

## **CBD Al Islami Super Saver Credit Visa Signature Card Terms and Conditions**

### **1.1. Definitions and Interpretation**

#### **1.1.1. Definitions**

**"Bank" or "the Bank"** means Commercial Bank of Dubai.

**"Calendar Month"** means calendar month according to the Gregorian calendar.

**"Card(s)"** means the CBD Al Islami Super Saver Visa Signature Credit Card(s).

**"Card Account"** means the account opened by the Bank for issuance, billing and maintenance of CBD Super Saver Credit Cards.

**"Cardholder(s)"** means the holder of CBD Al Islami Super Saver credit Card(s).

**"Cashback"** means an amount in AED, earned on Qualifying Transactions at rates decided by the Bank from time to time at its absolute discretion.

**"Base Cashback"** means the standard Cashback earned on Qualifying Transactions at rates decided by the Bank from time to time at its sole discretion.

**"Base Category/Categories"** means spend categories other than those classified by the Bank as Bonus Category/Categories, from time to time at its sole discretion.

**"Bonus Cashback"** means the incremental Cashback earned on Qualifying Transactions at rates decided by the Bank from time to time at its sole discretion.

**"Bonus Category/Categories"** means spend categories classified by the Bank for Bonus Cashback, from time to time at its sole discretion.

**"Enrolment Date"** means the date of activation of the Card.

**"Enrolment Fees or Annual Fees"** means the fees charged to the Primary Cardholder's Card Account on enrolment into the Program and on every anniversary thereof.

**"Merchant Category Codes (MCC)"** means the classification used by Visa International to classify merchants and businesses by the type of goods or services provided.

**"Non-Qualifying Transactions"** means utility bill payment transactions made through bank's digital channels, cash withdrawal through ATM and/or exchange houses, balance transfers, cash-on-call, any insurance and fee levied by bank, any adjustment entries made by the bank and/ or other transactions on the Card that the Bank defines as not eligible for Base Cashback and/or Bonus Cashback, from time to time at its sole discretion.

**"Primary Card"** means a Card other than the Supplementary Card but linked to the same Card Account as the Supplementary Card.

**"Primary Cardholder"** means a person other than a Supplementary Cardholder who is issued a Primary Card and for whom the Card Account is first opened by the Bank.

**"Posting Date"** means the date specified in a Statement of Account when a Card Transaction is received by the Bank and posted to the Card Account.

**"Program"** has the meaning ascribed to in section 1.2.

**"Qualifying Transactions"** means retail card present, retail card not present e-commerce transactions, utility bill payment transactions at merchant's website, reversals and refund transactions initiated by the merchant and/ or other transactions on the Card that the Bank defines as eligible for Base Cashback and/or Bonus Cashback, from time to time at its sole discretion.

**"Super Saver Account"** means the Cashback account maintained by the Bank for each Cardholder and which contains the accumulated Cashback amount - net of cancelations, lapses, forfeitures and expiry - and available for redemption.

**“Supplementary Card(s)”** means a Card other than the Primary Card but linked to the same Card Account as the Primary Card.

**“Supplementary Cardholder”** means the person nominated by the Primary Cardholder to use the Card Account and in whose name the Bank has issued a Supplementary Card.

**“Transaction Date”** means the date specified in a Statement of Account on which a Card Transaction took place.

### 1.1.2. Interpretation

- (a) The Program supplements, but does not in any way amend the Credit Card Agreement between the Bank and the Cardholder, and any term referenced but not defined herein would be interpreted in accordance with the agreement pertaining to credit cards entered between the Primary Cardholder and the Bank (the **“Credit Card Agreement”**).
- (b) Notwithstanding anything contained herein, in the event there is any contradiction between these Terms and Conditions and the Credit Card Agreement, then terms of Credit Card Agreement shall prevail.

### 1.2. The Program

CBD Al Islami Super Saver Credit Cards allows eligible Cardholders to accumulate Cashback on Qualifying Transactions posted on their Cards during the Calendar Month as per the maximum amount set by the Bank from time to time (the **“Program”**). Only Qualifying Transactions posted in the Card statement during the calendar month by the Bank would be considered eligible for the Program. The billed amount of the Qualifying Transaction will be considered for Cashback calculation in the statement that the Qualifying Transaction appears.

## 2. ELIGIBILITY

- 2.1. The Program is open to such Cardholders as determined by the Bank from time to time whose Cards are not blocked, and are in good standing as determined by the Bank at its sole discretion.
- 2.2. Cashback earned by a Supplementary Cardholder will accrue to the account of the Primary Cardholder.

