

alrajhi bank Credit Cards Terms and Conditions



Praise be to Allah 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/Transfer amount, as well as buy goods and services legally and as per Sharia guidelines 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:

- 1.1. The bank shall give the cardholder a Shari'a compliant "Murabaha Finance" and deposit the funds in an account specified for the card.
- 1.2. 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.
- 1.3. 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.
- 1.4. Cardholder is hereby entitled to use the card to buy goods and services legally permissible and to withdraw cash from ATMs/ transfer amount from card to account, given that the Bank will charge a fee against each cash withdrawal / transfer amount according to the Schedule of Charges. The maximum limit for Cash withdrawal as defined by SAMA through card will be applicable.
- 1.5. The customer acknowledges 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.
- 1.6. 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.
- 1.7. 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.
- 1.8. 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.
- 1.9. No cheque books or Debit cards will be issued on the Card Account.

2. FEES & CHARGES:

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

Schedule of charge	Amount (SAR) *
Issuance fee/	Platinum 490 Signature 790
Annual Primary card fee	Infinite 990 Selective 790
Supplementary Card	Free for first 2 cards, 3 rd card onwards SAR 50
Profit Rate (Monthly)	2.5% for new credit card
Foreign Transaction Fee	2%
Replacement fee	SAR 15
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
Inquiry at ATM	SAR 1.5
Minimum Payment	5% of the amount or SAR 100 whichever is higher
Wrong Dispute	SAR 25

* The above fees do not include VAT.

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

*** Cash withdrawal/Transfer fee from the card, will be free of charge for the first 100 days from card issuance date.

*** If the transfer is made from the credit card to an alrajhi bank account, the fees will apply 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:

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.

Ex.	Due Amount	APR	Credit Card Purchase Rate	Minimum Payment Amount %	Months Until Balance Repaid*
1	20.000 SAR	37.59%			114 Months
2	50.000 SAR	33.09%	30%	5%	149 Months
3	75.000 SAR	32.09%			164 Months

- 2.2 The bank is entitled to apply and calculate a Profit rate of 2.5% on purchase transactions from the transaction date until the statement issuance date. This

includes purchase transactions listed under the (Tasaheal) program that have not been settled by the due date.

- 2.3 If the card is issued to customer during promotional campaigns that include exempting customers from annual fees for the first year after card issuance, and if the customer cancels the card before paying the fees for the second year, the bank is entitled to deduct an amount equivalent to the annual fees for the card mentioned in paragraph (2-1).

3. CARD STATEMENT:

- 3.1 alrajhi bank credit card holders shall have a grace period not less than 25 days form the account statement date for settling their bill amount.
- 3.2 The Bank shall send a Card Statement to the Cardholder on the first day of each Gregorian month, either 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.
- 3.3 Should any failure by the customer to make a payment for the utilized amounts to the Card Account on the due date, the Bank has the right to 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.
- 3.4 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
- 3.5 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
- 3.6 Immediately upon the usage of the card, the Bank will be deducting the financial obligations on such usage.
- 3.7 If the Cardholder uses the card for purchases or services in a currency different from the card's currency (Saudi Riyals) the amount will be de- ducted 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%) of the amount as a service charge on international transactions as shown below, the Cardholder 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:

Trans- action amount	Ex- change Rate *	Amount in Riyals	Foreign trans- action 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.

- 3.8 With regard to international purchase transactions, the bank will send SMS notifications detailing the transaction along with the exchange rate at the time of authorization. Please note that the exchange rate that will be applied is the prevailing Card Scheme exchange rate at the time of settlement.
- 3.9 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, and the cardholder's name will be included in the Bank's black list and reported him to SIMAH.
- 3.10 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.
- 3.11 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 mentioned in paragraph (2-1) if the objection is found to be invalid
- 3.12 All notifications sent by the Bank to the cardholder's national address or to the mobile number registered for the cardholder's current account shall be deemed valid and binding.
- 3.13 The Bank shall have the right to contact the customer via the registered mobile number associated with the current account of the account holder for the purpose of collecting overdue amounts, within thirty (30) days from the date of default.
- 3.14 The cardholder must promptly notify the Bank of any changes in his address or his registered mobile number.

