

Issuance Credit Card Instructions

I, the undersigned, authorize Al Ain Finance to issue a credit card(s) with a credit limit of and an annual fixed interest rate of %.

Terms and Conditions of Al Ain Finance Credit Cards

The following terms and conditions constitute an agreement to regulate the relationship between Al Ain Finance and the undersigned customer. The undersigned customer agrees and abides by these terms and conditions:

A- Definitions:

- 1- Agreement: means this agreement that contains terms and conditions to regulate the relationship between Al Ain Finance and the undersigned customer (the applicant) in order to obtain a credit card(s).
- 2- Principal cardholder: means the undersigned customer who authorizes Al Ain Finance to issue a credit card (principal credit card).
- 3- Principal credit card: means a primary card that is issued by Al Ain Finance according to the undersigned customer's request (the applicant).
- 4- Supplementary credit card: means the additional card that is issued by Al Ain Finance on the same account of the principal card and upon the principal cardholder 's request.
- 5- The card account: means the account that shows the recorded transactions, such as withdrawals and purchases.
- 6- Credit limit: means the limit that the cardholder may use and shall be determined or amended at the discretion of Al Ain Finance.
- 7- Fees and Charges: means the applied fees and charges as a result of using a credit card and are shown on Al Ain Finance's website: <https://alainfinance.ae/schedule-of-charges/>.
- 8- Cash Advance: means using the credit card in any manner or through any ATM for obtaining cash amounts, whether in or outside the UAE.
- 9- The UAE: means The United Arab Emirates.

B- Terms and Conditions:

- 1- The credit card shall be issued in the name of the applicant and with his personal signature. It shall be only used by the cardholder in accordance with the applicable terms of use and within the determined credit limit.
- 2- The principal cardholder is entitled to request Al Ain Finance to issue a supplementary card on the same account of the principal card and shall be obligated to settle the outstanding amounts, fees, and charges of the cards (the principal and supplementary cards). The undersigned agrees to pay any fees or charges, where requested, after providing Al Ain Finance with the required information about the supplementary cardholder.
- 3- The customer is entitled to apply for supplementary card(s) for those who are over 14 years of age and have valid residency in the UAE (For expatriates only).
- 4- All card transactions shall be charged in Emirati dirhams **₪** . As for the transactions in any other currency, they will be charged in Emirati Dirham **₪** after applying the conversion fees and exchange rate specified.
- 5- The principal cardholder may pay the full or minimum amount due by the due date. In the event of late payment, Al Ain Finance shall add late fees to the card.
- 6- In the event the cardholder pays the minimum amount due, the applied interest rate shall be implemented as displayed on Al Ain Finance's website.
- 7- The principal cardholder shall pay the full amounts due that arise as a result of using the credit card(s), including purchase transactions, cash advances, fees, and charges stated in the account statements.
- 8- The cardholder may use the credit card for cash advance transactions at any ATM connected to any bank inside or outside the UAE. The amounts of the cash advance transactions shall be proportional to the available credit limit of the credit card.
- 9- Al Ain Finance is entitled to change or amend the interest rate, fees, charges or the terms and conditions at any time to align with the internal instructions, policies, and UAE Central Bank guidelines.
- 10- Al Ain Finance shall notify the credit cardholder of any future change in the interest rate, fees, charges, terms, and conditions of the credit card(s).
- 11- Al Ain Finance is entitled to determine the appropriate means of notification in the event it is not determined by the customer. The notification shall be through any approved methods, such as "e-mail, registered mail, courier, SMS messages, phone calls, or by any appropriate means determined by Al Ain Finance".
- 12- Al Ain Finance shall be obligated to protect customer data and preserve data confidentiality in accordance with Article 120 of Federal Decree Law No. 14/2018 of the Central Bank and Organization of Financial Institutions and Activities and its amendments.
- 13- The cardholder undertakes to keep and not disclose his credit card data to others, including personal identification number (PIN) and one-time password (OTP), in order to prevent fraud or misuse crimes by hackers.
- 14- The cardholder shall bear the damages resulting from disclosing the confidential data of the credit card(s) to others without incurring any liability on Al Ain Finance.
- 15- In the event of the card's loss or theft, the cardholder shall contact Al Ain Finance through the call center at 600511221 in order to suspend the card immediately, locally and internationally.
- 16- The cardholder shall bear any amounts incurred as a result of the credit card use before Al Ain Finance receives written notification of card theft or loss.
- 17- Al Ain Finance is not liable for purchase transactions or any disputes that may arise between the merchant and the credit cardholder.
- 18- The cardholder is prohibited from using the credit card for any unlawful purchases, including the prohibited goods and services, by the applicable law.
- 19- In the event that the customer is illiterate or handicapped (unable to sign), He shall bring one of his relatives as a legal assistant to sign the credit card application with him.
- 20- In case of any changes in the cardholder's data, the cardholder shall update his personal data immediately at Al Ain Finance.
- 21- Al Ain Finance is entitled to block and cancel the credit card(s) immediately at any time in the following cases: illegal uses, use by an unauthorized person other than the card's owner; stop paying, insolvency, bankruptcy, incapacity, job loss, cancellation of work permit or residence visa, the given security or guarantee becomes invalid, due to any regulatory restrictions or UAE central bank instructions, account lien, decease of the cardholder; or breaches of the terms and conditions of this agreement.
- 22- Al Ain Finance shall resort to the following in the event that the credit card is blocked or canceled:
 - a) Claim for immediate settlement of the full outstanding amounts, including fees, charges, and any penalties for delayed payment or nonpayment.
 - b) Exercise the right to use the provided security or guarantee without resorting to legal proceedings.
 - c) Take the necessary legal action in the event of nonpayment.
- 23- The cardholder is entitled to contact Al Ain Finance in the event of any complaint or inquiry through any of the following channels: the official website: www.alainfinance.ae, by email at complaints@alainfinance.ae, by telephone at 600511221, or by visiting Al Ain Finance's head office. The validation of the complaint or inquiry response will take two (2) working days by Al Ain Finance's team.
- 24- In the event of a discrepancy between Arabic and English wording, Arabic wording shall prevail in the interpretation, implementation, or settlement of any disputes that may arise between the parties.
- 25- This agreement and its relevant documents shall be governed by and construed in accordance with UAE laws. All disputes arising out of or in connection with this agreement shall be subject to the jurisdiction of the UAE courts.

Acknowledgment and Authorization

- The undersigned customer acknowledges and confirms that this agreement comprises (2) pages, each of which has been read, fully understood, and accepted by the customer.
- The undersigned customer acknowledges and agrees that Al Ain Finance is entitled, at its absolute discretion, to accept or reject the credit card application and/or any supporting documents, provided by the customer.
- The undersigned customer confirms the responsibility that all information provided herein is true, correct and undertakes to inform Al Ain Finance immediately of any change thereto.
- The undersigned customer authorizes Al Ain Finance to conduct the necessary market checks, inquiries, verification, share, and disclosure of the credit worthiness related to him/her and any other data with Al Etihad Credit Bureau, the UAE central bank, and any federal or local governmental authorities if required.

Applicant Name: _____ Signature: _____ Date: DD MM YYYY _____