

## **Gulf Bank Credit Cards (Visa/MasterCard) Terms and Conditions of issuance and usage**

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The terms and conditions mentioned herein, as well as their amendments from time to time, constitute the terms of issuance, usage and the entire Agreement between the Cardholder and the Bank, and shall apply once the Cardholder signs this Agreement.

### 1) Definitions relevant to this Agreement shall mean the following:

- a) Agreement: shall mean the terms and conditions mentioned below and their amendments from time to time including the application form.
- b) Account Statement: shall mean the monthly statement that is sent from the Bank to the Principal Cardholder on monthly basis, which clarifies all the operations and entries that occurred on the Card Account during the previous month of the Account Statement issuance.
- c) ATMs: shall mean all the Automated Teller Machines that work electronically, which facilitate to the Cardholder doing some banking operations through them by using the Card.
- d) Bank: shall mean Gulf Bank KSC, its successors and assignees.
- e) Business Day: shall mean, the official working days of the banks in the State of Kuwait; commencing from Sunday until Thursday of every week except weekends and official vacations.
- f) Card: shall mean the Credit Card (Visa/MasterCard) issued from the Bank – whether the Principal Card and/or the Supplementary Cards if any was issued according to the request of the Principal Cardholder.
- g) Card Account: shall mean the account that will be opened with the Bank in the name of the Principal Cardholder, in which all the operations of withdrawals and purchases made by the Cardholder shall be registered as well as registering any deposits.
- h) Card Duration: shall mean the validity period of the Card which is stated on the Card.
- i) Cardholder: shall mean the Principal Cardholder and/or the Supplementary Cardholder.
- j) Charges & Fees: shall mean all the charges and fees set by the Bank for the issuance, usage and/or renewal of the Card as mentioned in details in Article (3) of this Agreement and its amendments from time to time.
- k) Kuwaiti Dinars: shall mean the official currency used in the State of Kuwait.
- l) Merchant: shall mean any of the merchants, companies, establishments, commercial shops and/or any other entity that accepts dealing by virtue of the Card to settle the price of any purchases or performed services and/or accepts cash withdrawals on the Card.
- m) Operation: shall mean any use of the Card, Card number and/or PIN Code.
- n) PIN Code: shall mean the Personal Identification Number which is issued by the Bank to the Cardholder and identifies the card through the Automated Teller Machines (ATM) and POS.
- o) Points of Sales (POS): shall mean those electronic devices that facilitate to the Cardholder to settle the value of the purchases from the Merchants using the Card.
- p) Principal Card: shall mean the credit card (Visa/MasterCard) issued for the principal Cardholder (Bank customer).
- q) Principal Cardholder: shall mean the applicant for a credit card (Visa/MasterCard) (Bank customer), the user of the Principal Card and the owner of the Card Account.
- r) Settlement Date: shall mean the business day determined by the Bank to settle the due balance on the Card Account or pay the minimum payment indicated in the Account Statement.
- s) Supplementary Card: shall mean any additional credit card issued upon the request of the Principal Cardholder to be used by the Supplementary Cardholder.
- t) Supplementary Cardholder: shall mean the person who is authorized from the Principal Cardholder to use the Supplementary Card.

### 2) Use of the Card:

- a) The Cardholder is obliged to add his/her signature at the designated place specified for signature on the Card immediately after receiving the Card. The Cardholder undertakes his/her commitment to all the instructions issued from the Bank concerning the Card usage and preservation.
- b) The Cardholder may only use the Card within the established credit limits, which include the transactions already authorized but not updated on the account.
- c) The Principal Cardholder is responsible to settle all the amounts and fees that are registered on the Card Account, including all the amounts occurred by the Supplementary Card(s).
- d) It is agreed that all Card usage inside the State of Kuwait shall be in Kuwaiti Dinars; and all the due amounts of the transactions, charges and fees shall be directly deducted from the Card Account automatically. For any usage of the Card outside the State of Kuwait, the amounts charged shall be converted from the foreign currency

to Kuwaiti Dinars and the Principal Cardholder shall be responsible to settle the exchange rate differences and any fees set by the Bank and/or any other fees applied by Visa/MasterCard card organization (Charges are 3.5% inclusive of Mastercard & Visa fees).

