

# alrajhi bank Credit Cards and Cashback Plus Terms and Conditions



Praise be to God alone, and peace and blessings be upon that who have no prophet after him:

alrajhi bank pleased to issue its credit card in accordance with Shari'a regulations, which enables cardholder to withdraw cash from ATMs, as well as buy goods and services legally permissible.

The terms and conditions of the issuance of the card from alrajhi bank govern the relationship between alrajhi bank and the cardholder, and establish a relationship through which the cardholder can pay by card.

The dealing with this card is subject to the following terms and conditions:

## 1. Card Issuance and its Islamic Concept:

- The bank shall give the cardholder a Shari'a compliant "Murabaha Finance" and deposit the funds in an account specified for the card.
- The card account with the bank shall be set aside. The bank may not use the account amount in any manner, and the amount deposited in this account shall neither be deemed as a loan to the Bank.
- Should the credit limit deposited in the Card Account; the Bank will allow cardholder to use the funds in Card Account through the card in accordance with these Terms and Conditions.
- Cardholder is hereby entitled to use the card to buy goods and services legally permissible and to withdraw cash from ATMs, given that the Bank will charge a fee against each cash withdrawal according to the Schedule of Charges. The maximum limit for Cash withdrawal as defined by SAMA through card will be applicable.
- The prices of items and services quantified in the statement of account and charges under these Terms shall be free of any VAT levied on any items or services and any applicable value-added VAT and any other indirect VAT, which may be due.
- The customer acknowledge and accepts that every service or item he receives or any fees he pays in exchange for any service provided to him under or for the reason of this contract or its accessories may be subject to value added VAT to the extent determined by the competent authority in the country and he is obligated to pay it in accordance with the system and the regulations and what is directed by the competent authority in the country.
- For the purposes of paragraph (1/6) above, fees or VAT means any amount paid by the customer in exchange for a service or item provided by the first party or a third party related to the contract, its annexes or its substantive including, but not limited to: the supply of items and services purchased with the card, and fees Buying and selling, external or internal transfers, and others.
- Indirect VATs shall be paid in accordance with the provisions contained in the value-added VAT system and other legislation that may apply from time to time, and the bank shall not be liable for any interest or fines owed by the customer due to the customer's non-payment of the VAT or due to the reversal of the VAT paid in respect of payments in excess of Payable on the schedule specified in the relevant VAT system.
- In case of using the card for purchases or cash withdrawal, cardholder shall return the utilized amounts to the Card Account and, in such case, the Bank hereby undertakes to return a portion of the monthly profit of the Murabaha Finance, subject to the absolute discretion of the Bank.
- Should any failure by the customer to make a payment for the utilized amounts to the Card Account on the due date (25th of each calendar month following the utilization month), the Bank shall deduct the minimum repayment (5% of the utilized amount or SAR 100 whichever is higher) from the customer account and deposit the same in the Card Account.
- No cheque books or Debit cards will be issued on the Card Account.

## 2. Fees & Charges:

- By signing these terms & conditions, the cardholder agrees that the following prices, fees and charges shall be applicable to his card:

Schedule of charges	Amount (SAR)
Issuance fee/ Annual Primary card fee	Platinum 490      Signature 790      Platinum Cashback Plus 250
	Infinite 990      Selective 790      Signature Cashback Plus 450
Supplementary Card	Free for first 2 cards, 3rd card onwards SAR 50
Profit Rate (Monthly)	2.2% for the new card
Foreign Transaction Fee	%2
Cash Withdrawal (via ATM)/Transfer from card to current account	3% for transactions below SAR 2500, with a maximum limit of SAR 75 for transactions equal to or above SAR 2500
Minimum Payment	5% of the amount or SAR 100 whichever is higher
Inquiry at ATM	SAR 1.5
Replacement fee	SAR 15
Wrong Dispute	SAR 25

\* The Bank has the right to modify these fees based on the actual cost, which may vary from time to time, and a written notice will be sent to the cardholder's registered address or through official channels of communication authorized by the Bank 30 days prior to the effective date.

