

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

### 1.1. Definitions and Interpretation

#### 1.1.1. Definitions

**“Bank” or “the Bank”** means Commercial Bank of Dubai (CBD)

**“B.E.S.T Categories”** means spend categories classified by the Bank such as Bill (utility bills), Education (schools and universities), Supermarket and Transport (fuel) for earning Cashback, from time to time at its sole discretion.

**“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 Al Islami Super Saver Visa Signature Credit Cards.

**“Cardholder(s)”** means the holder of CBD Al Islami Super Saver Visa Signature Credit Card(s).

**“Cashback”** means an amount in AED, earned on Qualifying Transactions in the B.E.S.T Categories at rates decided by the Bank from time to time at its absolute discretion.

**“Customer”** means a person who is banking with CBD and has been underwritten based on the documents submitted and has been termed as primary.

**“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.

**“Financial Transactions”** means any of (i) retail card present (ii) retail card not present e-commerce transactions (iii) utility bill payment transactions at merchant’s business stores/centers or at website, direct kiosks, proprietary mobile applications (iv) reversals and refund transactions initiated by merchant which are within the B.E.S.T and non B.E.S.T categories.

**“Merchant Category Codes (MCC)”** means a 4 digit numeric code which is used by Visa International to classify merchants and businesses by the type of goods or services provided.

**“Monthly Total Spends”** means the cumulative spends of Financial Transactions excluding Non-Financial Transactions executed in the Calendar Month..

**“Non-Financial Transactions”** means transactions from non-financial institutions dealing with foreign currencies, non-fiat currencies, money orders, account funding, travelers cheques and debit repayment.

**“Non-Qualifying Transactions”** means all transactions other than Qualifying Transactions which are not limited to utility bill payment transactions made through bank’s digital channels, payments made through third party payment service providers or aggregators, cash withdrawal through ATM and/or exchange

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houses, balance transfers, cash-on-call, installment payments, 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 earning Cashback, from time to time at its sole discretion.

**“Other Category/Categories”** means spend categories other than those classified by the Bank as B.E.S.T Categories 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 has been issued with 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 store or at website / kiosks / mobile applications, reversals and refund transactions initiated by the merchant within the B.E.S.T Categories and any other transactions on the Card that the Bank defines as eligible for earning Cashback, from time to time at its sole discretion.

**“Super Saver Account”** means the Cashback account maintained by the Bank for each Customer 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

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CBD Al Islami Super Saver Visa Signature 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 within the B.E.S.T Categories and 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 within the B.E.S.T Categories 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 on the transactions made by using the Supplementary Card(s) will accrue to the account of the Primary Cardholder.

### 3. ENROLMENT

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

### 4. CASHBACK

- 4.1. A minimum Monthly Total Spend of AED 3,000 (across B.E.S.T and non-B.E.S.T categories) is required to start earning cashback. No cashback will be rewarded if the total monthly spend is less than AED 3,000.
- 4.2. Cardholder can earn a minimum of **3% Cashback** and up to a maximum of **10% Cashback** on all the Qualifying Transactions within B.E.S.T categories subject to meeting the minimum monthly total spend of AED 3,000.
- 4.3. The percentage of Cashback earned and the maximum Cashback earned in each of B.E.S.T category per customer will be tier-based and linked to monthly total spends as detailed in **Table 1** below.
- 4.4. Non-Qualifying Transactions which are posted in the Card Account will not earn any Cashback.
- 4.5. Maximum Cashback earned per Customer per B.E.S.T Categories will be capped to AED 150 per calendar month. Total Cashback will be capped at a maximum of AED 600 per Calendar Month.

#### **Table 1**

Monthly Total Spends in AED	Cashback percentage (%) per eligible spend category				Maximum Cashback per category	Maximum Cashback per customer per month
	Bills	Education	Supermarket	Transport		
0 – 2,999.99	0%	0%	0%	0%	AED 0	AED 0
3,000 – 9,999.99	3%	3%	3%	3%	AED 75	AED 300
10,000 – 19,999.99	5%	5%	5%	5%	AED 100	AED 400
20,000 & above	10%	10%	10%	10%	AED 150	AED 600

