

# Terms and Conditions of Low Limit "Travel Plus" Credit Card



Praise be to God alone, and peace and blessings be upon that who have no prophet after him:

Al Rajhi Bank is pleased to issue this card in accordance with Shari'a regulations. It is a card with a low credit limit of 10 USD and it enables its holders to transfer funds into the card balance with multiple currencies which are: (US Dollar, Euros, GB Pounds, UAE Dirhams, and Saudi Riyals). It also enables its holders to withdraw cash from ATM machines and obtain legally permissible goods and services. The terms and conditions of the issuance of the card from Al Rajhi Bank govern the relationship between Al Rajhi Bank and the Cardholder, and establish a relationship through which the Cardholder can pay by Card.

The dealing with this card is subject to the following terms and conditions:

## 1. Current Account

The card applicant undertakes to open current account at any of the Bank's branches or via the bank's app.

## 2. Fees

2.1 The cardholder shall pay all charges and fees for the card issuance or renewal. The Bank will be entitled to deduct these fees and charges automatically from the customer's current account in the Bank or from the card balance.

Schedule of Charges	Fees**
Card Issuance fee*	SAR 150
Card Annual Fees	SAR 150
Replacement Card fee	SAR 15
Wrong Dispute fee	SAR 25
Cash Withdrawal Fee (from Al-Rajhi ATMs)	3% of the transaction amount with a maximum of SAR 75
Cash Withdrawal Fee (from Other Local Banks)	3% of the transaction amount with a maximum of SAR 75
Cash Withdrawal Fee (from International Banks)	3% of the transaction amount with a maximum equivalent of SAR 75
Cash withdrawal fee from ATMs in one of the card's currencies when there is not enough credit available (debited from the US dollar wallet)	3% of the transaction amount with a maximum equivalent of SAR 75 + 1% of the transaction amount
Cash withdrawal fees from ATMs in other currencies (debited from the US dollar wallet)	3% of the transaction amount with a maximum equivalent of SAR 75 + 2% of the transaction amount
Purchase fees for transactions in one of the card's currencies if there is not sufficient currency balance (debited from the US dollar wallet)	1% of the transaction amount
Purchase fees for transactions in a currency not available in the card (debited from the US dollar wallet)	2% of the transaction amount
Fee to add a new currency to the card	SAR 25

\*Customer is eligible for One free card, and SAR 150 will be charged as issuance / annual fee for each additional card

\*\* The above fees do not include VAT.

2.2 The annual fees for the card (renewal and issuance) are indivisible and non-refundable, but are subject to future changes.

## 3. Payment of obligations and account statements

3.1 The Bank shall send a Card Statement to the Cardholder on the first day of each Gregorian month, via Internet Banking Services and, thus, the cardholder, shall be fully responsible for reviewing the Statement of Account and verification of accuracy thereof.

3.2 The cardholder will review the transactions data through the bank's website. Should any objection be raised for any transaction, the cardholder shall notify the Card Center within 30 days following the statement date. The cardholder shall bear the charges associated with wrong objection limited by the actual cost subsequent to the verification of invalidity of the objection.

3.3 The currency exchange rates used upon transferring funds into the card and to pay the cardholder's obligations are determined according to the Bank's internal rates policy.

3.4 If the card holder uses the card in international purchases or services and there is not enough balance in the currency wallet, the amount will be deducted from the card's base currency (US dollars) only against the service fee for international transactions (1%) according to the chart below, and the card holder will bear the differences in exchange rates between currencies.

A chart showing the calculation of the service fee for international transactions:

Transaction Amount	Exchange Rate to USD	Amount in USD	Foreign Transaction Fee	VAT	Due Amount
€ 100	USD 1.10	110	1%*110=1.10 \$	1.10 * 15 % = 0.165	\$ 111.265

\* This is an example to illustrate the method of currency conversion and not the real exchange rate.

3.5 If the card holder uses the card in international purchases or services on currencies not available in the card, the amount will be deducted from the card's base currency (US dollars) only against the service fee for international

transaction (2%) according to the chart below, and the card holder will bear the differences resulted from the fluctuation of the exchange rates between currencies.

A chart showing the calculation of the service fee for international transactions:

Transaction Amount	Exchange Rate to USD	Amount in USD	Foreign Transaction Fee	VAT	Due Amount
CAD 100	USD 0.76	76	2%*76=1.52 \$	1.52 * 15% = 0.228	\$ 77.748

\* This is an example to illustrate the method of currency conversion and not the real exchange rate.

3.6 With regard to international purchase transactions, the bank will send SMS notifications detailing the transaction along with the exchange rate at the time of authorization. Please note that the exchange rate that will be applied is the prevailing Card Scheme exchange rate at the time of settlement.

3.7 The Bank may automatically deduct all or part of financial obligations on cardholder from any accounts, funds or deposits that belongs to cardholder without the need for any prior notice or warning for taking any required action for the recovery of the outstanding dues. No objection from cardholder shall be accepted regarding the conduct of this deduction whatever the cause was.