\*\* The bank may, from time to time, launch promotional campaigns that include waiving issuance fees and annual fees for new customers or reducing them.

\*\*\* The above fees do not include VAT.

\*\*\*\* Cash transfer fees applies to transactions made within the credit limit granted by the bank on the card account, meaning that no fees will be calculated on transactions made using surplus amounts added by the customer to the card account in the account statement cycle.

Examples for the APR based on the card type and the Due Amount:

Ex.	Due Amount	APR	Credit Card Purchase Rate	Minimum Payment Amount %	Months Until Balance Repaid*
1	20.000 SAR	35.32%			117 Months
2	50.000 SAR	35.16%	26.40%	5%	151 Months
3	75.000 SAR	34.95%			167 Months

\* If the minimum payment amount made every month, it will take almost the months that appeared for each product in table to repay the full amount, keeping in view compounded interest added each month.

2.2 The Bank has the right to modify these fees based on the actual cost, which may vary from time to time, and a written notice will be sent to the cardholder's registered address or through official channels of communication authorized by the Bank 30 days prior to the effective date.

2.3 If the cardholder has not agreed to any changes on the terms and conditions or to the fees of the Card, the cardholder has the right to terminate the agreement within 14 days from the receipts of notification by informing the Bank through available channels. If the objection has been raised within the specified period, the Bank shall not have the right to claim any fees unless the cardholder used the card during the objection period.

## 3. CARD STATEMENT:

- alrajhi bank credit card holders shall have a grace period not less than 25 days from the account statement date for settling their bill amount.
- The Bank shall send a Card Statement to the cardholder each month by mail or electronically. The Murabaha installment shall be included in the monthly statement and if the Cardholder does not receive the Card Statement, he should refer to the Bank and request a copy of the Card Statement. The Card Statement may also be sent by email to the cardholder but only upon his request and subject to the related terms and conditions.
- If at any time the Bank offers the services of displaying or downloading the Card Statement through the internet Banking service, and if the card holder is a subscriber to such service, it shall be considered as the card holder have received the Card Statement without the same is physically sent to him.
- The cardholder must verify all the Card Transactions billed on the Card Statement and in case of discrepancy, notify the Bank immediately. All charges/dealings will be deemed accepted by the customer if it is not notified within 30 days from the card statement
- Immediately upon the usage of the card, the Bank will be deducting the financial obligations on such usage.
- If the card holder uses the card to pay for international purchases or services, the amount will be deducted from the card balance in Saudi Riyals -at the exchange rate of Saudi Riyals at the time of the transaction-, in addition to (up to 2.75%) of the amount as a service charge on international transactions as shown below, the Card holder shall bear the differences arising from the difference in exchange rates between currencies.

The following table illustrates the process of calculating the foreign currency transaction:

Transaction amount	Exchange Rate *	Amount in Riyals	Foreign transaction fee	VAT	Due Amount
100 USD	3.75 SAR/ USD	375 SAR	375*2% = 7.5 SAR	SAR 7.5 * 15% = SAR 1.125	SAR 383.625

\* This is an example to illustrate the method of currency conversion and not the real exchange rate

3.7 The Cardholder undertakes to pay the minimum repayment, stated on the monthly statement, on the due date. In case of the Cardholder, failure to make the full minimum monthly repayment on three consecutive payments the card will be blocked and stopped. If the block continues for a period specified by the Bank, the cardholder's name will be included in the Bank's black list and SEMAH.

3.8 The Bank may automatically deduct all or part of financial obligations on cardholder from any accounts, funds or deposits that belongs to cardholder without the need for any prior notice or warning for taking any required

action for the recovery of the outstanding dues. No objection from cardholder shall be accepted regarding the conduct of this deduction whatever the cause was.

3.9 If the cardholder objects any transaction of the card and requests a copy of the Card Transactions record performed under the card, the Bank will manage to provide such copy and the cardholder will bear the charges relating to providing such copy.

