



Currencies Card Terms and Conditions

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

01. Standard Definitions

1. **Customer:** The customer is the person who submits an application 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.
2. **Cardholder:** : Cardholder is the person whose name appears on the card and the term cardholder includes the primary cardholder and the holders of supplementary cards.
3. **Card limit:** The bank issues the card with a credit limit of SAR 5 only.
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.
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.

02. Billing Cycle and Card Payment

1. The bank sends the customer's card statement on 14th of every Georgian month to the customer last provides address, the client agrees to receive the statement via Arab national bank approved electronic channels. 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.
2. At any point of time if credit limit exceeded, customer will 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 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.
3. 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.
4. The Bank shall exonerate the Cardholder from all due amounts in case of death or total disability leading to permanent absence from work which results in salary discontinuation

03. Fees and Financial Obligations

- 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
- 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.
- 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 that the customer does not have enough balance in the used wallet and he used the main wallet or another wallet to complete the transaction, or when the balance of the card is insufficient and he uses the current account to complete the transaction, or when a non-added currency or currency not supported by the bank is used, the bank will charge international transaction fee calculated at 3.10%. Also, when converting between currencies the bank will charge a fee calculated at 1.32% for international transactions.
- 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	Plastic	Digital
Issuance Fees*	SAR 86.25(The customer can add the digital card)	Digital: SAR 57.50 (for digital card only)
Card replacement Fee*	SAR 86.25 (The customer can add the digital card)	Digital: SAR 57.50 (for digital card only)
Annual Fee - Primary Card*	SAR 86.25	SAR 57.50
Supplementary Card Fees*	SAR 86.25	SAR 57.50
Cash Transfer Fees*	Free	
FX mark-up on unavailable currencies*	3.10% added to the transaction value	
FX mark-up when insufficient balance is used currency & debited from default Wallet or other Wallet*	3.10% added to the transaction value	
FX mark-up when insufficient funds in the card and debited to current account from complete transaction.*	3.10% added to the transaction value	
FX Mark-up when transferring funds between currencies*	1.32% added to the transaction value	
Cash withdrawal Fees - Arab national bank ATMs*	SAR 5.75	
Cash withdrawal Fees - Local Banks ATMs*	SAR 28.75	
Cash withdrawal Fees - International ATMs*	SAR 86.25	
Balance Inquiry - Arab national bank ATMs*	Free	
Balance Inquiry - Local banks ATMs*	SAR 5.75	
Balance Inquiry - International ATMs*	SAR 11.5	
Adding New Currency Fee*	SAR 28.75	
Dispute Fees*	SAR 57.50 (If the dispute is invalid)	
Card Statement (Less than 1 Year)*	Free	
Card Statement (From 1 Year to 5 Years)*	SAR 57.50	
Card Statement (More than 5 Years)*	SAR 115.00	

*Including VAT



7. **Example of International Transactions Fees:**
 - 3.10% when used wallet has insufficient funds and debited from default wallet or other wallets to complete transaction.
 - 3.10% when insufficient funds in the card and debited to current account to complete transaction.
 - 3.10% when using non-added currency or unsupported currency.
 - 1.32% when transferring between currencies
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 multi-currency credit card account.**

04. Authorization and Compensation for the Instructions Issued by Telephone and Fax

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 phone or fax, 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.

05. 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.

06. General Provisions

1. 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.
2. 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.



3. 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).
4. 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.
5. 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. 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.
7. Provided the accountholder does not perform any debit transaction, the status of inactive accounts will be changed to the following manner:
 - Credit balance, an account, relationship or dealing for credit card shall be deemed "Active" if the last financial debit transaction 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.
 - Credit balance, an account, relationship or dealing for credit card shall be deemed "Dormant" if it completes a period of 24 Gregorian months from the date of the last financial debit transaction 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.
 - Credit balance, an account, relationship or dealing for credit card 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 debit transaction 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.
 - 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).
8. 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.
9. 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.
10. In case of discrepancy between Arabic text and English text of these Terms and Conditions, Arabic text shall prevail.

07. 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.

08. 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 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. 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 consequences. Further, I acknowledge that I have read and fully understands the terms and conditions cited in this form and related attachments and agree on it, and that my signature hereon constitutes final and irrevocable acceptance of the said terms and conditions.
9. Arab National Bank has the right to reject this application and keep all documents submitted by customer even if the card is not issued.
10. Attach the required documents ID/Iqama.
11. My below signature should be the same used with my Arab national bank account, if any.
12. I confirm that I have received the preliminary Initial Disclosure and I consent to receiving the final Initial Disclosure via e-mail.