

# Terms and Conditions of Low Limit "Tasawaq" Card



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. 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	115
Card Annual Fees	115
Foreign Transaction Fee	2%
Cash Withdrawal Fee (via ATM)	3% for transactions below SAR 2500, with a maximum limit of SAR 75 for transactions equal to or above SAR 2500
Replacement fee	SAR 15
Wrong Dispute	SAR 25

\*\*\* 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

- 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.
- 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.
- 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
USD 100	SAR/USD 3.75	SAR 375	$375 \times 2\% = 7.5$ SAR	$SAR 7.5 \times 15\% = SAR 1.125$	SAR 383.625

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

- 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.
- 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.
- 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 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. Using the Card

**5.1** This card can be used for withdrawing cash, purchase of goods and services through websites and points of sale that accepts chip and PIN VISA cards. 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.

**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.

**5.4** The cardholder is entitled to withdraw cash up to a maximum of 30% of the card's credit limit.

## 6. Card Balance

The Card balance or part of it shall be refunded through cash withdrawal from ATMs only against the fees mentioned in Article (2.1)

## 7. 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.

## 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** 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 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 11.1 & 11.2, all unpaid amounts of withdrawals and 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 lost or stolen card, the cardholder should immediately inform the Bank by calling

the call center at 920003344 (from within KSA) and +966920003344 or fax No. +96614600705 (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.

### 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, 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.

### 14. Acknowledgement:

**14.1** 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.

**14.2** 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.

**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 AlRajhi 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 signed by the customer, or once the customer receives a copy thereof and activates the card, it shall be deemed as acknowledgment and acceptance.

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

### 15. Contactless Service:

Contactless service allows alrajhi Low Limit cardholder 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 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.

### 16. Taxes:

**17.1.** The fees quoted shall be exclusive of applicable Value Added Tax ("VAT") and any other taxes as may be applicable. Upon commencement of the VAT or other tax law and application thereof to any fee, commission, commercial discounts or supply of goods or services related to this Agreement or the product the amount of tax levied no matter how much will not be deducted from the fee fixed under this Agreement but shall be an additional fiscal due to be exacted by the competent authority in the manner determined by it.

**17.2.** Taxes shall be levied in accordance with the provisions contained under the VAT laws and other legislation as may be applicable from time to time. Al Rajhi Bank shall not be liable for and hereby disclaim any interest, penalty or sanction impossible because of failure by the Customer or a supplier to pay due tax or because of input tax credit reversal payments outstanding beyond the period prescribed under the relevant VAT law.

### 17. Mokafaa Progra:

#### 17.1 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.

**17.2 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 10,000 welcome Mokafaa points when using alrajhi bank tasawaq card	Alrajhi bank customers holding the tasawaq 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 5,000 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	tasawaq card	1 point for each SAR 1	1000* 1 = 1000 points

(\*) This example is provided to illustrate the earning mechanism for the Tasawaq low limit 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.

**17.3 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.

**17.4 Mokafaa Points Validity:** Unused points will automatically expire after one (1) Gregorian year for general segment customers, and after two (2) Gregorian years for Al Tamayuz, Diamond Tamayuz, and Private segment customers, from the date the points are earned and added to the member's loyalty account.

**17.5** 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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