



Contactless
Payment



Password



LAK Points



Smart Chip



Terms and conditions of Alahli Prepaid Cards

Within the frame work of the preferential service provided by the National Commercial Bank for its clients, the bank has agreed with its client by virtue of this agreement to issue for the client; Alahli Prepaid Card/Master Card) for the purpose of dealing through the same in accordance with the following terms and conditions.

1. Definitions:

- a) Card: It is a prepaid card which is issued by the National Commercial Bank in the name of the client who will be the holder of the card.
- b) Card Holder: He is the person for whom the card is issued under his name provided that; he shall be keen enough to preserve and safeguard the same under his custody and he shall not allow others to use. Moreover, he shall be liable for any obligations that might result out of its issuance by the National Commercial Bank including the responsibility for its misuse and or loss.
- c) The statement of account: It is a monthly statement to be issued by the card holder based upon his request against normal fees.

2. Signing and uses of the card:

When receiving the card, the card holder shall immediately sign it at the space specified for the signing on the back of the card. The bank shall not be responsible for the results and any damages that might result of the none compliance of the card holder by signing on the same. The card holder shall have to use it as a means of payment in return of his signature on the opposite documents of invoices or receipts and or other documents that might be provided to him by the merchant or against his use of his own PIN which will be provided to him by the bank.

3. Period of validity of the card:

The period of the validity of the card is three years.

4. VAT:

any value added tax or similar additional tax chargeable under the laws and regulations of the Kingdom of Saudi Arabia for the time being and any similar additional tax.

a) VAT Regulation:

is the VAT Law enacted by virtue of the Royal Decree No. (M / 113) dated 2/11/1438H and its implementing regulations issued by GAZAT and as amended from time to time, and in general, any law or regulation imposing or relating to the imposition or administration of a value added tax on goods and services in the Kingdom of Saudi Arabia and any implementing regulation made under the relevant regulation or law.

b) VAT–Exclusive Consideration:

For the avoidance of any doubt and notwithstanding the definition of “consideration ”in the VAT Regulation, and unless otherwise expressly stated in this Agreement, profit margin, prices or other sums payable or amounts to be provided for under or in accordance with this Agreement are exclusive of any VAT. Furthermore all amounts exclude tax that would be imposed in the future (including VAT). Upon implementation of the VAT, NCB will be entitled to recover from the Customer any VAT that NCB (as “banking service provider”) is required by law to collect, and the Client authorize the Bank to deduct the VAT from any of the Client’s account.

5. The Financial Obligations:

- a) The bank shall debit a SR 200 amount as an annual fee against the account of the card at the time of its issue and each time of renewal of the card.
- b) The bank shall charge an amount of SR 30 against each transaction of withdrawal of cash outside of the Kingdom.
- c) The card holder shall bear full responsibility for all transactions that it conducts through the card. Also it shall bear the payment of any expenses, or fees, charges or other financial burdens that might result out of his use of the same.
- d) To issue statements of accounts based upon the client request therefore, the bank shall charge against the same fees which amount worth SAR 10 (Ten Riyals).
- e) Any entry onto the card which is objected or protested by the client, the bank then when its correctness is later proved by virtue of the documents, it shall be subjected to imposition of fees when re-entering the same which worth SR 70 (Seventy Saudi Riyals).

6. Fees for international transactions:

- a) NCB shall settle liabilities arising from the Card usage by the Customer for any international transaction inside and/or outside KSA's geographic borders, whether through the Internet, POS or cash withdrawals from ATMs or otherwise.
- b) The Customer shall pay to NCB the card's account balance for the international transaction, whether it chooses to pay the same in foreign currency and/or in Saudi Riyals according to the exchange rate prevailing on the registration day of each international transaction carried out by the Customer in any foreign currency. In addition, the Customer shall pay the international transaction fees specified below and any amendment thereto after serving a notice to the Customer.
- c) Fees on international Transaction: Fees are estimated by 2.75% on the exchange rate of the amount international transaction made by the Customer, regardless of the currency chosen at the time of payment. Even if the payment is made in Saudi Riyals, as long as the transaction carried out by the Customer is an international transaction. NCB shall have the right to amend fees from time to time in the "Card's Fees and Commissions" table attached herewith. In case an amendment is introduced, the Customer shall be notified according to the communication methods specified herein.
- d) The Cardholder shall comply with any restrictions or provisions that may apply in respect of transactions or cash trading made inside and outside KSA's borders, wherever this Card is used. The Cardholder shall bear solely any financial charges or differences in currency rates that may be claimed by NCB by debiting from Visa, MasterCard account and/or any other entity.
- e) All fees shall be non-refundable in the event of a claim to return and/or refund the amount of the international transaction for any reason. In case the Customer performs any international transaction, such transaction shall be considered complete and subject to the currency conversion fees. If the customer, under the terms and conditions of the purchased item or service, has decided to return and/or recover the amount, the Customer acknowledges of being aware that the currency conversion fees will be deducted from the amount to be refunded and / or recovered.

