

Terms and Conditions of the Digital Cashback Card



Praise be to God alone, and peace and blessings be upon that who have no prophet after him: Al Rajhi Bank is pleased to issue this card in accordance with Shari'a regulations, which enables its holders to obtain legally permissible goods and services. In addition, the customer can apply for physical card through Mobile app. The terms and conditions of the issuance of the **Digital Cashback Card** from Al Rajhi Bank govern the relationship between Al Rajhi 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. Current Account

The card applicant undertakes to open current account at any of the Bank's branches or online.

2. Fees

The cardholder shall pay all charges and fees for the card issuance or renewal. The Bank will be entitled to deduct these fees and charges automatically from the customer's current account in the Bank or from the card balance.

| Schedule of Charges | SAR |
|-------------------------|--------|
| Card Issuance Fee | Free |
| Card Annual Fees | Free |
| Replacement Card fee | Free |
| Dispute fee | 50 |
| Foreign Transaction Fee | 2.75 % |

*Customer is eligible for one card free, for any additional cards 57.5 SAR will be applied for issuance / annual.

2.2 The annual fees for the card (renewal and issuance) are indivisible and non-refundable, but are subject to future changes.

2.3 All fees payable to the Bank by the cardholder, such as annual fees (renewal and issuance), are deducted from the current account of the cardholder at the Bank or from the card balance. The Bank may amend these fees which may change from time to time with a notice to the cardholder in writing to his/her registered address or through official channels of communication authorized by the Bank 30 days prior to the effective date.

3. Changing the Card Terms and Conditions and Fees

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 receipt 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 using the card during the objection period.

4. Payment of obligations and account statements

4.1 The cardholder will review the transactions data through the bank's website. Should any objection is raised for any transaction, the cardholder shall notify the Card Center within 30 days following the statement date. The cardholder shall bear the charges associated with wrong objection limited by the actual cost subsequent to the verification of invalidity of the objection.

4.2 If the cardholder 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 (2.75%) 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:

| Transaction Amount | Exchange Rate | Amount in Riyals | Foreign Transaction Fee | Due Amount |
|--------------------|---------------|------------------|-------------------------|------------|
| USD 100 | SAR/USD 3.75 | SAR 375 | 2.75%*375=10.31 | SAR 385.31 |

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

4.3 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.

5. Using the Card

5.1 This card can be used to purchase goods and services through websites and of sale that accepts Visa cards and Apple Pay, mada Pay, or any other electronic wallets. The cardholder pledges not to use the card for purchase of any items prohibited under Sharia Law, In case of violation, the Bank has the right to cancel the card.

5.2 The cardholder undertakes not to disclose the PIN number to anyone. The cardholder will be solely responsible for any transaction which takes place using this PIN number even if made by other party.

5.3 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. Card Balance

The Card balance or part of it shall be refunded through the refund option in the mobile app or the internet banking.

7. **NFC** or Near-field Communication is a short-range wireless technology that allows AlRajhi card holders to purchase items without the need to enter a pin code by simply sliding their card closer to a POS machine. This convenient service comes with a limit or a maximum amount and is based on the rules and conditions provided by AlRajhi Bank. Customers are fully responsible for the use

8. Validity Term:

8.1 Card validity is 3 calendar years from the date of issuance.

8.2 Reward points are valid only for one calendar year

9. Card Renewal:

The card will be automatically renewed upon the expiry of its period as stated in Article 8.1 for similar period under such conditions as determined by the Bank.

10. Deduction of card fees:

Annual fees of the card shall be deducted upon first issuance of the card, then, on the same date in each year during the validity term. Upon card reissuance or replacement, associated fee will be deducted accordingly.

11. Cancellation of the Card:

11.1 The cardholder has the right to request cancellation within 10 days from the card issuance and the bank does not have the right to deduct any fee unless the card is activated.

11.2 The Cardholder has the right to request cancellation through a written notification to the Bank at least 45 days prior to the date of fee deduction. 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.

11.3 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.

11.4 In the event of cancellation due to reasons mentioned in cases 10.1 & 10.2, all unpaid amounts of purchases or obligations to the Bank such as Issuance fees, renewal fee, re-issuance 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.

12. Loss of the Card in case of physical printing :

In case of lost or stolen card, the cardholder should immediately inform the Bank by calling the call center at 92000344 (from within KSA) and 0096692000344 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.

13. The Responsibility of the Bank:

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. 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. The Bank will not be deemed a party in any relationship between the cardholder and any third parties that is associated with the card.