3.10 All notices sent by the Bank to the registered address of cardholder shall be deemed valid and binding.

3.11 The cardholder must promptly notify the Bank in writing of any changes in his address.

#### 4. CARD RENEWAL:

The Bank may issue a new card automatically unless instructed otherwise. The Bank also reserves the right not to reissue or renew the card, and the cardholder shall continue to remain bound by these Terms and Conditions and any amendments thereof.

#### 5. USING THE CARD:

5.1 The credit card can be used for withdrawing cash, purchase of goods and services through websites and points of sale that accept Visa/MasterCard using the PIN number.

5.2 The cardholder undertakes to withdraw cash only from ATM machine and not to carry out manual withdrawals from Banks branches counters using the card.

5.3 Card use is conditional on the availability of credit in its balance; consequently, the cardholder may not use the same in the cash withdrawal or purchase of commodities and services unless the card has sufficient balance. The cardholder may not exceed its balance. The cardholder shall immediately pay back to the bank all balances excesses recorded. The Bank shall have the right to cancel the card upon or after such excess, with the customer taking any responsibility arising due to use of his/her card in violation of provisions of this clause.

5.4 The Bank may, in case where the card was used, deduct from its balance in equivalence of value of the commodity, services or funds withdrawn each time. The Bank shall not be responsible for failure to pay the value of the commodity or the service due to decrease in the card balance nor shall it be responsible for cards rejected by points of sales.

5.5 The cardholder pledges not to use the card for purchase of any prohibited item under the Sharia Law. If the Bank discovered any breach to the above said terms and conditions of the card usage, the card shall be cancelled with immediate effect.

5.6 The cardholder undertakes not to disclose the PIN number to anyone. The cardholder will be solely responsible for any transaction, which has taken place using this credit card.

5.7 The cardholder will be responsible for all obligations arising out of purchases made through the internet and if the website asked for the security code, it will be sent to the customer mobile number registered at the Bank.

5.8 The cardholder will be entitled to withdraw cash from ATMs up to a maximum of 30% of the credit limit on the card as per SAMA instruction.

5.9 Cardholders will earn no Mokafaa points or a reduced number of points for transactions made at specific merchant categories. For more details, please refer to the Mokafaa Program page on the bank's website.

#### 6. SUPPLEMENTARY CARD:

The Supplementary card will be issued to any family member of the cardholder, upon request from the cardholder at the discretion of the Bank. The Supplementary card will be subject to all the terms and conditions, which apply to the primary card, along with the benefits such as that of the primary card. All the Supplementary cards will be linked to the primary card and will not be treated as independent cards.

#### 7. SIGNATURE ON THE CARD:

The cardholder commits to sign on the card immediately upon receipt thereof, and undertakes not to authorize anyone else to use the card. The Bank will not take any responsibility for damage or consequences arising out of non-compliance by the cardholder.

#### 8. VALIDITY TERM

8.1 The card is valid for 3 years from the date of issuance and will be renewed automatically for the same period when it expires.

8.2 The annual fees will be deducted at the time of issuance and any subsequent issuance thereafter as of the date of issuance. If the credit card is re-issued upon cardholder request due to lost or damaged card, the fees shall be deducted from the Card account.

#### 9. CANCELLATION OF THE CARD:

9.1 The cardholder has the right to request cancellation through a written notification sent to the bank at least 45 days prior the fee deduction date. The request for cancellation shall be deemed as a notice of termination of the terms and conditions from one part without prejudice to the rights of the Bank to challenge the termination or any right resulting from such termination.

9.2 The Bank has the right to cancel the card before the expiry of its original or renewed period in the event of non-compliance of terms and conditions by the cardholder, misuse, or any other reason requiring such cancellation, and

the customer will be entitled to reimburse the amount corresponding to the remaining period if the termination is made by the Bank.

9.3 The Bank has the right to cancel the card in case the cardholder does not receive the renewed card after 45 days from being notified.