4. Changing the Card Terms and Conditions and Fees

- 4.1 Al Rajhi 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. The Bank will notify the cardholder of any such amendments by SMS at least 30 days prior to the effective date of the changes, in accordance with applicable laws and regulations concerning notification and disclosure of amended terms. The Bank may suspend or freeze the use of the card, at its sole discretion, if it deems such action necessary to protect the customer or the Bank, and may lift the suspension or freezing upon the removal of the underlying cause.
- 4.2 In the event the cardholder does not agree to any changes in the card's terms, conditions, or fees, the cardholder has the right to terminate the agreement using any of the channels made available by the Bank within (14) days from the date of receiving the notification of change. If the objection is submitted within the specified period, the cardholder is entitled to request a refund of the annual card fee after deducting the portion corresponding to the usage period. The Bank shall not be entitled to claim any charges or fees from the cardholder unless the card was used during the objection period.

- 4.3 If (14) days have elapsed from the date the notification was sent to the cardholder without receiving any objection, the amendment shall be deemed effective, and the cardholder shall not be entitled to claim a refund of the annual fee or any part thereof.

5. 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.

6. USING THE CARD:

- 6.1 The credit card can be used for cash withdrawing from ATM, transfer amount via mobile app, purchasing goods and services through websites and point of sales terminals that accept Visa/MasterCard using the PIN number or via contactless payments.
- 6.2 The cardholder undertakes to withdraw cash only from ATM machine and not to carry out manual withdrawals from Banks branches counters using the card.
- 6.3 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.
- 6.4 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.
- 6.5 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.
- 6.6 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.
- 6.7 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.
- 6.8 The cardholder is entitled to withdraw cash, transfer from the card account to the current account, or load electronic payment wallets, provided that the total does not exceed 30% of the credit limit granted by the Bank as per SAMA instruction.

7. 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.

8. 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.

9. VALIDITY TERM:

9.1 The card is valid for 5 years from the date of issuance and will be renewed automatically for the same period when it expires.

9.2 The card issuance fee shall be deducted from the Card Account on the card issuance date, following activation. The annual fee shall likewise be deducted on the same issuance date of each subsequent year. In the event the Cardholder requests a card reissuance due to loss or damage, a replacement card fee shall apply as stipulated in Clause (2.1)

10. CANCELLATION OF THE CARD:

10.1 The Cardholder shall have the right to request the cancellation of the card through any of the Bank's authorized channels at least fourteen (14) days prior to the scheduled date of the annual fee deduction, provided that all outstanding amounts due on the card have been settled. 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.

10.2 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.

10.3 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.

10.4 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.

10.5 In the event of cancellation due to reasons mentioned in cases (10.1), (10.2), (10.3) & (10.4) 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.

10.6 In case of lost or stolen card, the cardholder is obligated to notify the Bank through the officially approved channels (the mobile application, or by calling the Bank's phone service from within or outside KSA, or by reporting to any Visa/Mastercard center at any bank abroad. In all cases, Al Rajhi Bank must be notified. 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, provided that such amounts and damages do not exceed the credit limit remaining on the card at the time of loss. The cardholder shall also pay the fee specified in Clause (2-1) in the event a replacement card is issued for the lost or stolen card.

10.7 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.

10.8 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.

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

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

10.11 The Customer shall have the right to cancel the Card within (90) days of receipt without incurring any cancellation fees, provided that the Card has not been activated. The Bank reserves the right to cancel the Card thereafter without any liability on the part of the Bank. In such case, the Customer shall have no right to claim any compensation or make any demands of any kind against the Bank arising from the cancellation of the Card pursuant to this Clause.

11. 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.

12. 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.

11.3 Any dispute arising in relation to the VAT input account shall be resolved by mutual agreement of the parties within the timelines specified in the applicable VAT regulations.

