



The American Express Corporate Card Information			
<b>Annual Fee<sup>‡</sup></b>	SAR 375 / US\$ 100 OR as per Pricing Matrix	<b>Murabaha Margin*</b>	2.5%
<b>Cash Withdrawal Fee (per Transaction)<sup>‡</sup></b>	SAR 75 or US\$ 20		
<b>Cheque Returned Fee<sup>‡</sup></b>	SAR 150 or US\$ 40 per cheque	<b>Foreign Exchange Conversion Fee<sup>‡</sup></b>	2.75%
<b>Refund of Credit Balance Fee<sup>‡</sup></b>	SAR 100 or US\$ 27 per request (or as per American Express Company matrix fee)	<b>Statement Request Fee (more than three months)<sup>‡</sup></b>	SAR 40 or US\$ 10 per Statement (or as per American Express Company matrix fee)
<b>Dispute Handling Fee (for invalid disputes only)<sup>‡</sup></b>	SAR 50 or US\$ 13	<b>Direct Debit Rejection Fee<sup>‡</sup></b>	SAR 150 or US\$ 40 per rejection
<b>Card Replacement Fee for Incorrect Embossing Name provided by the Cardmember or for Lost / Stolen Cards<sup>‡</sup></b>	SAR 100 or US\$ 27	<b>Overseas Payment Fee<sup>‡</sup></b>	SAR 375 or US\$ 100 per overseas payment
<b>Membership Rewards Program Fee<sup>*,‡</sup> (optional)</b>	US\$ 50 per account (subject to your Commercial Agreement with American Express)		
<p>* The Card is a Sharia compliant Tawarruq based product. Although the Applicant will not be charged interest, the Applicant will be required to pay a Murabaha Margin of 2.5% per month as mentioned in the table above.</p> <p>** The Membership Rewards Program is an optional feature and can be cancelled at any time by informing Our Corporate Service agents</p> <p>‡ Value Added Tax ("VAT") will be levied as per the prevailing tax laws in addition to the fee mentioned above. There is no VAT charged to the Murabaha Margin fee.</p>			

### The Most Prominent Provisions of the Cardmember Agreement

A. All Transactions including Cash Withdrawals, incurred in currencies other than the billing currency of the Card Account, will be converted into the Card Accounts billing currency. Unless the applicable laws require a specific conversion rate, the Global Network, will use prevailing interbank rates selected from usual industry sources on the business day prior of processing the Transaction. A Foreign Exchange Conversion Fee, as shown in the Foreign Exchange table or as amended by Us from time to time, will be added to the converted amount by Us, the Issuer of the Card. The conversion will be made on the date of processing the Transaction, which may not be the same date when the Transaction was made since this depends on the time when the Transaction was submitted to Global Network. The conversion rates may also vary accordingly. At the time of conversion, all Transactions, which are incurred in currencies other than US Dollars, will be converted to US Dollars before being converted to the Billing Currency. Amounts converted by independent third parties are billed as converted by them. An illustrative example is given below.

Description	Purchase Transaction*	Cash Transaction*
<b>Transaction Value</b>	EUR 100	EUR 100
<b>Assumed EUR / US\$ Exchange Rate</b>	EUR 1 = US\$ 1.05	EUR 1 = US\$ 1.05
<b>US\$ Equivalent</b>	US\$ 105	US\$ 105
<b>Foreign Exchange Conversion Fee @ 2.75%</b>	US\$ 2.89	US\$ 2.89

<b>Total Transaction Value in US\$</b>	US\$ 107.89	US\$ 107.89
<b>Assumed US\$ / SAR Exchange Rate</b>	US\$ 1 = SAR 3.75	US\$ 1 = SAR 3.75
<b>Total Transaction Value in SAR</b>	SAR 404.59	SAR 404.59
<b>Cash Advance Fee (Billed Separately on the Statement)</b>	Not Applicable	SAR 75.00 or US\$ 20.00
<b>Total Transaction Value including Cash Advance Fee</b>	Not Applicable	SAR 479.59 or US\$ 127.89

\* The illustration above excludes VAT

B. A regular monthly Statement of Account will be sent via e-mail to the e-mail address provided in the application form. Each Statement will show the Current Balance the Applicant needs to pay Us. The Applicant is required to pay in full, every month, by the Payment Due Date.

The Card is a Sharia compliant Tawarruq based product. Although the Applicant will not be charged any interest, the Applicant will be required to pay a Murabaha Margin when settling the unpaid portion of Your Statement Current Balance after the Payment Due Date, through sales proceeds of a Murabaha transaction. In addition to this Murabaha Margin,

In case of the Applicant bankruptcy, all amounts due on the Account shall become payable immediately.

C. A maximum grace period of up to 25 days will be granted to settle the Current Balance, and the Payment Due Date will be indicated on the statement. In case the Current Balance is not received on time as per the Payment Due Date, the Account may be suspended until payment is received.

We may provide credit information relating to the Applicant / the Company to SIMAH on a periodic basis. To avoid any adverse credit history with SIMAH, the Applicant should ensure timely payment of the amount due on the Card Account.

