

## Digital Card Terms and Conditions

Arab national bank will issue the digital Card in accordance with the following Terms and Conditions:

### 1. Basic Definitions

- 1.1. **Customer:** The customer is the person who applies to obtain the card and is the primary card holder. He is also responsible for all due amounts arising out of or consequent upon issuance and utilization of the primary and supplementary cards.
- 1.2. **Cardholder:** Cardholder is the person whose name appears on the card and the term.
- 1.3. **Card limit:** The bank issues the card with a credit limit of SAR 5 only. Cardholder is the person whose name appears on the card and the term. Cardholder includes the primary cardholder and the holders of supplementary cards.
- 1.4. **Account statement:** It is a monthly statement issued by the bank to the cardholder showing the details of the transactions made by using the card and all the amounts owed by the card holder in favor of the bank. The account statement also shows the name of the merchant and all transaction details. The customer can view the electronic statement through anb mobile or anb Net. The customer can request the account statement be sent to the customer's national address registered with the bank, for a fee to be charged to the customer.
- 1.5. **International transaction:** is any transaction performed at a merchant who is registered outside Saudi Arabia or any transaction performed with-a currency other than the Saudi Riyal.

### 2. Billing Cycle and Card Payment

- 2.1. The Customer acknowledges that he is fully responsible for all transactions recorded in the Card Statement and is responsible for the obligations arising under his use of the Card, including any outstanding or outstanding balances, and such balances (outstanding and/or unpaid) on the Card, wherever any, are a legal obligation on the Customer in favor of the Bank.
- 2.2. Your Credit card Statement date will fall on 5th, 6th, 7th or 8th of the month depending on the number of days in a month.
- 2.3. The customer agrees to receive the statement through the electronic channels approved by the bank and the customer can view the Credit card statement through anb Mobile application. The statement includes details of the amounts of purchases and cash withdrawals and any amount above the credit limit, It also includes the amount due for payment and the due date and any fees or other amounts that have been credited to the card as shown in the card user guide, and the customer can request a paper card statement with additional fees by contacting Al-Arabi Phone approved by the bank.
- 2.4. The bank gives the cardholder a grace period of no less than 25 days before the due date and from the date of the monthly statement to pay the due amount.

- 2.5. The amount due on the card must be paid on the due date in case non-payment of total due, the amount will be deducted from the customer's current account or any other type of account that the customer has with the bank and in the event that the customer fails to pay the amount due on the due date for 90 consecutive days the card will be permanently canceled Without referring to the customer and notifying the Saudi Credit Information Company (SIMAH).
- 2.6. he cardholder's failure to pay negatively affects the cardholder's credit history, which means that he may be unable to obtain any facilities or financing from anb or any other banks in the future.
- 2.7. The Bank has the right to claim from the Customer any of the amounts due from him, and the Bank's silence on the Customer's claim on or after the due dates shall not be considered as giving the Customer time to pay the amounts due to the Bank or/or as a waiver of taking any precautionary and/or legal measure, and the Customer acknowledges and agrees that the Bank may take any of the measures that ensure the fulfillment of his rights.
- 2.8. The cardholder is exempted in the event of death or total disability in accordance with the collection controls and procedures for individual customers issued by the Central Bank of Saudi Arabia within thirty days from the date of receipt of the death certificate or total disability report. This excludes cases of death or total disability resulting from.
  - The second party intentionally injured himself, or attempted suicide
  - Natural disasters.
  - Judicial rulings issued by the Kingdom's courts.
  - Abuse of alcohol, drugs or illegal drugs.
  - Participation or training in any extreme sports or dangerous competitions, for example: (participation in horse racing or car racing).
- 2.9. What results from, arises from, or is contributed to by nuclear weapons, nuclear radiation, or radioactive contamination from any fuel or any nuclear waste resulting from the combustion of nuclear fuel, war, invasion, aggressive or quasi-war acts, and acts of sabotage and terrorism committed by a person or persons acting alone or on behalf of or in connection with any terrorist organization.

