



## Terms & Conditions Agreement of AIAhli Islamic Credit Card

Praise to God Almighty and peace and prayer upon our prophet Mohammed and his family and companions

This agreement is entered into between the following parties:

First Party: The National Commercial Bank (hereinafter referred to as the “Card Issuer” or “Bank”)

Second Party: Applicant to Credit Card hereinafter referred to as the “Cardholder” or “Customer”

- Non-Compliance by the Cardholder with these Terms & Conditions shall result in, but not limited to, the disruption in the usage of the credit card/supplementary credit card, credit limit decrease, additional costs and fees, adverse records in the credit bureau “SIMAH”, penalties (Financial or otherwise) and litigation, without prior notification from the Bank.

By not making the full payment of the due amounts, the Bank shall charge a profit mark-up that would result in the Cardholder paying more than the value of the transaction, and extending the period time needed for the Cardholder to repay the full outstanding amount.

### • Preamble:

As the Cardholder is desirous to obtain the Islamic Credit Card of the “Bank” through an application submitted to the “Bank” in its capacity as an authorized entity by SAMA to issue the required Credit Card, and he is also desirous to enjoy the banking service through issuing the required Islamic Credit Card based on Tawaroq Islamic Shariah principles including the related online services and telephone banking in addition to all the relevant benefits and products, according to the activity of the Bank which is offering several banking services to its customers. As the Bank agrees to offer this service to the Cardholder, the two parties agree according to their full legal capacity under the Islamic Jurisdiction to officially conclude this agreement according to the following terms and conditions:

#### 1. Definitions:

- i. The “AIAhli Islamic Credit Card” is an Islamic Card based on Taysir product which is compliant with Tawaroq principles and is approved by the Shariah Board and shall be issued by the Bank under the name of Customer “Cardholder” consistent with his application for the purpose of using the Card as means of payment both locally and internationally provided that the Customer shall not breach the conditions and terms of this Agreement and the Cardholder shall be fully liable of this Card. The Cardholder shall settle his due debts according to the conditions and terms of this agreement. This Credit Card shall be deemed as property of the Bank and the Cardholder is obliged to return the Card to the Bank whenever required.
- ii. The “AIAhli Islamic Credit Card” also allows its Cardholders to obtain cash according to Tawaroq.
- iii. “Uses of Credit Card” means the use of AIAhli Islamic Credit Card and its benefits by the Cardholder to achieve his personal transactions. It is not accepted to use the Card for the transactions of third parties and in this instance the Bank is entitled to revoke the Card and/or prohibit the Cardholder to enjoy the benefits and rewards provided by the Bank.
- iv. “Cardholder” is the Customer for whom the card had been issued under his name by the National Commercial Bank upon submitting his application to obtain AIAhli Islamic Credit Card.
- v. “Credit Limit” is the maximum allowed credit for the Customer to purchase commodities or services and Cash Withdrawal through the Credit Card and the Customer shall be debited against all the transactions charged on the Card Account in addition to all the ensuing charges and fees. The Bank is not allowed to elevate the Credit Limit of the Cardholder without receiving an authentic application submitted by the Cardholder requesting the raise of the Credit Limit upon confirming the Credit Report of the Customer with Saudi Credit Bureau (SIMAH) in compliance with the requirements of Saudi Arabia Monetary Authority (SAMA).
- vi. “Cash Withdrawal” is the transaction of cash withdrawal by using the Credit Card. The Bank is entitled to allow the Cardholder to withdraw the maximum of 30% of the Credit Limit allowed by the Bank while the cash withdrawal shall not exceed SR 5,000 per single withdrawal transaction. The Cardholder may withdraw cash by using the Credit Card through filling and signing the cash withdrawal form at the at any retail branch of the Bank or through ATM by using his Personal Identification Number (PIN) provided by the Bank to charge the withdrawn cash against the Credit Card.
- vii. “Statement of Account” is the monthly statement issued for the Cardholder by the Bank to indicate the details of the transactions



performed by the Cardholder including the due debts and the method and dates of payment, in addition to the date of the transaction and the name of the seller/dealer indicating all the records of the transactions charged against the Credit Card on monthly basis according to the billing cycle. The Statement of Account shall be deemed as correct and binding on the Cardholder upon his failure to post a written protest within a period of thirty days from the date of dispatching the respective Statement of Account.