If the Applicant notices an "Account Statement error/disputed Transaction", the Applicant must inform Us by Authenticated Communication immediately and in any event, not later than one month after the Statement Date. Account Statement error/disputed Transaction" means any Transaction posted to the Account, resulting in an error in the overall balance.

We may offer to provide You with protection cover during the validity of the Cardmember Agreement. Where We offer protection cover as an additional feature of Our services to You, We shall disclose to You the details of such protection cover, including the process of identifying beneficiaries and for distributing compensation amongst beneficiaries. For the Protection Terms & Conditions, please visit [www.americanexpress.com.sa/termsandconditions](http://www.americanexpress.com.sa/termsandconditions)

D. All Cash Withdrawal Transactions attract a Cash Withdrawal Fee at the rate shown in the Card Information Table. This Fee will be charged and billed to the Account along with the amount the Applicant has withdrawn.

E. Non-compliance with the provisions of Card Agreement may result in:

- Cancellation / suspension of the Card / Additional Cards without notice from Us
- Decrease in the Credit Limits without notice from Us
- Negative impact on the Applicant's credit bureau record and the Applicant's ability to obtain new credit facilities

iv. Litigation in the event of non-payment of dues

v. Increased financial burden on the Applicant due to Fees and Charges

vi. Financial losses to the Applicant due to unauthorized Transactions due to failure to report loss / theft of the Card promptly

#### F. Ending the Agreement:

i. You may terminate this Agreement at any time by returning all Your Cards to Us and notifying Us by any Authenticated Communication mean requesting to terminate this Agreement. We can only terminate this Agreement when the Company has paid off all the amounts that the Cardmember owes to Us. . You can cancel a Card issued to a Supplementary Cardmember, by informing us via means of Authenticated Communication. You will continue to be liable for all Transactions performed by the Supplementary Cardmember until We receive the Card cut in half.

ii. We reserve the right to terminate this Agreement at any time by giving immediate notice. Alternatively, we shall restrict Your Card from being used, if this Agreement is terminated, and You must settle all outstanding amounts due on the Account including Transactions in progress and Cash Withdrawals that have been authorized but not yet debited to the Account".

iii. Unless clause 14(b) of the Cardmember Agreement applies, You will still be responsible for all Transactions or Unauthorized Transactions that take place in relation to Your Account

iv. You have the right to cancel the agreement, without incurring any charges, within 10 days of receiving the Card unless You have activated the Card

#### G. Complaints / Feedback

We have established procedures for You to provide Us with feedback or bring a concern to our attention by following the Complaint / Feedback procedures outlined below:

##### Step 1:

If You should have any feedback or complaint, our Customer Service staff is trained and equipped to handle Your inquiry and can be reached through any of the following channels:

Email: [complaints@americanexpress.com.sa](mailto:complaints@americanexpress.com.sa)

Telephone Number: +966 11 292 6663

We can also assist you at American Express Saudi Arabia offices located in Riyadh, Jeddah and Dhahran.

##### Step 2:

If your concern is not resolved to Your satisfaction, you may write to Our Head of Customer Complaints at the following email address:

[Complaintsmanager@americanexpress.com.sa](mailto:Complaintsmanager@americanexpress.com.sa)

Alternatively, you can send a letter to the following address:

Attn: Head of Customer Complaints

American Express Saudi Arabia

P.O. Box 6624

Riyadh 11452

##### Step 3:

If Your issue is still not resolved, you may report Your concern to the regulator- SAMA through SAMACares

#### Our Commitment to You:

We guarantee that Your query is acknowledged and investigated in a timely manner and We will forward Your concern to the appropriate department for investigation and response. We will provide a response detailing Your concern and the appropriate resolution or explanation within 10 business days. In the event that We are unable to resolve Your complaint within that time period, an update will be provided to You estimating the completion

date of the investigation. Detailed conditions governing the use of the Card are included in the Cardmember Agreement, which is available at [www.americanexpress.com.sa/termsandconditions](http://www.americanexpress.com.sa/termsandconditions)

The Applicant signature of, or the use of the Card(s) shall be deemed as formal approval of the said Agreement. The Cardmember Agreement shall be unilaterally and periodically reviewed, updated and amended by Us, and a 30 day notice (60 days in case of changing fees or charges) will be provided to the Applicant prior to entering into full effect. The up-to-date version displayed on Our web page shall contain any such amendment(s), and shall therefore be deemed valid, entering into full effect, automatically after the notice period replacing and superseding the previous provision(s) whether contained in the Cardmember Agreement in written form accompanying the Card(s) when delivered to the Applicant or previously displayed over this web page. The use or possession of the Card(s) after the notice period shall be deemed as the Applicant's formal and absolute approval to such Cardmember Agreement.

### ADDITIONAL INFORMATION

Marketing Communications preference (Tick One)

☐ SMS

☐ E-Mail

☐ Both

☐ None

### CORPORATE CUSTOMER SERVICES CONTACT DETAILS

Corporate and Business Cards: 800 440 0004

Outside KSA: +966 11 292 6661

Website: [www.americanexpress.com.sa](http://www.americanexpress.com.sa)



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