

Bank Albilad Credit Card and Tamkeen card Terms & Conditions

1- Definitions

"Bank"	Bank Albilad.
"Cardholder"	The person to whom the credit card was issued upon his request. His name appears clearly on the card.
" Principal Credit Card and Tamkeen card"	Card issued by the bank (in cooperation with any operator of a payment system: ex Visa or Mastercard) according to these terms and conditions. It holds the name of the card holder and is related to an open account at the bank.
"Supplementary Credit Card(s)"	The additional card(s) issued by the bank to the family members of the main card owner, who are allowed by him to use these cards according to these terms and conditions.
"Application"	The application made by the Cardholder for a Credit Card.
"Account(s)"	An opened current account held with the Bank by the Cardholder to be debited in respect of Credit Card Transactions.
"Transaction(s)"	Means any cash withdrawal or payment made for goods or services using the Credit Card in any authorized manner of settlement by respectively debiting or crediting the Account with such amounts (including any charges fees associated with such transactions).
"Account Statement"	The account extract by the bank to the cardholder, which shows the details of transactions
"Credit Limit"	The maximum limit of amounts that the banks allows.
"SAMA"	The Saudi Central Bank.
"SIMAH"	The Saudi Credit Bureau.
"Terms and Conditions"	Bank Albilad Terms and conditions.
The convention	The sample, terms and conditions of the credit card issued by Bank Albilad and all the exchanged documents between the bank and the card owner related to the demand and use of the card.

2- Credit Card Facilities

- The principal and supplementary credit card are used by the cardholder, just to have in advance products and services or other particularities, from commercial companies/institutions that accept to deal with this credit card locally or abroad.
- The credit card is also used by the cardholder to withdraw cash amounts, in the limits decided by ATMs that accept these credit cards domestically and internationally, by using his own PIN code. The card owner commits not to withdraw any amounts (manually) from any Albilad branch or other banks.
- The cardholder authorize the bank to settle all transactions (including fees and charges) on their behalf, and to debit them on the account.

3- Credit Card

- The bank issues the credit card after receiving a written application from the customer, and after the bank approval.
- The credit card is and will remain a property of Bank Albilad.
- The credit card cannot be transferred to other parties, thus it only can be used by its cardholder.
- The cardholder commits to activate the card within sixty (60) days as of the date of its issuance, or it becomes automatically canceled. It is basically enforced for thirty-six (36) months as of the date of its issuance, and is automatically renewed for a similar period, unless the bank decide to stop renew or the cardholder asked to cancel it as per a written notification, at least thirty (30) days before the date of the cancellation enforcement. The cardholder abides by giving the credit card back to the bank on its expiry date, after destroying it in two halves passing by the magnetic tape. Cardholder also abides by settling any commitments resulting from credit card usage.
- e) The cardholder is responsible for protecting the credit card, and to avoid, in all possible and necessary ways, any damage or misuse. The precautions include, for example but not limited to:
 - ✓ signing the credit card when received.
 - ✓ not allowing anyone else to use it.
 - ✓ protecting it from the dangers of loss or stealing.
 - ✓ always preserving its PIN code.
- Signing the application and/or using the credit card after receiving it, means that the cardholder has read, understood and accepted these terms and conditions.
- The cardholder cannot exceed the credit limit decided for the credit card. The bank will, from time to time, revise the credit limits as it sees appropriate.

4- Account Statement

The bank will issue an account statement that shows all the transactions that were made on the credit card and their related fees, charges and expenses, during the last billing cycle. This statement is considered as correct and binding on cardholder. For further explanation or clarification, a demand must be written and delivered to the bank within thirty (30) days as of the issuance of the account statement.

5- Due Date

The cardholder is responsible for any financial charges or dues resulting from the use of the credit card. All charges or dues related to the credit card for every month become due on the salary day on salary of the next month, or according to the date mentioned in the financial statement.

6- Financial commitments

- The cardholder shall be responsible for paying all fees of the credit card, related to its issuance, renewal and annual fees. Cardholder also commits to pay fees of cash withdrawals (such fees are non refundable or irreversible). The cardholder has authorized the bank to deduct from the account the fees and expenses. The following table shows the fees related to the credit card:

Fess (SR)	VAT	Silver	Tamkeen Platinum	Platinum	Signature	Infinite
Principal Annual fees	% 15	230	460	460	517.5	575
Supplementary Annual fees	%1 5	57.5	115	115	115	115
Replacement Card	%1 5	115	115	115	115	115
Replacement International Emergency	%1 5	USD287.50				
Reissuance card	%1 5	115				
Cash withdrawal charges	%1 5	23 SR Per Transaction				
additional Statement	%1 5	23				
Transaction dispute	%1 5	57.50				
Optional Issuer Fees (OIF) for any transactions other than Riyal		%1.15 This fees exactly as much BAB pays to Visa (ISA fees).				