- viii. "Card Account" is an account that is independent of the of the other bank accounts of the Cardholder that shall be charged against the transactions performed through the Credit Card in addition to other charges of the Credit Card.
- ix. "Due Date of Payment" all the due balances and relevant obligations against the Cardholder shall be paid through one installment that is due after 20 days from the date of issuing the Statement of Account.
- x. "Uses of the Card": The Cardholders obliged to use the Card as means of payment against his signature of the documents such as bills or receipts or any other documents provided by the seller or to use the Credit Card at the Points of Sale or against the use of his PIN that is provided by the Bank for cash withdrawal.

**2. This Agreement shall not include the following categories:**

- i. Cardholders of expired or revoked Credit Cards.
- ii. Credit Cards accounts that are delinquent.
- iii. Credit Cards of companies and establishments.

**3. Contractual Relationship:** This Agreement shall establish a credit relationship where the Bank warrants the financial obligations against the Cardholders consequence of using the Credit Card for the benefit the Card acceptor where the Cardholder is obliged to repay the resulting debt.

**4. Dispatch of the Credit Card:** The Bank shall issue the Credit Card and dispatch to the Cardholder upon accepting his application at the specified address either through registered mail or courier at the responsibility of the Cardholder and in both occasions the Customer shall duly monitor his mail without any responsibility against the Bank.

**5. Signing the Card:** The Cardholder shall promptly sign on the back Card at the specified space upon receiving it. The Bank is not responsible of any consequences or damages resulting from the failure of the Cardholder to sign on the back of the Card.

**6. Card Activation:** The Cardholders obliged to personally activate the Card to be eligible for using the Card and enjoy its benefits.

**7. Responsibility of the Bank:** The value of any transaction made through the Card and its appendices shall be posted to the relevant account of the Cardholder such as visa or master card. The Cardholders obliged to repay the due balance debt that shall continue as standing balance even upon the revoking of the Card (for whatever reason) until the full settlement of the balance debt. The Bank is entitled to charge the Cardholder against the consequential damage or additional costs incurred by the Bank in the instance of procrastination to repay the due debt.

**8. Validity of the Card:** The Card shall be valid for three Gregorian years commencing from the date of issuing the Card. The Card shall be spontaneously renewed unless in the instance of the irregular payment of the Cardholder, where the Bank is entitled to revoke the Card without referring to the Cardholder. If the Cardholder is not intending to renew the Card then he shall notify the Bank through a telephone call during a minimum period of one month before the date of the expiry of his Card.

**9. Fees and financial obligations:**

- i. **Fees of issuing the Card:** The Bank shall charge the annual fee on the Card Account(according to the type of the Card) upon issuing the Card and by the authorization of the Cardholder. The Cardholder authorizes the Bank to charge the annual fee of Card renewal on the Card Account at the beginning of each year when the Card is renewed.
- ii. The Cardholder shall bear any costs, charges, fees or any obligations as a result of using the Card and the Cardholder authorizes the Bank to charge these amounts to the Card Account.
- iii. If the Bank wishes to change the amount of the Card fees that it charges against paying the due amount, then the Bank shall notify the Customer on his intention to change the fees during a minimum period of 30days before affecting the change. This change shall not be valid until the beginning of the subsequent period. The notice shall be dispatched through mail or any warranted communication means to the registered address of the Customer.
- iv. The Customer is obliged to update his records at the Bank and provide an alternative correct address and notify the Bank in writing or through authenticated communication means on any changes of his address details. If the Customer fails to provide this information then the Bank is released of any responsibility and obligations according to Paragraph (iii) above.



