

Terms and Conditions for Online Customer Onboarding

These terms and conditions, conditions as may be varied and amended from time to time, shall apply to the online customer onboarding service provided by the bank to the customer, which will enable Jordanian citizens only, whether resident inside or outside Jordan, to join Al Rajhi Bank – Jordan Branches through the mobile banking application digitally. These terms and conditions shall supplement the general terms and conditions for the current account. In the event of any conflict between these terms and conditions and the current account terms, the hereunder terms shall prevail in so far as they apply to the service. A customer is required to read these terms and conditions carefully and agree to all provisions herein before using the service.

1. Definitions

The bank Al Rajhi Bank or any of its branches in the Hashemite Kingdom of Jordan.

Account The account opened by the customer and/or whoever he authorizes to do so with the bank at any time in the Jordanian currency and/or any other currency. A current account is the account in which the bank allows checks to be drawn on it and others, and the bank has the right to refuse to give the customer a check book as it deems appropriate.

The customer/person is any person, whether natural and/or legal.

A business day means that a business opens.

FATCA is the bill of tax requirements for foreign accounts issued by the United States government, applicable to all American accounts in a bank.

A US account is any account belonging to an USA person.

An American person is any person who falls into any of the following categories:

- * Holds a US passport.

- * Holds US citizenship (single or dual).
- * Holds a permanent resident card (green card).
- * Resident in the USA.
- * Place of birth in the USA.
- * A person who is not a US citizen (or a non-US citizen) but who meets the requirements for the examination of continuous residence in the USA for taxpayers in the USA for any other reason
- * The address of the agent in the account listing agency or the address of the authorized signatory for the account in the USA or the agent's possession of US citizenship or place of birth in USA

2. Account number

Each account is assigned a number and this number must be used on all correspondence of the client with the bank regarding the account and when making any deposits or withdrawals to and from the account.

3. Liability

- The customer must enter correct and complete data during the registration process.
- The customer acknowledges that he is responsible for maintaining the confidentiality of his login data and not sharing it with any third party.
- The customer acknowledges that he is responsible to notify the Bank if any unauthorized access or use of his account is suspected.
- The Bank's electronic services allow you to access your bank account and perform various transactions, including but not limited to money transfer, bill payment and balance inquiry.
- The Customer acknowledges to use the Electronic Services for lawful purposes only and in compliance with all applicable laws and regulations.
- By using the Online Services, you consent to the collection, use and disclosure of your personal information as described in the Privacy Policy.

- Al Rajhi Bank provides electronic services through Al Rajhi App and Online Banking. By using it, the user agrees to be bound by all terms and conditions contained on this page or in any other part of the site.
- The bank has the right to take the measures it deems appropriate, including (informing the customer of the need to stop immediately, closing his account without the slightest responsibility towards the bank) in the event that the customer carries out operations of a commercial nature on his account
- The Bank is committed to maintaining electronic services available all the day and seven days a week, except in emergency cases, such as making an amendment to the application or for maintenance or update purposes, at any time with notifying customers in the best way ...
- The Bank may use automated systems to assist in decision-making, for example when the Customer applies for products and services, to make credit decisions, and to conduct fraud and money laundering checks and the Bank may also use technology that helps determine the level of risk involved in the Customer's or Account activity for credit, fraud or financial crime reasons and to determine whether another person is using the Customer's Card without their permission.
- The bank will only use customer information if it obtains the customer's consent or if the bank has another legal reason to use it.
- The Bank has the right to record the details of the Customer's interactions on the Application to help keep his data and funds safe, and the Bank has the right to record and track the conversations that the Customer has with the Bank including phone calls, face-to-face meetings, text messages, emails, live chats, video chats and any other types of communications and the Bank has the right to use these recordings to verify the Customer's instructions to the Bank, Assess, analyze and improve the Bank's service, manage risks, or prevent and detect fraud and other crimes , The Bank also has the right to obtain additional information about these interactions, for example the phone numbers that customers call the Bank and information about the devices used by the Customer.
- The Bank maintains customer information in line with the Bank's data retention policy and this enables the Bank to comply with legal and regulatory requirements or use it where the Bank needs it for legitimate purposes such as managing the Customer's account and dealing with any disputes or concerns that may arise.