9.4 The Bank has the right to cancel or stop the Card if the Cardholder fails to pay any other obligation owed to the Bank within 30 days from the date of default notification. The Bank shall not charge the Customer any fees after the Card is suspended and will refund a portion of the annual fee equivalent to the remaining period after the card stopped.

9.5 The Bank has the right to deduct and / or reverse any amount deposited in the Card Account due to system or human errors, or infringement of the rights of third parties.

9.6 In the event of cancellation due to reasons mentioned in cases 9.1 & 9.2 & 9.3 & 9.4, all unpaid amounts of withdrawals and purchases or obligations to the Bank such as Issuance fees, renewal fee, or replacement fee will become due and payable on the date of cancellation of the card and the customer will be responsible for making the payment for the same promptly. The customer pledges to make the amount in full and the Bank reserves the right to recover the dues from any other card account, the current account or cardholder's other bank accounts or to debit the same to either of these accounts, even if the account is overdrawn, and the customer shall be solely liable to the effects resulted thereafter.

9.7 In case of lost or stolen card, the cardholder should immediately inform the Bank by calling the call center at 920003344 (from within KSA) and 00966920003344 or fax No. 0096614600705 (from outside KSA), or notify any Visa Office in any other bank outside KSA. The cardholder confirms full responsibility of any transactions or damages that might occur from the time the card got lost until the notification provided to the Bank. The Cardholder acknowledges that his/her responsibility of any transactions or damages will not exceed the credit limit remaining on the card at the time it was lost, and shall be liable for the fees mentioned in article 2.1 in case of card replacement issued.

9.8 The Bank shall not be liable to third parties when the cardholder uses his/her card to obtain goods or services when the specifications of those goods or services differ from the contract between the cardholder and the merchant, as well as in cash withdrawals through ATM machines. The cardholder may submit a claim to confirm the validity of the transaction, and the cardholder is not entitled to request a suspension of the discount from the card balance due to any differences in the specifications of the goods or for any other reason and the Bank is not responsible for other parties' refusal to accept the card or if there is a defect in POS devices or ATM devices. The Bank will not be deemed a party in any relationship between the cardholder and any third parties that is associated with the card.

9.9 alrajhi bank has the right to amend the terms & conditions or the fees, whether by increase, decrease, addition or deletion, in accordance with the principles of the Sharia and without prejudice to the rights of the cardholder which has been acquired based on this contract during the period of validity of the card and as per the applicable laws on reporting and announcement of terms amendment. The Bank shall have the right to stop or cancel the card if necessary, at the discretion of the Bank, to protect the customer or the Bank and to reverse the same upon the removal of reasons associated therewith.

9.10 The cardholder confirms the completion & accuracy of the provided information, and notify the Bank of any changes in the contact details and giving alrajhi bank the right to get or give any information to SIMAH or any other external entity.

9.11 Once these Terms and Conditions signed and the card activated, it shall be deemed as acknowledgment and acceptance.

9.12 Activating the card means receiving it and accepting the terms and conditions thereof.

9.13 The cardholder has the right to request cancellation within 10 days after receiving the card and the bank does not have the right to deduct any fee unless the card gets activated.

#### 10. Contactless Service

Contactless service allows Al-Rajhi credit card holders to make POS purchases securely through NFC technology without entering the PIN within the limit specified by the Bank. The Customer will have to tap the credit card into the POS without entering the card. The customer will 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.

#### 11. TAX:

11.1 The fees quoted shall be exclusive of applicable Value Added Tax ('VAT') and any other indirect taxes, as may be applicable.

11.2 The indirect taxes shall be levied in accordance with the provisions contained under the VAT laws and other legislations as may be applicable from time to time. Any disputes arising on account of VAT input tax credit shall be mutually resolved within the timelines prescribed under the VAT law. In case of payments outstanding beyond the period prescribed under the relevant VAT law, alrajhi entity shall not be liable to any interest or penalty, if payable

by you on account of input tax credit reversal.