14. Amendment of Terms and Conditions and Fees:

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 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 may suspend or freeze the card in case it deems, at its own discretion, this is necessary for protection of the Bank or the customer. The Bank shall also have the right to cancel the suspension or freezing upon absence of the reasons requiring so.

15. Acknowledgement:

15.1 Card use is conditional on the availability of credit in its balance; consequently, the cardholder may not use the same to 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.

15.2 The Bank may, in case where the card was used, deduct from its balance in equivalence of value of the commodity and services. 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.

15.3 The cardholder confirms the completion & accuracy of the provided information, and shall notify the Bank with any changes in the contact details, including current address, phone numbers, mobile number and email, if any, and declares that failure to notify with such changes shall cause the suspension of the card. The cardholder grants Al Rajhi Bank the right to get or give any information of the applicant and to discuss and review the same with SIMAH or any other entity authorized by SAMA.

15.4 Once these Terms and Conditions are read by the customer and activates the card, it shall be deemed as acknowledgment and acceptance.

15.5 Activating the card means accepting the terms and conditions thereof.

16. Tax:

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

16.2 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, AL Rajhi entity shall not be liable to any interest or penalty, if payable by you on account of input tax credit reversal.

16.3 AlRajhi Bank shall not be held responsible for any interests, fines or penalties owed by the supplier that was due to reversing the entry of the value added tax on past due payments as per the terms and conditions of the tax law related to this subject.

English Terms & Conditions

The following provisions shall apply to the Cashback Digital Card offered by Al Rajhi Bank, in addition to the terms stated in the Alrajhi Digital 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 card application form.

- **“Cashback Program”** is the program that will allow customers to spend on Cashback Digital Prepaid Card and earns cash according to the eligible Transactions.
- **“Cashback”** means the amount that will be credited to Cashback Digital Prepaid Card as set forth in this document or as decided by the Alrajhi Bank
- **“Eligible Transactions”** are all retail transactions, at point of sale or online, charged to Alrajhi Cashback Digital Prepaid Card, except for the transactions excluded in point 13 below.
- **“Misuse”** means the utilization of Cashback Digital Prepaid card must meet personal spend and not be used for commercial purposes.

Terms and Conditions:

1. 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 Digital Prepaid Card after the transaction is received and settled by merchant.
Note: The transaction settlement and reconciliation might take from 2 to 7 days to be posted.
2. **The Eligible Transactions** are all retail transactions, at point of sale or online, charged to Alrajhi Cashback Digital Prepaid Card holder as below:
 - 1% cashback on international spend
 - 0.6% Cashback on domestic spend
3. Alrajhi Bank is entitled, at any time and with prior notice to the Cardholder in any manner whatsoever, to terminate the Alrajhi Cashback Digital Prepaid 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 Digital Prepaid Card shall be final and binding on the Cardholder.
4. The minimum spend required to be eligible for a Cashback is 1 SAR.
5. 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.
6. Cashback amounts are due only when the transaction appears on the card statement.
7. 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.
8. 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.
9. Misuse of the Alrajhi Cashback Digital Prepaid Card to effect fictitious transactions through POS terminals at merchant outlets or through other means shall not be eligible for Cashback also the card must meet personal spend and not be used for commercial purposes and the Bank has the right to cancel the card and reclaimed the cashback amount.
10. 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.
11. Any Cashback accumulated and not credited into the Card Account will be cancelled if the Card is:
 - a. closed;
 - b. not in good standing in the opinion of Alrajhi Bank;
 - c. the Cardholder’s Cashback Card has expired and was not renewed;
 - d. there has been a breach of the terms and conditions; or
 - e. any other event, which, in the sole discretion of Alrajhi Bank should result in the cancellation of the Alrajhi Cashback Digital Cashback Card.
12. 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.
13. Unless otherwise stated, all Eligible Transactions, charged to Alrajhi Cashback Digital Card are eligible for Cashback as per the categories defined above except for the following exclusions:
 - Any fee and charges
 - Balance transfer / money transfer
 - Cash withdrawals and balance transfers.
 - SADAD payments made through Alrajhi Bank online and/or by utilizing any other payment channel provided by Alrajhi Bank as per existing loyalty functionality
 - Sale of new and used cars and motorcycles, and its maintenance services.
 - Utilities services
 - Transactions that Alrajhi Bank decides are disputed, erroneous, unauthorized, illegal and/or fraudulent.
 - Charity, legal services, TAX payments and protection agencies.
 - Wallets balance loaded.
14. 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.