

Arab Bank of Investment & Foreign Trade PSC (hereinafter referred to as “Al Masraf”, “the Bank”, “we” or “us”) and the Cardholder (hereinafter referred to as “you”, “your” or “ Customer”).

1. Al Masraf Rewards Program is offered exclusively to all Al Masraf MasterCard Cardholders (“Cardholder”), Al Masraf Rewards Program rewards the Cardholder for using their Al Masraf Cards in accordance with the Terms and Conditions hereafter. No special enrolment or fees are required although the Bank solely reserves the right to introduce an enrolment fee at any time.

2. Cardholders wherever used herein shall mean Al Masraf MasterCard Cardholders who are enrolled in Al Masraf Rewards Program.

3. The Cardholder shall be eligible for Al Masraf Rewards subject to these Terms and Conditions hereinafter.

4. Al Masraf Rewards Program Features

- a. Al Masraf Rewards is defined as the AED amount accrued via retail transactions performed on the Card that are categorized as eligible at the Bank’s sole discretion from time to time.
- b. Al Masraf Rewards are given on minimum retail spend transactions or upfront Bonus based on annual fees
- c. The Bank may vary the fees and charges applicable to the Al Masraf Rewards Program at its sole discretion from time to time.
- d. Al Masraf Rewards shall be accrued by crediting the Cardholder’s Al Masraf Rewards Program account with AED value earned by the Cardholder. No cheques or cash will be issued by the Bank as part of this Al Masraf Rewards Program.

5. Al Masraf Rewards Program Eligibility

6. In order to qualify for Al Masraf Rewards, the Cardholder should have activated and paid the Card annual membership fee (if applicable) and comply with the rest of the Credit / Debit Card Terms and Conditions as set out by the Bank.

7. Al Masraf Rewards Program allows the Cardholder to be eligible for Al Masraf Rewards Points on all retail purchase transactions.

8. However, a particular transaction shall not be deemed to be termed as an eligible retail purchase transaction if the same is accrued as a result of the following:

- a. All Card fees and charges
- b. Card annual fees, membership fees or renewal fees
- c. Any cash withdrawal transactions using the card

- d. Balance transfer
 - e. Balance transfer processing fee (if charged)
 - f. Card to Account Transfer
 - g. Card to Account Transfer processing fee (if charged)
 - h. Card Finance charges
 - i. Quasi Cash transactions
 - j. All/Any other fees and charges that are levied by the Bank and, or specified as, ineligible transactions by the Bank from time to time, at its sole discretion.
8. The Bank may, at its sole discretion and with prior notice to the Cardholder, add to, or remove from, the above list of ineligible transactions and charges. The Bank's decision as to what constitutes an eligible transaction shall be final and conclusive.
9. Accrual of Al Masraf Rewards
10. A Cardholder becomes eligible for Al Masraf Rewards as per the promotional schemes and eligibility criteria set forth by the Bank from time to time.
11. The Bank reserves the right to alter, amend and change the Al Masraf Rewards Program eligibility criteria at any time with prior notice to the Cardholder.
12. The Bank reserves the right, at any time and with prior notice to the Cardholder, to change the earn/redemption ratio of Al Masraf Rewards.
13. Al Masraf Rewards Bonus
14. Al Masraf Rewards Bonus can be awarded to a Cardholder for particular promotions and offers as specified by the Bank from time to time.
15. Al Masraf Rewards Bonus can be awarded to the Cardholder upon successful activation and usage of the card at the Bank's sole discretion.
16. Al Masraf Rewards Bonus will be calculated on the basis of transactions billed to the Card Statement of Account for a particular billing month.

17. The Bank can, from time to time, also award additional bonus rewards 'Al Masraf Points' to Cardholders at its discretion, intimated by prior notification to the Cardholder by accepted modes of communication that shall be decided by the Bank from time to time.
18. Redemption of Al Masraf Rewards
19. Al Masraf Rewards shall be redeemed online at <https://rewards.almasraf.ae>. The value of Al Masraf Rewards earned can only be redeemed for the valid redemption options offered on the Al Masraf Rewards Website as defined by the Bank at the point of redemption. This may include, but may not be limited to, the purchase of air tickets, hotel bookings, car hire, or other services offered on the Al Masraf Rewards Website as well as availing the option to redeem for a Cash Back amount to the credit card / account linked to debit card as defined by the Bank. The redemption amount requested by the Cardholder is to be within the amount of Al Masraf Rewards Points that the Cardholder has already accumulated as part of the program. No cheques or cash will be issued by the Bank as part of the Al Masraf Rewards Program. The Bank may link with reward partners with whom you may use your reward points. The Bank's selected reward partners may change at any time without notice.
20. Once the redemption request is accepted by the Bank, redemption requests under the Al Masraf Rewards Program cannot be amended, cancelled or revoked. Redeemed amount cannot be reinstated.
21. The Cardholder may only redeem those Al Masraf Rewards registered and credited to the Cardholder's credit card account / account linked to debit card at the time of making the redemption. The records of the Bank shall be conclusive evidence in respect of the registered amounts and credited to the Cardholder's credit card account / account linked to debit card.
22. All redeemed Al Masraf Rewards - shall be deemed as a benefit made by the Bank to the Cardholder. However, such benefit made exclusively as part of the Al Masraf Rewards Program offered by the Bank in accordance with these Terms and Conditions, and the same does not in any way create a liability or obligation on the Bank in that regard.
23. Al Masraf Rewards shall be valid for indefinite period from the date of accrual. However, the Bank reserves the right to amend this condition at any time with prior notice to Cardholder.
24. Cardholder can view Al Masraf Rewards statement summary and transactions summary online on the Rewards website.