7. Use and loss of the card:

- a) The client shall undertake to preserve and keep his card and he shall undertake not to use it for the un-allowed purposes and therefore he shall bear alone all the responsibilities resultant from the loss of the card or its misuse in such case if the National Commercial Bank Cards Center was not notified in due time, and if there is any breach to the conditions of this agreement. Also the card holder shall not give it to any other person whatever his relationship might be.
- b) In the event of loss of the card or its stealing the client shall undertake to report the incidence once he discovers the same by notifying the National Commercial Bank Cards Center. In accordance with the bank instructions, the client may notify the center of the credit card on the telephone No. 920001000 and from outside the Kingdom on the telephone No. (+9669200001000) whereas the card holder shall bear the responsibility of the proceedings procedures carried out on the issue of the lost or the stolen card before the time of notification of the credit card center.

8. Cancellation and Replacement of the card:

The client may request the cancellation of the card based on a letter to be sent to the bank, the card holder shall undertake to pay the obligations that might result from its use for the period of 45 days after the date of cancellation of the card.

9. Issuance of a card in lieu of lost or damaged card:

The bank shall issue a card in lieu of lost card which has been reported about its loss or stealing for a period equivalent to its remaining validity period of the lost or the stolen card against a (SR 50).

10. The applicable law for the settlement of disputes:

The provisions and conditions of this agreement and transactions resulting from the same wherever its place of and the means of its processing or its parties shall be subjected to the Saudi the regulations and bylaws alone. That is whereas the Banking Settlement Committee pertaining the Saudi Monetary Fund shall be the competent body for the settlement of any dispute which might result thereof.

11. The amount of SR 20,000 amount shall be defined as the maximum daily limit for purchases and SR 5,000 as the maximum daily limit for cash withdrawal.

Annual Fees*	SR 200								
The international withdrawal fee	SR 30 for each international withdrawal								
Fees for transferring the foreign currencies*	Up to 2.75%								
Issue of the statement of account upon request	SR 10 for each statement of account								
The limit of daily transactions	SR 20,000 for purchases SR 5,000 for cash withdrawal								
Example for the transfer foreign currencies	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">1. Transaction amount = \$1000.</td> <td style="width: 50%;">4. Forex Markup = 3,750 *2.75% = SR103.1</td> </tr> <tr> <td>2. Conversion Rate = 3.75</td> <td>5. VAT on Forex Markup amount = 15%*103.1</td> </tr> <tr> <td>3. Transaction in Saudi Riyals =SR3,750</td> <td>=SR 15.46</td> </tr> <tr> <td></td> <td>6. = SR 3,868.56</td> </tr> </table>	1. Transaction amount = \$1000.	4. Forex Markup = 3,750 *2.75% = SR103.1	2. Conversion Rate = 3.75	5. VAT on Forex Markup amount = 15%*103.1	3. Transaction in Saudi Riyals =SR3,750	=SR 15.46		6. = SR 3,868.56
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* Value Added TAX applied

12.LAK Program (The Program):

a program that offers the points to the Cardholder upon using AlAhli Prepaid Card and the accumulated points shall be replaced through the website www.lakrewards.com.The points may be replaced as follows:

- Airline Miles
- Airlines tickets
- Hotel Booking
- E-Gift
- Cash Back

Methods of winning points: The points shall be won upon using the card according to the following table:

MasterCard Prepaid	1 Lak point for every 5 SAR spent (local or equivalent international)
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Constraints of gaining points

- The system of payment of the fees and charges of the cards shall not entail the right to gain the rewards offered by the Bank.
- All rewards offered by the Bank is not transferable to the account of any other card.
- The cash withdrawal shall entail the right to gain points.
- The system of paying the public bills shall not entitle the Cardholder to gain points.

13.Acknowledgement of the Cardholder:

- The Cardholder acknowledges according to his own choice and will that all his transactions with the Bank shall be saved in records or electronic files or any internationally recognized technical means to photocopy the documents including but not limited to "microfilm" and considered as evidence to verify during arbitration and at all courts and committees, commissions and government institutions operated within the Kingdom or globally. The Cardholder is not entitled to protest against these records or electronic files as evidence according to the provisions of the Saudi Electronic Transactions Law.
- The Cardholder is obliged to update his personal data according to the Credit Report in compliance with the instructions of Saudi Arabian Monetary Agency to avoid any interruption of services and the Bank shall not be held responsible for any interruption of the service caused by breaching this obligation.
- The Cardholder acknowledges that it is not permitted to use the Card to purchase any commodities and services not permissible under Shariah and the Customer shall bear the responsibility of the violation of this provision and the Bank shall cancel the card if it is aware of such violation.
- The Bank reserves its right according to its own discretion to approve the transactions made by the Customer through the card that exceeds the credited amount in the card. The approval of the Bank on the transactions that exceed the credited amount shall only be considered as temporary approval. In this instance, the Cardholder is obliged to pay the amounts exceeding the credited amount.
- The Cardholder acknowledges that his activation of the card is considered as his implicit consent to the terms and conditions of this Agreement.
- The Cardholder acknowledges that he had thoroughly read, understood, and accepts all the details and conditions of this Agreement and any other conditions and terms issued by the Bank from time to time related to the facilities of the credit card.

In the instance event of any queries or errors related to the transactions executed through the prepaid card, the Cardholder may notify the Bank through the free toll banking line 920001000 or through fax number 0126465892

For complaints or any other queries you may write to the NCB on Post Office Box 3555 Jeddah 21481 KSA or through the website www.alahli.com or to send an e-mail to complaints@alahli.com

National Commercial Bank	Customer (Applicant)
Name of authorized person:	Name of Customer:
Signature:	Signature:
Date:	Date: