



## Terms and Conditions

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Use of the card shall be according to the following Terms and Conditions :

**Fees:** The applicant vows to pay all the fees or costs of issuing or renewing the card, and he authorizes the bank to deduct these fees automatically from his current account or from the account of the card. As shown in the following table:

Fees	VAT	Internet / Travel card	Control
Annual fees of the main card	%15	115 S.R	115 S.R
Annual fees of the additional card	%15	115 S.R	115 S.R
Fees of issuing a replacement card	%15	57.50 S.R	57.50
Cash withdrawal fees " On BAB ATM "	%15	SR 28.75	Free
Cash withdrawal fees " On Other Banks ATM "	%15	SR 28.75	SR 28.75
Transaction Dispute (if the dispute is wrong)	%15	57.50 S.R	57.50
Optional Issuer Fees (OIF) for any transaction other than Saudi Riyal.		%2.3	%2.3

### Example on calculation the Optional Issuer Fee:

Amount Due	VAT	Optional Issuer Fee 2.3%	Account in SAR	Exchange rate	Amount Due
SAR4087.34 = 13.74+91.6+3982	91.6*15% = 13.74 SR	SAR 91.6 =%2.3* 3982	3982 SAR	3.982 SAR/EUR	EUR 1000

The annual fees and tax for the main and additional cards (renewal and issue) are invisible and unrecoverable by the card owner, but can be modified by the bank or law at a future date

The bank is entitled to change these fees and accordingly the relevant tax amount from time to time provided they notify the owner of the card 30 days before the date of claiming the annual fees or renewal fees by one of the following means: the bank's website, SMS, or registered post address for the bank's card center.

### Medad Card & Renewal

Initially the card will be active for (3) years after the date of issuance unless the card holder of the bank did not cancel it with written notification sent 30 days before date of cancellation, The card is automatically renewed when it expires, for the same period of "three years" in accordance with the conditions determined by the Bank without the need to consult the client.

### Paying for all the dues and statement of account

- The client can verify the details of all transactions from the bank's website. In case there is an objection to any transaction, the owner shall notify the card center within ( 15 ) days.
- The bank is entitled to automatically deduct any or all financial transactions of the owner of the main card or the additional card. In this case any deduction can be made from any current account or investment account( if there is any account) that belongs to the applicant or any monies or deposits that belong to the applicant without need to notify or to ask for permission from any judicial authority. There shall be no right of appeal in the event of any such deduction made, for whatever reason. Failure to pay any due amount that are prescribed time for one month will constitute an event of default. As a consequence, the name of the Cardholder shall be included in the defaulting customers list with SIMAH, which all other banks in Kingdom of Saudi Arabia could access. The Cardholder's name shall only be removed from the above list upon full payment of outstanding amounts.
- If the customer decides not to use the card or he didn't activated it within ten working days, this transaction will be void and the customer application to issue the card will be canceled and the bank will refund the card fees to the Customer
- Any foreign currency transactions rather than Saudi Riyal will be converted to Saudi Riyal. The due amount will be billed to customer in Saudi Riyal, after adding the Optional Issuer Fees (OIF). The card owner account will be charged all currencies differences resulted from the exchange rates.

### Additional card

The additional Card was issued by the bank according to the same Terms and Conditions as for the main Card. It shall not be treated as a separate, individual card and its financial transactions shall be deducted from the account of the owner if there is any account .

### Termination of the Card

- The Bank has the right to terminate the card before the expiry of its original or renewed validity period in the event of any cases below:
  - If the card balance. Insufficient fund to deduct annual fees
  - if the owner has not fully completed with all the Terms and Conditions .
  - if the reason of the card misuse or any other reasons that the Bank deems appropriate to cancel the Card.
- Upon the termination of the card in previous aforementioned cases, all the unpaid amounts and the financial transactions shall be due including the due fees and taxes for issuance, renewal , re-issuance or the issuance of an alternative card and any fees and taxes related for using the card.

### Loss / stole of the card

- In the event of that the card had been lost or stolen, suspected fraudulent Transaction the owner of the card shall be committed to immediately call the call center. The owner of the card shall be admit full responsibility for all consequential (amounts and losses) from the time of losing the card until the time of reporting such card loss.
- The Cardholder is responsible for all activity against the card. In the event of loss or theft of the Card, the Cardholder should immediately notify the Bank directly. If the cardholder is a resident in the Kingdom of Saudi Arabia call + 966 920001002. A fax notice can be sent to 011-0966 4798909 -when using a landline telephone in Saudi Arabia, by dialing 011 inside Saudi Arabia and 0096611 outside Saudi Arabia. It is also possible to report loss or theft of the card to any Bank Albilad branches by providing the branch with all the required data / information.
- The Cardholder acknowledges and agrees that he will be solely responsible for all financial obligations and charges arising from the loss or theft of the credit card until the time that Bank actually notified and through the means described above about loss or theft.
- The cardholder will pay the fees of issuing replacement credit card for the lost or stolen credit card, if issued by his request, as well as any taxes resulting therefrom.