#### Cashback Program Terms & Conditions

The following provisions shall apply to the Alrajhi Cashback Plus credit card, in addition to the terms stated in the Alrajhi Credit Card Terms and Conditions to which this document shall form an integral part and should be read in conjunction with the terms included in the credit card application form.

#### 12. Definition:

"Cashback Program" is the program that will allow the customers to spend on Cashback Credit Card and earn points according to the eligible Transactions.

"Cashback" means the amount that will be credited to Cashback Card based on customer redemption request on Bank Channel.

"Cashback wallet": A separate wallet that will allow the customer view cashback earned and redeemed to card at any time.

"Eligible Transactions" are all retail transactions, at point of sale or online, charged to Alrajhi Cashback Card, except for the transactions excluded in point 17-12 below.

"Misuse" means the utilization of Cashback card must meet personal spend and not be used for commercial purposes.

"Cashback Categories" refers to the merchant category that is eligible for cashback, which will be under the international Codes that agreed by Visa and MasterCard laws. If any merchandise that does not fall under the Merchant category that qualifies for cashback, the purchase process will not be eligible.

12.2 Alrajhi Cashback Cardholders are eligible to receive "Cashback" which is an accrued amount earned on eligible transactions as set forth in this document, as decided by the Bank at its absolute discretion and which shall be credited to the Alrajhi Cashback Card upon cardholder's request.

12.3 Alrajhi Bank is entitled, at any time and with prior notice to the Cardholder in any manner whatsoever, to terminate the Alrajhi Cashback Credit card and/or vary its benefits or features, and/or vary, add to or delete any of the terms and conditions outlined herein, and/or modify or limit the value of Cashback awarded, and/or the manner of which the Cashback is awarded and the Cardholder shall be bound by such variations and amendments. The latest provisions in such connection will be available on the Alrajhi Bank website. It is the Cardholders' responsibility to ensure that they are apprised of the provisions and any changes thereof relating to the Card at all times. Alrajhi Bank's decision on all matters relating to the Alrajhi Cashback Credit card shall be final and binding on the Cardholder.

12.4 This Cashback applies to Eligible Transactions made on Cards. The following rate of Earning Rules and monthly caps will be applied to the corresponding Eligible Transaction(s):

Merchant Category	Cashback Earn Rate	Maximum Monthly Cashback
Dining	10 %	200 SAR
Supermarkets	6 %	200 SAR
Online Shopping	2 %	50 SAR
Other Local Spend	1.5 %	200 SAR
Other International Spend	0.5 %	
Totally Monthly Cashback Cap		500 SAR

12.5 There is no minimum spend requirement for a Cashback to be obtained.

12.6 The minimum Cashback redemption amount to your card is SAR 50.

12.7 Classification of merchant / Cashback categories will be determined based on the merchant category code (MCC) published by VISA, and defined by the merchant's acquiring bank; Acquiring banks are required to follow global standards and definitions of merchant classifications as are set forth by the schemes (Visa/MasterCard/AMEX/Diners etc.). Alrajhi Bank cannot be held accountable for incorrect assignment/segmentation.

12.8 Alrajhi bank will not be responsible for providing Cashback for purchases at merchant outlets/franchisees that have not registered themselves under the MCCs assigned for each spend category by VISA.

12.9 The Cashback will be accrued against each eligible transaction and will be credited to cashback wallet.

12.10 The Cashback will be credited to customer's wallet once the transaction is successfully settled by merchant which might take 2 to 14 days from the transaction and Cashback will only be accrued for the transactions posted on the statement of account of the cardholder. Alrajhi Bank cannot be held responsible for any late posting of transactions due to delays from the respective merchants.

12.11 Eligible Transactions made with a supplementary Alrajhi Cashback Card will be aggregated with the Eligible Transactions charged by the primary Cardholder for the purposes of calculating the Cashback amount.

