

# Your Financial Rights and Responsibilities



"Consumer Protection Principles"

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العربي  
anb

92 000 1824  
anb.com.sa

Dear Customer,

We at Arab National Bank are dedicated to the ongoing development of our products and services to meet your needs. This will be done according to standards based on honesty, transparency, work ethics and our commitment to maintain the confidentiality of your information. As part of this transparency and our commitment to educating and advising our customers, we invite you to read the following important notifications and instructions:

## Your rights as a consumer

1. Bank should deal fairly and honestly with you in every interaction.
2. Bank should be transparent with you, and provide you with the information you require about products and services that are easy to access and understandable.
3. Bank should make you aware of the financial risks and opportunities that apply to a product or service before you buy it.
4. Bank should work in a professional manner for your benefit and the protection of your financial interests.
5. Bank should monitor and protect your financial assets against fraud.
6. Bank should protect your financial and personal information and ensure it is not disclosed to third parties.
7. Bank should give you easy access to file a complaint through mechanisms that are affordable, accountable, timely and efficient.
8. Consumers should be able to search, compare and where appropriate, switch between products, services and banks with ease.
9. Bank should be responsible and accountable for the actions of our authorised agents.
10. Bank must have a written policy on conflict of interest, and ensure that this policy is disclosed to consumers in case of a conflict of interest between the bank and a third party.

## Your responsibilities as a consumer

Before engaging in a relationship with a bank, you must know and understand your responsibilities as a consumer and how you can help the bank to help you.

1. Be honest accurate with all the information you give to the bank.
2. When applying for a product or a service ensure that you have read all the information given to you and you are aware of your obligations.

3. Always clarify with bank employees about anything that is unclear or a condition that you are unsure about.
4. Don't hesitate to file a complaint or escalate your issue to higher levels if appropriate.
5. Make sure you understand all terms and conditions associated with any product or service.
6. Keep in mind that some financial products or services carry risks and your bank should clearly explain these to you.
7. Apply for products or services that suit your specific needs and financial capability.
8. Report unauthorised transactions to your bank immediately.
9. Do not disclose any personal or banking information to any third party.
10. Seek the advice of your bank when encountering any type of financial difficulties.
11. Ensure that your banking information is up-to-date at all times.
12. While corresponding with the bank through mails make sure you use your own mail and e-mail address and not other's to avoid exposing your information.
13. When granting a 'Power of Attorney' be careful about the information you are granting access to and to whom you are giving power over your financial matters.
14. Sign all pages of contracts and agreements of which you are a party of, and avoid signing any incomplete or blank documents
15. Review all your documents before you sign them.
16. Keep all your banking documents and cards in a safe place.
17. Share with the bank your updated National Address, provided and approved by the Saudi Post, to receive banking services

## Notifications and Instructions

### Accounts

- A deposit is not required to open a bank account. However, the Bank may close the account if the account balance is zero (0) for a period of 90 days from the date it was opened.
- Provide the accountholder does not perform any deposit or withdrawal transaction, the status of current accounts with a credit balance and inactive savings account will be charged to "Dormant" in the following manner:
  - An account, relationship or dealing shall be deemed "Active" if the last financial transaction (withdrawal or deposit dependent on the relationship nature) performed by the customer or his/her authorized agent over the account is not more than 24 Gregorian months old

starting from the date of the last transaction posted by the customer.

- An account, relationship or dealing shall be deemed "Dormant" if it completes a period of 24 Gregorian months from the date of the last financial transaction (withdrawal or deposit dependent on the relationship nature) performed by the customer or his/her authorized agent over the account as evidenced in a reliable and documented recording or written communication in relation to transactions.

- An account, relationship or dealing shall be deemed "Unclaimed" if it completes a period of 5 Gregorian years (60 months) (including the Dormant Account stage) if the customer personally or his/her authorized agent does not perform a financial transaction (withdrawal or deposit dependent on the relationship nature) as evidenced in a reliable and documented recording or written communication, the bank could not locate the customer and has exhausted all possible communications means to reach him/her.

- The account, relationship or dealing will be deemed abandoned and the accountholder ending the relationship with the bank if it remains Unclaimed for 10 Gregorian years (i.e. 15 Gregorian years in total from the date of the last financial transaction).

