

## **FAB Islamic Rewards**

The following terms and conditions (the “Terms and Conditions”) shall apply to the FAB Islamic Rewards Loyalty Program in respect of a Islamic credit card, Islamic debit card, -, Auto Finance, Home Finance, Personal Finance or FAB digital channels registration and usage. These Terms and Conditions are in addition to:

- (a) the General Terms and Conditions, in respect of the above-mentioned products; and
- (b) the Master Islamic credit card Conditions, in respect of a Islamic credit card.

To the extent there is any conflict or inconsistency between:

- (a) these Terms and Conditions and the General Terms and Conditions, those General Terms and Conditions shall prevail; or
- (b) these Terms and Conditions and the Master Islamic credit card Conditions, those Master Islamic credit card Conditions shall prevail

These Terms and Conditions as amended from time to time, and any other information in respect of the Rewards Loyalty Program, may be accessed at the following website: [www.bankfab.com](http://www.bankfab.com).

### **1. Definitions**

1.1 Capitalised terms used in these Terms and Conditions that are not defined in these Terms and Conditions shall, where applicable, have the same meanings set out in the General Terms and Conditions or the Master Islamic credit card Conditions.

1.2 In these Terms and Conditions:

“AED” means the Emirati Dirham, the lawful currency of the UAE.

“Bonus Rewards” means any FAB Islamic Rewards earned through partner programs that are designed to meet individual customer spending at participating brands.

“Cashback” means the amount a customer may redeem her/his FAB Islamic Rewards for against an instant cash back statement credit as determined by the Bank from time to time.

“Islamic credit card” means a Islamic credit card issued by the Bank to the Customer and includes any renewed or replacement Islamic credit card.

“Customer” means a natural or legal person requesting any services offered by the Bank

“Islamic debit card” means any automated teller machine or Islamic debit card, or any other card (excluding Islamic credit cards) which the Bank issues to the Customer to facilitate electronic access to the Customer’s Account.

“Domestic Spends” means any eligible retail purchases made in AED.

“Eligible Transaction” means a purchase made using a Islamic credit card or a Islamic debit card that is eligible to be awarded Rewards at the sole and absolute discretion of the Bank.

“Etihad Guest Miles” means the miles that the Customer may accrue under the Etihad Airways frequent flyer miles program resulting from points exchange

“FAB Islamic Rewards Partners” means merchants participating in the FAB Islamic Rewards Loyalty Program.

“FAB Islamic Rewards Product” means any FAB Islamic Rewards earning product as selected from time to time at the sole and absolute discretion of the Bank.

“FAB Islamic Rewards Programme” is the bank’s rewards proposition that offers customers rewards on eligible products, transactions and channels interaction, the rewards program established by the Bank pursuant to these Terms and Conditions.

“FAB Islamic Rewards” means the reward items obtained through FAB the FAB Islamic Rewards Programme.

“FAB Islamic Rewards Travel” means the travel vouchers where a customer may redeem Rewards against certain travel services and products including, without limitation, air tickets, holiday packages and hotel bookings.

“FAB Islamic Rewards Shop” is an e-commerce shopping portal where the Customer may redeem FAB Islamic Rewards against certain merchandise, electronics, gold, home appliances, and more.

“In-store redemption” means the option whereby customers can redeem their Rewards at the checkout counter while paying with a FAB Islamic Debit or Islamic credit card at participating merchants having a FAB point of sale terminal.

“International Spends” means any eligible retail purchases made in a currency other than AED.

“Pay with FAB Islamic Rewards - Reimburse transaction” is the option that enables FAB Debit and Islamic credit cardholders to offset any purchase transaction or selected bank charges by redeeming their FAB Islamic Rewards.

“Pay with FAB Islamic Rewards - Utility Bill” means the option whereby, customers can pay their utility bills using their accumulated FAB Islamic Rewards.

“Salary Transfer customer” means a customer who has a salary transfer relationship with the bank and whose monthly salary is credited to a valid FAB Islamic Account.

