

Credit Card Terms and Conditions

Arab national bank will issue the 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 credit limit is determined after analyzing the customer's credit history based on his/her credit worthiness and according to the general policy of the bank.
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, through electronic channels approved by the bank. 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 within a period not to exceed 30 days from the date the related documents are received, and any amount deducted as of the date of death or total disability will be refunded, but excluding cases of death or total disability due to the Cardholder's deliberate self-inflicted injury or attempted suicide, whether sane or insane at the time of the occurrence, and/or natural disasters or decisions of the court or competent judicial authority under prevailing laws, rules and regulations of the Kingdom of Saudi Arabia, and/or consumption of alcohol, drugs or illegal medicines or substances, and/or taking part in, practicing or training on any hazardous sport or competition such as participation in horse or car racing events, and/or death or injury attributed to the work nature, and/or death or total disability due to, resulting from or aggravated by nuclear weapons, nuclear radiation or radioactive pollution from any nuclear fuel or waste resulting from combustion of nuclear fuel, war, invasion, acts of a foreign enemy or war-like activities or hostilities, excluding customers of the military sector, and/or acts of sabotage and terror committed by a person or persons acting individually, on behalf of or in connection with any terrorist organization.

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 the customer uses the card to make international purchases or cash withdrawals outside the Kingdom or at a merchant registered outside the Kingdom of Saudi Arabia, the value of the transaction in SAR will be immediately deducted from the card account, according to the exchange rate determined by Visa/MasterCard Corporations at the time the transaction is made, together with the added international usage fee as mentioned in the fee schedule. Any differences due to changes in exchange rates between currencies on the transaction posting date will be passed on to the customer.
- 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	Infinite	Signature	MC World	Visa Platinum	MC Platinum	MC Titanium	Classic
Annual fees ^{*1}	977.5 SAR	517.5 SAR	SAR 805	345 SAR	402.5 SAR	230 SAR	230 SAR
Fee waiver for Platinum customers ^{**2}	Free for as long as the account maintains Platinum classification; if classification changes, annual fees will be applied						
Fee waiver for Gold customers ^{**2}	488.75 SAR	Free for as long as the account maintains Gold classification; if classification changes, annual fees will be applied					
APR ^{*3}	38.42%	34.27%	36.84%	32.77%	33.26%	31.78%	31.78%
Annual Fee – Supplementary Card ^{*1}	Free for up to 5 cards, then 50% of the primary card fee for each additional card						
Cash withdrawal Fee ^{*1}	SAR 86.25 per transaction regardless of the amount withdrawn.						
and Cash Transfer Fee ^{*1}	SAR 86.25 per transaction regardless of the amount Transfer.						
Invalid Dispute Fee ^{*1}	SAR 57.5 (if investigation outcome is against Cardholder).						
International Transaction Fees ^{*1}	3.10% added to the transaction value						
Tawarouq Profit	Varies based in customer risk assessment						
Statement requested fee (less than 1 year) ^{*1}	Free						
Statement requested fee (from 1 year to 5 years) ^{*1}	SAR 57.5						
Statement requested fee (More than 5 years) ^{*1}	SAR 115						
Late payment fee	SAR 100						
Lost card replacement fee ^{*1}	Free	SAR 115					
Minimum Payment	5% of total due amount or SR 200, whichever is higher.						
Cash Advance Limit ^{*1}	30% of Credit Limit (maximum single transaction value should not exceed SAR 5,000). ATM cash withdrawals are subject to limits enforced in the jurisdiction where the Cardholder is making the cash withdrawal						

*1 Including VAT.

*2 Free for Platinum and Gold customers (for as long as the account classification is maintained only). The Bank periodically reviews the membership of the customer's program to verify eligibility based on the approved criteria for the Platinum and Gold program, and in the event that the customer does not meet the criteria, the account grade rating is reduced and thus the card fee type changes to a full fee.

*3 The example on APR Based on limit of SAR 30,000 and a monthly Tawarouq rate of 2.20%.