## 3. ENROLMENT

- 3.1. Participation in the Program is automatic for all eligible Cardholders.
- 3.2. The Cardholder may continue to use his/her Card as he/she normally does.
- 3.3. The Bank may impose Enrolment Fees on the Program at its absolute discretion.

## 4. CASHBACK

- 4.1. The Cardholder will earn Cashback on Qualifying Transactions during a Calendar Month.
- 4.2. Cashback will be of two types – Bonus Cashback and Base Cashback.
- 4.2.1. Bonus Cashback will be earned as a percentage of Qualifying Transactions in Bonus Categories only, as per the Table 1 below:

**Table 1**

Bonus Categories	Bills	Education	Supermarkets	Fuel
<b>Bonus Cashback</b>	10%	10%	10%	10%
<b>Maximum Bonus Cashback</b>	AED 200	AED 200	AED 200	AED 200

4.2.2. Merchant categorization to classify as Bonus Category will be identified based on Merchant Category Codes (MCC) as defined by Visa International and provided in the Table 2 below.

**Table 2**

Bonus Categories/MCC	Bills	Education	Supermarkets	Fuel
<b>Merchant Category Codes</b>	4812, 4813, 4814, 4816, 4821, 4899, 4900, 9399	8211, 8220, 8241, 8244, 8249, 8299, 8351	5411	5541, 5542

- 4.2.3. The Cardholder shall only be eligible for Bonus Cashback if the Cardholder has spent a minimum of AED 3,000 on Qualifying Transactions in Base Categories during a Calendar Month.
- 4.2.4. MCC are classified by Visa International and may vary from time to time. The Bank has no control over MCC classification and will not entertain or be liable for any Bonus Cashback claims made by the Cardholder relating to incorrect classification or interpretation of MCCs.
- 4.2.5. Bonus Cashback will be earned at the rate of 10% the Qualifying Transactions in AED and will be capped at a maximum value of AED 200 per Bonus Category per Calendar Month.
- 4.2.6. The Bank may, at its sole discretion, amend the Bonus Categories or the MCC used to identify Qualifying Transactions for Bonus Cashback.
- 4.2.7. The percentage of Bonus Cashback and the maximum value of Bonus Cashback earned in a Calendar Month will be determined by the Bank and may be changed by the Bank at its sole discretion.
- 4.2.8. The Bank may, from time to time and at its sole, set a minimum transaction size for Qualifying Transactions for the purpose of awarding Bonus or Base Cashback.
- 4.3. Base Cashback will be earned as a percentage of Qualifying Transactions in Base Categories only. The applicable percentage will be up to 1% for every AED 2 of Qualifying Transactions as mentioned below.
- **0.5% Base Cashback** for every AED 2 on all 'Rental, Insurance, Quick Service Restaurants & Auto Dealerships' spends
  - **1% Base Cashback** for every AED 2 on all Other Retail Categories spends
- 4.3.1. Cardholders will not be eligible for Base Cashback for transactions classified in Bonus Categories. For the sake of clarity, irrespective of the spend or amount of Qualifying Transactions in Bonus Categories, the Cardholder will not be eligible for any Base Cashback in Bonus Categories.
- 4.4. All Qualifying Transactions posted to the Primary Account under this Program are eligible to earn Cashback. This will include the following transactions:

- a) Card Present transactions at Retail merchants e.g. transactions at point-of-sale (POS) terminals
- b) Card-not-Present transactions at Retail merchants e.g. e-commerce transactions
- c) Utility Bill Payment transactions at merchant websites (e.g. Etisalat, DU, DEWA, SEWA, ADDC etc. where payment is made directly on the respective websites)
- d) Reversal/Refund transaction initiated by the merchant against the original transaction. These transactions will offset the retail spends in the calendar month in which the refund or reversal transaction has been processed by the merchant in accordance to the category of spend and adjust the Cashback earnings for the same calendar month.

The following transactions do not qualify for any cashback rewards and will be termed as Non-Qualifying transactions:

- a) Utility Bill payments (e.g. Etisalat, DU, DEWA, SEWA, ADDC, RTA & other payments) made through the Bank's digital channels e.g. CBD Online Banking, CBD Mobile App
  - b) Cash withdrawals (through ATM's, Banks, Exchange houses or through any withdrawal channels)
  - c) Balance Transfers & Cash on Call facilities availed
  - d) Insurance charges levied by the bank
  - e) Fees & Charges levied by the bank
  - f) Any adjustment entries (if any) levied on the card by the bank or any other transactions determined by the Bank from time to time
- 4.5. If the total Cashback earned during a Calendar Month is not a whole number i.e. in decimals, the Bank at its sole discretion may round up or round down the Cashback figure to the nearest Arab Emirates Dirham (AED).
  - 4.6. A Cardholder cannot accrue Cashback for any retail purchase(s) incurred prior to his/her Enrolment Date.
  - 4.7. Cashback accumulated by a Cardholder on the Card cannot be combined or used in conjunction with Cashback of his/her other Cards at the time of redemption or transferred to any other card or customer loyalty program unless otherwise specifically notified by the Bank.
  - 4.8. Cashback is not transferable by operation of law or otherwise to any other person or entity. Cashback is an accrual payable solely at the discretion of the Bank; it is not an attachable account balance and neither is it a balance which may be transferred to any other person or entity.