### 3. Fees and Financial Obligations

- 3.1. The bank must notify the customer of any amendment or change regarding the following matters in this paragraph relating to the credit card Agreement by sending a written notice to the customer within a period of not less than 30 calendar days prior to the amendment implementation:
  - Any increase in the annual fees and / or administrative expenses that are charged to the customer.
  - Any increase in expenditures and / or recurring charges.
  - Any new fees or expenses.
- 3.2. If the customer does not accept the amendments made by the bank notified to him, he has the right to terminate the credit card agreement within (14) days from the date of notification, and the annual fees for the card will be returned after

deducting the fees for the period used in it. If the fees were deducted for the same year.

- 3.3. The bank has the right to cancel the card if the customer does not activate it within 90 days from the date of issuance, without any legal responsibility towards the customer.
- 3.4. **International Transactions:** In the event the customer uses the card to make international purchases or cash withdrawals outside the Kingdom or at a merchant registered outside the Kingdom of Saudi Arabia, the value of the transaction in SAR will be immediately deducted from the card account, according to the exchange rate determined by Visa/MasterCard Corporations at the time the transaction is made, together with the added international usage fee as mentioned in the fee schedule. Any differences due to changes in exchange rates between currencies on the transaction posting date will be passed on to the customer.
- 3.5. The bank charges the issuance fee immediately upon activating the card, and the annual fees will be charged annually based on the issuance date.

### 3.6. Fees and Financial dues:

Card Type	Digital card
Annual Fee - Primary Card*	SAR 100
<b>Cash withdrawal</b> (Withdrawal from ATM / cash transfer from card to current account)	3% of the transaction amount, with a maximum limit of (75) SAR.
Invalid Dispute Fee*	SAR 25 (if investigation outcome is against Cardholder).
E-Wallet Payment fees	Free
International Transactions Fees*	2 % added to the transaction value
Credit Card Account Statement less than 1 year*	Free
Credit Card Account Statement from 1 year to less than 5 years*	SAR 50
Credit Card Account Statement more than 5 years*	SAR 100
card replacement fee*	SAR 15

\*1 Excludes VAT

### 3.7. Example of International Transaction Fees:

Transaction Amount/ Exchange Rate	Amount in SAR	Service fee on international operations	Value Added Tax (VAT)	Amount due
1,000 USD /3.75	1000 * 3.75 = 3,750 SAR	SAR 3,750 * 2% = SAR 75	75 SAR * VAT15% = 11.25 SAR	SAR 3,750 + SAR 75 + SAR 11.25 = SAR 3,836.25

### 3.8. **Specific Warnings:**

- A- Failure to comply and adhere to the above Terms and Conditions may result in the cancellation of the card and the suspension of the Cardholder's credit card account.
- B- Make sure to protect your credit card data and secret numbers, including the verification code (OTP), and not reveal them to others, including bank staff.
- C- Notify the bank immediately if your credit cards are lost or stolen by calling anb Phone banking 8001244040.

## 4. **Authorization and Compensation for Instructions Issued Through the Bank's Approved Channels**

- 4.1. The customer authorizes the bank to act in accordance with any notice or instruction, request or any other message the customer may issue from time to time by official bank channels, or is believed to be issued on his behalf (instructions) without any obligation on the part of the bank to inquire, and without prejudice in the general rules of authorization or the identification of the person who issued the instructions or who is believed to have issued them, regardless of the circumstances at the time of issuing the instructions.
- 4.2. The bank is entitled to consider the instructions issued as full authorization from the customer and binding to them. The bank has the right to take the necessary steps in regard to the instructions or reliance thereon as it deems fit, whether the instructions contained directives to pay money, debit from any account or related to disposition of any funds, securities or documents or create the impression that they bind the customer to any other type of transactions or arrangements whatsoever regardless of the nature of the transaction, arrangement or the amount associated with it.
- 4.3. Based on the bank acting according to the terms of this authorization and indemnity, the customer irrevocably undertakes to compensate the bank for and protect it at all times from and against all losses, claims, lawsuits and legal proceedings, damages, costs and expenditures incurred or borne by the bank of whatever nature or causes arising in connection with the instructions.
- 4.4. This authorization and indemnity terms remain valid and fully effective until the bank receives notice of their termination from the customer in accordance with the terms of the authorization on condition that the bank has sufficient time to act accordingly, except that such termination will not relieve the customer from any liability resulting from this authorization.

