

Card Terms and Conditions

Arab National Bank (“anb”) will issue the anb Card for Minors (“Card”) in accordance with the following Terms and Conditions:

1. Standard Definitions

- 1.1 Customer:** The customer is the guardian who applies for the card, is the primary customer, and is responsible for all amounts due arising or resulting from the issuance and use of the primary and supplementary cards.
- 1.2 Account statement:** It means the monthly statement of account issued by the anb to the customer, which shows the details of the transactions made using the card and all the amounts owed by the customer to anb. The statement of account also shows the name of the merchant and details of all transactions. The customer can view the electronic statement of account through the anb mobile application. Which allows the customer to manage his prepaid card, and the customer can request that the account statement be sent via email and it can be downloaded from the application in PDF format.
- 1.3 International transaction:** is any transaction performed at a merchant who is registered outside Saudi Arabia or any transaction performed with a currency other than the Saudi Riyal.
- 1.4 Card Operation App:** It is a mobile application for smartphones and is available to parents and their dependents. It allows the customers to manage their money and cards and view financial transactions.

2. Customer Acknowledgment

- 2.1** The customer optionally agrees to receive phone calls and text messages from anb for marketing purposes and to sell products and services provided by anb, and agrees to recording all calls made between the customer and anb, and the recorded calls are considered an authentic and admissible evidence that may be referred to, relied upon and acted on when needed.
- 2.2** The customer acknowledges that he/she has read these Terms and Conditions and fully understands their contents and the obligations created thereby and fully accepts to be bound by the same. Also, customer’s activation of the card is an acknowledgment from him that he has read and understood the Terms and Conditions of the card and agreed to them.
- 2.3** The customer undertakes to maintain his/her PIN, OTPs and card information in confidence at all times and shall not disclose, write or record it in any means, and takes full responsibility and liability for any transaction (financial or no-financial) that occurs from disclosing such details.
- 2.4** The card holder undertakes to pay the value of all transactions resulting from his use of his anb card , whether or not the card holder is issued with a receipt, and the card holder consents that using the card to make purchases through websites or digital wallets or enter the OTP to confirm the online purchase transaction is an acknowledgment from him of approval of the purchase process and he has no right to claim any compensation in connection therewith from anb.
- 2.5** The customer warrants that he/she will not use nor facilitate use of his/her Card(s), whether directly or indirectly, for any purposes connected with money laundering and terrorism financing or other financial crimes. If any such mis-use or fraudulent activity is identified, the card will be frozen pending a further investigation.

3. Fees and Financial Obligations

3.1 anb shall notify the customer of any amendment or change related to the following matters mentioned in this paragraph and related to this agreement, within a period of no less than 30 days prior to making the amendment, and the customer acknowledges that if the amendments made by anb are not accepted, Duly informed of it, anb will treat this refusal as a request to cancel the card, and no refunds will be given to any amounts paid by the customer in order to obtain the card.

- Any increase in the annual fees and/or administrative expenses charged to the customer.
- Any increase in recurring expenses and/or fees.
- Any new fees or charges

3.2 anb issue the anb card for minors based on customer request, anb may cancel the card if the customer does not activate it within (3) three months from the issuance date, without being obligated to refund the annual fees to the customer, and without any legal responsibility towards the customer.

3.3 International Transactions: If the customer uses the card for international purchases or cash withdrawals outside the Kingdom of Saudi Arabia or with a merchant registered outside the Kingdom of Saudi Arabia, the transaction value in Saudi Riyals will be immediately deducted from the card account at the exchange rate determined by the Visa/MasterCard authorities at the time of the transaction with the addition of international usage fees as mentioned in the Schedule of Fees. The differences resulting from the difference in exchange rates between currencies shall be borne by the customer on the day under operation.

3.4 Fees, Limits and Financial dues:

anb customer account and anb card for minors	
anb Card	Issuance - Free Renewal – 69 SAR* (Deducted from the guardians account in anb)
Card re-issuance fees after loss	69 SAR*
Cash Transfer Fees	Not applicable

anb card for minors transactions	
ATM Withdrawals	Service not provided
International transaction fees*	3.10% of Transaction value*

Disputed transactions	
Invalid Dispute Process Fee*	57.5 SAR*
Valid Dispute Process Fee*	Free

* VAT is applicable as per regulatory rates

Top Up (Load) Limit for Parents (using BANK Transfer)

Transfer Limit from Parent to minor(s)

Limit (SAR)

Transfer Type	
First Transfer	5,000
Daily Total Transfer	5,000
Monthly Total Transfer	13,000
Cumulative maximum credits in any twelve month period	13,000

Spend Limits per minor (using anb card for minors)

Limits (SAR)

Spend Type	
Max single spend (instore / online)	5,000
Daily total spend (instore / online) ²	5,000
Monthly total spend (instore / online)	13,000

Maximum Balance on Account

Limit (SAR)

Minor (anb card)	13,000
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*Including VAT.

3.5 Example of International Transactions Fees:

Transaction Amount	Visa/MasterCard exchange rate	Amount in SAR	International Transaction fees	Due Amount
USD 1,000	3.75	SR 3,750	$3,750 * 3.10\% =$ SR 116.25 SR	SR 3,750 + SR 116.25 = SR 3,866.25 SR

3.6 The customer acknowledges that such fees may be amended, and the customer shall be notified within (30) days of such modifications and/or new products and services that anb may offer as a cost.

3.7 Specific Warnings: Failure to comply and adhere to the above Terms and Conditions may result in the cancellation and susof the card and the suspension of the customer's anb card .

* VAT included.

4. Authorization and Compensation for the Instructions Issued by Telephone / email

4.1 The customer authorizes anb to act in accordance with any notice or instruction, request or any other message the customer may issue from time to time by phone or email, or is believed to be issued on his behalf (instructions) without any obligation on the part of anb inquire, and without prejudice in the general rules of authorization or the identification of the person who issued the instructions or who is believed to have issued them, regardless of the circumstances at the time of issuing the instructions.

4.2 anb entitled to consider the instructions issued as full authorization from the customer and binding to them. anb have the right to take the necessary steps in regard to the instructions or reliance thereon as it deems fit, whether the instructions contained directives to pay money, debit from any account or related to disposition of any funds, securities or documents or create the impression that they bind the customer to any other type of transactions or arrangements whatsoever regardless of the nature of the transaction, arrangement or the amount associated with it.

4.3 Under the supervision of anb and in accordance with the terms of this concept and indemnification, the customer undertakes in a clear and irrevocable manner to indemnify the anb at all times from and against all curtailments, claims, suits expressly, damages, costs and expenses incurred or borne by anb in observance thereof or for the reason of its advice in relation to the instructions.

4.4 This authorization and indemnity terms remain valid and fully effective until anb receives notice of their termination from the customer in accordance with the terms of the authorization on condition that the Anbhas/have sufficient time to act accordingly, except that such termination will not relieve the customer from any liability resulting from this authorization.

5 Lost or Stolen Cards

5.1 Customer must report a lost or stolen card to the anb through the anb Application or the anb call centre by phone +966 11 8343404 (from within the KSA) or 800 1111 767 (from outside the KSA). The customer will be responsible for any transactions made on the card anb receives a notice through the official channels of anb (emial, phone) reporting loss or theft of the card.

5.2 In the event of loss of the card, mobile phone or any gadgets that accepts payment (in case the card is added to such wallets), the customer undertakes to notify anb immediately to request suspension electronic wallets transactions, removal of the canceled card from the application and addition of the new card as anb is not responsible for any transactions performed on the card account through the mentioned applications after card freezing by the anb mobile application, phone or email. The customer is responsible for any transactions carried out by mobile (electronic payment wallets) before anb receives a notification stating that the mobile has been lost or stolen.

6 General Provisions

6.1 anb may, upon its sole discretion, to transfer and assign in any capacity, partly or wholly, any amounts owed by the customer, and the customer should pay all unpaid amounts if it becomes necessary to claim payments through collecting agents or recourse to the law to enforce payment. The customer can also object in the event that the customer does not agree after receiving the notification through one of the bank's official channels.

6.2 The customer agrees that anb may, at its/its discretion, exchange any information or data relating to the customer and/or the Cardholder or his or her transactions with any member, third party or member of the affiliate (including for the purpose of fraud prevention, auditing or soliciting third party outsourcing services or collecting any debt as requested by any government institution or regulatory body, including maintaining records for a period of (10) years in accordance with the regulatory body).

- 6.3** Atheer Contactless service allows the customer to use it in electronic payments but without exceeding the payment limit for Atheer service specified by the anb without entering the PIN number through the NFC technology where the customer passes the card in front of the special device. The customer acknowledges that he/she is aware of the risks associated with conducting transactions through this service and takes full responsibility for the transactions made using NFC. anb has the right to amend the payment limit in accordance with the relevant regulations without securing the customer's consent thereon.
- 6.4** The customer acknowledges his knowledge of the risks involved in using the service, including, but not limited to, the risks of financial fraud, cyber security risks, or disclosing the user name, password, or verification code for financial operations to any other party, and that the service or product will not be used other than as agreed upon in the terms and conditions.
- 6.5** Registering (adding) the card in mobile wallets such as Apple Pay, mada Pay...etc. is deemed an unconditional and irrevocable authorization from the Customer to the person using the mobile or any gadgets that accept mobile payment at any time for any transaction. The Customer is therefore directly responsible for all obligations arising from these transactions as if these obligations originated from the customer himself.
- 6.6** The customer does not perform any debit transaction, the status of inactive accounts (stands also for the card) will be changed to the following manner:
- Credit balance, an account, relationship or dealing for card shall be deemed "Active" if the last financial debit transaction performed by the customer or his/her authorized agent over the account is not more than 24 Gregorian months starting from the date of the last transaction posted by the customer.
 - Credit balance, an account, relationship or dealing for card shall be deemed "Dormant" if it completes a period of 24 Gregorian months from the date of the last financial debit transaction performed by the customer or his/her authorized agent over the account as evidenced in a reliable and documented recording or written communication in relation to transactions.
 - Credit balance, an account, relationship or dealing for card shall be deemed "Unclaimed" if it completes a period of 5 Gregorian years (60 months) (including the Dormant Account stage) if the customer personally or his/her authorized agent does not perform a financial debit transaction as evidenced in a reliable and documented recording or written communication, and anb could not locate the customer and has exhausted all possible communications means to reach him/her.
 - Credit balance, the account, relationship or dealing for card will be deemed "Abandoned" and the accountholder ending the relationship with the anb if it remains Unclaimed for 10 Gregorian years (i.e. 15 Gregorian years in total from the date of the last financial transaction)
- 6.7** anb has the right to change or amend any provision of these terms and conditions from time to time and anb will inform the customer of the new modifications in the manner that anb deems appropriate, and those modifications become valid and effective after (30) days from the date of notice to the customer.

6.8 anb may, at any time, request any document (documents) from the customer or the customer that the Bank deems necessary to enforce this Agreement or any of the transactions to be conducted using the card by the customer or the customer and if the customer fails to comply therewith, the bank has the right to cancel the card and oblige the customer to pay the full amount of the indebtedness immediately.

6.9 In case of discrepancy between Arabic text and English text of these Terms and Conditions, Arabic text shall prevail.

6.10 The terms and conditions of international schemes (Visa and MasterCard) will apply in relation to the features and services provided by them or its subsidiaries.

6.11 The anb card cannot be used at merchants that are listed under the following categories:

- Pubs, bars, nightclubs, and some restaurants
- Wine and beer wholesalers
- Cigar and tobacco shops
- Escort services and massage parlours
- Automated fuel dispensers
- Racetracks
- Adult entertainment venues, websites, or TV channels
- Online gambling and casinos

7 Agreement Termination and Card Cancellation

- 7.1** anb may terminate this agreement with the customer at any time by canceling the card with a prior notice of at least 30 days, and the customer may terminate the agreement at any time by giving an official notice to anb through available channels or anb's official channels (email, phone or anb mobile application). Anb cards have a card expiry upto 3 years.
- 7.2** If for whatever reason, the Regulator instructs anb to block or withdrawn the card, anb will have the right to do so under the regulations provided by SAMA.
- 7.3** All current amounts will become due to the customer upon termination of this agreement and payable to anb, and the customer agrees that anb has the right to reserve any amounts restricted in the current account or any other account maintained by the customer in anb or any deposits held in the anb as a guarantee for the issuance of The card and/or subsidiary cards, and settling any amounts owed by the customer to anb in exchange for any amounts withheld without notifying the customer. This clause is applied in accordance with the instructions of the Central Bank of Saudi Arabia.
- 7.4** If the customer fails - for whatever reason - to comply with the Terms and Conditions of this Agreement, anb may terminate this agreement and ask the customer to pay all outstanding amounts he owes, hereunder. The customer will be responsible for all costs, expenses and fees incurred by anb, including legal fees, on full amount compensation basis.

Anb- a Saudi joint stock co. - paid up capital SR. 15,000 Million - Unified No. 7000018007 - CR. No. 1010027912 - License No. (4017/m/a/254) - National Address 7317 King Faisal Rd. Al Murabba, unit number 1, Riyadh 12613-3536 - P.O. Box 56921, Riyadh 11564, Kingdom of Saudi Arabia - Website: anb.com.sa - Telephone +966114029000 - Fax +966114027747

Anbis regulated and supervised by the Saudi Central Bank