- e) Cards will automatically be renewed according to the Bank's discretion. If the Cardholder does not wish to renew a Card, he/she must notify the Bank in writing by at least 60 (sixty) days prior to the expiry date. The Bank shall not refund the renewal fees if the Cardholder notifies the Bank after the aforementioned period.
- f) The Cardholder shall remain liable for transactions executed prior to the expiry date of the Card although billed subsequently.
- g) The Cardholder undertakes not to use the Card for any illegal purposes. Furthermore, the Cardholder is prohibited from purchasing goods and services prohibited by local laws which are applicable in the Cardholder's jurisdiction.
- h) All executed transactions through POSs and/or ATMs are considered the sole responsibility of the Cardholder and the Cardholder may not revert back to the Bank in this concern or claim from the Bank the amounts of such executed transactions. Furthermore, the Bank shall not be held responsible if the withdrawals and/or payments were not completed by the ATMs or the POSs.
- i) The Bank shall not be held responsible for or be a party to any dispute(s) that may arise between the Cardholder and the Merchant concerning the sold goods and/or services provided by the Merchant to the Cardholder.

### 3) Credit limit and charges:

- a) The Bank will determine and notify the Credit Limit to the Cardholder from time to time.
- b) The bank reserves the right to determine the card limit at its sole discretion.
- c) The Bank shall have the right to deduct in advance the annual renewal non-refundable fees following the lapse of the first year of free issuance of the Card(s). The Bank reserves the right to review and change the applicable fees and charges at any time during the term of this agreement.
- d) No interest or fee shall be charged (excluding the excess to Credit Limit fee) to any item of the Account Statement in the event the Cardholder settles the total balance shown on the Account Statement on the settlement date shown in the Account Statement. In case of partial settlement, interest and fees shall be charged to the Card Account on the remaining outstanding balance; except for Cash withdrawal transactions, interest will be calculated from date of transaction.
- e) A charge up to 5% with a minimum of KD 1 shall be debited on the Card Account for any Cash withdrawal transaction and any transaction of Quasi Cash will be considered as a Cash advance, certain transactions will be charged as if they were Cash Advances such as: purchases at exchange houses, any purchase of foreign currency or any other transactions classified by Visa®, MasterCard® or Gulf Bank as Quasi Cash. These transactions will be levied with cash interest rate and cash withdrawal fee.
- f) The Bank may change the fees at its sole discretion, and the Bank shall notify the Cardholder of this change.
- g) Charges will apply on the Credit Limit Enhancement according to the announced rate at the Bank from time to time.
- h) The following services will be subject to charges as per the announced rates by the Bank from time to time (Transaction Copy Request/ Copy of the Account Statement/ Replacement of Card for any reason (damage, theft or loss)).

### 4) Repayment:

- a) The Cardholder may pay the total outstanding amount due on the Card Account at any time. Such payments shall be made by any method accepted by the Bank.
- b) If the Cardholder does not wish to pay the total outstanding amount due on the Card as shown on the Account Statement, the Cardholder shall be charged 8.33% of the due balance or KD 10 whichever is higher. However, the Cardholder may pay partial payments exceeding this amount.
- c) By virtue of this Agreement, the Cardholder authorizes the Bank to debit the minimum due payment on the settlement date or on any other subsequent day by debiting any of the Principal Cardholder's accounts including AIDanah Accounts with the Bank or with any other bank.
- d) All the due amounts by virtue of this Agreement shall be payable in full if the Principal Cardholder dies, or if the Cardholder breaches any of this Agreement terms. The Bank may take all legal procedures to collect any debt resulting from this Agreement without prior notice to the Cardholder. Accordingly, the Bank may set off any amount due under the Card Account against any other credit balance available in the Principal Cardholder's account or the Supplementary Cardholder's account including AIDanah Accounts with the Bank.
- e) The Cardholder shall not have the right to request the Bank to provide him/her with the original and/or copies of the invoices or dispute any transaction after the lapse of ninety (90) days from the date of the transaction.

