

Terms and conditions

For issuing AlinmaPay card from the Saudi Financial Technology Company

The client agreed to contract with the Saudi Financial Technology Company (the Company) according to the following terms and conditions:

- **Terms and conditions for issuing AlinmaPay Cards:**

1. These terms and conditions are an integral part of the relevant digital wallet opening terms and conditions previously accepted by the customer.

2. The customer has the right to use the data of the AlinmaPay card to carry out purchases via the Internet or through POS to carry out any of the operations available through other electronic channels, or to add the card to any of the digital wallets available for use.

3. The card is used for cash withdrawals, deposits, transfers between accounts, and other requests and financial operations via automated teller machines, in addition to purchasing goods and services through point-of-sale devices. The customer is responsible for the correctness, regularity, and safety of the operations that take place using the card.

4. The customer acknowledged that the card is not transferable, and its data is not used except by the customer or the person in whose name the card is issued at the customer's request, and he has committed not to hand over its data to a third party or authorize others to use its data, or disclose the personal identification number (the secret number) to third parties for whatever reasons, and the customer bears responsibility for violating this.

5. The customer acknowledged that the password is considered as the personal signature of whoever used the card data, and that all operations carried out through this card are under his responsibility, and the company shall not bear any damages, results, losses or compensation resulting from non-compliance with that.

6. The company shall debit the customer's account for any withdrawal and transfer amounts that are made through it, and the customer shall bear full responsibility for all obligations

arising from the use of the card, whether done with or without the knowledge of the customer.

7. The client authorized the company to deduct the financial obligations resulting from the use of the card from the wallet account without the need to refer to it.

8. Withdrawals in other currencies will be deducted from the customer's card account after converting it into Saudi riyals, at the exchange rate announced by Visa at that time, and the customer must abide by the daily limit set for withdrawal.

9. The customer acknowledges his acceptance of the restrictions that the company makes on his account as a result of issuing and using the card, and these restrictions are a valid and binding document in proving those operations, unless the customer proves otherwise.

10. The customer has the right to submit an objection to any transaction made by means of the card, provided that the objection is made according to the procedures followed and within (15) days from the date of completion of the objectionable process, along with any document supporting his claim, knowing that the cash withdrawal process by ATMs is considered according to wallet records.

11. The customer has the right to load the balance of the wallet through the channels available by the company, and he has the right to use it in cash withdrawals or purchase goods and services within the limits of that balance. The customer has committed to return to the company immediately any amounts that exceed that balance. For the validity, safety and regularity of all transactions that are carried out using the card.

12. The customer undertakes not to use the card to withdraw any amount of cash through shops except for automated teller machines, and also undertakes not to use it in purchases or obtaining services that are prohibited by Sharia or law, and in the event that this is violated, the company has the right to stop or cancel the card.

13. The customer acknowledged that canceling the card - if it occurred - would not affect his commitment to pay the rights and obligations to the wallet, whether due for issuing or renewing the card or resulting from its use, and also acknowledged that he was fully responsible for all operations carried out through this card and for the risks resulting from the

disclosure Any information related to it, such as the password, and the company will approve any transaction that takes place using the card information as a process executed by the customer himself.

14. The company shall not bear any responsibility or obligation towards third parties when the customer uses the card to obtain purchases or services, when the specifications of those purchases differ from what was concluded in the contract between the customer and the acceptor of the card.

15. The client undertakes to inform the company through one of its available channels immediately upon exposure to any of the following cases:

15.1 Loss or theft of the Card.

15.2 Detention of the card in the device used.

15.3 An error occurred in withdrawing the cash amount from the teller machine with an increase or decrease.

15.4 Discovering an error or suspicion of recording entries on the card account as a result of using ATMs, POS machines, or the Internet, whether with an increase or decrease.

15.5 Using the Card on an ATM or a POS device that contains peripherals appears to be unrelated to the ATM or POS.

16. The customer acknowledged that he bears all responsibilities and obligations, including (amounts and damages) resulting from the implementation of any operations using the lost card, whether the operations were carried out with his knowledge or without his knowledge, unless the company receives a notice through its approved channels before executing those operations, and the customer has learned And he realizes that he bears without the company the full responsibility resulting from the time he lost the card until the hour of reporting in dealings inside and outside the Kingdom of Saudi Arabia.

17. The company has the right to cancel the card and terminate the terms and conditions at any time it deems in the event that the customer fails to implement his obligations contained therein, and the company has the right to take all necessary measures to collect his dues - if

any - from the customer, including reporting his procrastination to the Saudi Company for Credit Information (Simah).

18. The validity period of the card is (3) years, and it is automatically renewed for a similar period whenever it expires, unless the company decides to cancel it at the end of its term. In the event that the customer wishes not to renew, he must cancel the card through the application.

19. The company has the right, at any time it deems appropriate, to amend or change any of these terms and conditions and other services provided to the client in whole or in part, by virtue of a notice addressed to the client, and the amendment is effective unless he expresses his objection to it within (30) days from the date of sending the notice to him, as well The client's continuation of dealing with the company constitutes his acceptance of it. In the event that the customer does not agree to these amendments, he may close his account, after paying any existing financial obligations in favor of the company.

20. The failure of the Company at any time to exercise any of the rights guaranteed to it under this Contract shall not be deemed a waiver on its part of that right or any other right at any time thereafter.