“Shukran points” means partner points that a Customer may choose to convert his/her FAB Islamic Rewards for in order to benefit from the specified retail merchant program.

“Skyward Miles” means the miles that the Customer may accrue under the Emirates Airlines frequent flyer miles program resulting from points exchange.

“Vouchers” means electronic gift cards exchangeable for equivalent AED value at merchant locations by presenting the unique barcode generated upon redemption of FAB Islamic Rewards this option.

“FAB Islamic Rewards Product” means any FAB Islamic Rewards earning product as selected from time to time at the sole and absolute discretion of the Bank.

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## **2. Enrollment and Eligibility**

2.1 FAB Islamic Rewards Product Customers are eligible to earn FAB Islamic Rewards and will be automatically enrolled in the FAB Islamic Rewards Loyalty Program upon approval of their FAB Islamic Rewards Product application.

2.2 The Customer’s eligibility to participate in the FAB Islamic Rewards Loyalty Program is subject to the relevant Islamic credit card, Islamic debit card, Finance or Account being valid and the Customer being in good standing with the Bank. There must be no default or payment arrears on the Card Account, Finance or the Account and the Card, Finance must be existing.

2.3 Membership in the FAB Islamic Rewards Loyalty Program is non-transferable.

2.4 The Bank may disqualify any Customer from participation in the FAB Islamic Rewards Loyalty Program and/or cancel all or part of the number of FAB Islamic Rewards accrued on a Islamic credit card, Islamic debit card, Finance, digital interaction, Fixed deposit or Account in the following circumstances: a) the Card Account, or Finance is closed or the Card Account, Finance, the Account or Customer is no longer in good standing in the opinion of the Bank; b) the period for redemption of the FAB Islamic Rewards has expired; c) the Customer has breached these Terms and Conditions, the General Terms and Conditions, the Master Islamic credit card Conditions or applicable terms and conditions of any other eligible products; or d) any other event, which, in the sole and absolute discretion of the Bank warrants the cancellation or refusal by the Bank to permit the redemption of the FAB Islamic Rewards.

2.5 If the Customer’s membership of the FAB Islamic Rewards Loyalty Program is terminated, then any FAB Islamic Rewards that have accrued shall be immediately forfeited and may no longer be redeemed.

For every 1 (one) AED (or equivalent foreign currency) charged by the Customer to a Islamic credit card, the Customer will be awarded a FAB Reward as set out in the table below:

Card Type	Spend Type	Number of FAB Islamic Rewards/ AED 1 spend	Maximum cap on earnings monthly
FAB Emirati Islamic Credit Card	Beauty & Fragrance*	15 FAB Rewards/ AED 1 spend	500,000 FAB Rewards per month
	Cross border (non- AED spend)	10 FAB Rewards/ AED 1 spend	
	All other spending**	5 FAB Rewards / AED 1 spend	
Infinite**	AED spending (With salary transfer)	4	600,000 FAB Rewards per month
	AED spending (Without salary transfer)	3	
Infinite**	Non - AED spending (With salary transfer)	5	
	Non - AED spending (Without salary transfer)	4	
Platinum**	All spending (With salary transfer)	3	
	All spending (Without salary transfer)	2.5	
Standard**	AED spending (With salary transfer)	2	
	AED spending (Without salary transfer)	1.5	
Standard**	Non - AED spending (With salary transfer)	2.5	
	Non - AED spending (Without salary transfer)	2	

\* Capped at 200,000 FAB Islamic Rewards per monthly, identified with cosmetic stores merchant category code 5997 as classified by MasterCard

\*\*Certain categories of spend including government services, charities, rental, insurance, telecom, education, fuel, supermarkets and utilities will earn 0.5 FAB Rewards/ AED 1 spend

### 3.2 FAB Rewards Earning Structure in respect of Islamic debit cards

For every 100 (hundred) AED (or equivalent foreign currency) charged by the Customer to a Islamic debit card, the Customer will be awarded a FAB Reward as set out in the table below:

Islamic debit card Type	Spend Type	Number of FAB Islamic Rewards	Maximum FAB Islamic Rewards per month
Islamic Elite Debit	Domestic (AED)	60	150,000
	International (Non – AED)	120	

### 3.3 FAB Rewards Earning Structure in respect of Finances

Islamic Finance Type	Number of FAB Islamic Rewards/ AED 1,000	Maximum FAB Islamic Rewards per month
Personal Finance	300 FAB Islamic Rewards	200,000 per transaction
Home Finance	100 FAB Islamic Rewards	200,000 per transaction
Auto Finance	240 FAB Islamic Rewards	600,000 per transaction

### 3.4 FAB Rewards Earning Structure in respect of Digital channel interactions.

Customer Type	Transaction Type	Number of FAB Islamic Rewards	Maximum FAB Islamic Rewards per month
Rewards for FAB Elite Customers	E-channel registration	1,000 FAB Islamic Rewards	Once upon registration
	International Remittance	600 FAB Islamic Rewards per transaction	3,000 FAB Islamic Rewards per month
	Standing Instructions	2,000 FAB Islamic Rewards per transaction	Once per new service provider, upon successful first payment execution

Rewards for all other Customers	Standing Instructions	2,000 FAB Islamic Rewards per transaction	Once per new service provider, upon successful first payment execution
	International Remittance	500 FAB Islamic Rewards per transaction	3,000 FAB Islamic Rewards per month

3.5 FAB Islamic Rewards are earned for each eligible Transaction subject to such limits as the Bank may determine in its sole and absolute discretion. The maximum accrual of FAB Islamic Rewards that may be earned in a calendar month shall not exceed 600,000 FAB Islamic Rewards.

3.6 Non-Eligible Transactions whereby no FAB Islamic Rewards shall be earned are set out in the Schedule to these Terms and Conditions.

3.7 FAB Islamic Rewards are calculated by rounding down the value of each Eligible Transaction to the nearest dirham.

3.8 FAB Islamic Rewards may not be assigned, transferred or pledged. Additionally, Rewards may not be pooled or combined between customers for redemption.

3.9 FAB Islamic Rewards are valid for a period of two (2) years from - day on which such FAB Islamic Rewards were earned. Unless used prior to the expiration date, FAB Islamic Rewards shall expire on such date. Expired FAB Islamic Rewards will be deducted from the customer’s loyalty account and cannot be re-credited. It is the Customer’s responsibility to be aware of both the number of FAB Islamic Rewards accrued and their expiration date. This can be monitored by the Customer at any time by accessing the Rewards section in FAB Mobile or Internet Banking or by contacting the Bank’s contact centre.

3.10 The Bank reserves the right at any time and without any prior notice to the Customer, to change the ratio between any FAB Islamic Rewards to be awarded and the specified amount charged to any eligible FAB Islamic Rewards product.

3.11 Subject to these Terms and Conditions, where the Bank cancels or reverses any accrued FAB Islamic Rewards from the customer’s loyalty account, the number of FAB Islamic Rewards that will be cancelled or reversed will be calculated at the same rate as the relevant FAB Islamic Rewards were earned.

#### 4. Redemption of FAB Islamic Rewards

4.1 Rewards may be redeemed against the following:

- (i) Vouchers
- (ii) Cashback
- (iii) Skywards Miles Exchange, Etihad Guest Miles Exchange or exchange to Shukran loyalty program
- (iv) a reservation or booking made through the FAB Islamic Rewards Travel vouchers

(v) FAB Islamic Rewards Shop

(vi) Pay with FAB Islamic Rewards- Reimburse transaction

(vii) Pay with FAB Islamic Rewards- Pay Utility Bill

(viii) Instant in-store redemption at participating location

4.2 Only the primary-customer is eligible to redeem any FAB Islamic Rewards using FAB digital banking channels including FAB Mobile, Internet banking or via FAB Contact Center

All primary and supplementary cardholders are eligible to redeem FAB Islamic Rewards at FAB point of sale terminals for in-store instant redemption

4.3 The redemption of FAB Islamic Rewards may be done either by using FAB Mobile and Internet Banking channels or contacting the Bank's contact centre at 600 52 5500

4.4 Once FAB Islamic Rewards have been redeemed, the Customer may not cancel such redemption request and the FAB Islamic Rewards may not be exchanged, reinstated, re-credited or refunded.

