



*Raqami Islamic Digital Bank Limited*

PayPak Debit Cards

TERMS AND CONDITIONS

## Definitions

The following terms and conditions shall apply to PayPak Debit Cards issued by Raqami Islamic Digital Bank Limited ("RIDBL"). The PayPak Debit Cards may be used at Automated Teller Machines ("ATMs") of all banks in Pakistan, Point of Sale (POS) terminals as well as for all 3D Secure service transactions conducted for e-commerce payments. 3D Secure is a service that Banks may offer from time to time, which provides the Cardholder (as defined below) with additional security when shopping online using their debit card on merchant websites which subscribe to the services of RIDBL 3D Secure.

By accepting these terms and conditions the Cardholder (as defined below) understands that he/she can use his/her PayPak Debit Card for carrying out transactions at POS terminals, e-commerce merchants, and Automated Teller Machines (ATMs) of any bank in Pakistan.

## Eligibility

Account holders to whom RIDBL issues a PayPak Debit Card shall hereinafter be referred to as "Cardholders" and a bank account linked for use of the RIDBL issued Paypak Debit Card shall hereinafter be referred to as "LinkedAccount."

Current and Savings Account holders shall be eligible for applying and using RIDBL issued PayPak Debit Card.

## Usage Restrictions

1. The PayPak Debit Card is not assignable, transferable or exchangeable and shall be used exclusively by the Cardholder only. It is the Cardholder's responsibility to ensure safe and secure possession of the card at all times.
2. The PayPak Debit Card can be used for the payment of goods and services at Point of Sale (POS) terminals at any designated retail/service outlet(s) of merchant(s) approved by RIDBL from time to time ("Merchant Locations") in Pakistan and those displaying the Payment Network.
3. The Cardholder understands that the contactless transactions can be performed with the PayPak Debit Card. All PayPak Debit Cards which have a contactless symbol allow the Cardholder to use the contactless method (i.e., by holding the card) card at any Merchant Location where the POS machine is displaying the contactless symbol to perform a transaction.
4. The limit for contactless transactions can be changed at any time by the associations and/or the merchant's acquiring bank. Transactions for amounts above the defined limits of RIDBL will be completed using your PIN. A contactless payment can be rejected at any

POS machine and instead the cardholder may be required to perform the transaction using the PIN.

5. RIDBL shall not be liable for any conditions that the merchant or the acquiring bank may impose on the acceptance/non-acceptance of contactless/contact mode of payment.
6. RIDBL reserves the right to change any of the existing limits of the PayPak Debit Cards after informing the Customer.
7. The PayPak Debit Card must not be used for any unlawful purposes including the purchase of goods or services prohibited by the law in Pakistan or in any foreign country where it is being used. The PayPak Debit Card is designed for Shariah-compliant transactions only and the Cardholders are under an obligation to use the card only for lawful and Shariah-compliant transactions. Payments for activities, such as interest, penalties, fines, gambling, and Shariah non-compliant content are prohibited under RIDBL's policies and the Cardholder shall be solely responsible for breaching this term. RIDBL reserves the right to block non-compliant transactions as per Shariah guidelines.

## PIN (Personal Identification Number)

Once the card is received by the cardholder, the cardholder needs to create a secure PIN for the debit card on the RIDBL App. The PIN is a confidential number created by the Cardholder and may be changed by the Cardholder subsequently at his/her own risk. The Cardholder shall use the PIN for ATM transactions or where/when required. For debit card transactions at POS installed at Merchant Locations, the Cardholder will be required to use the PIN if the POS prompts for the same. The Cardholder undertakes not to pass on the PayPak Debit Card or disclose the PIN to any other person and shall take every precaution to prevent disclosure of the PIN to any other person/third party. The Customer can also be prompted for a PIN when a contactless transaction is performed at NFC enabled POS machine.