21. The company has the absolute right to claim all or some of its inalienable rights under this contract, by itself or by others whom the company deems appropriate, without contingent on the client's approval. Or From others, and to disclose information about the customer and his account mentioned or any other account that the customer has with the Saudi Credit Bureau and any other party approved by the Central Bank of Saudi Arabia.

23. The address indicated in the issuance of these terms and conditions for each party is its legal address, and all correspondence, notifications, and papers related to the implementation of these terms and conditions, and everything that follows therefrom, shall be made at it. The change of this address is not valid except by a previous and registered written notification.

24. These terms and conditions are subject to, interpreted and implemented in accordance with Islamic Sharia and in accordance with the rules, regulations and instructions issued by the competent authorities in the Kingdom of Saudi Arabia, in a manner that does not contradict the provisions of Islamic Sharia.

25. Any dispute that arises between the two parties and cannot be resolved amicably will be decided by the competent judicial authority in the Kingdom of Saudi Arabia.

26. These Terms and Conditions were written in both Arabic and English, and the Arabic text is the approved text for the implementation and interpretation of these Terms and Conditions.

27. The customer acknowledges that he has read and agreed to these terms and conditions and is committed to doing what is stated therein.

- **Card fees:**

The company pays fees on the cards according to the following:

- AlinmaPay Mada Card:

Fee Type	Amount (SAR)
issuance fees	0
Annual fees	0
Replacement fees	30
Interchange rate	2.2% of the transaction value
Objection to incorrect transaction	50

- Platinum Cashback Card:

Fee Type	Amount (SAR)
issuance fees	0
Annual fees	0
Replacement fees	30
Interchange rate	1.90% of the transaction value
Objection to incorrect transaction	50

- Signature Cashback Card:

Fee Type	Amount (SAR)
issuance fees	300
Annual fees	300
Replacement fees	150
Interchange rate	1.85% of the transaction value
Objection to incorrect transaction	50

- Physical Card Fees:

Fee Type	Mada (SAR)	Cashback Platinum (SAR)	Cashback Signature (SAR)
Delivery fees	30	30	30
Cash withdrawal (Alinma)	0	0	0
Cash withdrawal (Local Bank)	0	25	25
Cash withdrawal (GCC)	9	25	25
Cash withdrawal (International)	25	25	25
Cash Inquiry (Local Bank)	0	2	2
Cash Inquiry (GCC)	3	3	3
Cash Inquiry (International)	3	3	3

- Below is an illustrative currency conversion table:

Transaction Amount	Exchange rate	Amount (in Saudi Riyals)	Interchange rate	Total Deserved Amount
100 USD	3.75 SAR/USD	375 SAR	$375 * 2.2\% = 8.25$	383.25 SAR

- **Cashback Card Terms and Conditions:**

1. The company has the right to refund certain transactions that take place via the card (type of card and type of operation), and the company may not activate cashback on transactions for selected categories of merchants. (Example: charging e-wallets).
2. The cashback does not apply to transactions that the customer later cancels or returns purchases for a refund, as any eligible transactions that are refunded to the customer's card do not receive a cashback, and the cashback value will be deducted or reversed (as the case may be) in current balance.
3. The Company has the right from time to time at its sole discretion to change the method of calculating Cashback for any Eligible Transaction.
4. The cashback is automatically calculated at the amount or rate determined and provided by the company for each card, and the cashback is provided by the company without affecting any offers made by the merchant.
5. Cashback will not be given when dealing with some merchants until after settlement, due to the difference in the final transaction amount between the time of execution and the time of settlement (example: airlines and rental shops).
6. Cashback is credited immediately after the transaction and there is no upper limit for cashback.

- **Below example of cashback calculation*:**

Card type	Purchase amount	Cashback amount
Platinum Cashback card (1.2%)	1000 SAR	12 SAR
Signature Cashback card (1.6%)	1000 SAR	16 SAR

*The percentage mentioned is for clarification, the percentage may be different. Please see the AlinmaPay app to check the percentage

7. After completing any Eligible Transaction, the Company will pay for the Cashback earned from Eligible Transactions by crediting it to the existing Wallet Account balance within (30) days from the date of completion of the relevant Eligible Transaction, provided that the

account is current and active. The cashback earned will also appear in the customer's account statement available through the application.

8. If the account is closed or the card is canceled before the cashback consideration is credited to the account, the earned cashback that has not been added to the current balance during the aforementioned period will not be deposited. If your card is blocked or suspended for any reason, the accumulated cashback will be canceled. However, it may be returned at the company's discretion.

9. Cashback payments deposited on the card cannot be used to settle the value of the transaction for which cashback was earned, as the full transaction amount must be available on the card.

10. The Company reserves the right not to credit the value of any cashback earned or to delete any cashback accumulated on the card if the customer misuses the card.

The Excluded Categories from Cashback:

#	Category	Merchant Category Code
1	Public Services	4900 - 4812
2	Governmental Payments	9211 - 9222 - 9223 - 9311
3	Charity Services	8398 - 9399
4	Gas Stations	5541 - 5542 - 5983
5	Car Dealership	5511 - 5521
6	Education	8211 - 8220 - 8241 - 8244 – 8249 - 8299
7	Real Estate and Insurance	6513 - 6300 - 5960
8	Telecommunications	4814
9	E-Wallet	6540