- f) By virtue of this Agreement the Cardholder authorizes the Bank to claim all the amounts due on the Card Account according to the sole discretion of the Bank, from any other accounts owned by the Cardholder and kept with other banks. The Cardholder further authorizes the Bank to provide other banks with a copy of this Agreement to prove the Cardholder's authorization to the Bank.
- g) The Cardholder is obligated to maintain an adequate balance in his/her account with the Bank to be able to settle any due amounts on the Card.
- h) The Bank reserves the right to suspend the card if the cardholder fails to pay the minimum amount owed to the Bank within the specified period. If the Customer fails to pay the amounts due after 60 days from the due date, the card will be suspended and will not be reactivated until full payment of due amount. If the delay exceeds 90 days, the card will be frozen and reactivated six months after the date of full payment to the Bank. In case of repeated default, the card will be renewed one year after the Bank has fully recovered the amount due. Finally, if the Customer fails to pay for the third time, the card will be canceled and not renewed again. All of the foregoing shall apply to all principal and / or supplementary cards issued by the Bank in favor of the Customer, even if the Customer has not defaulted on payment of the minimum amount of other cards issued to him/her by the Bank. The Bank is entitled to take all necessary legal procedures to collect the debit balance by the Cardholder in case of non-payment.
- i) The Bank shall have the right to appoint collection agencies and/ or collectors to collect the Bank dues from the Principal Cardholder; accordingly the Cardholder authorizes the Bank to disclose any and/or all the Cardholder's data to such collection agencies and/ or collectors for the purpose of collecting the due amount to the Bank.
- j) In case the Cardholder has a Easy Pay with the Bank and if the Cardholder fails to make payment in full of two (2) consecutive Easy Pay Monthly Installments, the entire outstanding balance of the Card Account shall immediately become due and payable by the Cardholder, and Gulf Bank shall have right to demand the immediate payment thereof at its discretion.
- k) If the Card is cancelled prior to the payment in full of the Total Easy Pay Amount, the unbilled amount of the Total Easy Pay Amount will be immediately billed to the Cardholder. The entire outstanding balance of the Card Account shall immediately become due and payable by the Cardholder and Gulf Bank shall have the right to demand the immediate payment thereof at its discretion.
- 5) Bank's statements and records:**
- a) The Bank will send to the Principal Cardholder monthly an Account Statement which clarifies all the credit and debit amounts that occurred on the Card Account during the previous month of issuing the Bank Statement including all the operation that occurred by virtue of the Card.
- b) The Principal Cardholder undertakes that Account Statements issued by the Bank and sent to the Principal Cardholder on his/her address, as kept in the Bank's records, are correct and considered to be conclusive evidence of all the amounts due on the Principle Cardholder to the Bank, unless the Cardholder protests on any of such amounts within twenty five days from the date such statement was sent. Any protest shall only be limited to the amounts the Cardholder protested on, where any remaining due amounts must be paid on the settlement date mentioned in the statement or otherwise applicable charges will be accumulated.
- c) If the Principal Cardholder does not receive the monthly Bank statement within fifteen days from the date it was agreed to send such statement on, the Principal Cardholder must request the Account Statement within a week following the lapse of such fifteen days. If the Principal Cardholder does not make such request, he/she shall not be entitled to claim non-receiving such statement and/or protest what the Account Statement or Card Account contained and shall be responsible for the payment of all amounts stated in the account in addition to any interest and charges applied in accordance with this Agreement.
- 6) SMS Service – Terms and Conditions:**
- 1. DEFINITIONS**
- "Products" means the banking accounts or credit cards, and other products or Services made available by the Bank from time to time.
- "Phone" means the device owned and/or controlled by the customer which has the assigned Phone Number, and through which the customer communicates with the Bank by receiving SMS alerts.
- "Phone Number" means the telephone number assigned to the customer's Phone and registered with the Bank.
- "Security Details" means the unique user identification name, password, PIN, and other relevant security details as the Bank might require from time to time and which are used by the customer to access the Service.
- "Service" means Consumer SMS Service means the SMS alerts sent to the customer's phone based on the customer's credit card movement (such as, without limitation, ATM cash deposits, ATM withdrawal, point of sales usage, visa block, online banking fund transfer, online banking failed transfer, credit card payment, visa international alerts, transfer between accounts through ATM, cheque deposit, plus most other the bank account movements alerts that will be offered by the Bank in the future.
2. The customer must take all necessary precautions to keep safe and prevent any fraudulent or unauthorized use of the customer's Security Details received via SMS Service or the customer's Phone.
3. The customer agrees that the precautions requested under Clause 2 include, but are not limited to, all of the following:
- 3.1 never writing down or otherwise recording the customer's Security Details in a way that can be understood by someone else;
- 3.2 not choosing Security Details that may be easy to guess by someone else;
- 3.3 taking care to ensure that no one hears or sees the customer's Security Details when the customer uses them;
- 3.4 keeping the customer's Security Details safe, secret, and unique to the customer's Products;
- 3.5 not allowing anyone else to have or use the customer's Phone, or the customer's Security Details and not disclosing them to anyone, except when registering for or resetting the customer's Security Details or if required to be disclosed by any law;
- 3.6 keeping information about the customer's Products containing personal details (such as statements) safe and disposing of them safely and securely;
- 3.7 keeping the customer's Phone, and all devices which are used to access the Service safe and secure;
- 3.8 never recording any Security Details on any software which retains information automatically;
- 3.9 If any Security Details are lost or stolen, or the customer suspects that someone else has used or tried to use them, or any of the circumstances in Clause 3.8 arise, the customer must tell the Bank without delay by calling the Bank on the following numbers:
- 3.9.1 From Kuwait: 1805805 (Available 24 hours); or
- 3.9.2 From outside Kuwait: +965 22444383 (Available 24 hours), or by notifying any branch;
- 3.10 Notwithstanding the above, if asked by the Bank, the customer must confirm in writing the loss or theft of the customer's Security Details.
- 3.11 The Bank will ask the customer to co-operate with the Bank and any government authority or regulatory body (or any other relevant authority) in relation to any investigation into the actual or suspected misuse of the customer's Security Details, Products, Phone, or Service.
- 3.12 The customer must report any unauthorized transactions or instructions to the police or any other relevant authority within forty eight (48) hours of the Bank's request to do so. The Bank may also disclose information about the customer or customer's Products to the police or other third parties if, in the Bank's sole opinion, the Bank thinks it will help prevent or recover losses.
- 3.13 The customer hereby confirms, declares and acknowledges that the Phone Number (s) provided to the Bank, is owned by and/ or controlled by the customer, and that any information or communication from and to the Phone, is and shall be within the customer's control.
- 3.14 The customer hereby undertakes to inform the Bank immediately in accordance with this Clause, upon any change in the Phone Number(s), loss of the Phone or Phone Number(s), or any other dealing with the Phone being outside the customer's control and/ or any change that may affect the provision of this Service to the customer.
- 4.1 The customer will be responsible for any and all losses the customer, the Bank, or others may incur if the customer acts fraudulently in the use of the Service or otherwise in breach of these Terms.
- 4.2 The customer will be responsible for all losses if the customer fails (for whatever reason) to use the Service in accordance with the Terms (including, but not limited to, keeping the customer Security Details safe and notifying the Bank as required in accordance with Clause 3).
- 5.1 The Bank will take reasonable care to ensure that any information provided to the customer by accessing and using the Service is an accurate reflection of the customer's credit card movement, where the information is provided by a third party, accurately reflects the information the Bank receives from that third party.
- 5.2 Where information provided via the Service is beyond the Bank's reasonable control (for example, it is provided by a third party), the Bank cannot guarantee that such information is accurate or error free.
- 5.3 Certain information may be provided subject to certain restrictions, or on a specific basis (for example, it is only accurate as at a certain date) in which case any reliance by the customer on such information, is subject to those restrictions or valid at the time the information is provided.
- 5.4 The Bank will not be responsible for any loss of or damage to the customer's data, software, computer, smart phone, Phone, telecommunications or other equipment, caused by the customer using the Service.
- 5.5 Unless the Bank has specifically agreed with the customer otherwise, or subject to applicable law, the Bank shall have no liability to the customer arising out of or related to the customer's use the Service at any time, or any inability to use the Service.