## Loss of Card

1. The Cardholder further undertakes to accept full responsibility for the transactions involving the use and/or misuse of the PayPak Debit Card and/or the PIN whether or not made with his/her knowledge or authority and he/she accepts the RIDBL's record of transactions as binding for all purposes in relation to the same.
2. The Cardholder will be solely responsible for any inconvenience, damage and/or losses incurred as a result of the loss, theft, misuse or unauthorised use of the PayPak Debit Card and/or the PIN and RIDBL shall stand absolved from any liability in any such event.
3. The Cardholder undertakes to immediately block the PayPak Debit Card through the RIDBL App and report the card as lost/stolen on the RIDBL App.
4. RIDBL is authorised to block the PayPak Debit Card transactions or any services linked with the PayPak Debit Card at any time, without prior notice to the Cardholder and

without assigning any reasons in respect thereof. The Cardholder will be subsequently notified of the blocking of the PayPak Debit Card transaction.

## Exemptions

1. The Cardholder shall under no circumstances have a claim to any compensation from RIDBL if the PayPak Debit Card transactions are not carried out due to any technical malfunctions and/or operations failures and/or due to the built-in safety features of the PayPak Debit Card and ATMs or for any other reason whatsoever which is not caused by the RIDBL. RIDBL shall not be liable for any or all losses and/or damages suffered by the Cardholder for not being able to use the PayPak Debit Card and denial of card transactions.
2. RIDBL shall not be liable to the Cardholder for any inconvenience, loss and/or damage suffered as a result of RIDBL being prevented from or delays in providing any banking or other services to the Cardholder due to any reason whatsoever including mechanical failure or failure of power supplies or equipment, strikes, an act of war or causes beyond the RIDBL's control.
3. RIDBL shall not be responsible for any inconvenience, loss or damage suffered by the Cardholder due to malfunctioning or non-operation of any ATMs in Pakistan or outside of Pakistan. RIDBL shall also not be responsible to the Cardholder if the PayPak Debit Card is not honoured/accepted or if cash has not been disbursed although the Linked Account has been debited or if cash is disbursed short for any reason whatsoever or if the Debit Card is retained by the ATMs or the Merchant Location refuses the debit card transaction.
4. In the event of a Cardholder's account is debited and cash is not disbursed or disbursed short when the PayPak Debit Card is used at another bank's ATMs, the Cardholder must submit a claim for the respective transaction/amount with RIDBL Call Center. RIDBL shall only reverse the entry for the claimed amount after verifying such claim with the respective bank whose ATM was used.
5. In the event that another bank's ATM dispenses cash but the relevant Cardholder's Linked Account is not debited for the same transaction, RIDBL is irrevocably authorised to debit the relevant Linked Account for such withdrawal along with applicable charges prescribed by the RIDBL, regardless of whether the Cardholder is informed or has authorised the same. The applicable RIDBL charges will be in accordance with RIDBL's Schedule of Charges in force at the time. In case the Cardholder's Linked Account does not have sufficient funds for any reason, RIDBL will have the right to set-off any credit balance/ proceeds of instruments or other items of the Cardholder whenever available with RIDBL. RIDBL Schedule of Charges are available on the RIDBL official website.

## Fees

1. The Cardholder agrees to accept that a fee (as determined by RIDBL) will be charged on

all transactions performed on other bank's ATMs in Pakistan and transactions performed at Merchant Locations.

2. RIDBL is duly authorised to levy a fee on issuance/renewal/replacement of the PayPak Debit Card and to levy an annual fee for each card, as per the RIDBL's applicable Schedule of Charges in force at the time.
3. RIDBL, at its sole discretion, reserves the right to levy and/or increase charges/fees for all the services provided through the use of PayPak Debit Card. Such charges will be determined by RIDBL and will be applied as stated in RIDBL's Schedule of Charges in force at the time and the Cardholder irrevocably authorises RIDBL to debit his/her account for the same. RIDBL is entitled to debit such charges from any other account of the Cardholder in case the Linked Account pertaining to the PayPak Debit Card has insufficient funds.

## Payments

1. In case there is insufficient balance in the Linked Account(s) for carrying out any debit card or ATM transactions, the same shall be denied to the Cardholder. In the event that there are also insufficient funds for debit of outstanding charges owed to RIDBL by the Cardholder in respect of the card transactions, all services available on the PayPak Debit Card will remain suspended until such time that the Cardholder clears all related charges.
2. The Cardholder accepts full responsibility for the correctness of payment instructions given on the ATMs and irrevocably authorises RIDBL to act upon any payment instruction received through an ATM.