With regard to the information held by the bank about the customer, the bank shall be bound by the customer's right to the following:

- The right to access the information held by the Bank about the customer and to obtain information about how the Bank processes it.
- The Customer has the right to withdraw his consent to the Bank's processing of his information, which the Customer can do at any time and the Bank may continue to process the Customer's information if the Bank has another legitimate reason to do so.
- The customer has the right to receive some information provided to the bank in electronic format and/or ask the bank to send it to a third party.
- The right to ask the bank to correct the customer's information if it is inaccurate or incomplete.
- The customer must provide the bank with accurate and up-to-date information and update the data when any change in information is made as soon as possible.
- The Bank uses a range of procedures to keep customer information secure and this may include encryption and other forms of protection where the Bank requires its employees or any third party doing any work on behalf of the Bank to comply with appropriate standards including the obligation to protect the information and apply appropriate procedures for the use and transfer of information.
- The customer shall solely bear any responsibility that may result as a result of using the financial services through his account using the Internet banking service or through the application, as well as responsibility for any error that may result from transferring any amount to the account of any other beneficiary through this service, and the bank has the right to refuse to implement any transfer request to a third party at its absolute discretion and the customer has no right to object to that.
- The service stops automatically in the event that the customer enters the password for entering the service by mistake more than the permissible limit, and he must reactivate it by re-registering in the service on the same site or through the application.
- In the event that the customer enters the second password for the money transfer service for another beneficiary by mistake more than the permissible limit, he will not be able to complete the transfer process until the correct code is re-entered.

4. Requirements

- The customer must be at least 18 years old.
- In the case that the customer opens a current or savings account, he is obligated to transfer the minimum amount to open these accounts.
- The Customer agrees that the same account information, authorized signature and correspondence address of his/her existing account(s) will apply for the new account he/she requested to open using this service.
- The customer acknowledges that he/she is the beneficiary of the account.
- The bank has the right at all times to oblige the applicant with any additional conditions or requirements any time to implement the requested service.
- The customer acknowledges that he is fully qualified and legally qualified, and that he is able to manage his personal account with the bank.
- The customer acknowledges and agrees that Al-Rajhi Bank can verify the customer's identity by sending an OTP that Al-Rajhi Bank sends once through the automated system to the customer's phone number / e-mail registered with Al-Rajhi Bank through a text message / e-mail, then the customer enters the OTP through electronic channels to complete the process of verifying his identity and documenting his agreement to these terms and conditions.
- The customer acknowledges that entering the temporary password referred to in the above paragraph in the automated system of Al-Rajhi Bank is sufficient to verify the customer's identity and an acknowledgment by the customer of having read these terms and conditions and agreeing to abide by their implementation. Therefore, entering the password referred to in the above paragraph - a signature from the customer on This document and any attachments thereto.
- The customer acknowledges and agrees that Al Rajhi Bank stores an electronic copy of these terms and conditions that do not contain a live signature from the customer for the purpose of Al Rajhi Bank protesting it before any judicial authority or other competent authority, and the customer can view it through the bank's electronic channels at any time .

5. Services

CliQ Service

- The customer understands and agrees that when registering / or amending the registration with the Click service and linking his mobile phone number / or his alias with his account with Al Rajhi Bank, his data (his name and / or account number and / or alias / name of his service provider) will be shown to the originator of the transfer on the payment channels of the participants on the system.
- The customer undertakes not to use the service for commercial purposes with the aim of profit or to use it for the purposes of donations.
- For the purposes of executing transfer operations, the customer authorizes the bank to provide the Jordanian Payment Systems Company with his data, which is periodically updated and kept with it, as well as to exchange information and / or document data with other financial institutions participating in the process of executing the service-related operations. This exchange of information takes place in compliance with laws or legislation. Or the standards of the Central Bank of Jordan and the Jordanian Company for Payment and Clearing Systems.
- It is known to both parties (the Bank and the Customer) that if the transfer process is completed successfully, neither party can withdraw from it, and the financial transfer process is valid and legally enforceable once it is completed.
- The bank has the right to reverse the restrictions in the event that the beneficiary rejects the value of the financial transfer, and the bank has no responsibility in the event that it rejects the financial transfer.
- It is known to the client that the transfer process will not take place if there is not enough balance in his account, and that the process will be rejected directly.
- The customer acknowledges that the transfer process was carried out on his own responsibility without any liability to the bank, whether there was an error in the value of the transfer, an error at the time of the transfer, or an error in the beneficiary account number / international bank account number or the alias of the beneficiary of the transfer process.

