

## Credit Card Terms and Conditions

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

### 1. Standard Definitions:

- Customer/ Cardholder:** The person who applies for the issuance of a credit card from the bank (primary card, and/or supplementary card), Cardholder is the person whose name appears on the card, and he is also the person responsible for all amounts of money due and use of the primary card and/or supplementary cards.
- Card:** Any primary card and/or supplementary cards issued to the customer (at his request) including, but not limited to, the main and/or secondary digital and plastic
- Bank:** means the Arab National Bank (ANB).
- Parties: means both the Customer and the Bank.
- Card limit:** The credit limit is determined after analyzing the customer's credit history based on his/her credit worthiness and according to the general policy of the bank.
- 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
- Electronic channels: means:** -for example- the official application (anb) approved by the Arab National Bank on smart phones, and the official website of the Arab National Bank on the Internet.
- 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

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. The bank issues the customer's card statement on the 14th of the calendar month, and the customer can view the card statement through the Arabi Mobile application. The statement includes details of the amounts of purchases and cash withdrawals, any amount above the credit limit, 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 account statement with additional fees by contacting Al-Arabi Phone approved by the bank. In addition, the customer can view the card statement through the official channels of the bank (anb mobile). The statement includes details of the amounts of purchases, cash withdrawals and any amount in excess over the limit, and any fees or other amounts charged to the card as described in the card usage guide, also the customer can request a paper statement by calling the anb phone banking.
3. At any point of time if credit limit exceeded, customer will be required to make 100% entire amount to be paid, 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 the card will be permanently canceled. The customer's failure to pay negatively affects SIMAH's credit history, Negative history in SIMAH will impact negatively on customer future obtaining any facilities or financing from Arab national bank or other banks.
4. If the card holder fails to pay, this will negatively impact the credit history of the cardholder, which means he will be unable in the future to obtain any facilities or financing from other banks.
5. 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.
6. In the event of the death of the Cardholder, the indebtedness of the Card and any amounts due thereon shall become immediately payable, and the Bank shall have the right to set off the balances of the Cardholder's accounts with the Bank and/or any of the Bank's subsidiaries in order to pay the full amount of the indebtedness, and in the event of insufficient balances, the Bank shall have the right to refer to all the Cardholder's heirs with the full amount of the indebtedness or the remaining part thereof.

### 3. Fees and Financial Obligations

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.
2. The customer acknowledges that in case of non-acceptance of the amendments made by the bank of which he/she was duly informed, the bank will treat such refusal as a request for card cancellation, and the bank will not return any amounts paid by the customer in order to obtain the card.
3. The bank may cancel the card if the customer does not activate it within 90 days from the issuance date, without any legal responsibility towards the customer.  
International Transactions: In the event the customer uses the card to make
4. 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.
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.

## 6. Fees and Financial dues:

Card Type	Visa infinite	Visa Signature	MC World	Visa Platinum	MC Platinum	MC Titanium	Classic
Annual fees <sup>*1</sup>	850 SAR	450 SAR	700 SAR	300 SAR	350 SAR	200 SAR	200 SAR
Fee waiver for <b>Platinum</b> customers <sup>*1/*2</sup>	Free for as long as the account maintains Platinum classification; if classification changes, annual fees will be applied						
Fee waiver for <b>Gold</b> customers <sup>*1/*2</sup>	425 SAR	Free for as long as the account maintains Platinum classification; if classification changes, annual fees will be applied					
APR <sup>*3</sup>	47.05%	38.71%	43.94%	35.54%	36.60%	33.41%	33.41%
Annual Fee - Supplementary Card <sup>*1</sup>	Free for up to 5 cards, then 50% of the primary card fee for each additional card						
Cash withdrawal Fee <sup>*1</sup>	SAR 75 per transaction regardless of the amount withdrawn.						
Cash Transfer Fee <sup>*1</sup> \ Wallet payment fees <sup>*1</sup>	SAR 75 per transaction regardless of the amount Transfer.						
Invalid Dispute Fee <sup>*1</sup>	SAR 50 (if investigation outcome is against Cardholder).						
International delivery fee <sup>*1</sup>	SAR 150						
International Transaction Fees <sup>*1</sup>	2.75% added to the transaction value						
Tawarouq Profit	Varies based in customer risk assessment						
Statement requested fee (less than 1 year)	Free						
Statement requested fee (from 1 year to 5 years) <sup>*1</sup>	SAR 50						
Statement requested fee (More than 5 years) <sup>*1</sup>	SAR 100						
Late payment fee <sup>*4</sup>	SAR 100						
Lost card replacement fee <sup>*1</sup>	Free	SAR 100					
Minimum Payment	5% of total due amount or SR 200, whichever is higher.						
Cash Advance Limit	30% of Credit Limit (maximum single transaction value should not exceed SAR 5,000). ATM cash withdrawals are subject to limits enforced in the jurisdiction where the Cardholder is making the cash withdrawal						

