

## ملخص رسوم البطاقة الائتمانية

### Summary of Riyad Bank Credit Cards Fees

Fee Description	النسبة/المبلغ - Percentage/Amount	نوعية الرسوم
APR	23.4%	إجمالي الرسوم السنوية
Commission Rate	Monthly 1.95% شهرياً	نسبة العمولة
Late Fees	SR. 75	رسوم التأخر
Annual Fees	SR. 115 Classic فضية / SR. 225 Gold ذهبية	الرسوم السنوية
Cash Withdraw Fees	3.5%	رسوم السحب النقدي
Over Limit Fees	SR. 90 لكل حالة	رسوم تجاوز الحد الائتماني
Replacement Card Fees (Bank discretion)	SR. 250	رسوم استبدال البطاقة (حسب تقدير البنك)
Bills Receipts Transactions Document Fees	SR. 50	رسوم طلب مستند عملية
Additional Fees	2% نضاف إلى كل عملية	رسوم إضافية للمعاملات بغير الريال السعودي

the statement balance is paid in full, this charge can be waived if the account is in good standing.

- d- Should the Cardholder fail to abide by the terms and conditions, the Bank will be entitled to deduct the outstanding amounts as per the Credit Card Account from the Cardholder's current account or any other deposits held with the Bank or provided there is in place a Direct Debit facility without obtaining prior approval or issuing a pre-notice. The Cardholder is obligated to have sufficient funds in the Current Account to cover the outstanding amounts as per the Credit Card Account.
- e- The bank is hereby entitled to impose a SAR 75 penalty for each payment received after due date or not made. The Bank is obliged to provide the Saudi Credit Bureau (SIMAH) with the financial history of each Credit Card Account. Failure to maintain a good payment history will have a negative impact on the Cardholder's credit history.
- f- Skip payment: This is offered to our Cardholders from time to time. Cardholders will not be delinquent if no payment is made. The commission rate will be applied and added to the account. The Bank will notify the Cardholder of the offer. However, if the Cardholder is not interested in taking up the offer, a decline notification must be sent to the Bank within 15 days of the offer date.

#### 6.Card Independence:

- a- The Bank cannot guarantee that the card will be accepted at all times. The Cardholder enters into transactions directly with a third party (ATM, merchant or other bank) and therefore the Bank cannot be held liable for any of these transactions. Thus, should the customer ask to be released from any obligation related to the use of the card, whether fulfilled or yet to be fulfilled on behalf of the Cardholder by the Bank, the Bank has the right to refuse such requests.
- b- The Bank is entitled to collect amounts due on the Credit Card Account by using any other funds held by the Bank on behalf of the Cardholder. The Bank reserves the right, and without prior notice, to consolidate all balances due on Credit Card Accounts in the name of the Cardholder or where the Cardholder is the guarantor, in order to settle outstanding Credit Card Account balances

#### 7-Foreign transactions:

The Bank settles transactions made in foreign currencies. All transactions are converted to Saudi Riyal before they are posted to the Credit Card Account. Transactions in currencies other than USD will be converted to USD first and then to Saudi Riyal. The conversion rates of the Card Schemes (Visa or MasterCard) are used as of the transaction date or in some cases the posting date. The Bank is not liable for differences in the currency rate conversions. The customer shall abide by all rules and regulations applicable to transactions or money trading of the country in which the transaction takes place

#### 8-Additional cards:

The Cardholder may request other card/s for family member/s (wife or adult sons /daughters). The Cardholder has two options, either an additional card under the same conditions as the main Card, sharing the same Credit Card Account and credit limit, or a supplementary card. The Supplementary card has its own Credit Card Account and credit limit. The Bank's approval process applies to these cards as well. The Cardholder is liable for all the financial obligations of all cards requested by the Cardholder. Additional fees for these cards may be posted to the relevant Credit Card Account.

#### 9-Card Loss:

Should the card be lost or stolen, the Bank must be informed immediately by the Cardholder. The loss can be reported by calling the Credit Card Call Center on toll free 800 124 2225 locally and 966 14 143 800 overseas or by reporting it personally to any Riyad Bank branch. The Cardholder is liable for every unauthorized transaction that takes place before the Bank is informed of the loss or theft.