- 5.6 Telecommunications networks are not a completely reliable transmission medium. Neither the Bank, nor any of the Bank's associated companies guarantee the availability of the Service within a specific time frame, since the Service may be, without limitation, interrupted or discontinued. Neither the Bank, nor any of the Bank's associated companies accept liability for:
- 5.6.1 any losses, costs, liabilities, damages or expenses which may arise directly or indirectly if the customer cannot use the Service for any reason; or
- 5.6.2 any delay in, or failure of, receipt of any notifications; or
- 5.6.3 any costs, fees or charges of any kind incurred as a result of: (i) the Bank's dealing with the customer's Products; (ii) any debit and/or credit of the customer's Account in accordance with the customer's instructions; and/or (iii) any inaccuracy, incompleteness or malfunction contained in the information retrieved through use of the SMS Consumer Service.
- 5.7 The Bank will not be liable to the customer (and the customer hereby excuse the Bank) if the Bank fails to carry out any of the Bank's obligations when the cause of failure is beyond the Bank's reasonable control.
- 5.8 If and to the extent any aspect of the Service is provided by third parties, the customer acknowledges and agrees that the Bank's relationship with any such third party Service provider is independent and the Bank will not be liable for any acts or omissions by any third party Service provider, including any modification, interruption or discontinuance of any Account by such third party Service provider.
- 5.9 The customer hereby agrees and acknowledges that the content of the Service is for information only and shall not constitute conclusive evidence. In the event of any discrepancies between the SMS content and the statement of account issued by the Bank the statement of account shall prevail.
6. The Bank may at any time suspend the customer's use of the Service:
- 6.1 if the Bank suspects a threat to the security of the Service;
- 6.2 if the Bank considers there is an increased risk that the customer will be unable to repay any amounts that the customer owes to the Bank or any third party; or
- 6.3 if the customer holds any Products jointly, and the Bank is required under any applicable law, or instructed by any applicable law enforcement, government, or other relevant agency, to suspend the customer's use of the Service (for example, because the Bank learns of a dispute between the joint parties).
7. The Bank reserve the right to make any change(s) in the Bank's sole discretion to the Terms, including changes to the Service including, without limitation, the expansion or reduction of the Service, at any time and shall notify the customer of any such changes by way of post, telephone, SMS, email.

