

Flynas 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, as well as buy goods and services Legally and as per Shari'a 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:

- 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 be 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 and as per Shari'a guidelines 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/she receives or any fees he/she pays in exchange for any service provided to him/her 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/she 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) above, fees or VAT means any amount paid by the customer in exchange for a service or item provided by the 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*:

Fee type	Amount (SAR)
Issuance and Annual Fees**	SAR 50*
Supplementary Card	Free for first 2 cards 3rd card onwards SAR 75
Profit Rate (Monthly)	2.2%
Foreign Transaction Fee	2.75%
Replacement fee	SAR 50
Cash Withdrawal***/Transfer fee from Card to Current Account Fee / Transfer to E-Wallets****	SAR 75
Minimum Payment	5% of the amount or SAR 100 whichever is higher
Wrong Dispute	SAR 50

*Please visit alrajhi bank website to view the latest promotions and fees for card products.

**The bank has the right to amend these fees, and a notice will be sent to the cardholder through the official communication channels 30 days prior to the effective date of the amendment.

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

****Cash withdrawal/Transfer fee from the card, will be free of charge for the first 100 days from card issuance date. Cash transfer fees and transfer to e-wallet 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:

Example	Issuance fee + VAT	Credit Limit	Purchase Rate	Minimum Payment %	Months Until Balance Repaid*	APR
1		SAR 10,000				35.56%
2	575	SAR 100,000	26.40%	5%	Months 12	27.04%

* 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. 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.

2.3 The bank has the right to apply and calculate the profit rate on cash withdrawals or cash transfers from the card to the current account from the date of the transaction until its settlement.

2.4 The bank has the right to apply and calculate the profit rate on purchase transactions from the transaction date until statement issuance date. This includes Tasaheel program purchases that have not been paid on the due date.

2.5 In the event that the card is issued to the customer during promotional campaigns that include exempting customers from annual fees for the first year after the card issuance, then the customer cancels the card before the payment of annual fees for the 2nd year; the bank has the right to deduct the equivalent of the annual fees of the card mentioned in Paragraph (2.1).

3. CARD STATEMENT:

- alrajhi bank credit card holders shall have a grace period not less than 21 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/she 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.
- The cardholder must verify all the Card Transactions billed on the Card Statement and in case of discrepancy, notify the Bank immediately. All charges/deals 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	Exchange Rate to	Amount in Riyals	Optional Issuer fee	Due Amount
USD 100	SAR/USD 3.75	SAR 375	375*2.75% =10.31 SAR	SAR 385.31

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

3.6 The Cardholder undertakes to pay the minimum repayment, stated on the monthly statement, on the due date. In case of the Cardholder's 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 SIMAH.

3.7 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.

3.8 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.

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

3.10 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:

- 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.
- The cardholder undertakes to withdraw cash only from ATM machine and not to carry out manual withdrawals from Banks branches counters using the card.
- 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.
- 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.
- The cardholder pledges not to use the card for purchase of any prohibited item under the Shari'a 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.
- 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.
- 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.
- 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.

6. SUPPLEMENTARY CARD:

The Supplementary card will be issued to any family member of the cardholder, upon request of 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.

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.

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:

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

- 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.
- 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 of the termination if made by the Bank.
- 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.
- 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.
- 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.
- 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 cardholder 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.
- In case of lost or stolen card, the cardholder should immediately inform the Bank by calling the call center 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 be subject to 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.
- 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.
- 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 Shari'a 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.
- 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.
- Once these Terms and Conditions signed and the card activated, it shall be deemed as acceptance and acknowledgment.
- Activating the card means receiving it and accepting the terms and conditions thereof.
- 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:

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

12. The 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.

13 Terms and Conditions for Flynas Credit Cards:

13-1 Definitions:

- Flynas:** Flynas Air Transport Company.
- Nasmlies Program:** It is a customer loyalty program designed, managed, and wholly owned by Flynas.
- Nasmlies:** Flynas Air miles credited to customer's nasmlies program account shared by him/her with the bank. Through these miles, members of flynas program will be able to issue reward tickets and upgrade the travel class in Flynas.
- Eligible Transactions:** Purchases through points of sale and online stores that are eligible to earn miles, with the exception of the transactions mentioned in Article 13-12 of these Terms and Conditions.
- Merchants Categories:** refers to the merchant categories that are eligible for earn miles, 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 earning air miles, the purchase process will not be eligible.
- 13-2 Flynas credit card holders are entitled to earn Nasmlies based on the earn rate decided by the bank (miles will be rounded down to the nearest number e.g. 7.2 miles will be rounded down to 7 miles). The miles are earned from eligible transactions as set forth in this document.
- 13-3 Miles Earning Rate (Spend in SAR to earn 1 Mile):
 - Domestic Transactions SAR 2.5
 - International Transactions SAR 1.5
 - Flynas spend SAR 1.25
- 13-4 Alrajhi Bank is entitled, at any time and with prior notice to the Cardholder in any manner whatsoever, to terminate FlynasCredit 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 miles earn rate, and/or the manner of which the air miles are earned, after a written notice is sent to the cardholder's registered address or through official channels of communication authorized by the Bank 30 days prior to the effective date 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 Cardholder's responsibility to ensure that he/she is 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 FlynasCredit card shall be final and binding on the Cardholder.
- 13-5 There is no minimum or maximum number of transactions to earn miles.
- 13-6 Miles earned on Eligible Transactions in a statement cycle will be limited to the credit limit of the customer i.e. no miles will be awarded for transactions completed over and above the credit limit of the Card Account in a single statement cycle.
- 13-7 Classification of merchant 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 set forth by the schemes of Visa/MasterCard/AMEX/Diners etc.). Alrajhi Bank cannot be held accountable for incorrect assignment/segmentation.
- 13-8 Alrajhi bank will not be responsible for providing Nasmlies for purchases at merchant outlets/franchisees that have not registered themselves under the MCCs assigned for each spend category by VISA.
- 13-9 The air miles will be credited to customer's balance at Nasmlies program once the transaction is successfully settled by merchant which might take up to 30 days from the transaction and air miles will only be credited 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.
- 13-10 Eligible Transactions made with a supplementary Flynas Card will be aggregated with the Eligible Transactions charged by the primary Cardholder for the purposes of calculating the earned miles.
- 13-11 Misuse of the Flynas Card to effect fictitious transactions through POS Terminals at merchant outlets or through other means shall not be eligible for air miles and bank reserve the right to cancel the credit card.
- 13-12 In the event of a full or partial refund of the amount of any purchase transaction made by means of the card or fraudulent transactions, the miles earned for that transaction will be reversed and deducted from the cardholder's miles balance in Nasmlies program, or the equivalent miles will be deducted from the miles earned in the future. Al-Rajhi Bank also reserves the right to deduct the value equal to those miles that were credited to the cardholder's miles balance in the Nasmlies program, in addition to what is stated in paragraph 9-4) of these terms and conditions.
- 13-13 In the Nasmlies program, or if the Bank was unable to deduct the equivalent from the miles earned in the future without notice prior.
- 13-14 Any decision about whether spend on purchases qualify as an Eligible Transaction for the purposes of earning air miles and/or how spend are classified for each spend category shall be at the sole discretion of Alrajhi Bank.
- 13-14 Unless otherwise stated, all purchases recorded in the card statement are eligible to earn Miles, except of the following:
 - 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 banking
 - 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.
 - Wallets balance loaded

13-15 Member will earn 1 Nasmlies for every SAR 15 spent using the eligible cards for Miles for the following transactions:

Transaction	Due Amount
Sole of new and used cars and motorcycles, and its maintenance services.	10000
Government Payments, utility bills	30
Gas/Fuel stations	30
Public transport services (buses/trains/ferries/ships, etc), Real estate office payments, Telecom, Educational institutions and Rentals offices local payments	No cap

13-16 In the event that the card is canceled or suspended due to the customer's failure to pay any due amounts owed by him/her to the bank, the bank has the right to cancel the customer's eligibility to earn miles, and he/she is not entitled to benefit from the previously earned miles that have not yet been used to his account in the Nasmlies program, in addition to what is stated in paragraph 9-4) of these terms and conditions.

13-17 The Bank may, from time to time, carry out promotional campaigns due to which the cardholder becomes eligible to receive free or welcome miles. In the event that the cardholder obtains free miles, he/she shall not be eligible to participate in any other promotional campaigns in the future, and you shall not be entitled to receive welcome miles again.

13-18 All terms and conditions relating to miles earned through purchases also apply to welcome miles and bonus miles earned from promotional campaigns.

13-19 Al-Rajhi Bank does not keep the current balance of Nasmlies nor customer information registered in the Nasmlies program, including the Nasmlies membership number.

13-20 The Bank shall not be any responsibility or obligation towards third parties when Flynas makes any changes to the Nasmlies Program or its terms and conditions.

13-21 In the event of a conflict between these terms and conditions and the terms and conditions of the Nasmlies program issued by Saudi Arabia, these terms and conditions shall prevail.