#### 10-Replacement Card:

The Bank is not obliged to issue a replacement card when a card is reported lost, stolen or damaged. Should a replacement card be issued, a SAR 250 fee may be levied by the Bank.

#### 11-Documents:

- a- Should the Cardholder find transaction entries that were posted in error, he/she must inform the Bank within 30 days from the statement date. The Bank can request supporting documentation and affidavits from the Cardholder.
- b- The Bank is not obliged to provide proof of transactions for Credit Card Account entries. If the Cardholder requests a copy of a transaction document, the cardholder hereby authorizes the Bank to charge a fee of SAR 50 for each document requested. However, if it is found that the amounts were wrongly charged to your Account, the Bank shall refund the fee to you and cancel the relative payments.
- c- The only acceptable proof of transaction for ATMs is the printed ATM record and where this is not available, the relevant bank will be requested to provide the appropriate audit trail.

#### 12-Amendments:

The Bank reserves the right to change or amend the foregoing Terms and Conditions and the Cardholder shall be notified of such variations or amendments 45 days prior to the effective date. If the Cardholder does not accept the changes, the Cardholder must inform the Bank within 10 days of receipt of notification that the terms are not acceptable and must request the account to be closed and must return all cards. All amounts due must be paid to the Bank under the terms of the agreement in force at the time.

#### 13-Cancelling or Replacing the Card:

- a- The Bank reserves the right to at any time cancel this card and/or any other cards. All the outstanding amounts are immediately due and payable and the cancelled Card/s shall be returned to the Bank. The Cardholder may request to be issued with a new card but will not be entitled to be issued with a new card as of right and the issue of a new card is in the sole discretion of the Bank.
- b- Should a card be replaced for a reason other than renewal, the Cardholder will be notified. The type of card technology used remains at the discretion of the bank and the Cardholder will accept the card as issued.
- c- The Cardholder may cancel the Card/s by written notice to the Bank and return the Card/s. The Cardholder remains liable for all outstanding amounts on the Credit Card Account including transactions that have not been posted on the day of cancellation.

#### 14-Applicable laws and dispute settlement:

This agreement shall be governed by and construed in accordance with the laws of Saudi Arabia and in the event of any account statement errors or disputes the Committee for Settlement of Banking Disputes is the final authority in resolving any unresolved disputes between the Cardholder and the Bank.

#### 15-Notices:

Written notices will be sent to the address provided by the Cardholder in this request. It is the responsibility of the Cardholder to inform the Bank of changes in address, employment and telephone numbers. Should an address update not take place, the onus is on the customer to

## Terms and Conditions For Riyad Bank Credit Cards (Visa/MasterCard)

Following are the Terms and Conditions of Riyad Bank Credit Cards, as agreed with the customer:

### 1- Definitions:

#### a- Card:

A credit card issued by Riyad Bank (the Bank) under the name of the customer (Cardholder) upon his/her request. The relationship between the bank and the Cardholder is defined as per the conditions set out below. The card remains the property of the bank and the customer shall return the card to the bank when requested to do so.

#### b- The Cardholder:

The person in whose name a card is issued and an account is opened. He/she shall keep the card and associated PIN number in a safe place and prevent others from using it. If this is not adhered to the Cardholder is solely responsible for all transactions made by the other party. The Cardholder is liable to pay the outstanding balance and shall remain so even if the card is no longer valid, or the Card is no longer in the possession of the Cardholder or cannot be used by the Cardholder for whatever reason.

#### c- Using the Card:

The customer must observe all laws when entering into any transaction, whether directly with a merchant, Automated Teller Machines (ATM), other electronic device or indirectly through telephone or Internet. The customer shall pay the amount due as per the Card Account Statement. Due amount can include, but is not limited to charges, fees, mailing costs, delivery fees and telephone fees.

