

## **PIN & PAY TERMS AND CONDITIONS (“Terms and Conditions”)**

Effective 1 July 2017, signature-based cards will no longer be accepted when Cardholder uses his or her card to make a domestic payment. The industry-wide move to replace signature-based cards with PIN-based cards shall commence 2016 onwards in several phases. Signature-based cards shall gradually be phased out and electronic point of sale terminals shall also be upgraded. When receiving the new PIN-based card, the Cardholder is required to key in a 6-digit PIN when prompted for Transactions performed locally. For overseas Transactions, the requirement shall be based on the respective countries’ adopted standard.

### **Definitions**

In these Terms and Conditions, unless the context otherwise requires:-

“PIN” means the personal identification number issued to a Cardholder by the Bank.

“Cardholder” means a customer of Al Rajhi Bank to whom the Card has been issued.

“Al Rajhi Bank” means Al Rajhi Bank inclusive of its successors in title and assigns.

“Transaction or Transactions” means any and all banking transaction effected through the use of the Card and shall include but shall not be limited to withdrawal of cash, purchase, payment, fund transfer, balance inquiry, deposit of cash or cheque, payment of bills and any other electronic banking service as Al Rajhi Bank shall offer or introduce from time to time (whether via ATM, electronic Point of Sale terminal, internet transaction or such other terminals or channels that is available to the Cardholder).

“Card” means the Al Rajhi Debit Card-*i* and any replacement or renewal thereof issued by Al-Rajhi Bank.

“ATM” means an Automated Teller Machine or card operated machine including but not limited to machines belonging to Al-Rajhi Bank.

Al Rajhi Bank may vary and revise the Terms and Conditions herein from time to time by providing 21 days’ notice prior to the revised Terms and Conditions taking effect in accordance with Al Rajhi Bank’s policies and / or including but not limited to guidelines, directives by Bank Negara Malaysia and such other governing authorities. The revised Terms and Conditions shall supersede all previous Terms and Conditions and the Cardholder shall be deemed to have accepted the revised Terms and Conditions upon continuous usage of the Card(s) issued by Al Rajhi Bank.

### **AL RAJHI BANK DEBIT CARD-*i***

1. The new PIN-based Card is available to all Al Rajhi Cardholders (including Debit Card-*i* and Rafahia Debit Card-*i*).
2. Each signature-based Card will be replaced with one PIN-based Card only i.e. one for one replacement. The replacement Card shall be issued with a new card number.
3. The new PIN-based Card is free of charge. However, for any subsequent replacements for any reasons including but not limited to loss, damage and theft, the Cardholder shall be charged with a nominal replacement fee of Ringgit Malaysia Twelve (RM12.00) per application.

4. Upon activation and PIN change of the new PIN-based Card the Cardholder is required to destroy his or her existing Card.

5. Upon Card issuance, the Cardholder shall be required to key in a PIN for ATM withdrawals and retail purchases at a PIN-enabled electronic Point of Sale terminal to complete such transactions. The Cardholder must keep the PIN confidential and shall not disclose the PIN to any other person(s) under any circumstances. Cardholders are advised not to use their date of birth, identity card number or mobile number as their PIN to mitigate unauthorised usage of their Card in the event their Card is lost or stolen.

6. The Cardholder must ensure that the Transaction amount is correct before signing any sales draft or before entering the PIN at any electronic Point of Sale terminals which requires PIN entry. By signing a sales draft or entering the PIN at any electronic Point of Sale terminal, the Cardholder is deemed to have agreed to the Transaction and confirmed that the amount charged is correct.

7. For domestic Transactions, the Cardholder shall no longer be required to provide his or her signature for receipts of the said transactions as only the PIN is required effective 1 July 2017. For overseas transactions, the Cardholder shall be required to key in his or her PIN, provide his or her signature or both, depending on the country in which a particular transaction is made. The Cardholder shall notify the Bank in advance of his or her intentions to use the Card for overseas transactions.

8. The Cardholder consents and agrees that the PIN shall serve as a means of authenticating and verifying the Cardholder's identity to Al Rajhi Bank for the purposes of Card transactions contemplated under these Terms and Conditions. In this regard, the Cardholder authorises Al Rajhi Bank to accept, follow and act upon all instructions of the Cardholder when identified by the Cardholder's PIN (including applications to open accounts and for additional products and services to be made available to the Cardholder) and Al Rajhi Bank shall not be liable in any event for accepting, following and acting upon such instructions in good faith. The Cardholder's instructions shall be deemed irrevocable and binding on the Cardholder upon Al Rajhi Bank's receipt of the same notwithstanding any error, fraud, forgery, lack of clarity or misunderstanding in respect of such instructions. Al Rajhi Bank is entitled to rely on the PIN as conclusive evidence of the Cardholder's identity. However, in the event the Bank has doubts or is uncertain as to the Cardholder's identity, Al Rajhi Bank may still request for such other form or means of identification as it may deem fit in its sole and absolute discretion at any time and from time to time.

9. The new Card has a contactless wave function where the Cardholder may wave the Card at Merchants' electronic Point of Sale terminal which has such function. Retail transactions up to Ringgit Malaysia Two Hundred and Fifty (RM250.00) made by the Cardholder using the contactless wave function do not require the Cardholder's PIN. However, for retail transactions above Ringgit Malaysia Two Hundred and Fifty (RM250.00), the Cardholder's PIN is required to complete such transactions. The threshold amount of Ringgit Malaysia Two Hundred and Fifty (RM250.00) is subject to change by Al Rajhi Bank.

10. The Cardholder agrees and acknowledges that the Card must be kept in a safe and secured place. The Cardholder shall use reasonable precautions to prevent loss, theft, disclosure of the PIN to an unauthorised person, or unauthorised use of the Card. Any loss, theft, disclosure of the PIN to any unauthorised person, or unauthorised use of the Card must immediately be reported to the Bank by telephone, facsimile, email or any other agreed means of communication. If such report is made verbally, it must be confirmed in writing immediately thereafter.

11. The pre-authorisation amount for petrol transactions is a procedure where the amount up to RM200.00 will be charged to the Cardholders' account when the Cardholder uses the Card at automated fuel dispensers for petrol purchases. The amount will automatically be released by three (3) Business Days

after the transaction date before releasing any excess amount held from the Cardholder's account. For hotel/motel/resort transactions, pre authorisation amount will be held during check-in for a maximum of fifteen (15) days. For other retail transactions disputed by the Cardholder on any unsuccessful transaction of which the account had been debited, sixteen (16) days grace period is required for the reversal.

12. The Terms and Conditions applicable to all Al Rajhi Debit Card-*are* in addition to these Terms and Conditions. In the event of conflict and / or inconsistency between the Terms and Conditions herein and other applicable Terms and Conditions imposed by Al Rajhi Bank, the other applicable terms and conditions shall prevail to the extent of the inconsistency.

13. For all intents and purposes, this Document (Agreement, contract, Terms and Conditions, Letter, Notice, Form, Brochure, etc) is intended to be a Shariah compliant document in accordance with the relevant Shariah contract and shall be construed in accordance with the Shariah principles.

Each Party has independently made its own assessment as to the Shariah compliance of this Document. The Parties confirm that they do not have any objection as to the Shariah compliance of this Document and they irrevocably and unconditionally agree that they will not raise any claim, objection as to matters of Shariah non-compliance in respect of or otherwise in relation to any of the provisions of this Document.

So far as it does not contradict the above, this Document shall be governed by the Malaysian law and the Parties will submit to the non-exclusive jurisdiction of the Courts of Malaysia.