- \*1 Excluding VAT.
- \*2 Free for Platinum and Gold customers (for as long as the account classification is maintained only).  
The Bank periodically reviews the membership of the customer's program to verify eligibility based on the approved criteria for the Platinum and Gold program, and in the event that the customer does not meet the criteria, the account grade rating is reduced and thus the card fee type changes to a full fee.
- \*3 The example on APR Based on limit of **SAR 10,000** and a monthly Tawarouq rate of **2.20%**
- \*4 Late Fine: The delay fine shall be paid under the supervision of the Bank's Sharia Committee in the aspects of charity approved by the Committee.

**Visa Platinum e-shopping card is issued when they apply for credit card application, so the card is issued as a second primary card.**

## 7. Example of International Transaction Fees:

Transaction Amount	Amount in SAR	International Transaction fees	VAT	Due Amount
USD 1,000 / 3.75	$1000 * 3.75 =$ SAR 3,750	$SAR 3,750 * 2.75\%$ SAR 103.12 =	$SAR 103.12 * 15\%$ SAR15.46 =	$SAR3750 + SAR 103.12 +$ $= SAR 3,868.59$

## 8. Specific Warnings:

- 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.
- Failure to maintain good payment history will have negative impact on the Cardholder's credit history at the Saudi Credit Bureau SIMAH.
- Paying only the minimum payment will extend the period the Cardholder is indebted to the Bank.

**For example: for a SAR 7,000 purchase, at 5% minimum payment plus 2.2% monthly markup, it will take the Cardholder 45 months for complete repayment and the card holder has to pay SAR 3,329.55 in term cost.**

## 4. anb Programs

### 1. anb Rewards Program:

- To start earning points, the customer must register for the anb Rewards program through the ANB Mobile app.
- In the event that credit cards are used to perform fake transactions through POS machines at points of sale or through other means, these transactions are not eligible to earn points and the bank has the right to cancel the card and redeem the points awarded.
- The bank has the right to cancel the card and redeem the points granted when the customer uses the card for commercial purposes as the above credit cards are intended for individual use.
- In the event that the customer cancels, refunds or reverses any purchase, the bank will deduct the points earned from this transaction from the cardholder's points balance in the anb rewards program or deduct the equivalent of the points earned in the future. The Bank also reserves the right to deduct the value equal to those points that have been credited to the cardholder's account in the ANB Rewards Program and in the event that the Bank is unable to deduct them, the Bank will deduct the equivalent in riyals and deduct them from the customer's card balance or from the customer's current account.
- In the event of cancellation or suspension of the card due to the customer's failure to pay any outstanding debt to the bank, the bank has the right to cancel the customer's eligibility to earn points, and he is not entitled to benefit from previously earned points that have not yet been credited to his account anb Rewards Program.