## 5. Lost or Stolen Cards

- 5.1. The Cardholder must report the loss or theft of the Card to the Bank's Banking Department on phone number 8001244040 (within the Kingdom) or +966 11 271 8614 (from outside the Kingdom) and the Cardholder shall be responsible for any transactions executed with the Card before the Bank's Banking Department receives a notice through the Bank's official channels (branch, telephone or ArabiNet) stating that the Card has been lost or stolen.
- 5.2. In the event of loss of the card, mobile or any accessories that accept payment (in the event that the card is registered in such wallets), the cardholder undertakes to notify the bank immediately of the request to stop the operations of electronic wallets, remove the canceled card from the application and add the new card, as the bank is not responsible for any transactions that take place on the card through the mentioned applications after stopping the card via phone banking or ArabiNet, and the cardholder is Responsible for any transactions carried out by mobile (electronic payment wallets) before the Bank's Banking Department receives a request stating that the mobile phone has been lost or stolen.

## 6. General Provisions

- 6.1. ANB Digital Cashback Prepaid Card holders are entitled to receive cashback from eligible purchases based on the bank's decision, the Cashback amount will be credited to the customer's card account immediately after the purchase is executed at the merchant.
- 6.2. Eligible purchases are all purchases made on the card through POS machines or e-purchases, and the customer is granted an instant cashback of 0.5% on domestic transactions and 1% on international transactions.
- 6.3. There is no minimum spends required to earn the cashback.
- 6.4. "Cash back categories" refers to merchant categories eligible for cash back, as the transaction is dealt with according to the merchant category registered by the merchant's bank and as received from the global service provider Visa. Arab National Bank isn't responsible to determine the merchant category or for the incorrect classification of the merchant. and reserves the right to Adjust the cashback allocation at its discretion.
- 6.5. Cashback will only be accrued for the transactions posted on the statement of account of the cardholder. Arab National Bank cannot be held responsible for any late posting of transactions due to delays from the respective merchants.
- 6.6. Any reversal/part reversal of transactions will result in the withdrawal of Cashback awarded. Arab National 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.
- 6.7. The Cardholder pledges to use the Card for personal purposes only and is not entitled to use the Card for commercial purposes, and the Bank has the right to cancel the Card and refund the cashback amounts granted on the Card in case of misuse of the Card such as use in irregular operations or in case of violation of any of the terms or conditions stipulated for the Card.