#### 7) CashBack Program Terms and Conditions:

- a) The Cashback amount is calculated based on the settled transactions (except Cash and all fees debited by the bank) and will be shown after each statement cycle.
- b) The Cashback amount is calculated for all POS transactions that the cardholder makes using the credit card in Kuwait and abroad.
- c) The Cashback offer excludes all credit cards issued for corporate accounts or business purposes.
- d) Cash withdrawals transactions made using the credit cards are excluded from the amount based on which the Cashback is calculated.
- e) The transactions made with the supplementary card will qualify for Cashback as per the criteria mentioned above.
- f) The minimum required amount to spend to start earning Cashback is KD 100 per month and there is no maximum purchase amount.
- g) The Cashback rewards will be calculated as per the Merchant Category code (MCC) defined by the acquiring Bank based on Visa & Mastercard guidelines. (Some Grocery stores will not be classified under Grocery category and such purchases will fall under other spends category).
- h) The maximum Cashback amount cap is KD 250 per month for each Cashback card (including the supplementary cards).
- i) The bank reserves the right to exclude Cashback from cardholders who are misusing the promotion for business transactions such as commercial purchases, one or multiple transactions from one merchant, and/or any transactions that are not deemed as normal retail purchases.
- j) The customer is eligible for Cashback only if due amounts are paid on time without any delay.
- k) The customer can redeem Cashback amount only within two years after which it expires.
- l) Redemption is valid for KD 10 and its multipliers only (i.e. the customer cannot have Cashback on KD 3 for example).
- m) Cashback amount will be awarded based on the rate applied by the Bank.
- n) In case of a transaction reversal or refund, the Cashback amount awarded on the credit card will be reversed based on the rate given on the date of reversal, and not based on the original rate.