## Card Cancellation

1. In the event that a Cardholder decides to discontinue use of the PayPak Debit Card, the Cardholder shall permanently block card using RIDBL Mobile App and dispose off the physical PayPak Debit Card himself/herself.
2. In the event of death of the Cardholder, all transactions related to the PayPak Debit Cards shall continue to be debited to the Cardholder's Linked Account and/or other accounts till such time that RIDBL is informed about the death of the Cardholder. Upon receiving such notice, RIDBL will block any fresh transactions carried out with the card from the date of receipt of the notice. All transactions authorised through the card and/or PIN before receipt of notice of death of the Cardholder by RIDBL, shall be debited to the Cardholder's Linked Account and/or other accounts accordingly.

## Dispute Handling/Resolution

1. If a Merchant Location makes a refund for a card transaction, RIDBL will credit the Linked Account when it receives the Merchant Location's proper instructions and the funds in respect of such refund. RIDBL will not be responsible for any delay in receiving such instructions and refunds. All disputes relating to a Merchant Location shall be resolved exclusively between the relevant Merchant Location and the Cardholder, and RIDBL shall not be responsible for such resolution of disputes.
- 2.

## Transaction Alerts

The Customer acknowledges that the Transaction Alerts Facility is dependent on the telecommunications infrastructure, internet connectivity and network services within Pakistan. The Customer accepts that timeliness of alerts sent by RIDBL will depend on factors affecting the telecommunications and Internet Service Providers. Neither RIDBL nor its service providers shall be liable for non-delivery or delayed delivery of alerts, error, loss, distortion in transmission of and wrongful transmission of alerts to the Customer.

## General Terms and Conditions

I ("Customer"), having provided my particulars, hereby request you, Raqami Islamic Digital Bank Limited ("Bank") to accept and act upon all telephonic and keystroke based electronic instructions ("Instructions") issued by the Customer using my security details, including PIN/password, for availing any or all of the banking services ("Services") that the Bank may, at its discretion, offer from time to time. In consideration of the Bank, at its absolute discretion, agreeing to accept such Instructions, I the Customer hereby agree and acknowledge as follows:

1. The Customer accepts full responsibility for keeping the information secure and further agrees;
  - 11 Not to keep his/her PIN/password in a form that can be easily identified as a PIN/password.
  - 12 Not to voluntarily disclose his/her PIN/password, Card Number, CVV or Card Expiry Date to any other person.
  - 13 Not to negligently or recklessly disclose his/her PIN/password.
  - 14 To notify the Bank, immediately, if the Customer's PIN/password has been lost or has become known to someone else.
2. The Bank shall not be held responsible if the call center, mobile and internet banking remains

unavailable from time to time due to routine maintenance or emergency repairs or because of the unavailability of any electricity, telecommunication system or network.

3. The Bank will not be liable for any loss or damage to the Customer due to any transaction not being carried out or being carried out incorrectly when caused directly or indirectly by failure of equipment, electronics, communication or similar mechanical failures or by misrouting information, industrial dispute or other causes beyond the Bank's control.
4. The instructions given in the terms of this mandate shall at all times be legally binding and enforceable against the Customer. The Customer waives all rights and remedies to challenge or dispute any instructions executed by the Bank in compliance with the terms of this mandate.
5. The Customer hereby permits and authorizes the Bank to use voice recording and to record any IVR keystrokes, mobile keystrokes and website keystrokes along with all verbal communications with the Bank's customer service officers to constitute evidence of the Instructions communicated by the Customer.
6. The Bank reserves the right to add or alter any of the aforesaid Terms and Conditions under intimation to the Customer and the Customer agrees to abide by the said changes.
7. The Bank may offer cash back on transactions conducted on POS or ATM Machines to its Cardholders at its own discretion. Bank reserves the right to modify or suspend any such offer or any of the terms applicable to such offer without assigning any reasons or without any prior intimation.
8. The Bank reserves the right to terminate promotion schemes announced by the Bank on the usage of Debit Cards by its Cardholders at any time without prior notice to Cardholders; in such a situation Cardholders will have no right to claim any compensation.