Example illustrating the calculation of OIF					
Amount of the transaction	Exchange rate	Account in SAR	Optional Issuer Fee (OIF)	VAT	Due amount
1000 Euro	3.982	3,982 SR	3,982*1.15%=45.8 SR	45.8*15%=6.87	3,982+45.8+6.87 = 4034.67 SR

*This is considered as an example to show how to convert the currency and not the real exchange rate

Customer Name

Signature Customer.....

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Tamkeen Card payment process

Annual Percentage Rate	Credit card Purchase Rate	Minimum Repayment amount	Month until balance Repaid
*N/A	*N/A	%5 or 200 SAR which higher	*46 Months

- Month until balance Repaid: assuming card limit is 15 thousand which the maximum limit for this product is, The card was not reused during the payment period
- Credit card Purchase Rate: it's not applicable for this product
- Annual Percentage Rate: it's not applicable for this product

B.	Issuance fees are immediately deducted when the credit card is issued and activated, and the cardholder is notified on the first financial statement. Annual fees are calculated according to the actual expenses of the bank.
C.	The bank has the right to revise and amend these fees, wholly or partially, and the amended fees of the revision are applied thirty (30) days after notifying the customer
D.	If the cardholder uses the card to pay for purchases or services in any currency, an immediate deduction from the card account is performed, and the cardholder is responsible for the differences resulting from the diverse exchange rates of currencies. Noting that the Exchange rates are calculated by VISA not calculated by the Bank.
7- Payment of Debt Balance	
A.	Taking into consideration what was mentioned in paragraph six (6) of these terms and conditions, the cardholder shall pay the bank all monthly due amounts for Credit Cards and pay installment of 5% or 200 SAR (whichever is higher) for Tamkeen Cards. In addition to the amount of any taxes need to be calculated and deducted according to any system in the Kingdom of Saudi Arabia for all credit cards. Payment delay or nonpayment for a continuous period of three months is considered as a dereliction or a violation by the cardholder. Consequently, SIMAH will be provided with the name of the cardholder to be added on its lists of banned persons. All banks in KSA have access to these lists, and the name of the cardholder is not removed from them unless he pays all due amounts.
B.	The cardholder can pay dues related to the credit card wholly or partially before the date of payment, and if there are excessive paid amounts, they will be added to the available account.
8- Supplementary Credit Cards	
A.	Upon a request by the cardholder and the consent of the bank, a supplementary card can be issued to any member of the cardholder family (any first degree kinship for those above 18 years old). Those credit cards are subject to the same terms and conditions of the primary credit card and have the same credit limits, as those supplementary credit cards are only a completing part of the primary credit card.
B.	The account of the supplementary credit cards is the same as the primary credit card of the cardholder. Thus, any transaction made by the supplementary credit cardholders registered / noted in the account of the primary credit card.
C.	All fees related to the supplementary credit card are applied.
D.	The primary credit cardholder is responsible for all activities and commitments resulting from the use of the supplementary credit card.
9- Stolen / Theft / lost / of the Credit Card:	
A.	The cardholder is considered as responsible for protecting the credit card from misuse by unauthorized users. In case of loss or stealing of the card, the cardholder should immediately notify the bank. The cardholder can, if lives in KSA, call +966920001002 if using a landline phone, or 920001002 if using a mobile phone. The cardholder can also send a fax notice on 4798909 when using a landline phone in KSA, as it is preceded by 011 from within the Kingdom, and 0096611 from outside the Kingdom. Any of Bank Albilad branches can be notified, by providing it with all of the required data/information.
B.	The cardholder declares, with his knowledge and consent, that he/she will be the sole responsible for all financial commitments and charges resulting from the loss or stealing of the card, until the real notification of the bank, by the abovementioned means, about its loss or stealing.
C.	The cardholder pays the fees of the issuance of an alternative credit card, if it is issued upon his request.
10- Cardholder's responsibilities	
A.	The cardholder declare that he/she will be responsible for compensating the bank for any losses or expenses it may pay as a result of any violation of these terms and conditions.