With due consideration of the provisions of Paragraph (iii) above, if the Agreement of the Credit Card is amended, then the Bank shall immediately notify the Cardholder on the amendments and/or changes of the Agreement of the Credit Card by allowing him a grace period of 30 days to perform the following actions including but not limited to:

- k. Any increase of the annual fees and/or administrative fees levied on the Cardholder.
- l. Any increase in the commission fees or profit rate in the instance of executing Tawaroq transaction.
- m. Any change of the method of calculating the commission or profit in the instance of executing Tawaroq transaction.
- n. Any new fees or expenses.
  - i. If the Cardholder does not accept any additions, changes or amendments mentioned in Paragraph (9-iii) and (9-v), then the Customer may express his intention to terminate the contractual relation of the Credit Card Agreement during a period of 14 days commencing from the date of receiving the notice of the required changes and amendments through warranted communication means and the Cardholder is obliged to settle all the standing balances on the Card Account before revoking it by the Bank.
  - ii. If the Customer notifies the Bank on his intention to terminate the Agreement of the Credit Card during a period of 10 days from the date of receiving the Credit Card issues by the Bank then the Bank is not allowed to charge or claim any fees from the Cardholder unless the Customer had used the Card.
  - iii. Fees of cash withdrawal: If the Cardholder makes and completes a transaction of cash withdrawal from any bank including the Bank or any ATM using the Credit Card, then the Bank shall levy a service charge of SR 75 against the performed services or using the ATM against any cash withdrawal transaction that is simultaneously debited against the Card Account.
  - iv. The Cardholder shall maintain adequate funds within his current account to settle the due amounts or may become due at any time (according to the date of issuing the Statement of Account). In the instance of the lack of adequate funds within the current account, or the delay of payment, the Bank shall apply the procedure indicated in Paragraph (A) of Item (17) with regard to his Card Account.
  - v. Legal Fees: The Cardholder is obliged to pay the National Commercial Bank all the fees and charges against the legal procedures incurred by the Bank upon the claim or collection or litigation with regard to the collection of any unpaid amounts by the Cardholder and/or any breaches of the terms of this Agreement.

#### **10. Payment Terms:**

- i. The Cardholder undertakes to pay all the amounts due because of the usage of the Credit Card and this includes the value of the original claim and the amounts exceeding the Credit Limit if the due balance at the date of issuing the Statement of Account exceeds the fixed credit limit or if there is no adequate balance of the current account of the Cardholder.
- ii. The Cardholders committed to pay the price of the purchased commodity in one installment within a period of one month according to the details of the transaction according to the monthly account statement that is related to the Credit Card.
- iii. All ensuing obligations shall be due to be paid by the Cardholder as a result of issuing the Card or using it at the date of issuing the Statement of Account by the Bank, as the Cardholder is obliged to pay the full balance or to pay the minimum due amount on monthly basis to the Bank that is equal to 5% of the due amount or SR 100 whichever is more during a period of 20 days from the date of issuing the Statement of Account.
- iv. The Cardholders committed to pay the amounts and the due installments up to the credit limit of the Card free of any taxes or fees of whatever type or source as standing at the date of signing these terms and conditions by the Cardholder or any terms or conditions that may be enforced in future. The Cardholder shall authorize the bank according to these conditions and terms through a final irrevocable or unavoidable delegation to deduct the due installment at the due date from the Cardholder's current account without the need to obtain the consent of the Cardholder.

**11. Advance Payment:** The Cardholder is entitled to pay in advance the full amount of the outstanding debit balance before the due date without any commitment on the Bank for the advance payment.

#### **12. Rights of the Bank:**

- i. The Bank is entitled to request the Cardholder to pay any due amounts against him. If the Bank is not issuing any claim at the due date, this shall not be considered as implicit intention to defer the payment of the due amounts or a waiver to perform and affect any protective procedure or seizure over the funds of the Cardholder. The Cardholder acknowledges and agrees that the Bank is entitled to take the appropriate procedures and legal actions to maintain its rights.



- ii. The Bank is entitled to cast-off the request of the Customer to issue AIAhli Credit Card under his name without disclosing the reasons. The Bank is equally entitled to keep all the documents attached to the request of the Customer and not to return them to the Customer.

**13. Complementary Provisions: All the advantages and terms related to AIAhli Islamic Credit Card as indicated in the Bank brochures but not limited to these in addition to all updates of the program of the Credit Card of the Bank that shall not contradict with the terms and conditions of this Agreement shall be considered as complementary and integral part of this Agreement and shall be binding on both parties.**

**14. Transfer of Rights:**

- i. The Bank is absolutely entitled to transfer all its rights and obligations under this Agreement or any amendment or outcomes in full or in part to any third party without the consent of the Cardholder.
- ii. The Cardholder is not entitled to transfer any of his rights and obligations according to this Agreement or to amend or execute any outcomes to any third party without the prior written approval of the Bank.