- o) The Bank has the right to stop the Loyalty Program / Cashback for any customer based on specific reasons.
- p) The Bank has the right to stop the Loyalty Program / Cashback in case the customer is downgraded or if no salary is transferred into the account.
- q) In case the Bank discovers that there are Cashback amounts paid to the customer by mistake or that the customer is not eligible for Cashback, the bank has the right to debit the amount after informing the customer.
- r) The Bank reserves the right to amend the terms and conditions of the Cashback program from time to time without notice.

#### 8) Rose Gold Credit Cards Terms and Conditions – Points Program:

##### 1. Earning Points

- The customer can earn extra points through purchases made using Gulf Bank Rose Gold Credit Card inside Kuwait and abroad.
- Eligible transactions to earn Points include:
  - Locally in Kuwait: purchases made at all shops or websites within the State of Kuwait and in Kuwaiti Dinar
  - Outside Kuwait/internationally: purchases made at commercial shops or global websites outside the State of Kuwait and in a foreign currency other than Kuwaiti Dinar
- Transactions not eligible to earn Points include:
  - Cash withdrawal, annual card fees, transfer of balance, credit vouchers, trading
  - Transactions carried out through the following business categories based on Visa & Mastercard rules:
    - 4829: Money orders – bank transfers
    - 6012: Financial institutions
    - 6051: Non-financial institutions – foreign exchange and money orders (not wire transfer) and traveler's checks
    - 6211: Security - brokers/dealers
    - 7995: Transactions that conflict with general rules and laws in force in the State of Kuwait
- Points can be earned on supplementary cards and will be accumulated under the customer's loyalty membership account of the Primary Cardholder
- Points are earned for every KD 1 spent locally or internationally using Gulf Bank Rose Gold Credit Cards on the below categories:
  - Spas/Salons/GYM
  - International Online Shopping
  - Dining
  - All Other Spends – Local or International

\* Points are awarded based on the MCC - Merchant category code for the categories mentioned above

\* The customer has to pay in the local currency of the country he is visiting and not in the Kuwaiti dinar in order to obtain points. In the event that payment is made in the Kuwaiti dinar currency outside Kuwait, 2 points per dinar are calculated on all purchases without exception

##### 2. Points Cancellation

- The earned points may be canceled in the following cases:
  - Transactions which are reversed and the amount is refunded
  - The earned points will be automatically canceled, in case all customer's cards under the same CIF are canceled
  - If the customer fails to pay the debt arising from the use of the card
  - The points earned expire after 3 years from the date they were awarded/earned

##### 3. General Terms

- The Bank has the right to amend this policy from time to time according to what the Bank deems appropriate without prior notice with notifying the customer through the bank's official channels
- Credit Cards Terms and Conditions Apply
- Gulf Points Program Terms and Conditions Apply

#### 9) Withdrawal of facilities:

- a) The Bank may at any time – without any responsibility on the Bank or providing prior notice to the Principal Cardholder – cancel all the credit facilities given to the Principal Cardholder and request him/her to repay the outstanding amount due to the Bank and return the Principal Card as well as any Supplementary Card(s).
- b) The Bank shall not be liable if any authorization requests are declined, any transaction is not completed or if a Card is not accepted for payment in a certain transaction, nor for any loss or damage resulting from the use of the Card.
- c) All Cards issued by virtue of this Agreement are the sole property of the Bank and if the Bank requests their return, the Cardholder must return them immediately.

- d) In the event the Bank suspends the facilities provided to the Cardholder by virtue of this Agreement, the liabilities and obligations of the Cardholder as mentioned in Clause 9 of this Agreement shall continue to be binding.

**10) Termination of this Agreement:**

- a) Either party may terminate this agreement by giving a written notice to the other party. This termination will only be effective once all the cards issued to the Cardholder have been returned and all amounts incurred on the cards (whether by the use of the card(s) or by adding the applicable fees and charges or any other amounts charged on the card(s)) are paid.
- b) Should the Bank offer the Cardholder the Principal Card as a promotion without any fees and/or charges for the issuance of such Principal Card, the Cardholder shall be obliged to pay the issuance fees for such Principal Card if the Cardholder decides to terminate or cancel the Card within the first year of its issuance.