B.	Without violating what was mentioned in paragraph (10-c) below, the cardholder is responsible for all losses resulting from the loss or stealing of the credit card, except the losses he is responsible for as a result of the card loss or stealing, or its use by unauthorized parties, after notifying the bank of the loss or stealing by calling on the bank phone or visiting the nearest branch.
C.	In case of undeclared use of the lost or stolen credit card, the maximum responsibility of the cardholder, before notifying the bank of the loss or stealing, will not exceed the authorized credit limit.
D.	The cardholder is responsible for any transactions or uses resulting from fraud, neglect or terms violation. The cardholder is then responsible before the bank for any illegal or undeclared use.
E.	The cardholder is forbidden from using the card in banned states and stores or for banned products. In these cases, the card is subject to being stopped.
11- Bank's responsibilities	
A.	The bank is not responsible, in any case, towards any third party, in case the cardholder uses his card to buy any product or service, or uses it in ATMs, whether this responsibility is related to the credit card or any other documents.
B.	The bank is not responsible, in any case, towards the cardholder, in the following cases:
-	any lack, damage or defect in cash withdrawals or products and services bought or paid for by the credit card.
-	any loss or damage resulting from the refusal of a merchant, institution, supplier or machine to use the credit card.
-	if the bank is not able to fulfill its commitments as per these terms and conditions, as a direct or indirect result of a damage in devices, authorization system, statement preparation or transfer connections, or as a result of industrial or market conflicts, wars or other unforeseen circumstances out of the control of the bank, its employees or customers.
C.	The abovementioned responsibilities limits remain effective until these terms and conditions are no more in force or until the credit card is cancelled.
12- Documents	
The bank is not bound to send invoices, receipts or coupons to the cardholder. If this latter asks for copies of these documents, this will be subject to certain fees if the transactions are correct. In case they are not, the bank will concede these fees.	
13- Cancelling the credit card / reissuance/ stopping the effectiveness of terms and conditions	
A.	The bank has always the right to cancel/reissue the credit card or any supplementary credit cards, and to stop the effectiveness of these terms and conditions with or without a prior notification. In this case, the cardholder is bound to return the credit cards and the supplementary credit cards (if present) to the bank after cutting them in two halves passing by the magnetic tape. As soon as this cancellation or termination happens, all delayed payments related to the credit card or the supplementary credit cards become due to the bank and immediately required.
B.	The cardholder may ask for cancelling the credit card or the supplementary credit cards, or for stopping the effectiveness of these terms and conditions through a written notice to which are attached the cards to be cancel to the bank after cutting them in two halves passing by the magnetic tape. As soon as this request is made, all delayed payments related to the credit card or the additional credit cards (if present) become due to the bank and immediately required. If the customer decides not to receive the card and not activate it or benefit from it within ten working days, the fees and commissions due will be returned
C.	Cancelling the credit card or stopping the effectiveness of these terms and conditions will not have any negative repercussions or impacts on the already made transactions or those that were decided to be made as per a commitment before this cancellation or termination, and they will have no impact on activating the account, unless otherwise requested by the customer to the bank.
14- Notifications	
All notifications are sent to the cardholder, to the address he wrote on this sample, as it is considered that any notification or speech sent to this address is immediately received by the customer. The bank will not be responsible for any document sent and not received by the cardholder if he changes his address without notifying the bank in writing at least seven (7) days before the change happens. In this case, the cardholder has to show his/her address and phone number. The bank will not be responsible if the card owner was not able to do this. The cardholder is considered as having accepted any notifications sent by the bank, if the cardholder did not show any objection within thirty (30) days as of their issuance.	