3.8 The Bank has the right to deduct and / or reverse any amount deposited in the Card Account due to system or human errors, or infringement of the rights of third parties

## 4. Changing the Card Terms and Conditions and Fees

4.1 Al Rajhi Bank has the right to amend the terms & conditions or the fees, whether by increase, decrease, addition or deletion, in accordance with the principles of the Sharia and without prejudice to the rights of the cardholder which has been acquired based on this contract during the period of validity of the card. The Bank will notify the cardholder of any such amendments by SMS at least 30 days prior to the effective date of the changes, in accordance with applicable laws and regulations concerning notification and disclosure of amended terms. The Bank may suspend or freeze the use of the card, at its sole discretion, if it deems such action necessary to protect the customer or the Bank, and may lift the suspension or freezing upon the removal of the underlying cause.

4.2 In the event the cardholder does not agree to any changes in the card's terms, conditions, or fees, the cardholder has the right to terminate the agreement using any of the channels made available by the Bank within (14) days from the date of receiving the notification of change. If the objection is submitted within the specified period, the cardholder is entitled to request a refund of the annual card fee after deducting the portion corresponding to the usage period. The Bank shall not be entitled to claim any charges or fees from the cardholder unless the card was used during the objection period.

4.3 If (14) days have elapsed from the date the notification was sent to the cardholder without receiving any objection, the amendment shall be deemed effective, and the cardholder shall not be entitled to claim a refund of the annual fee or any part thereof.

## 5. Using the Card

5.1 This card can be used for withdrawing cash, purchase of goods and services through websites and points of sale that accepts chip and PIN VISA cards. The cardholder undertakes to withdraw cash only from the ATM machine and not to carry out manual withdrawals from Banks branches counters using the card. The cardholder pledges not to use the card for purchase of any items prohibited under Sharia Law, in case of violation, the Bank has the right to cancel the card.

5.2 The cardholder undertakes not to disclose the PIN number to anyone. The cardholder will be solely responsible for any transaction which takes place using this PIN number even if made by other party.

5.3 The cardholder will be responsible for all obligations arising out of purchases made through the internet and if the website asked for the security code, it will be sent to the customer mobile number registered at the Bank.

5.4 The cardholder is entitled to withdraw cash up to a maximum of 30% of the card's credit limit.

5.5 In the event that the card remains unused for a period of (60) months or more, and there is a remaining credit balance on the card, the Bank shall transfer the balance to a consolidated account maintained at the Bank level. If the balance is in a currency other than Saudi Riyals, it will be converted to Saudi Riyals using the Bank's prevailing exchange rate on the date of the transaction.

## 6. Contactless Service

Contactless service allows Al-Rajhi credit card holders to make POS purchases securely through NFC technology without entering the PIN within the limit specified by the Bank. The Customer will have to tap the credit card into the POS without entering the card. The customer will be fully responsible for all transaction executed in this manner. The bank reserves the right to unilaterally change the limit of payment in accordance with relevant regulations without notifying the customer.

## 7. Card Balance

The Card balance or part of it shall be refunded through cash withdrawal from ATMs only against the fees mentioned in Article (2.1)

## 8. Signature on The Card:

The cardholder commits to sign on the card immediately upon receipt thereof, and also undertakes not to authorize anyone else to use the card. The Bank will not take any responsibility for damage or consequences arising out of non-compliance by the cardholder.

## 9. Validity Term:

Card validity is 5 calendar years from the date of issuance.

## 10. Card Renewal:

The card will be automatically renewed upon the expiry of its period as stated in Article 9 for similar period under such conditions as determined by the Bank.

## 11. Deduction of card fees:

11.1 The card issuance fee shall be deducted from the Card Account on the card issuance date, following activation. The annual fee shall likewise be deducted on the same issuance date of each subsequent year. In the event the Cardholder requests a card reissuance due to loss or damage, a replacement card fee shall apply as stipulated in Clause (2.1)

11.2 All fees payable to the Bank by the cardholder, such as annual fees (renewal and issuance), and cash withdrawal fees are deducted from the current account of the cardholder at the Bank or from the card balance.

## 12. Cancellation of the Card:

12.1. The cardholder shall have the right to cancel the Card within (90) days of receipt without incurring any cancellation fees, provided that the Card has not been activated. The Bank reserves the right to cancel the Card thereafter without any liability on the part of the Bank. In such case, the Customer shall have no right to claim any compensation or make any demands of any kind against the Bank arising from the cancellation of the Card pursuant to this Clause.

12.2 The Cardholder has the right to request cancellation through the Bank available channels at least 14 days prior to the date of fee deduction. The request for cancellation shall be deemed as a notice of termination of the terms and conditions from one part without prejudice to the rights of the Bank to challenge the termination or any right resulting from such termination.

12.3 The Bank has the right to cancel the card before the expiry of its original or renewed period in the event of non-compliance of terms and conditions by the cardholder, misuse, or any other reason requiring such cancellation.