- 4.6. Merchant categorization to classify in each of the B.E.S.T Categories will be identified based on Merchant Category Codes (MCC) as defined by Visa International and provided in the Table 2 below.
- 4.7. 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 Cashback claims made by the Cardholder relating to incorrect classification or interpretation of MCCs

**Table 2**

Bonus Categories/MCC	Bills	Education	Supermarkets	Fuel
<b>Merchant Category Codes</b>	4814, 4900*, 9399	8211, 8220, 8241, 8299**	5411	5541, 5542

- 4.8. \* Bill payment transactions other than water & electricity falling under this MCC shall not be considered for cashback. E.g. supplies pertaining to chiller, gas (LPG), drinking water
- 4.9. \*\* Education payment transactions other than schools, colleges and universities falling under this MCC shall not be considered for cashback. E.g. vehicle driving classes, training centers, stationaries, uniforms, transportation fees to educational institutions, sports/music academy. Education payments paid through third party payment channels where the payments are not directly paid to the school, college or universities shall not be considered for Cashback.
- 4.10. Cardholder shall not earn any Cashback if the Monthly Total Spend is less than AED 3,000 in the Calendar Month.
- 4.11. The Bank may, at its sole discretion, amend the B.E.S.T Categories or the MCC used to identify Qualifying Transactions for earning Cashback.
- 4.12. The percentage rate of Cashback and the maximum value of Cashback earned in a Calendar Month will be determined by the Bank and may be changed by the Bank at its sole discretion and shall be published in the Bank's website – [www.cbdislami.ae](http://www.cbdislami.ae)
- 4.13. The Bank may, from time to time and at its sole, set a minimum transaction size for Qualifying Transactions for the purpose of awarding Cashback.

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- 4.14. Cardholders having more than one Super Saver Account shall only be entitled to earn Cashback in one of the Super Saver Accounts which the Bank may decide its sole discretion.
- 4.15. All Qualifying Transactions within the B.E.S.T Category posted to the Primary Account under this Program are eligible to earn Cashback. This will include the following transactions:
- Card Present transactions at Retail merchants e.g. transactions at point-of-sale (POS) terminals
  - Card-not-Present transactions at Retail merchants e.g. e-commerce transactions
  - Utility Bill Payment transactions executed directly on the merchant websites or merchant's proprietary mobile application or at merchant's office/direct outlets/shops (e.g. Etisalat, DU, DEWA, SEWA, ADDC etc.)
  - 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.
- 4.16. The following transactions do not qualify for any Cashback and will be termed as Non-Qualifying transactions:
- All transactions other than Qualifying Transactions
  - 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 or at merchant's third party partners who shall act as payment aggregators by offering one platform for payment of electricity, telecom, RTA, international mobile top-ups and other payment services, e.g. MBME, Paypal etc.
  - Any payments made through third party payment service providers/channels or payment aggregators where the payment is not made directly to the merchant(s)/institution(s)
  - Cash withdrawals (through ATM's, Banks, Exchange houses or through any withdrawal channels)
  - Balance Transfers & Cash on Call facilities availed
  - Insurance charges levied by the bank
  - Fees & Charges levied by the bank
  - Any adjustment entries (if any) levied on the card by the bank or any other transactions determined by the Bank from time to time
- 4.17. In the event a Qualifying Transaction is reversed or refunded at a later date, these transactions will compensate the Qualifying Transactions executed in the Calendar Month in which the reversal has been processed by the merchant in accordance to the category of spend and shall also compensate the Cashback earnings for the same Calendar Month.
- 4.18. Cashback earned in each of the B.E.S.T Categories may round up or down to determine the Cashback amount in a whole number.
- 4.19. Cardholder cannot accrue Cashback for any Qualifying Transactions incurred prior to his/her Enrolment Date.
- 4.20. 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.
- 4.21. 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.
- 4.22. Cashback earning in a Calendar Month may be restricted to the value of Qualifying Transactions, within the B.E.S.T Categories up to the credit limit assigned to the Card. For the sake of clarity, if

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the credit limit on the Card is AED 50,000, only Qualifying Transactions within the B.E.S.T Categories of a total value of AED 50,000 in a Calendar Month would be eligible for Cashback.

### 4. 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 Cashback amount that is allowed to be redeemed in any instance is AED 50, 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 Current or Savings 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 twelve (12) 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. 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

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- 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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