7. Example of International Transaction Fees:

Transaction Amount	Visa/MasterCard exchange rate	Amount in SAR	International Transaction fees	Due Amount
USD 1,000	3.75	SR 3,750	$3,750 \times 3.10\% = \text{SR } 116.25$	$\text{SR } 3,750 + \text{SR } 116.25 = \text{SR } 3,866.25$

Example for Platinum Credit Card with credit limit of SAR 30,000:

APR	Credit Card Purchase Rate	Minimum Repayment Percentage	Months Until Balance Repaid
32.77%	2.20% monthly	5%	95 months

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 credit card account.
- Failure to maintain good payment history will have negative impact on the Cardholder's credit history at the Saudi Credit Bureau SIMAH.
- Paying only the minimum payment will extend the period the Cardholder is indebted to the Bank. For example: for a SAR 7,000 purchase, at 5% minimum payment plus 2.2% monthly markup, it will take the Cardholder 45 months for complete repayment and the card holder has to pay SAR 3,329.55 in term cost.

04. anb Programs

- The terms and conditions of international schemes (Visa and MasterCard) will apply in relation to the features and services provided by them or its subsidiaries.
- To start earning reward points please ensure to register in **anb** rewards program through anb mobile
- Arab national bank Easy Pay Program (EPP):
 - Customers can only use their existing credit limit to obtain installments. No extra credit is offered with this facility.
 - Must apply for EPP at least 2 days before the Credit Cards payment due date.
 - The minimum amount for installments is SR 1,000 per purchase.
 - In the event of inconsistencies between these terms and conditions and the previous Arab national bank credit card terms and conditions agreement, these terms and conditions shall prevail in so far as they apply to the installment plan.
 - The Maximum / Minimum installment tenure will be 3 to 12 months i.e. 3 months / 6 months / 9 months and 12 months.
 - All installment plans must be paid in full before a customer can change products.
 - There is no maximum of installment plans per account.
 - Cash advances are not valid for use in any installment plan.
 - A Tawarouq transaction will apply for the non-participating merchants (1%) profit rate per month and it will be added to customer due amount.
 - In the event that the customer selects the full payment method (100% of the amount due) for the Card the installment plan will be changed to a minimum payment schedule.
 - The customer may not cancel installment plans at any time during the installment period.
 - If a customer wants to settle early then he must pay the remaining balance including profit margins in full.
 - Arab national bank reserves the right to reject any request for installment plans. Arab national bank is not liable for any claim arising from refusals.
 - In the case of a merchant installment plan, the merchant is solely responsible for all obligations and liabilities in connection with the supply of goods/services or any defect or damage.
 - Any dispute pertaining to a purchase or the provision of any goods or services lay with the merchant:
 - The Cardholder must resolve such disputes directly with the merchant.
 - The liability of the Cardholder and his obligation to make payment to Arab national bank shall not be affected by any such disputes:
 - Arab national bank is not responsible for the investigation of or the resolution of any such dispute.
 - Arab national bank reserves the right to cancel or suspend the installment option "Easy Pay" Program at any time, provided the Cardholder is notified 30 business days in advance of implementation.
 - In case of a credit card upgrade, all transactions on the old credit card will be transferred to the new credit card including the installment plan.
 - Arab national bank reserves the right to amend or alter these terms and conditions from time to time, provided the Cardholder is notified 30 days in advance of implementation.
 - These terms and conditions are in addition to the terms and conditions as set out in the Arab national bank cardholder agreement, which regulates the provisions of credit card facilities by Arab national bank and any other terms and conditions imposed by Arab national bank at any time.



05. 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.

06. 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.

07. 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 account holder 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 account holder 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.

08. 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.



09. Additional Campaign Terms and Condition

1. The Bank has the right to reverse the credit card annual fees, provided the cardholder uses the Card before the issuance of the 3rd billing cycle with minimum amount of SR 1,000. This waiver continues to operate annually thereafter on the same condition; however, the bank reserves the right to change the minimum utilization limit from time to time provided the Cardholder is notified of any change 30 days in advance of implementation.

10. Power of Attorney

1. I hereby irrevocably assign Islamic banking Operation as my agency for purchasing commodities and selling them, and give them the right to appoint other parties for the same in the event that there is an outstanding balance against my Credit Card on the payment due date of every month as per the bank's records.

11. 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 assumes full liability for any and all potential consequences. I acknowledges that I has read and fully understands the terms and conditions cited in this form and related attachments and agrees on it, and that my signature thereon 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 Copy.
11. My below signature should be the same as that 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.
13. acknowledgment that the applicant for the credit card issued by the bank based on the average balance of my current accounts or Salary and the bank has the right to reject or accept the application based on his own assessment and based on SIMAH report.
14. I confirm pay the minimum due in time for this card and the bank has the right to deduct the minimum payment from the accounts in the events of non-payment on the specific date.