12.4 In the event of cancellation due to reasons mentioned in cases 12.2 & 12.3, all unpaid amounts of withdrawals and purchases or obligations to the Bank such as Issuance fees, renewal fee, re-issuance fee or replacement fee will become due and payable on the date of cancellation of the card and the customer will be responsible for making the payment for the same promptly. The customer pledges to make the amount in full and the Bank reserves the right to recover the dues from any other card account, the current account or cardholder's other bank accounts or to debit the same to either of these accounts, even if the account is overdrawn, and the customer shall be solely liable to the effects resulted thereafter.

## 13. Loss of The Card:

In case of lost or stolen card, the cardholder should immediately inform the Bank by calling the call center at 920003344 (from within KSA) and ٠٩٦٦٩٢٠٠٣٣٤٤٤٤٤٤ or fax No. 0096614600705 (from outside KSA), or notify any Visa Office in any other bank outside KSA. The cardholder confirms full responsibility of any transactions or damages that might occur from the time the card got lost until the notification provided to the Bank. The Cardholder acknowledges that his/her responsibility of any transactions or damages will not exceed the credit limit remaining on the card at the time it was lost, and shall be liable for the fees mentioned in article 2.1 in case of card replacement issued.

## 14. The Responsibility of The Bank:

The Bank shall not be liable to third parties when the cardholder uses his/her card to obtain goods or services when the specifications of those goods or services differ from the contract between the cardholder and the merchant, as well as in cash withdrawals through ATM machines. The cardholder may submit a claim to confirm the validity of the transaction, and the cardholder is not entitled to request a suspension of the discount from the card balance due to any differences in the specifications of the goods or for any other reason and the Bank is not responsible for other parties refusal to accept the card or if there is a defect in POS devices or ATM devices. The Bank will not be deemed a party in any relationship between the cardholder and any third parties that is associated with the card.

## 15. Acknowledgement:

15.1 Card use is conditional on the availability of credit in its balance; consequently, the cardholder may not use the same in the cash withdrawal or purchase of commodities and services unless the card has sufficient balance. The cardholder may not exceed its balance. The cardholder shall immediately pay back to the bank all balances excesses recorded. The Bank shall have the

right to cancel the card upon or after such excess, with the customer taking any responsibility arising due to use of his/her card in violation of provisions of this clause.

15.2 The Bank may, in case where the card was used, deduct from its balance in equivalence of value of the commodity, services or funds withdrawn each time. The Bank shall not be responsible for failure to pay the value of the commodity or the service due to decrease in the card balance nor shall it be responsible for cards rejected by points of sales.

15.3 The cardholder confirms the completion & accuracy of the provided information, and shall notify the Bank with any changes in the contact details, including current address, phone numbers, mobile number and email, if any, and declares that failure to notify with such changes shall cause the suspension of the card. The cardholder grants Al Rajhi Bank the right to get or give any information of the applicant and to discuss and review the same with SIMAH or any other entity authorized by SAMA.

15.4 Once these Terms and Conditions are signed by the customer, or once the customer receives a copy thereof and activates the card, it shall be deemed as acknowledgment and acceptance.

15.5 Activating the card means receiving it and accepting the terms and conditions thereof.

## 16. Tax:

16.1 The fees quoted shall be exclusive of applicable Value Added Tax ("VAT") and any other indirect taxes, as may be applicable.

16.2 The indirect taxes shall be levied in accordance with the provisions contained under the VAT laws and other legislations as may be applicable from time to time.

16.3 Any disputes arising on account of VAT input tax credit shall be mutually resolved within the timelines prescribed under the VAT law.

16.4 In case of payments outstanding beyond the period prescribed under the relevant VAT law, AL Rajhi entity shall not be liable to any interest or penalty, if payable by you on account of input tax credit reversal.

## Important information

- Safeguard your PIN and do not write it on your card or share it with anyone
- Avoid sharing card information through WhatsApp messages, e-mails, or any social media.
- Avoid sharing the OTP verification code sent to your mobile with anyone, as the bank will not ask the customer to share the verification code
- Please alert the bank of any changes in your mailing address or telephone number
- To ensure getting transactions alerts via text messages and benefit from banking services, please add your mobile number through alrajhi ATM and activate the electronic services through one of the branches of the bank
- In case of loss or inquiries, please call us on 920003344 or +966114603333

Name of financial institution: Al Rajhi Banking & Investment Corp. , Entity type: Bank \ Financial Institution, Saudi Joint Stock Corp. With a Capital of S.R. 25,000,000,000.00, C.R. NO: 1010000096 , P O Box ٢٨ Riyadh 11411 Kingdom of Saudi Arabia, Tel: +966 11 2116000 , National Address: Al Rajhi Banking & Investment Corp. 8467 King Fahd Road - Al Muruj Dist., Unit No (1) Riyadh 12263 - 2743, Web: [www.alrajhibank.com.sa](http://www.alrajhibank.com.sa), SAMA Lic No: 1420 It is controlled and supervised by SAMA