

MORE REWARD PROGRAM TERMS & CONDITIONS

1. The More Reward Points Program (the "**Program**") is a bank-wide rewards program which allows eligible Bank Customers ("**Customer**") to accumulate points ("**Reward Points**") from spending on their Bank Debit and Credit Card ("Ajman Bank Card/s"), opening current or savings account, digital banking activation and making deposits via the bank CCDM machines. The eligible products and services for Reward Points earning will be as determined by the Bank from time to time.
2. Exclusions from the Program: The Bank has the right to include/exclude any products or services into/from Reward Points at any time with/ without prior notice to the Cardholder.
3. In order to benefit from Reward Points, the Customer must be active and in good standing as per the criteria and standards applied by the Bank from time to time. The Customer's acceptance of the Terms and Conditions outlined hereinafter shall be deemed satisfied upon redemption of his/her Reward Points.
4. Participation in the Program is free and upon registering with Bank' Digital Banking (Internet or Mobile Banking).
5. Reward Points will be awarded from the date the Digital Banking is activated.
6. Products & Services included in the Program:
 - a. Card Spends: whenever the Bank Card is used for all domestic and international retail spends/ purchase transactions, and Utility Bill Payment via Ajman Bank ATM & Digital Banking channel only. POWER Credit Card, BRight Credit Card, Platinum Debit Card and Priority Debit Card are included in this Program.
 - b. Account opening: Opening current or savings account with the Bank.
 - c. Digital Banking activation: First time activation of Ajman Bank Online or Mobile Banking.
 - d. CCDM Deposits: Depositing cash in Bank's Cash & Cheque deposit machines (CCDM) placed at bank branches and other locations
7. The rate of earning Reward Points is updated on the website and/or communicated from time to time. The Bank reserves the right, to be exercised at any time and without any prior notice to the Customer, to change the reward points earn and redemption methodology.
8. For Credit Cards, the following conditions will apply:
 - a. All transactions charged to a Customer's Bank Cards are eligible for Reward Points except for the following: Annual fee, Monthly fee, Cash Advances, Late Payment Charges, other fees and charges, Installment Payment Plans, Easy Cash, Balance transfer, Foreign currency purchases, Credit Shield/any other Takaful insurance programs or products that the Bank may choose to offer, Transactions that the Bank decides are disputed, erroneous, unauthorized, illegal and/or fraudulent and Instalment Plan facilities offered

by the Bank. The Bank may, at its sole discretion and without prior notice to the Customer, add to, or remove from, the above list of eligible charges and transactions. The Bank's decision as to what constitutes an eligible charge shall be final and conclusive. The Bank may also apply caps and/or reduced Reward Points to certain categories of spending at the sole discretion of the Bank.

- b. Reward Points will stop accruing if the Customer fails to pay the Minimum Amount Due on the Card Account on 2 consecutive Payment Due Dates.
9. In the event the Card or Account is voluntarily closed by the Customer, Reward Points accumulated on his/ her Card have to be redeemed within 30 days of such closure; otherwise these will automatically lapse. In the event the Card or Account is cancelled by the Bank for any other reason, all the Reward Points accumulated will stand forfeited. If the Card or Account is blocked or suspended by the Bank for any reason whatsoever, then the Reward Points accumulated shall stand forfeited but may be reinstated at the discretion of the Bank if use of the Card is reinstated.
10. The Bank's decision on computation of Reward Points will be final, conclusive and binding on the Customer.
11. The Customer can only redeem the Reward Points registered and credited to the Rewards Account of the Customer at the time of making the redemption. The books and records of the Bank shall be conclusive evidence in respect of the number of Reward Points registered and credited to the Customer's Rewards Account.
12. In addition to any other conditions outlined in these Terms and Conditions, Reward Points accumulated under the Customer Reward Account(s) will be cancelled if the Customer's Bank Card or Account
 - a. is closed;
 - b. is not in good standing in the opinion of the Bank;
 - c. has expired;
 - d. has breached the Bank's and/or VISA or MasterCard Agreement;
 - e. any other event which, in the sole discretion of the Bank, should result in the cancellation of Reward Points.
13. Reward Points redemption will not be allowed if the Minimum Amount Due on the Card Account has not been cleared on the Payment Due Date for one statement cycle. The account will be reactivated only after the dues are cleared.
14. Reward points will expire automatically in 2 years from the date of point accrual.
15. Maximum Reward points in a calendar month:
 - a. Credit Cards: Cardholder can earn Reward Points on retail spends up to the credit limit of his/her Card in one calendar month. For Cards with limit greater than AED 100,000, the maximum Reward Points that can be earned in one calendar month will be up to the spends of AED 100,000.