25. Al Masraf Rewards cannot be transferred, assigned or carried on to any other Card offered by the Bank or to any other person or a corporate entity either by operation of law or otherwise.
26. General Exclusions
27. The Cardholder shall participate in the Al Masraf Rewards Program in good faith with genuine intentions. Any fraud, misuse, illegal use or abuse of the Al Masraf Rewards program may result in the forfeiture of the program. The Bank reserves the right without notice to cancel the Card as well as cancel/nullify all the Al Masraf Rewards accumulated in case of an eventuality of fraud, illegal use or abuse of the AL MASRAF Rewards Program.
28. The Bank may from time to time with prior notice alter, vary, change or modify the Terms and Conditions related to Al Masraf Rewards Program as well as the accrual and redemption matrices of Al Masraf Rewards Program with prior notice to the Cardholder.
29. The Cardholder should maintain their Credit Card account / account linked to debit card in good order with the Bank in order to remain eligible for inclusion within the program (including both the accrual and redemption of Al Masraf Rewards). The Cardholder's account must be in good standing, valid (meaning not cancelled or terminated or inactive or dormant) and current (meaning there are no past due balances on the account) to be eligible for redemption of Al Masraf Rewards. In the event of any of the Cardholder's accounts being blocked/suspended/overdue for any reasons whatsoever or if the Cardholder breaches these Terms and Conditions then the Bank reserves the right to suspend the operation of the Al Masraf Rewards Program or cancel/nullify all accumulated Al Masraf Rewards at its sole discretion. The Bank shall not be liable to compensate the Cardholder in any way once the Al Masraf Rewards programs has been cancelled or changed.
30. Al Masraf Rewards Program is not available for transactions intended for business or commercial use or on Transactions conducted at establishments owned by the Cardholder either wholly or in part. Any such Transactions shall automatically disqualify the Cardholder from the Al Masraf Rewards Program and the amount of Al Masraf Rewards the Cardholder has already accumulated as part of the program will be forfeited and the Bank reserves the right to recover such benefits obtained by the Cardholder as a result of the Cardholder engaging in such transactions.
31. Al Masraf Rewards cannot be exchanged / swapped / bartered with any other rewards / loyalty program that the Bank may or might have offered from time to time.
32. Al Masraf has no responsibility for the delivery, standard, or quality of any rewards received or supplied by its rewards partners. All rewards are subject to the applicable rules and terms and conditions of the rewards partners. Any disputes or claims regarding rewards are directly between the Cardholder and the rewards

partner. Any disputes regarding delivery, service, suitability, merchantability, availability or quality of the products/services must be addressed in writing by the Cardholder directly to the rewards partner and the Bank shall not entertain any communication in this regard.

33. The Bank is entitled, at any time and with prior notice or liability to the Cardholder in any manner whatsoever, to terminate Al Masraf Rewards Program and/or cancel / forfeit and/or vary its benefits or features, and/or vary, add to or delete any of the Terms and Conditions outlined herein, and/or withdraw or change the participants of Al Masraf Rewards Program and/or the manner of their redemption even though any of such acts may diminish the value of the Al Masraf Rewards already accumulated.
34. Al Masraf Rewards are awarded on Cards as per earn ratio mentioned on Al Masraf website.
35. Cash withdrawals & Exchange house transactions are not applicable for issuance of Al Masraf Rewards
36. Al Masraf Rewards will only be credited subject to Al Masraf Rewards account being active. It is customer's responsibility to ensure that credit card, Debit card & Al Masraf Rewards Account is activated to earn Al Masraf Rewards. No Al Masraf Rewards will be accumulated if the credit card, debit card, account linked to debit card & Al Masraf Rewards Account is not active.
37. Bonus amount will be awarded in lieu of Annual fees on credit card based on the minimum total retail spends / purchases in 12 months from date of Card issuance. Minimum spends per card criterion is available on Al Masraf website.
38. All Al Masraf Reward balances will be forfeited in case of credit card is closed/cancellation/goes delinquent and debit card closure / account linked to debit is closed/inactive/dormant/restricted.
39. The Bank reserves the right, at any time with prior notice to the cardholder, to change the applied policies and the Terms and conditions for Credit / and Debit card