

# Terms and Conditions of the Digital Cashback and Gamers Cards



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: 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 through alrajhi mobile app or any of the Bank's branches.

## 2. Fees

2.1 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	Fee (SAR)
Card Issuance Fee	Free for the first card
Card Annual Fees	Free for the first card
Additional card	50 SAR
Annual fee for the additional card	50 SAR
Replacement Card fee	15
Dispute fee	25
Foreign Transaction Fee	2%

\*The above fees do not include VAT.

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

## 3. Payment of obligations and account statements

3.1 The Bank shall send a Card Statement to the Cardholder on the first day of each Gregorian month, via Internet Banking Services and, thus, the cardholder, shall be fully responsible for reviewing the Statement of Account and verification of accuracy thereof.

3.2 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.

3.3 If the card holder perform a transaction on Non SAR currency or international or the acquiring bank outside kingdom, 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 %) 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.

3.4 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.

3.5 The cardholder hereby authorizes the bank to 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..

3.6 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.

## 4. Changing the Card Terms and Conditions and Fees

4.1 Al Rajhi Bank has the right to amend the terms & conditions whether by 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 shall also have the right to increase the fees in the event that such increase is related to a third party, in accordance with the relevant instructions and regulations.

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. 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:

Card validity is 5 calendar years from the date of issuance.

## 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:

10.1 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)

10.2 All fees payable to the Bank by the cardholder, such as annual fees (renewal and issuance), and cash withdrawal fees are deducted from the current account of the cardholder at the Bank or from the card balance.

## 11. Cancellation of the Card:

11.1 The cardholder 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.

11.2 The Cardholder has the right to request cancellation through the Bank available channels at least 14 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 regulatory, security, or credit related reasons, or non-compliance of terms and conditions by the cardholder, misuse, or any other reason requiring such cancellation, provided that such cancellation does not contravene applicable laws and regulations. In such case, the customer will be entitled to reimburse the amount.

11.4 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.

11.5 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.

11.6 In the event of cancellation due to reasons mentioned in cases 11.2 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.

11.7 Cancellation in the cases referred to in Clauses (11.3), (11.4), and (11.5) shall result in the suspension of the Card's usability, while all amounts arising from the issuance or use of the Card shall remain due and payable by the Cardholder. The Bank shall, as applicable, coordinate with the Cardholder and offer possible solutions to settle the outstanding amounts in accordance with applicable laws, regulations, and controls, without prejudice to the Bank's statutory and contractual rights.

## 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 920003344 (from within KSA) and 00966920003344 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. Acknowledgement:

14.1 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.

14.2 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.

14.3 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.

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

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

## 15. Tax:

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

15.2 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.

15.3 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.

16. This terms and conditions are 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.

17. The following provisions shall apply to the Cashback Digital and Gamers Cards a 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 points below.

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

17.1 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.

17.2 The Eligible Transactions are all retail transactions, at point of sale or online, charged to Cashback Digital Prepaid Card holder as below:

- 1% cashback on international spend
- 0.6% Cashback on domestic spend

17.3 Alrajhi Bank is entitled, at any time and with prior notice to the Cardholder in any manner whatsoever, to terminate the 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 Cashback Digital Prepaid Card shall be final and binding on the Cardholder.

17.4 The minimum spends required to be eligible for a Cashback is 1SAR.

17.5 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.

17.6 Cashback amounts are due only when the transaction appears on the card statement.

17.7 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.

17.8 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.

17.9 Misuse of 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.

17.10 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.  
17.11 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; or
- any other event, which, in the sole discretion of Alrajhi Bank should result in the cancellation of Cashback Digital Cashback Card.

17.12 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.

17.13 Unless otherwise stated, all Eligible Transactions, charged to Cashback Digital 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.
- Cash withdrawals
- Charity, legal services, TAX and government payments and protection agencies.
- 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.
- Transfer to E-wallets
- Gas/Fuel stations
- Public transport services (Not Classified)
- Taxicabs and Limousines
- Food Stores - Convenience Stores and Specialty Markets
- Sale of new and used cars and motorcycles, and its maintenance services.
- Government Payments
- utility bills
- Gas/Fuel stations
- Telecom
- Educational institutions
- Public transport services (buses/trains/ferries/ships, etc.)
- Real estate office payments.

#### 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

Name of financial institution: 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 71 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](http://www.alrajhibank.com.sa), SAMA Lic No: 1420 It is controlled and supervised by SAMA