13. These terms and conditions have been drafted in both Arabic and English. In the event of any conflict between the two versions, the Arabic text shall prevail. These terms and conditions are governed by the laws of the Kingdom of Saudi Arabia, and any dispute arising out of or in connection with these terms and conditions shall be referred to the competent judicial authorities in the Kingdom of Saudi Arabia.

14. Mokafaa Program:

14.1 Definitions:

- **Al Rajhi Mokafaa Program:** means the loyalty program run by Al Rajhi Bank pursuant to which a Member earns Reward Points by performing transactions through their Al Rajhi Bank products and services and then redeeming the earned points for Rewards.
- **Member:** means a person who is a member of the Al Rajhi Mokafaa Program and whose name is registered against the Membership Number.
- **Membership Number:** means the membership number allocated to a Member in accordance with these T&C.
- **Member Loyalty Account:** an account number that is set up under one Membership Number and which is used by Members within the Al Rajhi Mokafaa Program to earn and redeem points.
- **Service Partner:** means a provider of goods or services which is participating in Al Rajhi Mokafaa Program from time to time, and may include (but not limited to) airlines, hotels and resorts, financial, leisure & lifestyle service providers, and rent-a-car companies or any service provider the bank decides to choose.
- **Reward Points:** mean Al-Rajhi Reward Points accrued by a customer based on the consumption of Al Rajhi Banks qualifying products and services or through the Service Partner.
- **Points Collection:** The customer can earn points through Al Rajhi Bank products. For more details, please refer to the "Mokafaa" Program page on the Bank's website.
Example for Welcome Points*:

Offer Details	Targeted Customer	Eligibility Criteria
Earn 25,000 welcome Mokafaa points when using alrajhi bank Platinum Credit Card	Alrajhi bank customers holding the Platinum Credit Card	- The customer must be a registered member of the Mokafaa Program. - The credit card must be used for purchases totaling SAR 15,000 within 90 days from the card issuance date. - Welcome points will be credited within 30 days from the eligibility date. - Cash withdrawals, transfers from the credit card account to the current account, transfers to other e-wallets, and transactions that are refunded or cancelled are not considered eligible transactions for qualification.

* This is an example provided solely for the purpose of illustrating how welcome points are earned and shall not be relied upon. For the applicable welcome points for each credit card, please refer to the respective card page on the Bank's website.

Example of Earning Mokafaa Points on a Domestic Purchase Transaction:

Transaction Amount	Type of Transaction	Card Type (*)	Earning Rate	Total Earned Points
SAR 1000	Local	Platinum Credit Card	1 point for each SAR 1	1000* 1 = 1000 points

(*) This example is provided to illustrate the earning mechanism for the Platinum Credit Card. for more information regarding point earnings on other credit cards, please refer to the "Mokafaa" Program page on the Bank's website.

(**) The customer may earn fewer Mokafaa points or may not earn any points when making transactions with certain merchant categories. For further details, please refer to the "Mokafaa" Program page on the Bank's website.

- 14.2 In the event the card is cancelled or suspended due to non-payment of dues, the Bank shall have the right to revoke the customer's eligibility to earn points/ welcome points, including any points earned but not yet credited.
- 14.3 Mokafaa Points Redemption Mechanism:** Customers may redeem their points as follows: redeeming with Al Rajhi Bank's partners, transferring points to Mokafaa partners such as AlFursan, Flynas, and others, transferring points to family and friends, or donating them. For more details on the redemption mechanism and participating merchants, please refer to the "Mokafaa" Program page on the Bank's website.
- 14.4 Mokafaa Points Validity:** Unused points will automatically expire after one (1) Gregorian year for mass segment customers, and after two (2) Gregorian years for Affluent, Diamond Affluent, and Private segment customers, from the date the points are earned and added to the member's loyalty account.
- 14.5 The terms and conditions of the Mokafaa Program apply and can be accessed through the Mokafaa Program page on the Bank's website.

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

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