**11) Safeguarding the Card and PIN:**

- a) The Cardholder is fully responsible for the Card and undertakes to safeguard the Card. If the Card is stolen or lost, the Cardholder shall be liable and responsible for all consequences arising out of the misuse of the Card by third parties. In such events, the Cardholder shall be obliged to inform the Bank immediately to stop the Card access.
- b) The Cardholder must keep and safeguard the Card and the PIN separately in a safe and secured place.
- c) The Cardholder should not allow any other person to use the Card.
- d) The Cardholder should not write the PIN on the Card.
- e) If the Cardholder discovers that the Card is (lost, stolen or being misused), he/she must inform the Bank immediately by calling the Bank/ Cards Department on (1805805) which is available 24/7 and during official holidays; the Cardholder must within 7 days of the incident submit a written confirmation of the incident to the Bank or visit any of the Bank branches during the business official time. In the event the Cardholder does not comply with the above mentioned procedures, he/she will be fully responsible for all and any damages or losses that may occur for neglecting to inform the Bank; and the Bank shall not be liable in this regard.
- f) The Cardholder shall notify the Bank in case he or she changes his/her residential address. If the Bank is not notified of such change of address, the Bank shall use the existing address as provided by the Cardholder and any served or sent notices to such address will be considered legal and served.
- g) The Cardholder must take all necessary precautions to keep safe and prevent any fraudulent and/or unauthorized use of the Card(s) and the Personal Identification Number(s)(PIN) of the Card(s):

**The Cardholder must:**

1. Keep the Card(s) and the PIN in a secured place;
2. Never allow any other person to use their Card(s);
3. Never write the PIN on the Card(s) or in any way or place that can be seen or understood by someone else;
4. Ensure that no one hears or sees the PIN when the Cardholder is using such PIN;
5. Never record the PIN on any software that retains information automatically.

Cardholder must notify the Bank immediately if the Card(s) or the PIN is lost, stolen or misused at any time during the Bank's business hours either by calling (1805805) or by reporting the lost, theft or misuse to any of the Bank's branches otherwise the Bank shall not be responsible or liable for any losses or damages resulting directly or indirectly or in connection with such loss, theft or misuse.

**12) Liability:**

- a) If the Card is used by any person, whether he/she acquired its possession with or without the Cardholder's consent; the Principal Cardholder will remain liable for all transactions arising from the Card use. The Bank may request from the Cardholder to report to the police and submit a copy of the police report to the Bank.
- b) By virtue of this Agreement, the Cardholder's liability will continue until the full settlement of the outstanding balance of the Card Account and shall extend for 60 days from the date of returning the Card to the Bank or the expiry date of the Card.
- c) The Cardholder will be obligated by all the instructions issued by the international VISA/MasterCard Organization, and their amendments from time to time.
- d) The Bank shall not be held liable for any damages that may arise as a result of any malfunction occurred to any electronic device or for any reason that may happen beyond the Bank's control.

**13) Modification:**

- a) The Bank may modify this Agreement at any time and may add or cancel any terms, services, charges and/or fees for any service rendered under this Agreement, without any protest from the Cardholder.

- b) The Bank makes no commitment to grant any additional facilities or services not included in this Agreement.

**14) Supplementary Cardholder:**

The terms and conditions of this Agreement shall be valid and binding on any Supplementary Cardholder.

**15) General Terms:**

- a) This Agreement is governed by the Laws of the State of Kuwait. The courts of the State of Kuwait shall have the sole jurisdiction to settle any disputes arising in connection with this Agreement.
- b) This Agreement is drafted in both Arabic and English languages. If there will be any conflict in interpreting any of the provisions therein between the two used languages, the interpretation according to the Arabic language shall prevail.
- c) Third Party Digital Wallet terms and conditions shall apply in case of selecting to activate and/or use the payment method through Digital Wallet (Samsung Pay, Apple Pay, Google Pay, etc.).

Upon my signature on this application form, I acknowledge and agree to all terms and conditions included in this Agreement as well as to the rules governing the use of all Cards issued to me by Gulf Bank KSC.