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15- Commitments of the cardholder	
A.	The card owner is responsible for any commitments resulting from the issuance of the credit card.
B.	All expenses resulting from using the credit card, including cash withdrawals, purchases or other transactions, are deducted from the account of the card owner at the bank, who is responsible in these cases for all commitments related to these uses, whether it is him who made these transactions or someone else on behalf of him. The card owner admits to provide the bank with any information or statements it may ask for to open or activate the bank account or for revision. The cardholder approves that he has authorized the bank to get any information about him from SIMAH or any other adopted part at SAMA. The cardholder also authorizes it to disclose any information of him to SIMAH or any other adopted part at SAMA.
C.	The cardholder failure to sign on any receipts, advanced payments or coupons of purchase orders does not exempt him/her from his/her responsibility towards the bank concerning these sales and purchases, and the card owner has to object on any amount registered on the account of the card within 30 days.
16- Cardholder Complaints	
A.	The cardholder might register any complaint or need for further explanation related to the credit card using any of the following means:
-	No. 8001230000 (inside KSA) – no. 00966-920001002 (outside KSA) – Fax no. 0966-11-4798909.
-	write to Customers Complaints Unit – Bank Albilad – Main Office – 8229 Al Mutamarat, No.: 2, RIYADH 3952- 12711, Kingdom of Saudi Arabia
B.	The cardholder can present their complaint to one branch of Albilad providing it with the required information.
17- Amendment of Terms and Conditions:	
The bank always keeps the right of changing and amending these terms and conditions after the consent of the legitimate body of it and the concerned regulators, or as per instructions issued by the Monetary Agency. This change or amendment enter into force within (30) days as of the date of the customer notification. If the cardholder did not agree on these changes and amendments, the bank stops the effectiveness of these terms and conditions and cancels the card(s) of the customer.	
18- General Provisions	
A.	The bank has always the right, and in its sole and absolute discretion, to issue an alternative credit card or a new PIN within the terms and conditions he considers as appropriate, as he has the right to impose any fees on them.
B.	The factor of time is essential wherever it is mentioned in these terms and conditions, and it must be noted that any delay or misuse by the bank of its rights, privileges, powers or procedures stipulated in these terms and conditions does not hinder or weaken these rights, privileges, powers or procedures, and is not considered as a concession of what was presented. It is also known that any single or partial use of these rights, privileges, powers or procedures does not forbid any later use of any other rights, privileges, powers or procedures in the future. Rights, privileges, powers and procedures in these terms and conditions are additional and do not forbid the execution of any rights, privileges, powers or procedures stipulated in the applicable laws and regulations.
C.	If any term or condition of these terms and conditions was or becomes null or non-applicable for any reason as per the applicable law, this does not affect the legality, legitimacy or validity of other terms and conditions.
D.	These terms and conditions were written in Arabic and English, but the card owner approves that the Arabic version dominates the English version and is revised in case of any conflict or dispute.
19- Applicable law and litigation	
These terms and conditions, and all the related rights along with Bank Albilad rights are subject to the main and/or the additional credit card owner, and they are executed and explained in accordance with the applicable laws and regulations in Kingdom of Saudi Arabia and the instructions issued by Saudi Central Bank (SAMA) , without contradicting the Islamic Sharia. Accordingly, any demands, conflicts or disputes, resulting from the application of these terms and conditions, have to be submitted to the competent judicial authority in Kingdom of Saudi Arabia	

Credit Card Agreement Summary

Credit card holder information (Fields should be filled when apply for the Card)	
Cardholder name	Date of Agreement
National ID / Iqama	Agreement reference number

Credit Card information	
Credit card limit Credit Limit will appear on account statement	APR Only issuance fees
Administration fees N/A at the moment	Term fees N/A
Annual fees Refer to card type explained in financial commitments – clause no. (6)	Minimum amount due Full Amount For the country's credit cards and 5%, or 200 riyals, "Which is more" to enable credit cards
Foreign cogency conversion fees Depends on the country	Settlement date On the salary day
Other fees Please refer to Charge Card application, Terms and Condition	Late Payment fee N/A

The most prominent provision	
Implications of transactions conducted in foreign currencies	Article (Financial Obligations number 6) Page (3)
Implications of payment of the minimum due amount	Article (Payment of Debt Balance number 7) Page (4)
Implications of non payment	Article (Payment of Debt Balance number 7) Page (4)
Implications of cash withdrawals	Article (Financial Obligations number 6) Page (3)
Implications of cash transfer	Article (Financial Obligations number 6) Page (3)
Credit Card Features	Please visit www.bankalbilad.com for more information on cards features and Tamkeen card

- No additional fees, other than the due amount, are paid for the card.

* **Note:** Reading and reviewing this summary shall not substitute reading and reviewing the application and terms and conditions of charge cards, and does not exempt from the mentioned commitments and obligations.

Cardholder signature upon reading and receiving of "Credit Card Agreement Summary"		
Name	Signature	Date

Stamp

Al-Bilad Bank

8229 Al Mutamarat, No.: 2 RIYADH 3952- 12711

Albilad Phone: 8001230000 www.bankalbilad.com

❖ For Bank branch / Agent Use			
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
.....
• For Branch Use Only after verifying the personality of the signatory according to his original identity card			
Staff Name	Signature	Employee Number	Date
.....
• For Bank / Agent Use			
• For Bank Albilad use Only			