

#With you in

the journey



*Terms and conditions apply

Riyad Bank is regulated by the Saudi Arabian Monetary Authority

TERMS AND CONDITIONS – Ladies Program

The following provisions shall apply to the Visa Ladies Credit Cards, in addition to the terms set forth in the Riyad Bank General Terms and Conditions to which this document shall form an integral part and should be read in conjunction with the terms included in the credit card application form.

The following terms and conditions are applicable for Riyad Bank Visa Ladies Credit Card(s):

Definitions

- "Bank" means Riyad Bank
- "Ladies Credit Card" or "Card" means the Visa Ladies Credit Card issued by Riyad Bank;
- "Cashback Program" means the program enabling Cardholder to use their Ladies Credit Card to earn Cashback on eligible transactions;
- "Cashback" means the amount earned on eligible transactions as set forth in this document or as decided by the Bank at its absolute discretion and which shall be credited to the credit card account each month (within 5 working days of the credit card statement generation);
- "Eligible Transactions" means all retail transactions, at point of sale or online, charged/posted to a Cardholder's Ladies Credit Card, except for the transactions excluded below (Clause16)
- "Fair Usage" means utilization patterns of cards must meet personal spending trends and not be used for commercial purposes.
- "Overall Retail Spend" refers to the sum of Eligible Transactions. This determines the Cashback percentage and category-level cashback caps the cardholder is eligible for in a given billing month/statement
- "Cashback Categories" refers to the Merchant Categories that are eligible for Cashback subject to meeting the Cashback Terms & Conditions. Cashback Categories comprise of multiple Merchant Category Codes (MCCs)

Riyad Bank Cashback Program for ladies card

1- Customers holding the Card are eligible to participate in the Cashback Program. For the avoidance of doubt, the Riyad Bank Cashback Program does not apply to other Riyad Bank Credit Cards unless explicitly mentioned in the product description. The Cashback Program shall be at all times subject to the terms and conditions outlined hereinafter.

2- Riyad Bank is entitled, at any time and without prior notice to the Cardholder in any manner whatsoever, to terminate the Cashback Program and/or cancel and/or vary its benefits or features, and/or vary, add to or delete any of the terms and conditions outlined herein, and/or modify or limit the value of Cashback awarded, and/or the manner in which the Cashback is awarded and the Cardholder shall be bound by such variations and amendments. The latest provisions in such connection will be available on the Riyad Bank website. It is the Cardholders' responsibility to ensure that they are apprised of the provisions and any changes thereof relating to the Card at all times. Riyad Bank's decision on all matters relating to the Cashback Program shall be final and binding on the Cardholder.

3- This Cashback Program applies to Eligible Transactions made on Cards and the calculated Cashback amount will be rounded down and paid to the nearest Riyal. The following Spend-Tiers, rate of Cashback and monthly caps will be applied to the corresponding Eligible Transaction(s) conducted within the Cashback Categories.

Overall monthly spend*	Cashback on eligible categories	Maximum cashback	
		Category	Cashback cap
>SAR 15000	10%	Retail & Fashion Accessories	SAR 500
SAR 7500 - 14999	5%		SAR 250
SAR 2500 - 7499	3%		SAR 150
<SAR 2500		Not eligible	

*Including all eligible transactions for the respective billing month / statement

**Applicable only on the eligible transactions done in the eligible cashback categories

4- Classification of merchant categories will be determined and defined by the merchant's acquiring bank; Acquiring banks are required to follow global standards and definitions of merchant classifications as are set forth by the schemes (Visa/MasterCard/AMEX/Diners etc.). Riyad Bank cannot be held accountable for incorrect assignment/segmentation and reserves the right to adjust Cashback allocation at their discretion.

5- Eligible Transactions made with a Supplementary Card will be aggregated with the Eligible Transactions charged by the primary Cardholder for the purposes of calculating the Cashback amount. The aggregated Cashback will be awarded on the primary Cardholder's credit card account.