- 6.8. Categorize spending for each cashback category and determine whether the transaction is eligible for cashback or not at the discretion of the Arab National bank.
- 6.9. Any Cashback accumulated and not credited into the Card Account will be cancelled if the Card is:
  - If the card account is closed or if the card account is not in good condition at the discretion of the bank.
  - If the card is not renewed or expired.
  - In the event of any other reason deemed by the bank that results in the cancellation of the digital prepaid card.
- 6.10. Some purchases are not eligible for cashback, such as: fees charged by the bank, cash transfer from the card to the current account, cash withdrawals, donations, government payments, and transactions through the SADAD payment system made through Arab Bank's electronic channels, transactions that the bank determines are disputed, wrong, unauthorized, illegal or fraudulent, Payments of educational entities, payments of real estate offices and others, The Bank has the right to amend or determine the categories of merchants eligible for cashback or not at any time.
- 6.11. The bank may, upon its sole discretion, to transfer and assign in any capacity, partly or wholly, any amounts owed by the customer, and the customer should pay all unpaid amounts if it becomes necessary to claim payments through collecting agents or recourse to the law to enforce payment.
- 6.12. The Bank sends marketing messages for credit cards or other financial products and banking services and the cardholder agrees to receive such offers unless the cardholder expressly states or notifies the bank that he/she disagrees to receive them.
- 6.13. The customer irrevocably agrees that the bank may at its discretion exchange any information or data regarding the customer and / or cardholder or his transactions with any member or affiliated member, (Including for the purpose of preventing fraud, auditing, or outsourcing services to a third party, collecting a debt or pursuant to a request from any government organization or regulatory authority).
- 6.14. The airport lounge access program depends on the type of card and the service provider (Visa/MasterCard) and is subject to the terms and conditions provided by them, including but not limited to: the number of free entry times, lounges participating in the program etc. Please visit Arab national bank website for a list of approved lounges and updated list by the service providers.
- 6.15. Atheer Contactless service allows the cardholder to use it in electronic payments but without exceeding the payment limit for Atheer service specified by Arab National Bank without entering the PIN number through the NFC technology where the customer passes the card in front of the special device. The customer acknowledges that he/she is aware of the risks associated with conducting transactions through this service and takes full responsibility for the transactions made using NFC. The Bank has the right to amend the payment limit in accordance with the relevant regulations without securing the customer's consent thereon.

- 6.16. Registering (adding) the card in mobile wallets such as Apple Pay, mada Pay...etc. is deemed an unconditional and irrevocable authorization from the Customer to the person using the mobile or any gadgets that accept mobile payment at any time for any transaction. The Customer is therefore directly responsible for all obligations arising from these transactions as if these obligations originated from the Customer himself.
- 6.17. Provided the accountholder does not perform any debit transaction, the status of inactive accounts will be changed to the following manner:
- Transactions will be considered as (Active) if the last financial transaction (withdrawal or deposit - depending on the nature of the relationship) Performed by the customer or his/her authorized agent within (twenty-four) Gregorian months registered or reliable and documented recording or written communication in relation to transactions.
  - Transactions will be considered as (Dormant) if they have completed a period of (twenty-four) Gregorian months starting from the date of the last financial transaction (cash withdrawal or deposit - depending on the nature of the relationship) performed by the customer or his/her authorized agent documented recorded or written communication in relation to transactions.
  - Transactions will be considered as (Unclaimed) if completed (five) Gregorian years (sixty months) has been completed, including the dormant accounts, from the date of the last financial transaction (withdrawal or deposit - depending on the nature of the relationship) performed by the customer or his/her authorized agent documented recorded or written communication in relation to transactions, and the bank could not locate the customer and has exhausted all possible communications to reach him/her.
  - Credit balance, the account, relationship or dealing for credit card 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).
- 6.18. The Bank has the right to change or amend any provision of these terms and conditions from time to time and the bank will inform the cardholder of the new modifications in the manner the bank deems appropriate, and those modifications become valid and effective after (30) days from the date of notice to the cardholder, at which point the cardholder becomes bound by the amendments, unless the cardholder pays the full amounts due to the bank for transactions performed using the card(s), and the cardholder cancels the card before the effective date of these modifications.
- 6.19. The Bank may, at any time, request any document (documents) from the customer or the cardholder that the Bank deems necessary to enforce this Agreement or any of the transactions to be conducted using the card by the customer or the cardholder and if the customer fails to comply therewith, the bank has the right to cancel the card and oblige the customer to pay the full amount of the indebtedness immediately.
- 6.20. In case of discrepancy between Arabic text and English text of these Terms and Conditions, Arabic text shall prevail.
- 6.21. The terms and conditions of international schemes (Visa and MasterCard) will apply in relation to the features and services provided by them or its subsidiaries.