4.5 The Bank is not, and shall not be considered, at any time, as a supplier of a FAB Reward, or an agent or representative thereof, and the Bank shall not be held liable for failure on any the part of a supplier or FAB Islamic Rewards Partner(s) in connection with the FAB Islamic Rewards Loyalty Program.

4.6 Any request placed for the redemption of –FAB Islamic Rewards shall be subject to the Bank's approval, availability at the time of placing the redemption request, and any additional terms and conditions or specified by suppliers or –FAB Islamic Rewards Partner(s).

4.7 The Bank may without prior notice to the Customer withdraw or substitute any of the –FAB Islamic Rewards for another reward of comparable value or nature.

4.8 Subject to these Terms and Conditions, any FAB Islamic Rewards offered under the FAB Islamic Rewards Loyalty Program, cannot be exchanged, refunded or redeemed for cash or credit under any circumstances.

## **5. General**

5.1 The Bank makes no representation and provides no warranty whatsoever, expressed or implied, and undertakes and assumes no liability whatsoever, in respect of the quality or merchantability of any FAB First Abu Dhabi Bank PJSC is licensed and regulated by the Central Bank of the UAE. Its registered office address is P.O. Box 6316, Abu Dhabi, UAE. FAB Islamic Rewards Terms and Conditions – English Version

Reward or the suitability or fitness thereof for any use or purpose. All FAB Islamic Rewards shall be accepted at the Customer's own risk.

5.2 Any personal liability arising out of the receipt or use of FAB Islamic Rewards is solely the Customer's responsibility

5.3 Without prejudice to the foregoing, the Bank reserves its right, to be exercised at any time without prior notice to the Customer, to apply time limitations on the validity of the –FAB Islamic Rewards earned by the Customer and credited to the customer loyalty account.

5.4 Subject to the Bank's determination and applicable laws, the Bank is and will remain entitled, at any time and without liability to the Customer, to terminate the FAB Islamic Rewards Loyalty Program and, cancel or vary its benefits or features, vary these Terms and Conditions, withdraw or change the types of transactions that are eligible for FAB Islamic Rewards and, modify or limit the value of FAB Islamic Rewards, or the conditions for redemption notwithstanding such changes may affect the value of the FAB Islamic Rewards already accrued.

The following transactions are not eligible to earn FAB Islamic Rewards: For Islamic credit cards No FAB Islamic Rewards shall be earned for Islamic credit card transactions relating to the following:

- (a) fees, charges and interest;
- (b) cash advances;
- (c) balance transfers;
- (d) Islamic credit card Finances;
- (e) transaction reversals;
- (f) finance charges;
- (g) any payments or amounts deposited or credited to the Card Account
- (h) transactions that the Bank determines, in its discretion, are disputed, erroneous, unauthorised, illegal and/or fraudulent;
- (i) easy cash; and
- (j) any other transactions that the Bank may include on this list from time to time.

For FAB Islamic debit cards No Rewards shall be earned for eligible FAB One and Elite Islamic debit card transactions relating to the following:

- (a) fees and charges;
- (b) cash advances;
- (c) balance transfers;

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- (d) Finances instalment;
- (e) transaction reversals;
- (f) any payments or amounts deposited or credited to the Account

## **SCHEDULE**

### **NON-ELIGIBLE TRANSACTIONS**

- (a) transactions that the Bank determines, in its discretion, are disputed, erroneous, unauthorized, illegal and/or fraudulent;
- (b) easy cash;
- (c) any other transactions that the Bank may include on this list from time to time.