#### d- Credit Limit:

The amount of credit extended by the bank to the Cardholder. This limit cannot be exceeded. It is the Cardholder's responsibility to ensure that provision is made for all transactions entered into, charges, costs, services and fees and that the total amount used cannot be more than the limit. Exceeding the limit is a violation of this agreement by the Cardholder. If the credit limit is exceeded, a fee of SAR90 will be charged by the bank. The Bank is not entitled to increase the Credit Limit without the approval of the Cardholder. The Cardholder can make additional payments to cover future transactions to avoid exceeding the credit limit.

#### e- Cash Withdrawals:

The withdrawal of cash through Automated Teller Machines (ATM) or at bank branches. 50% of the credit limit will be made available for cash withdrawals. Limitations will apply in terms of the maximum amounts that can be withdrawn and the number of withdrawals per day. These limitations can be set by the bank, authorities and other banks.

#### f- Credit Card Account:

Records of the transactions, due amounts, payment history and other related information kept by the bank and associated with the Card/s.

#### g- Account Statement:

It is a statement issued monthly by the bank that reflects the status of the Credit Card Account. The statement includes the due amount, date of the statement, payment due date, transactions for the period, payments received, fees and commission charged. Should errors be present, the Cardholder must inform the bank within 30 days of the statement date. The statement is produced in a combination of English and Arabic.

#### h- Due Date:

The last day on which the payment must be made by the Cardholder. The Cardholder is obliged to pay the new balance as per the statement, but cannot pay less than the minimum due amount. A 7 day grace period after the due date is allowed for the Cardholder to pay all due and outstanding amounts and if made during such grace period such payments will be reflected on the next Credit Card Account statement and will be considered as paid on the due date by the Bank.

#### 2- Bank liability:

The Bank will settle all transactions made by the Cardholder as per the terms and conditions of the card and will maintain a Credit Card Account of the Cardholder's financial activities.

#### 3- Card validation:

The Card is valid for a minimum of one Gregorian year from the issue date. If the Cardholder wishes not to continue with the agreement, the Bank must be informed by the Cardholder, using authenticated communication at least 10 days after the receipt of the credit card. It is automatically renewed on expiry date if the Credit Card Account is in good standing and the card is valid. Should the Cardholder wishes not to receive the renewed card, the Bank must be informed by the Cardholder, using authenticated communication at least 10 days after expiry date. All expired cards shall be returned to the Bank or destroyed by the Cardholder. Should the Card not be renewed, the customer shall return or destroy the Card once its validation period ends and shall pay all the outstanding amounts.

#### 4- Payment methods:

The Cardholder shall pay the due amount to the Bank within 25 days of the issuance of the Account Statement. Payments can be made using one of the following methods:

#### a-Direct Debit Facility:

The due amount is deducted from the designated Current Account by the Bank. The Cardholder can elect to pay the balance (100%) or the minimum due (5%). The Cardholder must ensure that the Current Account has enough funds to cover the Direct Debit request.

#### b-Branch payments:

The Cardholder can transfer funds from a current account or pay in cash at one of the Riyad Bank branches.

#### c-Paying by cheque:

Cheques can be sent to any Riyad Bank branch or to the Credit Card Centre. Include the stub from the Account Statement. If this is not available, write your credit card number and ID number on the back of your cheque.

#### d-Paying using Riyad Online (Internet Banking), Riyadline (Interactive Voice Response) & ATM:

The Cardholder can register as a user through these channels and once registered can transfer funds from the Cardholder's Current Account to the Credit Card Account.

#### 5.Financial Liability of the Cardholder:

The Cardholder hereby acknowledges the rights of the Bank, including but not limited to the posting of fees to Cardholder's Credit Card Account.

- a- Membership fees (issuance or annual fees) of SAR 225 for Gold Cards and SAR 115 for Classic Cards will be billed once a year.
- b- Should the customer obtain cash from any bank or ATM, the Bank is entitled to charge 3.5% of the transaction value or minimum of SAR15 for each withdrawal.
- c- The Cardholder shall be accountable for all fees, charges or transactions related to the use of the Card. The bank will post these transactions to the Credit Card Account. A commission rate of 1.95% will be charged on a daily average balance. If