**15. Breach or relief of the terms and conditions:**

- i. The Cardholder shall be considering as defaulting his obligations and undertakings according to these terms and conditions in the following occasions:
  - a. If the Cardholder delays or breaches any of his obligations according to these terms and conditions.
  - b. If the Cardholder breaches the warranties and guarantees that are provided by the Cardholder to the Bank arising from any action that the Bank believes according to its own discretion may reduce the value of these warranties and guarantees that may further impact the ensuing rights of the Bank.
  - c. If the Cardholder fails to fulfill his obligations towards any third party that may adversely impact the financial capacity of the Cardholder and he fails to submit the guarantees or warranties that are accepted by the Bank.
  - d. In the instance of the death of the Cardholder and the failure of any of his heirs who is accepted by the bank to submit the undertaking to transfer the liability of the Card on such heir.
  - e. In the instance of insolvency or bankruptcy of the Cardholder or in the event of the loss of legal capacity.
  - f. If the Cardholder fails to fulfill any of his obligations or undertakings that are indicated in this Agreement or performs any defaults, all the unpaid balances shall be deemed as unpaid and shall be immediately paid without recourse to the due dates without warning or notice.

**16. Penalty of deferred payment:** The Bank is not entitled to calculate the delay fees in the instance of deferring the payment. However, the bank may impose a penalty against consequential damage upon confirmed procrastination in paying any balances or due amounts in conformity to the deferment period on all the due balance against the Cardholder where the Bank shall dispense the ensuing penalty on charity and benevolence.

**17. Non Payment:**

- i. In the event of the failure of the Cardholder to fully pay the due balance, the Bank may sell a certain commodity owned by it to the Cardholder that is priced at an amount approximately equal to the due balance with a profit margin as shown in Paragraph (ii) of this clause then it is sold through uncommissioned agent to a third party. The price of this commodity shall then be used to fully pay the due balance against the Cardholder. Then the Cardholder shall repay the sale price in one installment within twenty days from the due date through Tawaroq mechanism that is applied in Taysir products of the National Commercial Bank that include delegating the supplier to resell at a fee of 0.3% charged against the account of the Cardholder.
- ii. The Bank shall perform the process of sale through uncommissioned agent on the account of the Cardholder according to the following profit margins that are based on the credit assessment of the monthly income of the Customer:
  - iii. 28.8% Tawaroq fees per year for customers with monthly income less than SR 4000
  - iv. 24% Tawaroq fees per year for customers with monthly income of SR 4,000 and more
- v. In the event of a dispute by the Customer against the uncommissioned sale shown in Paragraph (i) of this clause so the transaction shall be executed on the account of the Bank and the Bank shall claim the immediate payment of the full due balance by the Customer and the Bank is also entitled to revoke the card.
- vi. In the event of the failure of the Cardholder to pay any due monthly installment at the due date, the Bank shall perform Tawaroq transaction for the Customer according to the procedures shown in Paragraph (i) of this clause that shall also performed in the following month. In the event of failure to pay for 60 days after performing the second transaction the card shall be retained and if the Cardholder is intending to activate the card upon paying outstanding debt then he shall pay the reactivation fee of SR 100.



**18. Consolidation of accounts as guarantee:**

- i. All accounts serve as guarantee: All the accounts opened under the name of the Cardholder or that may be opened in future with the Bank or any of its branches are considered to guarantee each other regardless of their category. The Bank is entitled to fully or partially consolidate or integrate these accounts and is also entitled to deduct the due balance from any of these accounts in the instance of the failure of the Cardholder to fulfill his obligations.
- ii. Clearing and Set Off: The Bank is authorized by the Customer to perform the clearing and deduct the debit balance and perform the reconciliations and transfers on any of the opened accounts or that may be opened by the Cardholder at any branches of the Bank in order to settle all debts and obligations of the Cardholder.
- iii. All funds serve as guarantee: All funds, financial and commercial securities and precious metals deposited under the name of the Cardholder at the Bank or any of its branches shall be considered as guarantee and collateral against all the obligations of the Cardholder towards the Bank without recourse to a special acknowledgement issued by the Cardholder, and the Bank is entitled to directly collect all its entitlements and debts from the indicated funds through clearing and set off and the Bank shall enjoy the priority and preference over any other creditor without the need for notice or any legal procedures.

