



# SIB Digital Prepaid Card

Terms & Conditions



**SIB Digital... Change the way you bank!**

# Terms & Conditions

## Definitions

1. The Bank: Sharjah Islamic Bank (SIB).
2. Account: Card account maintained by the Bank.
3. Activation: Activation of the Card to enable the Cardholder to use the Card.
4. Branch: Any of SIB branches.
5. Card: The Prepaid Card, any additional or replacement Card.
6. Card Number: The card number on your Card.
7. Applicant: The customer applying for the Card.
8. Cardholder: The person who will own the Card & use it.
9. PIN: Personal Identification Number for use with the Card.
10. Customer Service: Bank customer service officers at SIB Branch or Call Center.
11. Security Details: Information provided by the Applicant to the Bank at the time of applying for the Card.

## Issuance of Card

1. This Card is the property of the Bank and the Bank may request the Applicant / Cardholder to return it.
2. The Card is a prepaid card and not a credit card and the usage is subject to the amount pre-loaded. The Card can only be used in case of credit balance and up to its credit balance amount.

## Activation

The Card will be activated and ready for use after the Applicant / Cardholder calls the Bank / Call Centre or through SIB Digital App or SIB ATM for activation.

## Use of the Card

1. Card validity is 5 years from date of issuance.
2. Card usage will be limited to retail purchases, cash withdrawals, internet transactions or any transactions compliant with Sharia'a principles and permitted by the Bank.
3. The Card balance will be debited with the value of each purchase on the transaction date.
4. No transaction can be stopped once authorized through any Point of Sale (POS) terminal.
5. The Card cannot be used after expiry date.
6. The Card must not be used for any illegal purpose.
7. The Card will be subject to a maximum and minimum load amount as mentioned in the application form.
8. Account balance inquiry can be done through the Bank's Customer Service.
9. In case of any discrepancies in the Card Account, the Cardholder should immediately notify the Bank.
10. There is no profit payable by the Bank on the Card credit balance.
11. The Card Applicant must present all necessary documents requested by the Bank in order to process the Card application including, but not limited to, proper identification of the Applicant / Cardholder along with the application form.
12. Foreign currency transactions will be converted into AED at the exchange rate determined on the date of the transaction.

## Fees & Charges

1. The Card is subject to issuance fees and replacement fees and will be paid as prompted by the Bank either in advance by the Applicant in cash or cheque, or deducted from the Card credit balance. In case of cheque, the processing will be completed only after the cheque is cleared.
2. All fees & charges relevant to the Card are subject to change and are available upon request.

## Card Security

The Applicant / Cardholder should make sure that the Card is always secured by:

1. Never allow anyone other than the Cardholder to use the card.
2. Never communicate the Card number, expiry date, or any other information to anyone.
3. Never leave the Card unattended.
4. Ensure to get the Card back after every purchase. Always check sales vouchers including purchase amount before signing sales slips.
5. Never share the PIN number with others.

## Lost & stolen Cards

1. If the Card is lost or stolen, the Applicant / Cardholder must immediately notify the Bank.
2. Lost or stolen Card, if found, must not be used and must be returned to the Bank.
3. Lost or stolen Card can be replaced subject to the Applicant / Cardholder request and the replacement Card will be subject to charges in cash or deducted from the Card credit balance. The replaced Card will be sent to the address of the Cardholder as per the Bank's records.
4. Any transaction that has occurred after the Card was lost or stolen and before the Applicant / Cardholder has reported the card lost or stolen, will be the Applicant / Cardholder's responsibility.

## Terms of Termination

1. The Card usage will be subject to the Card validity / expiry date.
2. The Applicant / Cardholder may request the termination of the relationship in writing before the Card expiry, the credit balance will be paid to the person who is submitting the termination request. In case the Cardholder is below the age of 18 years and intends to terminate the relationship, a request from the Applicant or the Cardholder's guardian is a must and in this case the credit balance will be paid to the Applicant or the guardian. The Card credit balance can be collected from any Branch.
3. The Card should be handed over to the Bank in case of termination.
4. The bank may request the return, cancellation, and / or end the agreement of the Card if:
  1. Any of the terms and conditions governing the Card is violated by the Applicant / Cardholder.
  2. The Card is misused.
  3. False information was given to the Bank at the time of applying for the Card.
5. The Bank reserves the rights to terminate this agreement without giving prior notice and the Bank will refund any credit balance on the Card Account at the time of termination.
6. The Bank reserves the rights to change / adjust / cancel any of the terms and conditions governing the relationship of the Card product with prior notice.

## Bank Liability

**The Bank will not in any way be liable for any loss due to any of the following:**

1. The information provided by the Applicant / Cardholder are proved to be incorrect / inaccurate.
2. Any system failure or any failure due to events out of the Bank's control.
3. Refusal to honour or accept the Card at any time by any Point of Sale, merchant, ATM, bank, etc.
4. Any direct or indirect losses resulting from the usage of the Card.
5. The goods or services purchased by the Cardholder using the Card.
6. Loss or theft of the Card.

## Assignment

1. The Bank may assign all or any of its rights or obligations under this agreement to any other person.
2. The Card Applicant / Cardholder agrees that the Bank may at any time disclose and furnish any information as it deems fit concerning the Card Applicant / Cardholder, including but not limited to, the Account of the Cardholder under this agreement to the Bank's associates, branches, agents, third party providers or other parties in connection with the administration of the Card related services or to enforce the Applicant / Cardholder's obligations under this agreement.

## Governing Law

These Terms and Conditions shall be governed, construed, defined as to the scope of its application, and supplemented - as for the Terms & Conditions not mentioned therein - in accordance with the provisions of the Islamic Sharia'a and the Articles of Association of the Bank as well as the laws in force in the UAE and the established custom practices not conflicting therewith.



Terms & Conditions apply  
Sharjah Islamic Bank is licensed by the Central Bank of the UAE.