Card-Less Service (Withdrawal/Deposit)

- The customer acknowledges that he is the person concerned with withdrawing the full amount within the specified time and bears full responsibility in the event that it turns out otherwise.
- The service is subject to the general terms and conditions of bank accounts and electronic services.
- The daily cash withdrawal limit through the service is 500 Jordanian dinars .
- The daily cash deposit limit allowed should not exceed the cash deposit ceiling of the bank ATM's machines.
- It is possible to withdraw and deposit through this service through the bank ATM's machines only.

Joint investment Account Service

- The Bank accepts funds of its contracted Customers for the purposes of joint investment by opening the Joint Investment Account for each Customer as a subaccount. The Bank uses the funds deposited in such accounts in Investment Operations, as per the invested percentage and as the Bank solely deems appropriate. Such funds are pooled into the Investment Pool, and profits realized, or losses incurred from such Investment Operations shall be distributed to the Customers according to the Terms and Conditions hereunder. Accordingly, profits and losses shall be credited/debited to the Customer's Current Account.
- The Current Account is separate from the Joint Investment Account. The Current Account only enables the Customer to manage the Joint Investment Account by keeping the Investment Amount to transfer to the Customer's Joint Investment Account and to receive rights arising from transactions of the Joint Investment Account by transferring them to the Customer's Current Account. The Customer's Current Account is unrelated to amounts transferred from the Customer's Current Account to the Joint

Investment Account and vice versa, i.e. they will be no longer one of its items, but rather an item of the Joint Investment Account and to be governed by its terms and conditions.

- The present Terms and Conditions shall apply to any joint investment the Bank concludes with the Customer at any time, i.e. amount(s) agreed with the Customer to be invested shall be transferred from the Customer's Current Account to their Joint Investment Account every time within one Business Day.
- After the amount is transferred from the Customer's Current Account to the Joint Investment Account, the funds of the Joint Investment Account shall be pooled into other funds of the Bank for the purpose of engagement and investment in the Bank's business through the Investment Pool, as per the invested percentage.
- The investment priority shall be equally shared between the Customers' funds deposited in the Joint Investment Accounts and shareholders' funds.
- The Invested Percentage from the Investment Amount varies based on the amount, investment period and currency, as per the percentages announced in the branches and on the website. The uninvested portion shall be retained in the Joint Investment Account; however, the Customer may not withdraw or use it and is not entitled to profits, unless the Bank invests it within the Investment Pool where the Bank is entitled to so, and if it does, profits shall be distributed between the two parties according to the ratios agreed in the Joint Investment Account opening application.
- After the investment of the account's funds takes effect, they shall be subject to profit or loss, pursuant to the Islamic investment provisions. In no event the Bank may guarantee any portion of the Investment Amount for the Customer, unless the Bank has been negligent or faulty.
- The Customer can open the Joint Investment Account on any day of the month, taking into account that profits shall be calculated after two Business Days.
- Funds deposited in frozen investment accounts shall be subject to profit or loss, as per the instructions of the Central Bank of Jordan.
- The Joint Investment Account shall be managed by the Customer in person or by their authorized representative that shall be notified to the Bank in writing under a legal power of attorney, as per the form approved by the Bank.

- The Customer shall provide the Bank with specimen signatures of the Customer and their authorized representative. Such specimen signatures shall be legal and approved for all transactions related to the investment.
- The Customer acknowledges that they are liable before authorities for the Investment Amount deposited in their Joint Investment Account, and that they shall report to such authorities any suspicious amount or which they are not entitled to promptly after they become aware of it; whether the deposited amount was made with or without their knowledge, and whether they personally disposed it of subsequently or not. The Customer also acknowledges that the amount deposited in such account is generated from legitimate activities.
- The Bank may inquire about any funds deposited or to be deposited in the Current Account and the Joint Investment Account, and the Customer shall provide the Bank with all documents related to sources of their funds.
- The Bank may reject the receipt of any deposits from the Customers or cease the investment process for any Customer without giving reasons. In this case, profits realized over the past period of investment shall be given to the Customer.
- An invested amount shall be subject to any required disclosures under FATCA, taking into account that the total balances of all the Customer's accounts with the Bank must be disclosed.
- The Customer acknowledges that the Bank may reverse any entry made by mistake on the Customer's current account due to the execution of any transfer between the Joint Investment Account and the Customer's Current Account.
- The Bank may provide the Customer additional optional services related to this account, which do not originally fall within the scope of the investor's business, and it may charge the Customer specified fee for those services, subject to the approval of the Bank's Sharia Board; provided that the fee amount is agreed between the Customer and the Bank when the Customer subscribes to such services.
- The Bank's records, documents, entries and accounts, with regard to the Customer's engagement with the Bank and the management of the Customer's Joint Investment Account and the Investment Pool, shall be correct and binding on the Customer. The Customer may not object to the same, except for