### 2. Easy Pay Program (EPP):

- Customers can only use their existing credit limit to obtain installments. No extra credit is offered with this facility.
- Must apply for EPP at least two days before the Due date.
- The minimum amount for installments is SAR 1,000 per purchase and the maximum is SAR 100,000 per purchase.
- The maximum installments are 4 active purchases.
- In the event of inconsistencies between these terms and conditions and the previous Arab national bank credit card terms and conditions agreement, these terms and conditions shall prevail in so far as they apply to the installment plan.
- The minimum installment plan is 3 months, and the maximum plan period will be determined by the bank for the customer once this service is requested.
- All installment plans must be paid in full before a customer can change products.
- A Tawarouq transaction will apply for the non-participating merchants with a monthly profit rate that determines at the time of customer submission for the service.
- The customer may not cancel installment plans at any time during the installment period.
- If a customer wants to settle early then he must pay the remaining balance including profit margins in full.

- Arab national bank reserves the right to reject any request for installment plans. Arab national bank is not liable for any claim arising from refusals.
- In the case of a merchant installment plan, the merchant is solely responsible for all obligations and liabilities in connection with the supply of goods/services or any defect or damage.
- Any dispute pertaining to a purchase or the provision of any goods or services lay with the merchant:
- The Cardholder must resolve such disputes directly with the merchant.
- The liability of the Cardholder and his obligation to make payment to Arab national bank shall not be affected by any such disputes.
- Arab national bank is not responsible for the investigation of or the resolution of any such dispute.
- If the customer wants to close the EPP, he must call the anb phone banking.
- In case of a credit card upgrade, all transactions on the old credit card will be transferred to the new credit card including the installment plan.
- SAR 50 fee will be charged for each transaction that is transferred to Easy Pay Program.
- SAR 50 fee will be imposed if the customer decides to pay the full installment amount before the end of the specified installment period.

## 5. Authorization and Compensation for the Instructions Issued by official bank channels

1. The customer authorizes the bank to act in accordance with any notice or instruction,
2. 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
3. the instructions or who is believed to have issued them, regardless of the circumstances at the time of issuing the instructions.
4. 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.
5. 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.
6. 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.



## 6. Lost or Stolen Cards

1. Cardholder must report a lost or stolen card to the Retail Banking Group of the bank by phone 8001240088 (from within the Kingdom) or 00966112119888 (from outside the Kingdom). The customer will be responsible for any transactions made on the card before the Bank receives a notice through the official channels of the bank (branch, phone, or anb Net) reporting loss or theft of the card.
2. In the event of loss of the card, mobile phone or any gadgets that accepts payment (in case the card is added to such wallets), the customer undertakes to notify the bank immediately to request suspension electronic wallets transactions, removal of the canceled card from the application and addition of the new card as the bank is not responsible for any transactions performed on the card account through the mentioned applications after card freezing via Phone Banking or anb Net. The customer is responsible for any transactions carried out by mobile (electronic payment wallets) before the Bank's Retail Banking Group receives a notification stating that the mobile has been lost or stolen.



## 7. General Provisions

1. The terms and conditions of the global service providers (Visa and/or MasterCard) apply in relation to the benefits and services provided by them or their affiliates or contractors.
2. 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.
3. 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.
4. 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).
5. 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. 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.
7. 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.
8. Provided the accountholder does not perform any debit transaction, the status of inactive accounts will be changed to the following manner:
9. 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.

10. 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.
11. 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.
12. 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).
13. 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.
14. 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.
15. The customer's use of the Bank's electronic channels is subject to its terms and conditions unless otherwise stipulated in these terms and conditions.
16. The Cardholder is not entitled to use the Card for any illegal or illegal purposes including the purchase of goods or services prohibited by Sharia or prohibited under the laws of the Kingdom of Saudi Arabia, and in the event of such use, the Bank has the right to cancel this Primary Card and any other supplementary cards provided that the Customer pays the amounts due directly"
17. In case of discrepancy between Arabic text and English text of these Terms and Conditions, Arabic text shall prevail.
18. Wherever the word agreement appears, it means these terms and conditions unless the context of the sentence is otherwise interpreted.

