

# Alrajhi bank Charge Credit Cards Terms and Conditions



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 its charge credit card in accordance with Shari'a regulations, which enables cardholder to withdraw cash from ATMs, as well as buy goods and services legally permissible, without any interest, with the enjoyment of an appropriate grace period.

The terms and conditions of the issuance of the 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.

## 2. Cash Insurance

The Bank has the right to request a cash collateral not exceeding the card's credit limit in some of the cases where the credit conditions are not applicable to the customer. The Bank shall block the collateral amount upon a written approval of the cardholder. The said collateral amount will be standing and may not be repaid, in part or in whole, unless a period of (45) days has lapsed as of such date on which the card has become expired or cancelled for any reason whatsoever, provided that the card will be delivered to the center or branch, with the Bank having no rights toward the card holder. The collateral can be substituted by obtaining "Performance Bond form" that is acceptable to the Bank.

## 3. Fees

3.1 The cardholder shall make all effective payments and fees calculated in accordance with Resolution No.735 of 23/11/1427 AH by the Sharia Board of Al Rajhi Bank in return for the card issuance or renewal. The Bank will be entitled to deduct these fees and charges automatically from the customer's current account held in the Bank.

Fee type	Amount (SAR)*
Card Issuance	425
Renewal	370
Supplementary Card Issuance	360
Supplementary Card Renewal	335
Foreign Transaction Fee	2%
Replacement fee	15
Cash Withdrawal fee (alrajhi bank ATM's)	3% of the transaction amount, with a maximum of SAR 9
Cash Withdrawal fee from domestic/ international	3% of the transaction amount, with a maximum of SAR 18
Transfer cash from the card to current account	3% of the transaction amount, with a maximum of SAR 9
Wrong Dispute	25

\* The above fees do not include VAT.

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

3.2 Annual and issuance fees for Primary and supplementary cards cannot be divided and are non-refundable, but they are adjustable in the future.

3.3 Al Rajhi credit cardholders shall, as subscription and solidarity among themselves, pay the total costs of Al Rajhi credit cards.

3.4 All fees payable to the Bank by the cardholder such as annual fee and cash withdrawal fees shall be assessed in accordance with the guidelines issued by The Sharia Board in this regard, and shall be deducted from the credit limit allowed for the cardholder.

3.5 The Bank may, from time to time, launch promotional campaigns that include waiving or reducing the annual fees for new customers.

3.6 In the event that the Card is issued to the Customer during a promotional campaign that includes a waiver of the first year's annual fee, and the Customer subsequently cancels the Card before the second-year fee is charged, the Bank shall have the right to deduct an amount equivalent to the annual fee as stated in Clause (3.1)

3.7 Cash Transfer fees shall apply only to transactions executed within the available credit limit granted by the Bank under the Card Account. Accordingly, no such fees shall apply to transactions conducted using funds added by the Customer to the Card Account during the statement cycle.

## 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. Payment of obligations and account statements

5.1 Al Rajhi Bank credit cardholders shall have a grace period not less than 25 days from the account statement date for settling their bill amount.

5.2 The Bank shall send a Card Statement to the Cardholder on the first day of each Gregorian month, either by mail or electronically. The cardholder can also access a copy of the Statement of Account via Internet Banking Services and, thus, the cardholder, shall

be fully responsible for reviewing the Statement of Account and verification of accuracy thereof. 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.

5.3 The Bank will be deducting the financial obligations on the use of the card on the 26 of every calendar months. If the card holder perform a transaction on Non SAR currency or international or the merchant 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 SAR	Foreign transaction fee	VAT	Due Amount
USD 100	SAR/USD 3.75	SAR 375	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.

5.4 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.

5.5 Cardholder undertakes to pay the amount due for the payment of financial obligations contained in the monthly Statement of Account on deduction date, otherwise the card will be blocked, and 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.

5.6 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.

5.7 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.

5.8 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.

5.9 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.

5.10 The cardholder must promptly notify the Bank of any changes in his address or registered mobile number.

5.11 The cardholder shall have no right to dispose of any amounts credited to the card balance as a result of an automated or human error or unauthorized access.

## 6. Using the Card

6.1 The credit card can be used for withdrawing cash, purchase of goods and services through websites and points of sale. The cardholder undertakes to withdraw cash only from the ATM machine and not to carry out manual withdrawals from Banks branches counters using the card. 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. Further, the cardholder undertakes not to exceed the limit which has been approved by the Bank.

6.2 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.

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

6.4 The cardholder is entitled to withdraw cash, transfer from the card account to the current account, or load e-wallets, provided that the total does not exceed 30% of the credit limit granted by the Bank.

## 7. Supplementary Card

The Supplementary card will be issued to any family member of the card holder above 18 years old, upon request from the card holder 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 also 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:

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

## 10. Card Renewal:

The card will be automatically renewed upon the expiry of its period as stated in Article 9.1 for similar period under such conditions as determined by the Bank

## 11. Deduction of card fees:

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 (3.1)

## 12. Cancellation of the Card:

12.1 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.

- 12.2 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.
- 12.3 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.
- 12.4 In the event of cancellation due to reasons mentioned in cases 12.2 & 12.3, 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.

### 13. Loss of The Card:

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

### 14. 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, 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.

### 15. Acknowledgement:

- 15.1 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.
- 15.2 Once these Terms and Conditions are signed by the customer, or the customer receives a copy thereof and activates the card, it shall be deemed as acknowledgment and acceptance.
- 15.3 Activating the card means receiving it and accepting the terms and conditions thereof.
16. **Taxes:**
- 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, alrajhi entity shall not be liable to any interest or penalty, if payable by you on account of input tax credit reversal.
- 16.3 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.
17. 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.

### 18. Mokafaa Program:

#### 18.1 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	<ul style="list-style-type: none"> <li>- The customer must be a registered member of the Mokafaa Program.</li> <li>- The credit card must be used for purchases totaling SAR 15,000 within 90 days from the card issuance date.</li> <li>- Welcome points will be credited within 30 days from the eligibility date.</li> <li>- 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.</li> </ul>

\* 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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