## **5. REDEMPTION & FORFEITURE**

- 5.1. Cashback earned will be available for redemption in the Super Saver Account.
- 5.2. The Bank will make available to the Primary Cardholder, one or more channels for redemption of accumulated Cashback including but not limited to the Bank's Contact Centre, its Online Banking platform and its Mobile Application. Only the Primary Cardholder may request redemption of Cashback.
- 5.3. The minimum amount that is allowed to be redeemed in any instance is AED 40, or any other amount decided by the Bank at its sole discretion.

- 5.4. The Bank may take up to three (3) working days to credit the Primary Cardholder's account with the Cashback redemption amount requested from the date of receipt of the redemption request. On redemption, the Cashback would automatically be deducted from the available AED balance in the Super Saver Account.
- 5.5. Cashback in the Super Saver Account has a monetary value on redemption. When redeemed, the equivalent value will reflect as a credit to the Primary Cardholder's account in the same manner as any other repayment.
- 5.6. The Cardholder must be in good standing with the Bank across his banking relationship including any accounts, deposits, loan, overdraft or card facilities, when a request for redemption is made. Specifically his credit cards with the Bank, including the Card, must not be overdue, suspended, blocked, cancelled or terminated by the Bank. In the event the aforementioned conditions in Clause 5.6 are not met, the Bank at its sole discretion may decide to disallow redemption and expire the available Cashback in the Super Saver Account.
- 5.7. Cashback can only be credited into a valid Card Account and if a valid Card Account is not available for any reason, Cashback may be credited into a valid Bank account held by the Cardholder. The Cardholder acknowledges that it is his/her sole responsibility to ensure that a valid Card Account or Bank account is maintained.
- 5.8. Cashback available in the Super Saver Account will have an expiry of twenty four (24) months from the date of accrual. The Bank may at its sole discretion amend or change the period of expiry. Cashback earned and not redeemed within the period of expiry, will be forfeited and will be deducted from the available balance reflected in the Super Saver Account.
- 5.9. In the event customer has not earned or redeemed any Cashback in previous twelve (12) months, then the entire available balance in the Super Saver Account may be forfeited and reduced to AED 0.
- 5.10. Cashback earning in a Calendar Month may be restricted to the value of Qualifying Transactions, up to the credit limit assigned to the Card. For the sake of clarity, if the credit limit on the Card is AED 50,000, then only Qualifying Transactions of a total value of AED 50,000 in a Calendar Month would be eligible for Cashback.
- 5.11. In the event a Qualifying Transaction is reversed or voided at a later date, these transactions will offset the retail spends in the calendar month in which the reversal has been processed by the merchant in accordance to the category of spend and adjust the Cashback earnings for the same calendar month.

## **6. GENERAL**

- 6.1. Fraud and/or abuse relating to earning and redemption of Cashback in the Program may result in forfeiture of the Cashback as well as termination and cancellation of the Card.
- 6.2. The Bank reserves the right to cancel, suspend, change or substitute the Cashback or the Cashback conditions or the basis of computation of Cashback or the terms and conditions of the Program at any time, without giving any intimation to the Cardholder.

- 6.3. The Bank would be deemed to have acted in good faith in response to any oral or electronic instruction or inquiry by the Cardholder in respect of any matter in relation to this Program and the fulfillment of any redemption request. The Cardholder shall not be entitled to claim or allege any loss, damage, liability, expense attributable, directly or indirectly, to any such good faith action of the Bank and the Cardholder shall indemnify and hold the Bank harmless in respect thereof.
- 6.4. The Bank's decision on computation, lapse, cancellation, forfeiture, credit, debit and re-installment of Cashback shall be final, conclusive and binding on the Cardholder.
- 6.5. The Bank may in its sole discretion decide to outsource the Super Saver Account to a third-party legal entity for provision of redemption and other services linked to the Super Saver Account.
- 6.6. Any variation, alteration, modification, and/or amendment to the terms and conditions shall be published on the Bank's website [www.cbdislami.ae](http://www.cbdislami.ae) and shall supersede the earlier terms and conditions communicated to the Cardholder.

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