**19. Independence of the card:** The relation of the Bank with its Customer according to this Agreement is considered as fully independent of the uses of the card by the Customer and his transactions with third parties and the Bank shall not bear any responsibility for rejecting the Credit Card by any third party. Accordingly, the Bank shall not accept the request of the Cardholder to exempt him or to protest against the performance of the Bank for fulfilling any incurred commitment as a result of using the Credit card.

**20. Deals in foreign currency:**

- i. The Bank shall pay the ensuing obligation of the use of the credit card outside the borders of the Kingdom of Saudi Arabia according to these terms and conditions, while the Cardholder is obliged to pay to the Bank the balance of the AlAhli Islamic Credit Card Account in Saudi Riyals according to the exchange rate fixed by authorities of Visa or MasterCard in addition to that quoted by the Bank at the date of recording every and each transaction of purchases with cash withdrawal performed by the Cardholder in any foreign currency. The Bank shall not bear and price discrepancies due to the currency exchange, and may impose any other charges pertaining to the transaction.
- ii. The Cardholder shall adhere to any restrictions or terms that may be applied for any deals or currency trading in foreign countries where the credit card is used. The Cardholder shall solely bear and financial burdens or price discrepancies of currency exchange.

**21. Supplementary Credit Card:**

- i. The Bank may issue a supplementary card upon the request of the Cardholder of the main credit card for any of the adult first-degree relatives of the Cardholder at the same terms and conditions of the main card and with a credit limit that does not exceed the Principal Credit Card's Credit Limit. The outstanding or unsettled balances of the supplementary card shall be part and parcel of the main card.
- ii. The Cardholder shall be fully responsible against all the ensuing obligations of the supplementary card including any outstanding or unpaid balance.

**22. Maintenance, uses and loss of card and the responsibilities of the Cardholder:**

- i. The Cardholder undertakes to preserve the Card and its PIN and shall also undertake to refrain from using the Card for other than the permitted uses and he shall solely bear ensuing responsibility of losing or misuse of the card if the Cardholder fails to promptly notify NCB Card Center or if he breach the terms and conditions of this Agreement. The Cardholder shall not give his card or disclose its PIN to any person regardless of his kinship relation.
- ii. In the event of losing or stealing of the card the Cardholder is obliged to immediately notify the Bank or to call AlAhli phone as indicated on the back of the credit card. The Cardholder shall bear the responsibility of all the amounts paid or to be paid by the Bank because of the misuse of the lost or stolen Credit Card and the transactions performed through the missed/stolen card before notifying NCB Card Center.

**23. Alleged non-use of the card:** The Cardholder is not entitled to claim or adhere to the argument of not using the card or his ignorance of the PIN as he is solely liable of the use of the card and the use of any other person according to his awareness or unawareness shall not release him of his responsibility as far as he failed to notify the Bank as shown above and to apply the principle of non-denial. The use of the card shall be the responsibility of the Cardholder regardless of the identical signature or the presence in the same place and time unless the contrary is proved.



**24. Reissuance of lost or damaged card:** The Bank is not obliged to reissue an alternative card that is reported to be lost or stolen. The Bank is not obliged to reissue the damaged card. If the Bank accepts to reissue the alternative of the lost or damaged card then it is entitled to charge the necessary fees for reissuing at the date fixed by the Bank and the Bank may charge these fees on new card account.

**25. Documents:** The Bank is not obliged to dispatch the invoices or other documents paid by it or a copy of documents attached to the Statement of the Account of the Cardholder. If the Cardholder requests a copy of any document the Bank shall charge the service fees for each copy at the price of Sixty Saudi Riyals on the account of the card. If it is proved that the Cardholder is not responsible of the value of the proved transaction according to documentation then the Bank shall reimburse the collected fees and shall cancel this record. The Cardholder is obliged to retain a the invoices received from the merchants to facilitate the review of their accounts as the Cardholder is not entitled to protest against any amount after 30 days from the date of dispatching the Statement of Account containing the protested amount. The Cardholder shall call the telephone number shown on the back of the credit card to inquire on any amount or term that he protests or to be informed of the standing amounts.