## 7. Agreement Termination and Card Cancellation

- 7.1. The bank may terminate this agreement with the customer at any time by canceling the card with a prior notice of at least 30 days, and the customer may terminate the agreement at any time by giving an official notice through the bank's official channels (branch, phone or anb Net).
- 7.2. All outstanding amounts owed by the Company shall become due and payable to the Bank immediately upon termination of this Agreement. The Company agrees that the Bank shall have the right to withhold any amounts deposited in the Current Account or any other account held by the Company with the Bank or any deposits held with the Bank as collateral for the issuance of the Card and/or Supplementary Cards for a maximum period of 45 days after the Card and any Supplementary Cards are physically returned to the Bank and set off all amounts due by the Company. to the bank against any such amounts without notice to the company.
- 7.3. Where this Agreement relates to the use of multiple cards, the Company may cancel the connection with multiple cards from this Agreement by giving an official notice through the Bank's official channels (branch, telephone or Arabi Net) and the Agreement shall remain in force under these Terms and Conditions, which were made using multiple cards and the Bank shall receive such amounts in full. If this Agreement is not terminated, the Bank will renew the multiple Cards. For cardholders from time to time.
- 7.4. If, for any reason, the Company fails to comply with the terms and conditions of this Agreement, the Bank may terminate this Agreement and require the Company to pay all amounts owed by the Company under it. The Company shall be responsible for all expenses, fees and expenses incurred by the Bank including legal fees on a full compensation basis.

## 8. Customer Acknowledgment

- 8.1. The customer agrees and authorizes Arab national bank to inquire, verify and fetch any customer's information from the Saudi Credit Bureau (SIMAH) or National Information Center or any other organization licensed by the government for the purpose of creating an account with the bank review and/or manage it and/or apply for any of the bank's products or services. The cardholder authorizes Arab national bank as well to inquire, verify and fetch any customer's information from time to time to review & validate any customer's information as deemed appropriate by Arab national bank.
- 8.2. The customer agrees that the Arab National Bank will inquire and verify all customer information with anb capital, and the customer authorizes the Arab National Bank to inquire and fetch any customer's information from time to time to review & validate any customer's information as deemed appropriate by Arab national bank information as deemed appropriate by Arab national bank.



- 8.3. The customer agrees to receive phone calls and text messages from Arab national bank for marketing purposes and to sell products and services provided by the bank, and agrees to recording all calls made between the customer and the bank, and the recorded calls are considered an authentic and admissible evidence that may be referred to, relied upon and acted on when needed.
- 8.4. The customer agrees to receive the terms and conditions and the initial disclosure via the electronic channels approved by the bank, including but not limited to e-mail, text messages, notifications or approvals through anb app or by official bank channels .
- 8.5. The Cardholder acknowledges that he/she has read these Terms and Conditions and fully understands their contents and the obligations created thereby and fully accepts to be bound by the same. Also, customer's activation of the card is an acknowledgment from him that he has read and understood the Terms and Conditions of the card and agreed to them.
- 8.6. The Cardholder undertakes to maintain his/her PIN, OTPs and card information in confidence at all times and shall not disclose, write or record it in any means, and takes full responsibility and liability for any transaction (financial or no-financial) that occurs from disclosing such details.
- 8.7. The card holder undertakes to pay the value of all transactions posted to his account and resulting from his use of his credit card, whether or not the card holder is issued with a receipt, and the card holder consents that using the card to make purchases through websites or digital wallets or enter the OTP to confirm the online purchase transaction is an acknowledgment from him of approval of the purchase process and he has no right to claim any compensation in connection therewith from the Bank.
- 8.8. The customer agrees that not receiving the card account statement does not constitute an excuse for the customer for not paying the due amount. The customer can find out the due amounts on the card through the phone, anb Net, anb mobile or by visiting the branch. The customer also undertakes to update personal contact details such as the post office box number, mobile number and e-mail on bank records relating to the card account, and the bank is not responsible for not informing the customer of any modifications to this agreement as a result of his/her breach of this obligation.
- 8.9. The Cardholder warrants that he/she will not use nor facilitate use of his/her Card(s), whether directly or indirectly, for any purposes connected with money laundering and terrorism financing.