale (non-GCC countries)	OIF only			
OIF: (for all transactions outside the Saudi network excluding the cash withdrawal transactions from GCC ATMs.	2.75%	2.75%	2.75%	2.75%

* Accrual condition: annual exchange rate through POS terminal and outside KSA estimated by SAR 40,000 and above, whereas it continues without fees throughout the validity of card upon issuance for the client. An example demonstrating how OIF is calculated:

Card type	Transaction amount	Exchange rate	Amount in SAR	OIF	Amount due
Classic	USD 100	3.75 USD	375	375x2.75%= SAR 10.31	SAR 385.31

5: Al Rajhi mada debit card may be used for purchases and cash withdrawals within and outside KSA, subject to the limits shown in the below table by the customer segment:

Type	Infinite	Signature	Platinum	Classic
Purchases -POS	SAR 200,000	SAR 200,000	SAR 100,000	SAR 50,000
Cash Withdrawal	equivalent of SAR 5,000	equivalent of SAR 5,000	equivalent of SAR 5,000	equivalent of SAR 5,000

- The Bank issued the card with minimum limit 20,000 SAR for online and POS daily purchases and customer may change the limit of purchases for Al Rajhi mada debit card through the bank's ATM machines, within the maximum limit of purchases for the segments shown in the above table.
- 6: Ethernet allows mada cardholders to make electronic payments within the limit specified by the Bank through infra-red exposure with the POS terminal without entering the PIN or an OTP. The customer hereby acknowledges its awareness of the risks associated with ultra-PIN Ethernet connection and that he shall, in all cases, be fully responsible for all transaction executed in this manner. The bank reserves the right to unilaterally change the limit of payment in accordance with relevant regulations without notifying the customer
- 7: Online purchases will be available when the customers activate mada card within the maximum limits of purchases for the segments shown in the above table, and the customer will be able to deactivate mada online purchases through ATMs or electronic services in Al Rajhi Bank's website. The customers acknowledge that he will be fully responsible for all transaction executed through the internet, and that the customer approves all the procedures that the bank will take to process the transactions. The customer can view the transaction data through the website or request an account statement through one of the bank's channels. In the event of any objection to a transaction, the customer has the right to submit an objection (through one of the bank's channels) within a period not exceeding 60 days from the date of the transaction.
- 8: The merchants have the right to reserve an amount of money in order to ensure that there is sufficient balance, and the period of reservation is 14 days to complete the payment process, and the merchant has the right to deduct the amount after providing the service before the end of the reservation period.
- 9: The customer undertakes to immediately notify the bank upon encountering any of the following occasions:
- A- Retention of the card by an ATM whether or not belonging to the bank.
- B- Non-Remittance by the ATM of the cash amount withdrawn.
- C- Detection of any error in the entries recorded on the account shown to the Customer on the ATM screen.
- D- Card loss: In case of card retention, loss resulting from theft or any other reason, the customer shall promptly notify the bank through calling the number for mobile phones for all Customers within the Kingdom of Saudi Arabia (920003344) and from outside the Kingdome) call +966 920003344. The client in such a case acknowledges that he remains responsible for any amounts or damage arising from the loss or use the card from the moment of loss and until the bank has managed to stop the card including delay for system malfunction, delay caused by the client and excluding negligent omission by bank employee to stop the card. The Customer acknowledges that loss or retention of the card will not automatically entitle him to a card replacement until he has submitted a written application to that effect.
- 10: In case of discrepancy between the client claim and the bank records concerning the statement of the card account the bank records shall prevail and be deemed conclusive.
- 11: The client undertakes not to allow others, including Bank's employees to use the card or know the password and hereby acknowledges that he shall be solely responsible for and exonerate the Bank from any loss or damage resulting from his failure to abide by the provision of this clause.
- 12: The term of validity of the card is printed on its face and the Customer shall be able to renew it through electronic channels 60 days prior to the expiry date.
- 13: The card shall remain the bank's property, and the Customer shall bear full responsibility to return it to the Bank.
- 14: The Customer shall refrain from allowing others to access his current account by use of the card or disclosing its password to others and hereby exonerates the Bank from any loss or damage resulting from Customer's failure to abide by the provision of this clause.