## 8. Agreement Termination and Card Cancellation

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).
2. All existing amounts owed by the customer become due and payable to the bank when terminating this Agreement. The customer agrees that the bank shall have the right to hold any amounts credited to the current account or any other account maintained by the customer at the bank or any reserved deposits at the Bank as security to issue the card and/or the supplementary cards for a maximum period of 45 days after virtually returning the card or any supplementary cards to the bank, and to set off all amounts owed by the customer to the bank against any amounts on hold without notifying the customer. This Clause shall be applied in accordance with the instructions of the Saudi Central Bank.
3. In as much as this Agreement relates to utilization of supplementary cards, the customer may terminate those parts that relate to the supplementary cards of this Agreement by giving an official notice through the bank's official channels (branch, phone or anb Net). The Agreement shall remain in force under these Terms and Conditions until all amounts owed to the bank against transactions performed with the supplementary cards are paid in full to the bank. If this Agreement is not terminated, the bank will renew the supplementary cards to cardholders from time to time.
4. If the customer fails – for whatever reason – to comply with the Terms and Conditions of this Agreement, the bank may terminate this Agreement and ask the customer to pay all outstanding amounts he owes, hereunder. The customer will be responsible for all costs, expenses and fees incurred by the bank, including legal fees, on full amount compensation basis.
5. These terms and conditions shall be governed by and construed in accordance with the laws, rules and regulations prevailing in the Kingdom of Saudi Arabia, any disputes that cannot be resolved amicably submitted to the competent judicial authorities in the city of Riyadh, Kingdom of Saudi Arabia for adjudication, considering the principles of Islamic law.

## 9. Power of Attorney

1. I hereby irrevocably assign Islamic banking Operation as my agency for purchasing commodities and selling them, and give them the right to appoint other parties for the same in the event that there is an outstanding balance against my Credit Card on the payment due date of every month as per the bank's records.

## 10. Customer Acknowledgment

1. The Bank has the right to reverse the credit card annual fees, provided the cardholder uses the Card before the issuance of the 3rd billing cycle with minimum amount of SR 1,000. This waiver continues to operate annually thereafter on the same condition; however, the bank reserves the right to change the minimum utilization limit from time to time provided the Cardholder is notified of any change 30 days in advance of implementation.
2. The offer does not include AlFursan cards.
3. The offer will expire on 28th of Feb 2025.

## 11. Customer Acknowledgment

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.
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.
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.
4. The customer acknowledges and agrees to receive the terms and conditions, the initial disclosure, further obligations, additional expenses, and other income declaration forms via the electronic channels approved by the bank, including but not limited to e-mails, SMSs, push notifications or approvals through anb app or via branches for the applications issued through branches.
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.
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.

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. 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.
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.
10. I, the undersigned (applicant hereby) acknowledges that all the information and particulars I have mentioned herein are true and correct, and further I undertakes to notify the Bank in writing of any change or alteration to the said information and particulars. Failing to do so, I assume full liability for any and all potential consequences. I acknowledges that I has read and fully understands the terms and conditions cited in this form and related attachments and agrees on it, and that my signature thereon constitutes final and irrevocable acceptance of the said terms and conditions.
11. Arab National Bank has the right to reject this application and keep all documents submitted by customer even if the card is not issued.
12. All the above representations and authorizations (issued by the customer) are irrevocable, appealable, cancelled or restricted, and the customer acknowledges that he has reviewed the terms and conditions of the credit card in this form and its attachments and that he understood them with a precise understanding and aware of the implications thereof and agreed to them and his signature below on this form is an existing and irrevocable obligation of these terms and conditions (the Agreement).

Customer Acknowledgement of reading and accepting the entire agreement and T&C of credit cards	Customer signature verified by anb representative