- b. Debit Cards:
 - i. Platinum Debit Card: 1,000 Reward Points (AED 100)
 - ii. World Debit Card: 1,500 Reward Points (AED 150)
 - c. CCDM Deposits: 2 transactions per day. Minimum deposit amount AED 300
 - d. Digital Banking activation: First time activation of Online or Mobile Banking
 - e. Account opening: Based on the number of current and savings accounts opened with Ajman Bank.
16. Reward Points may not be earned on any expenditure not classified by the Bank as a Qualifying Expenditure. The following transactions are classified as non-Qualifying Expenditure and will not be eligible for the Reward Points unless otherwise specified by the Bank:
- a. Cash withdrawals at ATMs, exchange houses or similar institutions;
 - b. The issuance of traveller's cheques or similar instruments
 - c. Any cash or Easy Cash transaction
 - d. Any balance transferred to the Card Account
 - e. Any Transactions at merchants classified as "Security Brokers/Dealers", "Government transaction , Money transfer , Wallet top-up
 - f. Any transaction above the card limit
 - g. Fees or Charges
17. The Bank may at its own discretion amend the list of transactions classified as Non-Qualifying Expenditure and not eligible for Reward Points listed in the condition above.
18. 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 Reward Points earned by the Customer and credited to the Customer's Reward Account. Any unprocessed redemption order for Reward Points that have been cancelled, shall not be processed by the Bank despite the fact that such redemption order was received before the Customer's relevant Reward Points cancellation.
19. Any order placed for the redemption of Reward Points for any of the Rewards is subject to the Bank's approval, the availability of the Reward at the time of placing the redemption order by the Customer, as well as any restrictions applied by the suppliers of the Reward. The Bank may, without prior notice to the Cardholder withdraw or substitute any of the Rewards for another Reward of comparable value or nature. Redemption orders may be placed through any channel communicated from time to time.
20. The Bank shall not be liable for any loss of profit, savings, contract, revenue, or goodwill or any consequential indirect, incidental, special or punitive loss, damage or expenses or loss of data sustained by the Customer as a result of redeeming Reward Points and/or possessing and/or using the redeemed Reward(s) nor shall the Bank be responsible or held liable for any amount payable by the Customer to any third party arising out of the purchase, supply, quality, installation, use or other wise of Rewards, or of any negligence, breach of statutory or other duty on the part of the Bank and/or the supplier.
21. Redemption orders once submitted to the Bank loyalty website cannot be cancelled, revoked or changed.

22. The Bank reserves the right to disqualify any Customer from further participation in the Reward Points Program, if in the Bank's sole judgment, that Customer has in any way violated these Terms and Conditions and/or the Terms and Conditions of his /her Bank Covered Card Agreement. Suspension and disqualification may result, at the Bank's sole discretion, in the cancellation and nullification of all Rewards Points earned by the Customer.
23. The Bank is entitled, at any time and without any prior notice or liability to the Customer in any manner whatsoever, to terminate the Reward Points Program and/or cancel 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 the Reward Points Program, and/or modify or limit the value of Reward Points and/or the manner of their redemption even though any of such acts may diminish the value of the Reward Points already accumulated. The Program does not in any way amend the Bank Card Terms and Conditions between the Bank and the Cardholder, and any term referenced but not defined herein may be interpreted in accordance with the said Terms and Conditions.
24. The Bank acts in good faith in response to any oral or electronic instruction or inquiry by the Customer in respect of any matter in relation to this Program and fulfillment of any reward. The Customer will not be entitled to claim or allege any loss, damage, liability, expense etc. attributable directly or indirectly to any such good faith action of the Bank and the Customer shall indemnify and hold the Bank harmless in respect thereof.
25. All disputes if any, arising out of or in connection with this Program shall be subject to the exclusive jurisdiction of the competent courts in Ajman.