

Risks related to the credit card product

Dear valued customer,
You can avoid the risks of credit cards through the following:

Sr.	Risks of credit cards	Measures
1	Card Receipt	<ul style="list-style-type: none"> When the bank accepts the request submitted by the customer, the bank issues the card and the customer may receive it from one of the bank's branches and/or it may be sent to the customer upon his request at the national address indicated in the request submitted by him, which is either: By registered mail and/or courier at the customer's responsibility and without any responsibility on the bank. Upon receiving the card, the customer must immediately sign in the space designated for signature on the back of the card. The bank is not responsible for the consequences and damages that result from the customer's failure to sign on the back of the card. The customer is obligated to personally activate the card in order to be eligible to use the card and acquire its services and benefits according to the documented means of contact approved by the bank as determined by the bank from time to time.
2	Loss of the card	<ul style="list-style-type: none"> If the card is lost or stolen, the customer must immediately inform the bank, by calling AlAhli banking call center shown on the back of the credit card, or by following the steps shown on the bank's official website. The customer is responsible for paying and reimbursing all amounts arising from the use of the card until the customer informs the bank that the card was lost or stolen. If the customers fail to inform the bank about the loss or theft of the card, the customer shall be responsible for all transactions made on the card.
3	Use of the card	<ul style="list-style-type: none"> The customer must maintain the card and its PIN code. The customer must avoid using the card for purposes other than for which he is authorized and/or using it by third parties for any reason. The customer shall be the sole responsible for all the liabilities and responsibilities arising therefrom. The customer must not give his card and/or its PIN code to any person, regardless of kinship or relationship and the bank will not be responsible for such act. The customer must not use the Islamic credit card for goods and services that are prohibited by Sharia. If it is found by the bank that the customer used the card in a prohibited transaction, the bank has the right to refuse to carry out the transaction or cancel the card, and the customer bears the responsibility for that.
4	Failure to pay amounts due	<ul style="list-style-type: none"> If the customer fails to pay the amounts due on the card according to the account statement, the bank will conduct for the customer a tawarruq operation for two months only based on the customer's power of attorney to the bank in the card terms and conditions document. The remaining amount of the debt on the card shall be paid by the amount of tawarruq, in accordance with the procedures and obligations mentioned in the terms and conditions of the product (Article 10). The credit card statement sent to the customer is valid and binding. The card holder has the right to object to the account statement within 30 days of the statement's issuance date. If the customer does not submit his objection to the bank - according to the approved communication channels - on any of the transactions mentioned in the account statement within the specified period, the statement is considered valid and binding. In the event the card holder's default to pay the card debt for the first month on the specified maturity date, the bank will update the customer's credit record with Simah Saudi Credit Bureau (SIMAH) to reflect such default. This credit record is circulated across all banks operating in the Kingdom of Saudi Arabia, without any responsibility on the bank. The bank will update the customer's credit record when he pays the due amounts in accordance with the bank's policy. Note that updating the data does not mean - in any way - adjustment of the customer's credit history. However, it only means updating the customer's credit record and reporting the payment to the bank and (SIMAH). Under the agreement, the customer acknowledges the bank's right to obtain any information, disclose the provided card holder's information, and discuss and review it with credit companies such as (SIMAH) or with any other party authorized by the Saudi Central Bank (SAMA).