

# The Saudi Investment Bank American Express® Corporate Card - Cardmember Agreement

Last updated: June 2019

## THE PARTIES TO THE AGREEMENT

The parties to the Agreement are American Express Saudi Arabia, the Cardmember and the Company whose names appear on the Card.

### 1. DEFINITIONS

Defined Term	Meaning
<b>Account</b>	Any account maintained by American Express Saudi Arabia in relation to the Cardmember Card
<b>Administrative Fee</b>	A fixed monthly fee charged against availing of the Card and the services offered thereunder
<b>Annual Fee</b>	A fixed annual fee charged against issuance and renewal of Cards
<b>Authenticated Communication</b>	Any instructions received by You through recorded, verifiable, and retrievable medium paper, electronic or verbal verifiable and retrievable medium paper, electronic or verbal
<b>Card</b>	The Saudi Investment Bank American Express® Corporate Card issued to the Cardmember on a Corporate Card Account.
<b>Cardmember</b>	The person who has been nominated by the Company to hold the Card
<b>Cash Withdrawals</b>	Any cash withdrawal made using the Card availed by means of presenting the Card at any American Express branch or office or partner institutions together with evidence of the Cardmember identity and after signing the necessary transaction record, affecting transactions at exchange houses, and using the Card to withdraw cash at any American Express authorized automatic teller machine (ATM)
<b>Collection Fee</b>	A fixed fee levied for Cards if the Account is overdue for three (3) months or more
<b>Company</b>	The company, business or firm in whose name an Account is held with Us and who has authorized the issue of the Card to the Cardmember
<b>Credit Limit</b>	The maximum amount the Cardmember can owe Us on the Account
<b>Charity Organizations</b>	Charity licensed and registered in Saudi Arabia selected by Us and/or the Shari'a Board
<b>Current Balance</b>	The total closing balance on the monthly Statement of the Account
<b>Payment Due Date</b>	The date shown on the monthly Statement for the Account which mentions the date by which the Current Balance needs to be paid
<b>PIN</b>	The Personal Identification Number given to the Cardmember to use with the Card
<b>Replacement Card</b>	Card specially issued in case of loss, theft, damage and non-receipt by the Cardmember
<b>Service Establishments</b>	Retail and other outlets that accept the Card in payment for goods and services
<b>Settlement Account</b>	A central account to which all of the Cardmember Transactions will be transferred on the Cardmember Statement date
<b>Shari'a Board</b>	Our Shari'a supervisory board, responsible for providing Shari'a opinion on, and certifying, the American Express Card products
<b>Statement</b>	A monthly record of all Cardmember Transactions on the Account including but not limited to purchases of goods and services, Cash Withdrawals, fees and charges, refunds and other debits and credits as per this Agreement. The Statement will also include the Current Balance and Payment Due Date
<b>Transaction</b>	Any payment made for goods or services or Cash Withdrawals obtained by using the Card

<b>Unauthorized Transaction</b>	Any Transaction made by someone who used the Card without the Cardmember permission
<b>We, Us, Our</b>	American Express Saudi Arabia or its successors

### 2. ACCEPTANCE

If the Cardmember signs or uses the Card, the Cardmember and the Company will be bound by the terms and conditions in this Agreement

### 3. USING THE CARD

The Cardmember shall:

- Sign on the back of the Card in ink as soon as the Cardmember receives it
- Keep the PIN a secret and separate from the Card
- Stay within the Credit Limit
- Use the Card only within the expiry date printed on it
- Not use the Card if it is damaged or cancelled
- Note that the Card is Our property and must be returned when asked by Us
- Note that a Service Establishment or other person acting on Our behalf can also retain the Card
- Not allow any other person to use the Card(s)
- Not use the Card at a Service Establishment if the Cardmember and / or the Company is a significant owner of that Service Establishment
- Not use the Card to fund the working capital needs of the Cardmember business
  - Note that the Cardmember and / or the Company have to pay Us all amounts debited to the Account even if a sale or Cash Withdrawal voucher is not signed by the Cardmember
  - Note that we will not be liable for any loss or damage (direct or indirect) suffered by the Cardmember or the Company due to a decline of a charge at a Service Establishment
  - Note that non-compliance with the provisions of this Agreement may result in:
    - Cancellation / suspension of the Card without notice from Us
    - Decrease in the Credit Limits without notice from Us
    - Negative impact on the credit bureau record and ability to obtain new credit facilities
    - Litigation in the event of non-payment of the Cardmember dues
    - Increased financial burden on the Cardmember and / or the Company due to fees and charges
    - Financial losses to the Cardmember and / or the Company due to Unauthorized Transactions due to the Cardmember failure to report loss / theft of the Card promptly
- Not re-sell or return for cash refund any goods, tickets or services obtained with the Card. However, goods or tickets may be returned to a Service Establishment for credit to the Account, if the Service Establishment permits such returns. The Cardmember undertakes to act in good faith at all times in relation to all dealings with the Card and with Us and not use the Card for any illegal or immoral purpose. Certain purchases of goods or services, such as alcohol, dealing in pork and pork related products, gambling, pornography or other illegal activities, are prohibited under the principles of Shari'a. The Cardmember shall ensure that the Card is not utilized for Transactions which are contrary, offensive or repugnant to Shari'a
- We shall be entitled to, if at any time We in Our absolute discretion consider that the Cardmember usage of the Card is inappropriate or of significant risk to the Cardmember or Us, including but not limited to when the Cardmember violates clause 3(o), without giving any reason or notice, without liability to Us and whether or not the Credit Limit has been reached, withdraw and restrict the Cardmember right to use the Card and refuse to authorize any Transaction.

### 4. THE ACCOUNT

- We will debit to the Settlement Account all Transactions made by the employees under the program or transfer all debits to the Settlement Account on each Statement date.
  - When We authorize the Transaction at a Service Establishment We assume the Transaction will take place and We will reduce the amount of credit available to the Cardmember and to the Company.
  - We may refuse to approve any Transaction including Cash Withdrawals without giving any notice or reason to the Cardmember or the Company
- If We become aware of suspicious, fraudulent Transactions attempted on the Card, We may block the Card to safeguard the interest of the Cardmember as well as Ours.

## 5. FOREIGN CHARGES

- a. All Transactions (including Cash Withdrawals) that are performed in a currency other than Saudi Riyal (the Account's billing currency) will be converted into Saudi Riyals using prevailing interbank rates selected from usual industry sources on the business day prior to the date of processing the Transaction
- b. After conversion of the Transaction amount to the Account's billing currency, We will charge the Cardmember a foreign exchange conversion fee on the converted amount at the rate specified in Annex "A" of this Agreement. The conversion will be made on the date of debiting the Transaction to the Account and this may not be the same date on which the Cardmember performed the Transaction at the Service Establishment. All Transactions performed in currencies other than the Account billing currency or US Dollars will be first converted to US Dollars before being converted to the Account's billing currency. Amounts converted by independent third parties are billed as converted by them

## 6. FEES AND CHARGES

- a. All Our fees and charges are detailed in Annex "A" of this Agreement. Other than the fees and charges listed in Annex "A", and those published on our Website as set out in the following paragraph, We will not charge the Cardmember any additional fees.
- b. If We increase any of Our fees and charges, We will give the Company at least 60 calendar days' notice by publishing an updated list of fees and charges on Our website and by sending the Company an email to the email address disclosed to Us. If We decrease any of Our fees and charges, We may not give the Cardmember any notice. An updated list of fees and charges shall be maintained on Our website.
- c. Cash Withdrawal fees will be debited to the Account at the time of posting of the Cash Withdrawal Transaction(s)
- d. We may charge the Cardmember a fee to cover Our investigation costs for any disputed Transaction as specified in Annex "A". However, if Our investigations show that the disputed Transaction was not performed by the Cardmember, We will refund this fee.
- e. An Administrative Fee will be charged to the Account at the rate specified in Annex "A". The Administrative Fee will be debited to the Account on the day the Statement is produced.
- f. We may reward the Cardmember by crediting the Account with an amount equal to the Administrative Fee or a portion thereof at Our sole and absolute discretion.
- g. We may charge Cardmember a Collection Fee at the rate specified in Annex "A" if the Card is overdue for 3 months or more.

## 7. CREDIT LIMIT

- a. The Cardmember Individual Card limit is set by the Company at the time of applying for the Card, and is subject to Our approval. This Credit Limit can be increased or decreased based on written notification from the Company's authorized signatory(ies) and subject to approval by Us. We may at Our sole discretion, reduce or cancel the Credit Limit where the payment due has not been received by the Payment Due Date
- b. Cash Withdrawal limits will be determined based on a request from the Company and at Our discretion and may vary from 0% of the Credit Limit to a maximum of 30% of the Credit Limit, with the maximum limit per withdrawal being as set out in Annex "B". We may change the Cash Withdrawal limits without any prior notice to the Cardmember or the Company. The amount of each Cash Withdrawal may be further subject to the applicable daily withdrawal limit of the respective ATM utilized and the Card type.

## 8. STATEMENTS & PAYMENTS

- a. We will send the Cardmember or the Company (depending on the Company's choice of billing and settlement options) monthly Statements for the Account. Each Statement will show the Current Balance and the Payment Due Date. The Cardmember is required to pay in full the Current Balance, every month, by the Payment Due Date. The Company is solely liable for payment under paragraph 3(k) above.
- b. Payment of the Cardmember dues to Us must be in Saudi Riyals
  - i. If payment is made in any other currency, we may convert the currency and apply a foreign exchange conversion fee in accordance with clauses 5(a) and 5(b) respectively
  - ii. Payments shall only be regarded as having been received by Us and such amounts shall become available to the Cardmember for further Transactions only after the amounts have been posted by Us into the Card Account
  - iii. Any cheque deposited as payment shall be accepted as paid against amounts due once the cheques have been cleared, the proceeds have been paid to Us by the paying bank and posted into the Card Account
  - iv. Where payment is received in any currency other than Saudi Riyals, such payment shall be credited to the Card Account only after the relevant funds have been received for value by Us, converted to Saudi Riyals and posted into the Card Account.
- c. We will credit the Account only when We receive payment - not when the payment is sent. We will apply payments in the following order, or any other order of priority as We consider appropriate:
  - i. We will first repay any fees and charges posted to the previous Statements for the Account
  - ii. We will then repay any Cash Withdrawal Transactions posted to the previous Statements of the Account
  - iii. We will then repay any debit non-Cash Withdrawal Transactions posted to the previous Statements for the Account
  - iv. We will then repay any fees and charges posted to the current Statement for the Account
  - v. We will then repay any debit Cash Withdrawal Transactions posted to the current Statement for the Account and

- vi. We will lastly repay any debit non-Cash Withdrawal Transactions posted to the current Statement for the Account
- d. Cheques and demand drafts sent to Us for payment of dues must be drawn on and be payable in Saudi Arabia. Cheques must be payable to "American Express Saudi Arabia" and crossed "Account Payee".
  - e. The Cardmember will be responsible for any direct debit instructions issued on the Account. Any disputes must be resolved directly between the Cardmember and his/her bank
  - f. The Cardmember should inform his/her service providers directly of any change in the Card number or change in expiry date of the Card for any subscription services that the Cardmember may have signed up for using the Card. The Cardmember should inform such service providers of any change of Card number or expiry date even if the Card number or expiry date was changed by Us. In such situations We will not be liable for any disputes between the Cardmember and the service provider
  - g. If the Company or the Cardmember payment or refunds processed by merchants results in a credit balance greater than US\$50,000, We will refund to the Cardmember the balance in excess of US\$50,000 within 60 days
  - h. The Cardmember and the Company understand and agree that the monthly Statement of Account will be sent via e-mail to the email address provided by the Cardmember. If no email address is provided, a printed Statement will be sent to either the Cardmember personal or business address
  - i. The settlement of monthly balance is governed by the following procedure:
    - i. All charges are due for payment in full immediately on receipt of the central monthly Statement by the Company. The Company must contact Us immediately if the Company does not receive the Statement on the expected date
    - ii. The Company must pay Us in Saudi Riyals. However, any payment made in another currency, if accepted by Us, is converted into Saudi Riyals. This may delay the credit to the Account and will involve the charging of conversion costs
    - iii. We may, at Our discretion, accept late or partial payment described as being payment in full or payment in settlement of a dispute. But in doing so We do not waive or consent to vary any of Our rights under this Agreement or under the law
  - j. We reserve Our right to take criminal proceedings in the event of a cheque being stopped or dishonored.

## 9. QUERIES

- a. If the Cardmember or the Company has any questions about Transactions appearing on the Statement, the Cardmember or the Company can contact Us immediately but no later than one month from the Statement date. The address to write to is American Express Saudi Arabia, P.O. Box 6624, Riyadh 11452, Saudi Arabia. Our Telephone numbers are 9200 26391 or 966 11 292 6661
- b. We are not responsible for goods or services purchased by the Cardmember using the Card. Once the Cardmember has used the Card to purchase goods or services, We cannot cancel that charge unless We have the consent of the Service Establishment or the seller of the goods and services. In all such cases, the Cardmember and / or the Company must pay Us the Current Balance shown on the monthly Statement. Any dispute between the Cardmember and / or the Company and the Service Establishment should be settled directly between the Cardmember and /or the Company and the Service Establishment
- c. We note that it may not be possible for Us to resolve any questions the Cardmember or the Company may have about Transactions on the Statement that are more than 90 days old
- d. When the Cardmember or the Company disputes a charge, We will, at Our discretion, raise an inquiry on his/her behalf with the Service Establishment and obtain the relevant supporting documentation for the disputed charge
- e. We are not responsible for:
  - f. Any non-acceptance of the Card or the way the Card is accepted or not accepted
  - g. Any failure to carry out any obligations under this Agreement if this is because of systems failure, data processing failure, industrial dispute or any other event outside Our reasonable control
  - h. Any indirect, special or consequential damages arising under this Agreement

## 10. ENDING THIS AGREEMENT

- a. The Cardmember or the Company may end this Agreement at any time by returning all the Cards to Us by an authenticated communication asking Us to end this Agreement. We can only end this Agreement when the Company has paid off all the amounts that the Cardmember owe to Us.
- b. We can end this Agreement at any time by giving immediate notice. Alternatively, We can stop the Cardmember from using the Card. If We end this Agreement, the Cardmember or the Company must pay all money owed to Us on the Account including Transactions and Cash Withdrawals that have been authorized but not yet debited to the Account
- c. Unless clause 13 (b) applies, the Cardmember and / or the Company will still be responsible for all Transactions or Unauthorized Transactions that take place in relation to the Account
- d. The Card remains Our property and the Cardmember must return it to Us on demand. We may revoke the Cardmember right to use it entirely or in respect of a particular transaction at any time at Our absolute discretion and without giving notice to the Cardmember or the Company
- e. If We cancel the Card as the result of any breach by the Cardmember or the Company of the terms and conditions of this Agreement, the Cardmember or the Company shall not be entitled to any refund of Annual Fees. However, if We cancel the Card in any other circumstances We shall make a pro-rata refund of the Annual Fee depending on the remaining months of Membership.
- f. The Card may be cancelled at the request of either the Cardmember or the

Company.

- g. We may list cancelled Cards in Our cancellation bulletin or otherwise inform Service Establishments of such cancellations. If a Service Establishment asks the Cardmember to surrender a cancelled or expired Card the Cardmember must do so.
- h. The Cardmember must not use the Card after cancellation or expiry. Any charges arising from the use of the Card by the Cardmember or with the Cardmember authority after cancellation or expiry, will be charged to the Card Account.
- i. The Company has the right to cancel the agreement, without incurring any charges, within 10 days of receiving the Card unless The Company has activated the Card.

#### 11. RENEWING THE CARD

- a. The Cardmember and the Company authorize Us to renew the Cards before they expire
- b. Unless this Agreement has ended, We may, from time to time, send the Cardmember renewal or Replacement Cards

#### 12. DEATH OR BANKRUPTCY

For contracts signed before October 1, 2018:

- a. In the unfortunate event of the Cardmember death, We shall have the right to ask the Cardmember legal heirs to pay amounts due on the Account immediately
- b. In case of the Cardmember bankruptcy, all amounts due on the Account shall become payable immediately
- c. If the Cardmember loses or gives up his/her residency status in the Kingdom of Saudi Arabia or leave the Kingdom of Saudi Arabia permanently, We have the right to cancel Your Card and close Your Account.

For contracts signed on or after October 1, 2018:

- a. In the unfortunate event of the Cardmember death or total disability the Cardmember will be discharged from his/her liability for any amount due to Us except if Cardmember death or disability was caused by:
  - i. Any deliberate attempt on Cardmember part to injure Yourself or attempt to commit suicide, whether mentally sane or insane at that time.
  - ii. Natural disasters.
  - iii. Decision of courts or competent judicial authorities under the applicable laws in the Kingdom of Saudi Arabia.
  - iv. Drinking alcohol, taking drugs or illegal medicines.
  - v. Participating in or training for any dangerous sports or competition, such as the horse racing or car races.
  - vi. Nature of Cardmember work.
  - vii. Anything that results or is caused or contributed by nuclear weapons or nuclear radiations or radioactive pollution from any nuclear fuel or wastes arising from the combustion of nuclear fuel, war, invasion or foreign aggression acts or aggression acts or semi war acts, and ravage or terrorist acts committed by a person or persons working individually or on behalf or relation to any terrorist organization.
- b. In case of Cardmember bankruptcy, all amounts due on his/her Account shall become payable immediately
- c. If Cardmember loses or gives up Your residency status in the Kingdom of Saudi Arabia or leave the Kingdom of Saudi Arabia permanently, We have the right to cancel Your Card and close Your Account

#### 13. PROTECTING THE CARD AND PIN

- a. The Cardmember shall (i) take proper care of the Card, (ii) ensure that it is safe and stop anyone else from using it and (iii) keep the PIN a secret. The Cardmember must not keep a note of the PIN on the Card or anything the Cardmember usually keep with the Card. The Cardmember is advised to not write down the PIN
- b. If the Cardmember loses the Card, or if it is damaged, stolen or someone else finds out the PIN, the Cardmember must tell Us immediately by calling Tel: 9200 26391 or 966 11 292 6661. If the Cardmember does this, the Cardmember and the Company will not be responsible for losses arising from someone else using the Card. However, the Cardmember and the Company will be responsible for all Transactions (including Cash Withdrawals) made using the Card by anyone who obtained possession of the Card with the Cardmember permission. Should the Cardmember subsequently recovers the lost / stolen Card, the Cardmember shall not use it. The Cardmember shall destroy the recovered Card by cutting it in half
- c. The Cardmember and the Company indemnify Us fully against any liability (civil or criminal), loss, cost, expenses or damages that may arise due to loss or misuse of the Card, in the event that (a) it is lost and such loss is not reported to Us immediately or (b) it is lost and misused before We are informed. The maximum liability in this case will be the available Credit Limit or the total value of Unauthorized Transactions whichever is lower. If the Cardmember has a credit balance in the Account, then the 'available Credit Limit' will include both the Credit Limit and the credit balance in the Account
- d. If the Cardmember notifies Us immediately upon discovery of any fraudulent Transactions on the Card performed at Internet based Service Establishments that display the "Online Fraud Guarantee" sign and the Cardmember has complied with this Agreement, the Cardmember or the Company will not be held liable for any Transactions. Immediately means as soon as the Cardmember is aware but not later than 30 days from the receipt of the monthly Statement
- e. If the Cardmember and the Company have complied with this Agreement, a Replacement Card may be issued to the Cardmember solely at Our discretion at the applicable fee
- f. The Cardmember or the Company must notify Us immediately if the Cardmember changes his/her address or employment.

#### 14. LIABILITY AND REFUNDS

- a. We are not liable if a Service Establishment does not accept the Card. If a Service

Establishment gives the Cardmember a refund, We will credit the Account only if We receive the refund from the Service Establishment

- b. We will only repay the amounts wrongly charged to the Account
- c. The Cardmember and the Company agree to cooperate with Us in any investigation We may wish to make.
- d. We are not responsible for:
  - e. non-acceptance of the Card or the way the Card is accepted or declined
  - f. failure to carry out Our obligations under this Agreement arising from a systems failure, data processing failure, industrial dispute or other event outside Our reasonable control,
- g. indirect, special or consequential damages

#### 15. CHANGE OF AGREEMENT

- a. This Agreement may be amended by Us in Our discretion or pursuant to the direction of the Shari'a Board by giving the Cardmember 30-days prior notice (60 days in case of changing fees or charges). The up to date version of this Agreement will be displayed over Our webpage and shall contain any such amendment(s), and shall therefore be deemed valid, entering into full effect, automatically after the notice period, replacing and superseding the previous provision(s). The use or possession of the Card(s) after the notice period shall be deemed as the Cardmember's and the Company's formal and absolute approval to such amendments to the Agreement
- b. If the Cardmember or the Company does not accept such amendments, the Cardmember or the Company may terminate this Agreement (without incurring additional fees related to revised Agreement) within 14 days after the receipt of the notice by Us by an authenticated communication to terminate this Agreement. The Cardmember and the Company will continue to be liable for amounts that the Cardmember owes to Us until We receive full payment, but We will refund a pro-rata proportion of the Annual Fee according to the remaining months of Membership
- c. We may assign Our rights, benefits or obligations under this Agreement at any time. The Cardmember or the Company may not assign the rights, benefits or obligations under this Agreement

#### 16. PRIVACY AND APPLICABLE LAW

- a. The Cardmember and the Company agree to comply with all applicable and prevailing exchange control regulations
- b. The Agreement is subject to the laws of the Kingdom of Saudi Arabia and the jurisdiction of the competent committee at the Saudi Arabian Monetary Agency (SAMA).
- c. We may pursue collection from the Cardmember and/or the Company in any other jurisdiction in which the Cardmember and the Company may be domiciled
- d. We provide credit information relating to the Cardmember or the Company to The Saudi Credit Bureau (SIMAH) on a periodic basis. The information provided reflects the status as of the most recent Statement and includes information whether Your Account is up to date or overdue. If the Account or the settlement Account is overdue as at the date of such reporting and is subsequently regularized, the status of the Account will only be updated at the time of the next monthly reporting. All changes in Cardmember / Company's status are updated within a maximum of 30 business days. To avoid any adverse credit history with SIMAH, the Cardmember and the Company should ensure that You make timely payments on the Account. The Company and the Cardmember hereby agree to provide Us with any information that We require including but not limited to Know Your Customer forms, information and supporting documentation for establishing and/or administering The Company / Cardmember Accounts and facilities with Us and update The Cardmember personal information if there are any changes and as may be requested by Us. The Company and Cardmember also authorize Us to obtain and collect information as deemed necessary in regard to the Company and the Cardmember, The Company and the Cardmember accounts and facilities with other lenders through The Saudi Credit Bureau ("SIMAH"), Bayan Credit Bureau and electronically through Al-Elm Information Security Company ("Elm") and to disclose The Company and the Cardmember information to SIMAH, BAYAN, ELM, to Our authorized collection agencies or to any other agency approved by SAMA. All capitalized terms in this document will have the same meaning as defined in the Cardmember Agreement.
- e. We may not maintain original copies of all vouchers and other papers signed by the Cardmember and/or the Company in connection with the use of the Card. It is Our policy to place the same on microfilm. Accordingly, the Cardmember and the Company hereby agree that such microfilm and/or copies thereof will be acceptable to the Cardmember and the Company as evidence in any court of law to prove the Transactions undertaken by the Cardmember and the Company and that the Cardmember and the Company will not object to the use thereof as evidence. Moreover, the Cardmember agrees that such microfilm or copy thereof may be used in any procedure for verification of his/her signature
- f. We will:
  - i. Disclose information about the Cardmember and the Company, the Account and Transactions on the Account (which may include details of goods and/or services purchased) to companies within the American Express group of companies worldwide (including other organizations who issue the Card), to any other party whose name or logo appears on the Card issued to the Cardmember, to any party authorized by the Cardmember and the Company, to Our processors and suppliers and to organizations who accept the Card in payment for goods and/or services purchased by the Cardmember and obtain such information from those parties, in order to administer and service the Account, process and collect charges on it and manage any benefits or insurance program in which the Cardmember is enrolled. Where the Cardmember purchases goods and/or services on behalf of a third party, the Cardmember and the Company confirm that the Cardmember has obtained the consent of the third party to the disclosure of his or her information to the American Express group of companies worldwide for these purposes
  - ii. Use information about the Cardmember and the Company and information

about how the Cardmember uses the Account (unless the Cardmember or the Company asks Us not to) to develop lists for use within the American Express group of companies worldwide (including other organizations who issue the Card) and other select companies in order that We or these companies may develop or make offers to the Cardmember (by mail or telephone) of products and services in which the Cardmember may be interested. The information used to develop these lists may be obtained from the application, from information on where the Cardmember uses and what Transactions are on the Card, from surveys and research (which may involve contacting the Cardmember by mail or telephone) and from information obtained from other external sources such as merchants or marketing organizations

- iii. Exchange information about the Cardmember, the Company and the Account with credit reference agencies which may be shared with other organizations in assessing applications from the Cardmember and members of the Cardmember household for credit or other facilities and for preventing fraud and tracking debtors
  - iv. Carry out credit checks whilst any money is owed by the Cardmember or the Company on the Account (including contacting the Cardmember bank, financial institution or approved referee) and disclose information about the Cardmember, the Company and the Account to collection agencies and lawyers for the purpose of collecting debts on the Account
  - v. Carry out further credit checks and analyse information about the Cardmember and the Company and Transactions on the Account, to assist in managing the Account, authorizing Transactions on it and to prevent fraud
  - vi. Monitor and/or record the Cardmember telephone calls to Us, or Ours to the Cardmember, either Ourselves or by reputable organizations selected by Us, to ensure consistent servicing levels (including staff training) and Account operation
  - vii. Undertake all of the above within and outside Saudi Arabia
- g. If the Cardmember believes that any information We hold about the Cardmember or the Company is incorrect or incomplete or outdated, the Cardmember should write without delay to **American Express Saudi Arabia, P.O. Box 6624, Riyadh 11452, Saudi Arabia**. Any information, which is found to be incorrect or incomplete or outdated, will be corrected promptly

## 17. INFORMATION

- a. The Cardmember and the Company must provide full and accurate information/data when completing any forms required by Us or when providing any information over the phone or by email, including but not limited to KYC documents or any Transactions completed or contemplated hereunder, and shall not provide any misleading, wrong or incomplete information. The Cardmember shall review any information provided in such forms to confirm the accuracy thereof. Further, the Cardmember confirms that his/her signature on a form, a voice recording of a phone call with him/her or an email from his/her email account maintained in Our records constitutes his/her approval to the contents thereof. Should any such information change, the Cardmember and the Company shall promptly notify Us by an authenticated communication. We may request certain information from the Cardmember and/or the Company from time to time in connection with our duties regarding statutory requirements, credit worthiness, the prevention of money laundering, terrorist financing and the provision of financial and other services to any persons or entities which may be subject to sanctions. The Cardmember and the Company shall promptly provide full and accurate responses to our queries
- b. The Cardmember and the Company must promptly notify Us by an authenticated communication of any changes to the Cardmember personal information such as the Cardmember employment and/or office and/or residential address, telephone and mobile numbers, and email addresses. In case the Cardmember or the Company fail to notify Us of any changes to this information, the Cardmember and the Company shall remain liable for any adverse consequences. For example, where We are unable to confirm Transactions that appear suspicious due to the Cardmember or Company's failure to update the Cardmember contact information, the Cardmember and the Company shall remain liable for any misuse that takes place as a consequence of this inability. For avoidance of doubt, the Cardmember and the Company shall not use contact information that does not belong to the Cardmember, such as relatives' mailing addresses
- c. The Cardmember and the Company must not disclose the Cardmember personal or financial information relating to this Agreement, any Accounts or any Cards to anyone other than Us under any circumstances
- d. When requested by Us, the Cardmember and the Company must provide information, records or certificates related to the Cardmember/the Company's employment, income, residency status, solvency or defaults on other credit obligations, that We deem necessary. The Cardmember and the Company also authorize Us to verify the information furnished by whatever means or from whichever source We deem necessary. If the data is not provided or if incorrect data is provided, We, at Our discretion, may refuse renewal of the Card or cancel the Account and demand payment of all outstanding on the Account
- e. We reserve the right to disclose the Cardmember information to any court of competent jurisdiction, quasi-judicial authorities, law enforcement agencies and any other wing of government
- f. Any notice given by Us hereunder will be deemed to have been received by the Cardmember and the Company within seven days of posting to the Cardmember's or the Company's address last notified in writing to Us
- g. The application form completed by the Cardmember and the Company and all supporting documents provided by the Cardmember and the Company shall constitute integral parts of this Agreement and the Cardmember and the Company agree that We have the right to keep all these documents

## 18. GENERAL

- a. In addition to any general right to set-off or other right conferred by law or under any other agreement, We may, without notice, combine or consolidate the outstanding balance on the Account with any other Account(s) which the Cardmember/ the Company maintain with Us, Our affiliated companies and set-off or transfer any

money outstanding to the credit of such other Account(s), in or towards the satisfaction of the Cardmember liability to Us under this Agreement

- b. The Cardmember and the Company acknowledge that We are not responsible for any of the services provided by third parties
- c. We may accept/act on verbal instructions or instructions by fax or email from the Cardmember and/or the Company's authorized signatory(ies) using Our Customer Service center with respect to the operations and / or termination of the Account. We will not be liable for any loss or damage suffered by the Cardmember or the Company in the event that We (in Our absolute discretion) acted in good faith on such instructions
- d. We are authorized to act on any instructions, which We at Our sole discretion understand have emanated from the Cardmember or the Company by the use of the PIN and other passwords, and are not expected to verify the identity of the persons giving these instructions purportedly in the Cardmember name. The Cardmember is expected to safeguard the PIN and other passwords at all times and shall be liable for all Transactions / instructions processed by the use or purported use of the PIN / password
- e. We and Our affiliated companies are required to act in accordance with the laws, regulations and requests of public and regulatory authorities operating in various jurisdictions which relate to, amongst other things, the prevention of money laundering, terrorist financing and the provision of financial and other services to any persons or entities which may be subject to sanctions. We may take, and may instruct, or be instructed by an affiliate to take, any action which it or such other member, in its sole and absolute discretion, considers appropriate to take in accordance with all such laws, regulations and requests. Such action may include but is not limited to the interception and investigation of any payment messages and other information or communications sent to or by the Account holder's behalf via Our systems or Our affiliated companies; and making further enquiries as to whether a name which might refer to a sanctioned person or entity actually refers to that person or entity. Neither We nor any affiliate will be liable for loss (whether direct or consequential and including, without limitation, loss of profit) or damage suffered by any party arising out of any delay or failure by Us or Our affiliate in processing any such payment messages or other information or communications, or in performing any of its duties or other obligations in connection with any Accounts or the provision of any services to the Account holder, caused in whole or in part by any steps which We or such affiliate, in Our sole and absolute discretion, consider appropriate to take in accordance with all such laws, regulations and request. In certain circumstances, the action, which We may take, may prevent or cause a delay in the processing of certain information. Therefore, neither We nor any affiliate warrants that any information on Our systems relating to any payment messages or other information and communications which are the subject of any action taken pursuant to this clause is accurate, current or up-to-date at the time it is accessed, whilst such action is being taken
- f. We may offer to provide the Cardmember with protection cover during the validity of the Agreement. Where we offer protection cover as an additional feature of our services to the Cardmember, we shall disclose to the Cardmember the details of such protection cover, including the process of identifying beneficiaries and for distributing compensation amongst beneficiaries. For the Protection Terms & Conditions, please visit [www.americanexpress.com.sa/termsandconditions](http://www.americanexpress.com.sa/termsandconditions).

## 19. TERMINATION

- a. We at Our absolute discretion may cancel the Card if, in Our opinion, the Cardmember or the Company are in breach of this Agreement
- b. We will become entitled to recover the outstanding dues together with all expenses and legal fees from the Company on the Cardmember's death, without prejudice to Our rights to continue to charge any fees and charges at prevailing rates until the dues are settled
- c. Closure of the Card shall lead to immediate withdrawal of all facilities provided through use of the Card and/or the Card number

## 20. FEE AND CHARGES

- a. Any fees and charges referred to herein shall be at the rates set out in Annex "A", as amended from time to time pursuant to clause 6. Please read the following important information carefully prior to using the Card(s). The use of the Card(s) shall be deemed as the Cardmember and the Company's formal and absolute approval to Our Initial Disclosure Statement and this Cardmember Agreement. For any questions, please call Our customer service via 9200 26391 or +966 11 292 6661
- b. The Account will be billed either in Saudi Riyals or US Dollars as indicated on the monthly Statement. The Annual Fees as mentioned in Annex "A" will be included on the first Statement of Account
- c. The entire Current Balance on the monthly Statement is due for payment on or before the Payment Due Date shown on the Statement. Card Accounts with payments overdue for three months or more will be levied a Collection Fee at the rate mentioned in Annex "A" for each month of delay until payment is made in full to clear all overdue balances
- d. All Cash Withdrawal Transactions attract a Cash Withdrawal Fee at the rate mentioned in Annex "A". This fee will be billed to the Account along with the amount the Cardmember has withdrawn. This fee will be debited to the Account at the time of posting the Cash Withdrawal Transaction
- e. A maximum grace period of 25 days will be granted to settle the Current Balance, and the Payment Due Date will be indicated on the Statement.
- f. All Transactions (including Cash Withdrawals) that are performed in a currency other than Saudi Riyals will be converted into Saudi Riyals (the Account's billing currency) using prevailing interbank rates selected from usual industry sources on the business day prior to the date of processing the Transaction. A Foreign Exchange conversion fee at the rate mentioned in Annex "A" on the converted amount will be added by Us. An illustrative example is given below:

## Annex "A" Applicable Fees and Charges

Description	Purchase Transaction*	Cash Transaction*
Transaction Value	EUR100	EUR100
Assumed EUR / US\$ Exchange Rate	EUR1 = US\$1.05	EUR 1 = US\$1.05
US\$ Equivalent	US\$105	US\$105
Foreign Exchange Conversion Fee @ 2.75%	US\$2.89	US\$2.89
Total Transaction Value in US\$	US\$107.89	US\$107.89
Assumed US\$ / SAR Exchange Rate	US\$ 1 = SAR 3.75	US\$ 1 = SAR 3.75
Total Transaction Value in SAR	SAR 404.59	SAR 404.59
Cash Withdrawal Fee (Billed Separately on the Statement)	Not Applicable	US\$ 20.00 OR SAR 75.00
Total Transaction Value including Cash Withdrawal Fee	Not Applicable	US\$ 127.89 OR SAR 479.59

\* The illustration above excludes VAT

Types of Fees	Description	Fee Amount
<b>Administrative Fee*</b>	Fixed monthly fee charged on the day the Card Statement is produced  We may reward the Cardmember by crediting the Account with an amount equal to the Administrative Fee or a portion thereof at Our sole and absolute discretion.	SAR 3,750
<b>Annual Fee*</b>	Fixed fee charged at the time of Card issuance and thereafter at every anniversary	SAR 300
<b>Cash Withdrawal Fee*</b>	Fixed fee charged per Cash Withdrawal Transaction	SAR 75
<b>Collection Fee*</b>	Fixed fee charged for Accounts with payments overdue for 3 months or more  Collection Fee will be donated to charity	SAR 150
<b>Foreign Exchange Conversion Fee*</b>	Fixed percentage rate fee charged on the value of a Transaction made in non-billing currency.	2.75%
<b>Cheque Returned Fee*</b>	Fixed fee charged per transaction	SAR 150
<b>Statement Request Fee (more than three months)*</b>	Fixed fee charged per transaction, except for Statement request in case of the Cardmember or Company's default, which shall be free of charge even if more than three months.	SAR 40 per Statement
<b>Refund of Credit Balance Fee*</b>	Fixed fee charged per transaction	SAR 100 per request
<b>Direct Debit Rejection Fee*</b>	Fixed fee charged per transaction	SAR 150 per rejection
<b>Dispute Handling Fee (for invalid disputes only)*</b>	Fixed fee charged per transaction	SAR 150 per dispute
<b>Overseas Payment Fee*</b>	Fixed fee charged per transaction	SAR 375 per overseas payment
<b>Card Replacement Fee*</b>	Fixed fee charged per Card replacement	SAR 100

\*Value Added Tax ("VAT") of 5% will be levied in addition to the fee mentioned above. This VAT rate is subject to change based on prevailing tax laws.

## Annex "B" Variables

<b>Cash Withdrawals Maximum Limit (if cash withdrawal option is selected by the Company)</b>	SAR 3,000 (or its equivalent)
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