**26. Cancellation and replacing the Card:**

- i. The card shall always remain the property of the Bank and the Cardholder undertakes to immediately return the card upon the request of the Bank.
- ii. The Bank may request the cancellation of the main card or any issued supplementary cards without notifying the Cardholder on the suspension of these cards. The Cardholder is obliged to return the cancelled card to the Bank and settle the due debit balance.
- iii. The Customer may request cancelling the main card or any supplementary cards issued through the calling AlAhlī banking phone as shown on the card and the Cardholder is obliged to immediately pay the due balance of the main card or supplementary cards, and he undertakes to pay the obligations that result of the account during 45 days from the date of cancellation of the transactions that are performed before the cancellation date.

**27. Notices:**

- i. The notices shall be dispatched at the permanent address of the Cardholder as specified in his application, and he is not allowed to protest against the Bank for changing his address unless he had promptly notified the Bank upon the change of his address. If the Cardholder fails to promptly notify the Bank on the change of his address then the Bank is released of any liability and/or obligations that may tolerated by the Bank and are related to the notices and correspondence that are dispatched by the Bank and pertain to its intention to perform any amendments according to Clause (9-v) and the Bank is not responsible of the receipt of the correspondence and statements and advertisements to the Cardholder of the main card on the address that is reported to the Bank.
- ii. The Cardholder shall immediately notify the Bank in the event of address or telephone change or his work address to avoid freezing the account of his credit card and he shall bear the responsibility of his failure to notify the Bank. The Cardholder shall notify the Bank in writing if he had changed his present work with the employer or if he had changed his home address for any reasons.

**28. Saving the documents that are attached to the application:** The National Commercial Bank is entitled to save the documents attached to the application to get the credit card and the Bank is also entitled to request any additional documents and in their- stance of the refusal of the Bank to issue the credit card for any reason.

**29. Amendments:** The bank reserves its right to amend or change the Terms and Conditions of this Agreement from time to time and subject to the provision of notice period stipulated in clause 9(v) above  
**Death or injuries:** In the instance of the death of the Cardholder due to natural causes or inflicted accidental incidents or disabling or incapacitating injuries according to God's will during the term of the Agreement, then the Bank then the Bank is entitled to assign the remaining due balances according to the Bank discretion. And in all instances the Cardholder is committed to the disability incident and his heirs shall submit his death certificate or disability as decided by the Bank.

**30. Force Majeure:** The Bank is not responsible of any delay or defaults of failure to receive the statement of account due to force majeure including but not limited to natural disasters, wars or labor strikes.

**31. Payment Defaults:**

- i. If the Cardholder fails to pay the due balances against the card during the first month according to the specified dates then his credit report shall be updated to reflect the position of the Customer at the Saudi Credit Bureau (SIMAH) to be circulated through



the operating banks within the Kingdom of Saudi Arabia. Accordingly, the Cardholder shall face difficulties to obtain any credit or bank facilities from other banks operating within the Kingdom of Saudi Arabia.

- ii. The credit report of the customer shall be updated upon paying the defaulted amounts but this update shall not entail any amendments of the credit history of the customer but it only mean the updating of the credit report of customer and to inform on the payment to the Bank and the Saudi Credit Bureau (SIMAH).

**32. Regulations of Disputes Settlement:** The interpretation and execution of the terms and conditions of this Agreement and any ensuing transactions regardless of the relevant procedures or involved parties shall be governed by the Saudi systems and regulations while the Committee of the Bank Disputes that is affiliated to the Saudi Arabian Monetary Agency is considered as the competent authority to settle the relevant disputes.

**33. Agreement Language:** This Agreement is drafted in both Arabic and English language and in the instance of any conflict between the Arabic and English text the Arabic text shall supersede.