6- The Cashback will be calculated after the respective credit card statement is generated. Based on the overall retail spend (i.e. Sum of all Eligible Transactions) conducted as per the card statement, the cardholders eligible Cashback Percentage Tier will be determined. And applied to the sum of eligible transactions conducted in Cashback Categories. The Cashback amount will be credited to the cardholder's credit card account within 5 working days of the Statement Generation date.

7- The Cashback will be calculated once every month, at the end of each billing cycle and upon the issuance of the monthly statement of account.

8- Cashback will only be calculated on the eligible transactions posted on the statement of account of the cardholder. Riyad Bank cannot be held responsible for any late posting of transactions due to delays from the respective merchants.

9- The cashback awarded on eligible transactions in a statement cycle will be limited to the caps per category group as defined in the table above.

10- Any reversal/part reversal of transactions will be deducted from the Eligible Transactions of the statement month in which the reversals/part-reversals/credit transactions were posted. This may or may not affect the total Cashback for that statement cycle.

11- The cashback amount earned will be credited into the respective credit card account.

12- Any Cashback earned in any given statement cycle will stand null and void if the Cardholder's Card (at the time of statement generation) is:

- Closed;
- Not in good standing in the opinion of Riyad Bank;
- The Cardholder's Card has expired and was not renewed;
- There has been a breach of the Card agreement; or
- Any other event, which, in the sole discretion of Riyad Bank should result in the cancellation of the Cashback, and/or any similar benefits (as applicable).

13- Cashback cannot be exchanged for any other rewards, and is not replaceable or transferable under any circumstances. It can only be availed after it has been credited to the respective credit card account.

14- Any decision about whether spend on purchases qualify as an Eligible Transaction for the purposes of Cashback and/or how spend are classified for each Cashback category shall be resolved by the Bank based on the Bank's discretion. The result of the cardholder shall be communicated to the Cardholder.

15- Unless otherwise stated, all transactions, charged to the Cards are eligible for Cashback as per the categories defined in (Clause3) above, except for the following exclusions:

- Annual fee payment(s) related to the Cardholder's Card / Supplementary Card;
- Cash advances;
- Profit/Finance charges;
- Late payment charges (if applicable);
- Traveler's cheques, balance transfer, repayment of bank loans/fees/charges and/or other unauthorized charges;
- Purchase of foreign currency;
- Contributions, premiums or other payments in relation to credit shield or any other insurance programs or products that Riyad Bank may choose to offer;
- SADAD payments made through Riyad Online and/or by utilizing any other payment channel provided by Riyad Bank;
- Eligible Transactions that Riyad Bank decides are disputed, erroneous, unauthorized, illegal and/or fraudulent.

16- Fair usage policy: Misuse of the Card to effect fictitious transactions through POS terminals at merchant outlets or through other means shall be construed as a breach of fair usage policy and may result in the respective Card(s) not being eligible for Cashback.

17- Riyad Bank may, at its sole discretion and without prior notice to the Cardholder, add to, or remove from, the above list of exceptions. Riyad Bank's decision as to what constitutes an Eligible Transaction and Fair usage shall be final, conclusive and binding.

18- Fair usage policy: The Cashback Program is valid for personal use only. In case the Card is used for business purposes, Riyad Bank reserves the right to claw back the Cashback awarded, suspend the credit card and/or report the same to relevant authorities as a breach of fair usage.

19- Fair usage policy: Riyad Bank reserves the right to disqualify any Cardholder from further participation in the Cashback Program, if in Riyad Bank's sole judgment, that Cardholder has in any way violated these Terms and Conditions and/or the terms and conditions of the Riyad Bank ladies card agreement and fair usage policy. Suspension and disqualification may result, at Riyad Bank's sole discretion, to the cancellation and nullification of all Cashback earned by the Cardholder.

20- Riyad Bank reserves the right to terminate the Cashback Program or amend its terms and conditions at any time.

21- These terms and conditions are executed in English and Arabic. In case of discrepancy between Arabic and English, the Arabic shall prevail. Every dispute arising between the parties in connection with this terms and conditions shall be referred to the competent judicial authority in the Kingdom.