12.12 Misuse of the Alrajhi Cashback Card to effect fictitious transactions through POS terminals at merchant outlets or through other means shall

not be eligible for Cashback.

12.13 The Cashback on Eligible Transactions in a statement cycle will be limited to the credit limit of the customer i.e. no cashback will be awarded for transactions completed over and above the credit limit of the Card Account in a single statement cycle.

12.14 Any reversal/part reversal of transactions will result in the withdrawal of Cashback awarded. Alrajhi Bank reserves the right to adjust against Cashback for future Eligible Transactions or to charge the equivalent value of such Cashback credited directly from the Card Account without prior notice.

12.15 Any Cashback accumulated and not credited into the Card Account will be cancelled if the Card is:

- Closed.
- not in good standing in the opinion of Alrajhi Bank.
- the Cardholder's Cashback Card has expired and was not renewed.
- there has been a breach of the terms and conditions.
- any other event, which, in the sole discretion of Alrajhi Bank should result in the cancellation of the Alrajhi Cashback Credit Card.

12.16 Any decision about whether spend on purchases qualify as an Eligible Transaction for the purposes of Cashback and/or how spend are classified for each Cashback category shall be at the sole discretion of Alrajhi Bank.

12.17 Unless otherwise stated, all Eligible Transactions, charged to Alrajhi Cashback Card are eligible for Cashback as per the categories defined above except for the following exclusions:

- Fees & charges.
- Money/balance transfer from credit limit to other cards or to current account.
- Charity, legal services, TAX and government payments and protection agencies.
- Cash withdrawals
- Tasaheel booking
- SADAD payments made through Alrajhi Bank online and/or by utilizing any other payment channel provided by Alrajhi Bank as per existing loyalty functionality
- Transactions that Alrajhi Bank decides are disputed, erroneous, unauthorized, illegal and/or fraudulent.
- E-Wallets balance loaded

12-18 Member will earn 0.30% Cashback from the amount spend for every transaction.

Following transactions:

Transaction Type	Maximum cashback per Transaction
Sale of new and used cars and motorcycles, and its maintenance services.	SAR 250
Government Payments, utility bills	SAR 0.75
Gas/Fuel stations, Telecom, Educational institutions	
Telecom	
Educational institutions	SAR 0.25
Public transport services (buses/trains/ferries/ships, etc.)	
Real estate office payments	

12.18 Cashback amount will be expired in 24 months from the earned date..

12.19 There is no minimum or maximum number of transactions to earn cashback.

12.20 This terms and conditions is executed in English and Arabic. In case of discrepancy between Arabic and English, the Arabic shall prevail. Every dispute arising between the parties in connection with this terms and conditions shall be referred to the competent judicial authority in the kingdom of Saudi Arabia.

Signature of Card holder	Signature	Date

#### Important information :

- Safeguard your PIN and do not write it on your card or share it with anyone
  - Avoid sharing card information through WhatsApp messages, e-mails, or any social media.
  - Avoid sharing the OTP verification code sent to your mobile with anyone, as the bank will not ask the customer to share the verification code.
  - Please alert the bank of any changes in your mailing address or telephone number
  - To ensure getting transactions alerts via text messages and benefit from banking services, please add your mobile number through alrajhi ATM and activate the electronic services through one of the branches of the bank
  - In case of loss or inquiries, please call us on 920003344 or +966114603333
- Al Rajhi Banking & Investment Corp., Entity type: Bank \ Financial Institution, Saudi Joint Stock Corp. With a Capital of S.R. 40,000,000,000.00 , C.R. NO: 1010000096, P O Box: 28 Riyadh 11411 Kingdom of Saudi Arabia. Tel: +966 11 2116000, National Address: Al Rajhi Banking & Investment Corp. 8467 King Fahd Road - Al Muruj Dist, Unit No (1) Riyadh 12263 - 2743, Web: www.alrajhibank.com.sa, SAMA Lic No: 1420 It is controlled and supervised by Saudi Central Bank