### Cardholder's Complaint: The Cardholder can record or inquiries any credit card complaints using any of the following methods:

- No. 920001002 (inside Saudi Arabia) - No. 00966- 920001002 (outside Saudi Arabia) - Fax: 0096611- 4798909.
- Writing to Customer Complaint Unit - Bank Albilad - Head Office - PO Box 8229 Riyadh 12711 - Kingdom of Saudi Arabia.

### Cardholder Responsibilities : The Cardholder responsible for any obligations arising from the Card issuance such as:

- All expenses and taxes arising from the Card usage will deducted. Including cash withdrawals, purchases or other transactions, from the Cardholder's account with the Bank, in which case he is liable for all obligations relating to such uses, whether or not he has executed such transactions on his behalf. The Cardholder agrees to provide the Bank with any information or data that the Bank may request to open and operate his/her bank account or for auditing purposes. The Cardholder acknowledges that the Bank authorized to obtain any information related to him from Simah or any other authorized entity (SAMA). It also authorizes it to disclose any information about him/her to submit it to Simah or any other authorized entity in SAMA.
- The failure of the Cardholder to sign any receipts, cash advances or purchase requests vouchers that does not relieve him of his responsibility towards the Bank in respect of such sales or purchases, and the Cardholder shall contest any amount recorded on the Card Account within 30 days.
- The Cardholder responsible for any transactions or uses that result from fraud, negligence or violation of these Terms and Conditions. The Cardholder shall be liable to the Bank for any unauthorized use.

### Bank irresponsibility

The bank shall not bear any responsibility or commitment towards any third party in the event that the owner sues his card. The owner of the card is not entitled to ask for a deduction of such costs to be cancelled from his account in the vent that the specifications of the merchandise are different.

### Modifying the conditions:

- The Bank reserves the right, at its sole discretion, at any time or times to vary and/or amended any of these Terms and Conditions, taking into consideration the requirements of the relevant laws and regulations regarding the declaration and announcement of the amended conditions.
- The Bank also reserves the right all times to change and amend these Terms and Conditions after Bank Shariah Board approval and the relevant regulatory bodies or under instructions issued by SAMA. Such this change or amendment shall take effect thirty (30) days from the date on which the Customer is notified. And if the Cardholder not agree these changes or amendments, the Bank has the right to stop these terms and conditions and may cancel the Customer's credit card.

**The client admits the following**

- 1- That using the card depends on the credit in his account, and that the owner of such card shall not be able to use such card when there is insufficient credit in his account. The owner of the card shall not be entitled to exceed the credit limit and he shall be committed to repay all amounts that exceed credit limit and the bank is entitled to terminate the card if the credit limit is exceeded. In which case the card owner shall be fully responsible for any consequences of using the main card or the additional card in contravention of these terms.
- 2- That (in case of using the card) the bank shall be entitled to deduct the value of the merchandise or the services or any withdrawn cash from the credit in the card owner's account and that the bank shall not be responsible if the card owner's credit level is insufficient to pay for merchandise or services or because the card was not accepted at the sale point.
- 3- That all the personal data and information are complete and correct and that the card owner shall inform the bank in the event of any change of contact details including the change of the current address, phone numbers, mobile number or e-mail (if any), and that not informing the bank of such change shall lead to the termination of the card. The owner of the card admits that his notification by the bank shall be considered regular and systematic.
- 4- Upon signing these Terms and Conditions or after receiving a copy of them and activating the card, the card owner admits that he is aware of all aforesaid Terms and Conditions and that he accept them in fully compliance.
- 5- The owner is banned to use Medad Card in banned stores and commodities because in such cases the card will be stopped.

**Applicable law and litigation**

These Terms and Conditions and consequent rights of the Principal Cardholder and / or the additional Credit Card as well as the Bank Albilad rights shall be governed by and implemented in accordance with the applicable laws and regulations in the Kingdom of Saudi Arabia including the Value Added Tax System accordance to instructions issued by the SAMA Which does not violate Islamic law And any dispute arising from the application of these Terms and Conditions shall be submitted to the competent judicial authority in the Kingdom of Saudi Arabia for adjudication.

Signature of the Applicant : .....	
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<b>❖ For Bank / Agent Use</b>			
The signature was made in front of me after verifying the customer signature according to his record in the bank, and after verifying the personality of the signatory according to his original identity card			
Staff Name	Signature	Employee Number	Date
.....	.....	.....	.....
<b>• For branch Use Only after verifying the personality of the signatory according to his original identity card</b>			
Staff Name	Signature	Employee Number	Date
.....	.....	.....	.....
❖ <u>For Bank / Agent Use</u> • <u>For Bank Albilad use Only</u>			