

Easy Payment Plan (“EPP” or “Commercial Bank of Dubai Easy Payment Plan”) – Terms and Conditions

- 1) Commercial Bank of Dubai Easy Payment Plan (EPP) is a plan offered to Credit Card holders to enable them to convert retail purchases across merchants in equal monthly installments as defined by the bank and agreed by the cardholder.
- 2) Commercial Bank of Dubai Easy Payment Plan is available only to select Credit Card holders who hold valid Credit Cards issued by Commercial Bank of Dubai in the United Arab Emirates. The decision to offer Easy Payment Plan to customers will be at the sole discretion of the bank.
- 3) The Credit Card holder’s eligibility to avail Easy Payment Plans shall depend on his/her present status, repayment history and other criteria’s which the bank may choose to apply before qualifying a customer to be eligible for Easy Payment Plan.
- 4) In order to avail of EPP, the Credit Card holder shall make a request to Commercial Bank of Dubai by placing a request for EPP over recorded telephonic call, making a request through online banking/mobile banking of Commercial Bank of Dubai or by sending a SMS request for EPP in the format prescribed by Commercial Bank of Dubai. Upon receiving a Request, Commercial Bank of Dubai shall conduct a detailed review including but not limited to transaction amount, repayment history and merchant category in order to agree or deny the request.
- 5). By availing the EPP offer, the customer agrees to be bound unconditionally by the defined Terms & Conditions as specified in this document.
- 6) Any request for EPP should be submitted at least 4 business days prior to the payment due date (as per the Credit Card statement) in order to initiate the Tenure in the same month on which the Request was made, failing which the Tenure shall start from the subsequent month, in each case provided that the Request for availing the EPP has been approved by Commercial Bank of Dubai.
- 7) A transaction can be converted into EPP with effect from the date it is posted on the relevant Credit Card. In case a transaction has been declared void, the request may not be processed.
- 8) In order to make a Request via SMS, the Credit Card holder in addition to meeting the requirements for availing EPP should also comply with additional conditions as below:-
 - a. Have a valid registered mobile number with Commercial Bank of Dubai;
 - b. The transaction using the Credit Card should be for a value equal to or higher than the minimum threshold acceptable to Commercial Bank of Dubai.
- 9) Outstanding(s) on the Credit Card pursuant to cash advance, balance transfer and easy cash shall not be covered under Commercial Bank of Dubai Easy Payment Plan.
- 10) Credit Card holders availing the EPP plan will be charged on the total installment plan balance any one or all of the charges as set by the bank and communicated to the customer in advance:

- A non-refundable interest charge where applicable i.e. where installment plan is not being given at 0% interest
- A processing fee for converting transaction to EPP
- A fixed fee as applicable to the plan

Charges will be explicitly communicated to the cardholder before booking the transaction.

11) Once the EPP plan is set up for the Credit Card holder, the Monthly Installment shall be billed as a transaction on the Credit Card and shall appear on the Credit Card statement as part of the minimum payment due amount that Credit Card holder will have to pay on or before the payment due date (as specified in the Credit Card statement).

12) If a Credit Card holder cancels or settles the outstanding plan balance booked under the Commercial Bank of Dubai Easy Payment Plan before completion of the Tenure, he/ she shall be required to pay the EPP Cancellation Fee which the bank may apply. In addition, the Credit Card holder shall also be required to pay the interest charge for the remaining tenure if the Easy Payment Plan is not booked under a 0% interest charge.

13) If the Credit Card is cancelled or terminated for any reason during the Tenure, the outstanding unpaid amounts and any payable interest shall become immediately due and payable by the Credit Card holder.

14) From time to time, Commercial Bank of Dubai may review the status of the EPP plan as a whole or for a particular Credit Card holder including his/ her repayment history and more, at its sole discretion decide to revise, cancel or suspend the payment plan without providing any prior notice or without giving any reason for the same. The Credit Card holder agrees to unconditionally comply with the same.

15) Commercial Bank of Dubai Easy Payment Plan is available only for select Credit Cards and not for Debit Cards, Prepaid Cards or any other Cards issued by Commercial Bank of Dubai or otherwise.

16) Communications with the Credit Card holders may be in writing, through recorded telephonic call on the registered number of the Card holder, electronic transmissions, mobile banking or through online banking system via Commercial Bank of Dubai's website and all risk and responsibility arising as result of, or pursuant to, such communications shall remain with the Card holder.

17) The EPP plan offered to Credit Card holders is subject to all applicable laws and regulations and shall be pursuant to these terms and conditions, as amended from time to time and available on Commercial Bank of Dubai's website: <https://www.cbd.ae/personal/bank/cards>

18) The total amount covered under the EPP along with the interest amount for the Tenure and the processing fee will be charged to the Credit Card as a result of which the available credit limit under the Credit Card shall be reduced. The available credit limit shall increase as the Credit Card holder makes payments of his Monthly Installments.

19) These T&Cs are governed by and construed in accordance with the laws of the United Arab Emirates and the Emirate of Dubai.

20) In no event shall Commercial Bank of Dubai, any of its affiliates, or any of its or their officers, directors, employees or agents be liable or responsible for any loss, damage or expense arising out of or otherwise related to the EPP plan.

21) Customer agrees to pay charges of all sorts which may apply while converting the transaction in to EPP plan. The bank reserves the right to cancel the EPP plan in case the customer goes into over-limit due to any reason. If in case, the customer goes into over-limit as a result of EPP conversion and the installment plan is availed, customer will have to pay over-limit charges as set by the bank.

22) Commercial Bank of Dubai does not offer or provide any kind of warranties or guarantees nor does it accept any responsibility or liability of any kind in respect of the EPP and hereby expressly disclaims all liability and responsibility with respect of the same.

23) These T&Cs are in addition to the terms and conditions under the Credit Card Agreement. By making a Request, the Credit Card holder is considered to have accepted these T&Cs and the terms and conditions under the Credit Card Agreement in full and agrees to be bound by them.