**34. LAK Program (The Program):** a program that offers the points to the Cardholder upon using AlAhli Credit Card and the accumulated points shall be replaced through the website [www.lakrewards.com](http://www.lakrewards.com)

The points may be replaced as follows:

- **Airline Miles**
- **Hotel Booking**
- **E-Gift**
- **Cash Back**

**35. Methods of winning points:** The points shall be won upon using the card according to the following table:

Card Category		Points earned for every SR 1 of Local retail purchases	Points earned for every SR 1 of International retail purchases
MasterCard Titanium	Visa Basic	1	1.5
MasterCard Platinum	Visa Platinum	1.5	2
MasterCard World	Visa Signature	2	2.5
MasterCard World Elite	Visa Infinite Privilege	2	2.5

**36. Constraints of gaining points**

- i. The system of payment of the fees and charges of the credit cards shall not entail the right to gain the rewards offered by the Bank.
- ii. All rewards offered by the Bank is not transferable to the account of any other credit card.
- iii. The cash withdrawal shall entail the right to gain points.
- iv. The system of paying the public bills shall not entitle the Cardholder to gain points.

**37. Acknowledgement of the Cardholder:**

- i. The Cardholder acknowledges that his debt to the Bank against all the transactions done on the Credit Card including the commodities purchased by the Bank through uncommissioned agents and that he does not protest that deal upon receiving the relevant Bank notice.
- ii. The Cardholder acknowledges that the Bank books and records are considered as firm evidence that the amounts posted to his Card Account and the Customer's current account are correct and that he is not entitled to protest it upon the lapse of thirty days from the date of sending the Statement of Account.
- iii. The Cardholder acknowledges according to his own choice and will that all his transactions with the Bank shall be saved in records or electronic files or any internationally recognized technical means to photocopy the documents including but not limited to "microfilm" and considered as evidence to verify during arbitration and at all courts and committees, commissions and government institutions operated within the Kingdom or globally. The Cardholder is not entitled to protest against these records or electronic files as evidence according to the provisions of heh Saudi Electronic Transactions Law.
- iv. The Cardholder is obliged to update his personal data according to the Credit Report in compliance with the instructions of Saudi Arabian Monetary Agency to avoid any interruption of services and the Bank shall not be held responsible for any interruption of the service caused by breaching this obligation.



- v. The Cardholder acknowledges that it is not permitted to use the Islamic Credit Card to purchase any prohibited commodities and services and the Customer shall bear the responsibility of the violation of this provision and the Bank shall cancel the card if it is aware of such violation.
- vi. The Bank is entitled to reduce the credit limit of the Cardholder without his consent or without sending the prior notice. The updated credit limit upon reduction shall be shown in the monthly Statement of Account of the Cardholder issued after reduction.
- vii. The Bank reserves his right according to his own discretion to approve the transactions made by the Customer through the credit card that exceeds the credit limit of the customer. The approval of the Bank on the transactions that exceed the credit limit shall only be considered as temporary approval and shall not be construed by any means as grant or permanent increase of the credit limit of the Customer. In this instance, the Cardholder is obliged to pay the amounts exceeding the credit limit in addition to the minimum due amount that is recorded on the account of the credit card at the due date of monthly payment.
- viii. The Cardholder acknowledges that his activation of the credit card is considered as his implicit consent on the terms and conditions of this Agreement.
- ix. The Cardholder acknowledges that he had thoroughly read, understood, and accept all the details and conditions of this Agreement and any other conditions and terms issued by the Bank from time to time related to the facilities of the credit card. The Cardholder acknowledges that the Account Statement of the Credit Card dispatched to the Cardholder is considered as correct and binding on the Cardholder unless he submitted a dispute form to the Bank within Thirty (30) days from the date of the Account Statement of the Credit Card.

In the instance of on queries or errors related to the transactions executed through the credit card the Cardholder may notify the Bank through the free toll banking line 920001000 or through fax number 0126465892

For complaints or any other queries you may write to the NCB on Post Office Box 3555 Jeddah 21481 KSA or through the website [www.alahli.com](http://www.alahli.com) or to send an e-mail to [complaints@alahli.com](mailto:complaints@alahli.com)

I, the under signed agree to provide the National Commercial Bank with any information required for opening or auditing or managing my accounts and facilities. And authorize the Bank to collect all the necessary data that are related to me or my accounts or any further facilities provided by the Saudi Credit Bureau (SIMAH) or any authority recognized by the Saudi Arabia Monetary Agency and authorize the Bank to disclose all the data that are related to me or my accounts or any further facilities granted to me to the Saudi Credit Bureau (SIMAH) or any authority recognized by the Saudi Arabia Monetary.

National Commercial Bank	Customer (Applicant)
Name of authorized person:	Name of Customer:
Signature	Signature
Date:	Date: