

ULTRACASH CASHBACK REWARDS PROGRAM

- The ULTRACASH Cashback Rewards Program (the "**Program/Cashback Program**") allows eligible Bank Covered Cardholders ("**Cardholder/s**") to accumulate Cashback ("**Cashback**") from spending on their Bank Covered Card ("Ajman Bank Card/s"). For avoidance of doubt, the Cashback Program only applies to ULTRACASH Credit Card.
- Exclusions from the Program: The Bank has the right to include/exclude any Card into/from Cashback as per the terms mentioned in the Amendment to the Terms & Conditions and Service and Price Guide section of this agreement.
- Cardholders are eligible to receive a one-time welcome Cashback of AED 500 for UAE Nationals and AED 300 for Expatriates during the first year of Card Account set-up **upon performing one retail transaction in the first 30 days of card issuance subject to annual fee payment**. Any Cashback Cardholders re-applying for the card will not be eligible for the one-time welcome bonus.
- In order to benefit from Cashback, the Bank Card must be valid and in good standing as per the criteria and standards applied by the Bank from time to time. The Cardholder's acceptance of the Terms and Conditions outlined hereinafter shall be deemed satisfied upon redemption of his/her Cashback.
- Participation in the Program is automatic and free on receiving the Bank Card. Cardholders can redeem the Cashback through Ajman Bank Mobile Banking channel.
- Cashback will be awarded from the date the Card is activated whenever the Bank Card is used for all domestic and international retail spends/ purchase transactions only.
- Cardholders can select 2 of 4 spend categories and earn 5% Cashback on 2 categories. The 4 spend categories are fuel, supermarket, online spends and school fee payments. UAE nationals will get 10% Cashback on fuel category for the 1st 3 months of card issuance if fuel is selected by the Cardholder and 5% Cashback thereafter. The determination of fuel, supermarket, online spends and school fee spend will be basis merchant code as published by MasterCard, from time to time. The following rate of Cashback will be awarded to the Corresponding Eligible transactions and maximum Cashback accrual cap will apply per month as per the table below:

Spending type	Cashback %	Maximum Cashback per statement cycle
Fuel	5%	AED 400
Supermarket	5%	AED 100
Online Spends	5%	AED 100
School fees	5%	AED 200
All other retail spending	1%	Up to the Credit limit

The Bank will not be responsible for providing Cashback for purchases at merchant outlets/franchises that have not registered themselves under the merchant codes assigned for the Cashback program spend categories. For scenarios where customer has opted for Online spends cash back program and he conducted school fee, fuel, supermarkets spends online; for all such scenarios customer will be eligible for online spends cash back and not under the individual spend categories.

- Cashback will stop accruing if the Cardholders fail to pay the Minimum Amount Due on the Card Account on 2 consecutive Payment Due Dates. The Cardholder should not be delinquent in his/her Card Account to be eligible to receive Cashback. No transfer/credit of the Cashback will be done with retrospective effect if the Card Account has been returned to normal after being delinquent.
- Warning:** In the event, the Card is voluntarily closed by the Cardholder, Cashback accumulated on his/ her Card will automatically lapse. In the event the Card is cancelled by the Bank for any other reason, all the Cashback accumulated will stand forfeited. If the Card is blocked or suspended by the Bank for any reason whatsoever, then the Cashback accumulated shall stand forfeited but may be reinstated at the discretion of the Bank if the use of the Card is reinstated.
- The Bank's decision on the computation of Cashback will be final, conclusive and binding on the Cardholder.
- The Cardholder can only redeem those Cashback credited to the Bank Card Account of the Cardholder at the time of making the redemption. The books and records of the Bank shall be conclusive evidence in respect of the number of Cashback registered and credited to the Cardholder's Bank Card Account.

12. In addition to any other conditions outlined in these Terms and Conditions, Cashback accumulated under the Cardholder's Bank Cards Account(s) will be cancelled if the Cardholder's Bank Card
 - (a) is closed;
 - (b) is not in good standing in the opinion of the Bank i.e. missed his payments on credit cards and/or any other product with Ajman Bank;
 - (c) has expired;
 - (d) has breached the Bank's Agreement
13. Cashback 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. Cashback will expire automatically in 2 years from the date of point accrual.
15. Cashback requests cannot be cancelled, revoked or changed once submitted to the Bank.
16. The Bank reserves the right to disqualify any Cardholder from further participation in the Cashback Program after sending a written notification to the Cardholder, if in the Bank's sole judgment, that Cardholder has in any way violated these Terms and Conditions and/or the Terms and Conditions of the Bank Covered Card Agreement. Suspension and disqualification may result, at the Bank's sole discretion, in the cancellation and nullification of all Cashback earned by the Cardholder.
17. 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 by the said Terms and Conditions.
18. The Bank acts in good faith in response to any oral or electronic instruction or inquiry by the Cardholder in respect of any matter about this Program and fulfilment of Cashback. The Cardholder 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 Cardholder shall indemnify and hold the Bank harmless in respect thereof.
19. Cashback 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 Cashback unless otherwise specified by the Bank:
 - a. Cash withdrawals at ATMs, exchange houses or similar institutions;
 - b. The issuance of traveler'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
 - h. Installment Payment Plan transactions
 - i. Disputed or fraudulent transactions
20. The Bank may at its own discretion amend the list of transactions classified as Non-Qualifying Expenditure and not eligible for Cashback listed in the condition above after giving 60-day advance notice.
21. The Bank reserves the right to terminate the Cashback program or amend its terms and conditions after giving 60-day advance notice.
22. For complaints and suggestions, you may visit any of our branches and submit in writing or verbally to our Customer Service Officer. You can also call our Phone Banking on 600555522 and we will be happy to assist. Alternatively, you may also use our website www.ajmanbank.ae/site/contact-us.html or email us at info@ajmanbank.ae.