- 15: Upon reception of the current account mada renewed card the customer undertakes to create a password for the card through the IVR or the ATM and One Time Password (OTP) AND THE Parties hereto acknowledge that the creation of the password shall be conclusive proof of reception and activation of the Card.
- 16: The bank reserves the right to continuously update the services delivered by the card, and to add Aman Services, any other new services and bolster security and to introduce or any new terms and conditions that the Customer must satisfy before benefiting from the updates or the added services.
- 17: the bank reserve the right -needless of customer's notification or approval to suspend or stop the card or any of the services if subject to its own unfettered discretion it deems such stoppage or suspension necessary for protection of the Bank or its customers.
- 18: The client acknowledges that card usage conditions and the terms and conditions of the Verified by Visa or other services and other terms and conditions issued and communicated to the Customer from time to time by the bank or Visa Corporation are deemed integral part of this agreement, and shall be read and interpreted as inseparable part thereof.
- 19: The Customer disclaims ownership of and warrant to return all and every amount deposited in its account by fraud, mistake, malfunction or other impropriety and hereby irrevocably authorizes the Bank subject to Bank's unfettered discretion to immediately recover needless of judicial or regulatory approval all or any of such amounts improperly credited to Customer's account and to debit the account therewith to overdraft albeit without prejudice to the Bank's rights to take any action to recover amounts usurped by Customer form ATM or otherwise.
- 20:
- A- A separate card may upon joint application by the holders be issued for each individual person of the holders of a joint account, provided that all holders shall in such a circumstance be jointly and severally liable for all amounts withdrawn or incurred by usage of any and all cards.
- B- Debit card may upon application by the authorized signatory/signatories be issued for companies and individual establishments current accounts, provided that the company, establishment and proprietor shall be liable for all amounts withdrawn or incurred by usage of any and all cards on all accounts of the company, establishment or proprietor.
- 21: These terms and conditions are subject to rules and regulations issued or to be issued by authorized entities in the Kingdom of Saudi Arabia, that are not contradictory with principles of Islamic Shariaa.
- 22: the bank has the right to cancel the card in case of violation of any of these terms and conditions by the client, or by reason of misuse, or for any reasons that warrant cancellation provided that such cancellation shall not prejudice rights and obligations that have accrued prior to cancellation and that the customer shall immediately be obliged to return the cancelled card to the Bank.
- 23: the bank reserve the right to amend these terms and conditions provided that the Customer is kept informed in accord with rules and regulation, that such amendment shall not be applied retrospectively and that rules of Islamic Sharia are strictly observed
- 24: The client hereby acknowledges and declares that all his personal information and data he handed to the Bank are complete and accurate, that he will notify the bank in writing upon any change thereof, and that he shall bear full responsibility in case he breaches the provision of this clause and that applications signed by him for issuance, reissuance, cancellation or other applications so signed relating to the card are always irrevocable.
- 25. Taxes:**
- A- The fees quoted shall be exclusive of applicable Value Added Tax ("VAT") and any other taxes as may be applicable. Upon commencement of the VAT or other tax law and application thereof to any fee, commission, commercial discounts or supply of goods or services related to this Agreement or the product the amount of tax levied no matter how much will not be deducted from the fee fixed under this Agreement but shall be an additional fiscal due to be exacted by the competent authority in the manner determined by it and the Customer hereby authorizes the Bank to always levy the applicable tax by deduction from Customer's account..
- B- Taxes shall be levied in accordance with the provisions contained under the VAT laws and other legislation as may be applicable from time to time. Al Rajhi Bank shall not be liable for and hereby disclaimed any interest, penalty or sanction impossible because of failure by the Customer or a supplier to pay due tax or because of input tax credit reversal payments outstanding beyond the period prescribed under the relevant VAT law.

Customer Name

Date

Signature