- promotional SMS and marketing brochures related to the Bank's products and services. Customers can visit the nearest ANB branch or call 8001244141 if they wish to stop receiving such communication.
- Always make sure you update your information when there's any change (e.g. address, phone number, mobile, e-mail) by visiting the nearest branch of the Bank. This will ensure that you will continue receiving SMS messages when conducting any transactions on your accounts, as well as, receiving your monthly account statements and any other important ANB communications.
- Please obtain and read the booklets related to the Bank's Fees and Charges in addition to the Terms and Conditions for products and services and understand them before committing to any service or product which will assist in making sure that it fulfills your needs and clarifies your rights and obligations. These are available in the branches or on our website [www.anb.com.sa](http://www.anb.com.sa)
- Ignore the ads for paying debts and granting finance from non-official entities and individuals.
- The bank will never ask for any of your PIN numbers neither through telephone nor e-mail and updating the information should only be through any of the Bank's branches.
- When you travel, ensure that your mobile that is registered to your Bank account is on. This will enable you to receive SMS messages on your banking transactions.
- Protect your phone number with a password and do not save passwords and other sensitive information in a way others can see it or guess it.

## Personal Finance, ATM & Credit Cards

- Settling your credit card and personal finance products dues on the specified date prevents you from paying late payment charges and having a negative impact on your credit history with "SIMAH".
- When using your ATM card to withdraw cash or make purchases outside the Kingdom, the amount will be subject to the applicable foreign currency exchange rate at the date of the transaction, in addition to the fees as per the Bank's tariff charges.
- Be aware, when paying with your credit card (e.g. Visa, MasterCard, American Express), the Merchant is not entitled to impose any additional fee on the transaction amount.
- Safeguard your debit & credit cards, PINs and checkbooks. In the event of loss or theft of any of them, please inform the Bank instantly by visiting the nearest Branch or calling ANB Phone Banking from inside the kingdom at 92 000 5555 or 800 124 4040 or from outside the Kingdom at +966 92 000 5555.
- Avoid choosing easy or sequential passwords related to personal dates for electronic banking services and cards. It is recommended to change your passwords periodically especially after coming back from your trip.
- Avoid using ATMs having additional hardware installed, which will steal your card's information and personal data. Make sure you always hide the ATM keypad with your free hand when entering your Personal Identification Number (PIN).
- Do not accept anonymous requests for assistance while using an ATM.
- You can use ANB MADA debit card inside or outside the kingdom, please note that the maximum daily cash withdrawal via ATM is SAR 5,000 and through the POS up to SAR 60,000 or its equivalent in other currencies (Subject to bank's approval).

ANB offers consumer credit advisory service. To benefit from this service please call 920001824

## Electronic Channels

- Avoid the use of public computers and wireless internet networks in public places like coffee shops and airports where they can be easily exploited by hackers and cyber-thieves.
- When logging to the Arab National Bank website or conducting online transactions using ANB net, always make sure you are on the right website address [www.anb.com.sa](http://www.anb.com.sa)
- If you suspect that there has been an un-authorized breach of your account(s), or that a transaction has taken place that you did not initiate or received a suspicious e-mail you should report it

immediately by calling ANB Phone Banking from inside the kingdom at 92 000 5555 or 800 124 4040 or from outside the Kingdom at +966 92 000 5555 or send an e-mail to [abuse@anb.com.sa](mailto:abuse@anb.com.sa)

- You should not disclose the following banking information to anyone including the Bank's employees: PIN code of your card, your ID (i.e. password or user name) used to enter the electronic channels.
- Protect your private computer by installing the latest antivirus software, spyware and firewall and ensure it is configured to update automatically all the time. In addition keep your Operating System updated with the latest security updates and patches.
- Beware of phishing fraud attempts via email scams or untrusted links. Call the bank immediately if you want to check if these are legitimate communications from ANB.

## We Care (Customers Complaints Resolution Department)

Your complaint is important to us. We promise you to solve it within 10 working days from the date of registration at any of our following channels:

- Bank Branches
- [anb.com.sa](http://anb.com.sa)
- Fax: +966112769272
- Toll Free: 8001192222

In case the solution of your complaint is unsatisfactory, you can escalate it to higher managerial levels through the following:

Level 1: send a fax to +966112769421

Level 2: send a fax to +966114083125

Level 3: If you are not satisfied with how your complaint is being handled or with the response you receive to your complaint and want to escalate it, you can contact the SAMA Consumer Protection Department, using any of these contact channels:

- Email: [cpdc@sama.gov.sa](mailto:cpdc@sama.gov.sa)
- Telephone : 800 125 6666
- Visit: SAMA Head Office, Al-Ma'ather Street, Riyadh, from 10:00 am to 2:30 pm.
- Write To : Saudi Arabia Monetary Agency  
Consumer Protection Department  
Al-Ma'ather Street, P.O. Box 2992  
Riyadh 11169, Saudi Arabia
- Website : [www.sama.gov.sa/complaint](http://www.sama.gov.sa/complaint)

You can download the full version of the banking consumer protection principles from: [www.sama.gov.sa](http://www.sama.gov.sa)