any entries or transactions proven to have been incorrectly made in this account. The Customer agrees that computer-generated extracts, letters, telegrams, faxes, photocopies and emails provided by the Bank, together with its books, entries and accounts, shall be conclusive evidence of the accuracy of the information contained therein. The Customer waives any right to challenge or object to such entries, accounts, records and documents and their contents, as well as any right to administer any oath regarding them or anything contained therein.

- The Bank may, at any time, change or amend the terms of the account, following the approval of the Sharia Board for the requested amendment. This change or amendment shall be valid unless the Customer objects there to within one week of being notified by the Bank via registered mail (pursuant to Clause 6-17 below).
- In case of the Customer's death, the Terms and Conditions of the Joint Investment Account shall apply to the Customer's heirs, who will have the option to exercise the right to terminate the joint investment, without prejudice to the Bank's right to accept or reject this request, as set out in Clause (4) and its Sub clauses above.
- This Contract shall be governed by, and interpreted pursuant to the provisions of Jordanian laws and regulations; in so far as they do not contradict the provisions of the Islamic Sharia. The courts of Amman (the Palace of Justice) shall have the exclusive jurisdiction to resolve any disputes, claims or cases arising from this Contract.
- The Customer confirms and undertakes that they are not prohibited from engaging in a joint investment account, and that all their information is accurate and documented. If the Bank finds that the Customer is listed on the lists of banned customers or that the customer has provided inaccurate or falsified information, the Bank may terminate this Contract promptly with no need for notice or warning in this regard, and without prejudice to the Bank's right to claim the Customer for damage or loss arising from the same.
- The Customer understands and agrees to make this Account available among their other accounts on electronic and online channels through which they can request services related to this Account that the Bank may offer from time to time.

- The Customer shall update the information of the Current Account and the Joint Investment Account every two years maximum or whenever requested by the Bank. The Customer shall also notify the Bank in writing of any change in their address; otherwise, the last known address will be considered the adopted address for correspondence. Moreover, the Customer shall renew their identification and the identification of their agents or authorized representatives (if any) and submit them to the Bank before their expiration. Notwithstanding the provisions of Article (4) above, failure to do any of the aforementioned gives the Bank the right to refuse the Customer's engagement.
- Notifications exchanged between the two parties must be sent via registered mail. If the Customer receives such notifications and fails to respond, it shall be considered as approval if the notification is related to:
 - Adjustment of the profit-sharing ratio in subsequent investment periods.
 - Change of the minimum or maximum Investment Amount.
 - Amendment to any of the Account's terms.
- The Customer agrees to provide the Bank with any information or data requested to enable the Bank to create, review and manage the account. The Customer shall also authorize the Bank to obtain any necessary information of the Customer, their said account or any other account from the Central Bank of Jordan and to disclose the Customer's information to the Central Bank of Jordan and to any other entity approved by it.
- Save for cases prescribed by law, information and data obtained from the Customer shall be subject to banking confidentiality regulations, as set forth in the relevant legislation.
- Notwithstanding any contrary agreement and with no need for further documentation, the Bank may, following the approval of the Sharia Board, at any time, assign or transfer its rights and/or any or some its rights vis-à-vis the Customer to any third party, whether a bank and/or otherwise and/or more than one third party, individually or collectively, and whether a subsidiary or non-subsidiary of the Bank, without requiring the Customer's consent or notification. The Customer shall authorize the Bank to disclose all conditions, information, data and studies obtained, without any liability on the Bank, pursuant to the banking confidentiality regulations, as set forth in the relevant regulations in force.