

Terms and Conditions for Wala'a Rewards

Wala'a Rewards is a loyalty program for Al Islami & Prime Credit Cards and DIB Debit Card. These are earned as a percentage of retail spends by the Cardmember (“Card member” or “You”). These can be used by the Card member to redeem against a list of offers put together by the Bank.

Definition: Points means Wala'a Rewards

1. Card holders will earn points as a percentage of their spends. This is subject to the Bank's policies which may change from time to time and notified to Card members. No points will be earned on fees and charges as mentioned in the schedule of charges.
2. The percentage of points given may vary between different products. Percentages are subject to change and may vary from time to time and notification to Card members depending on the Bank's policy.
3. Points will be calculated in AED amount.
4. All points earned will reflect in your account only after 24 hours.
5. Points will automatically expire in two years (24 months) if not redeemed by the Card member. The Card member is responsible to be aware of his balance and the Bank holds no responsibility of informing the Card member to this effect. The Card member can check the balance at any time through Internet/Mobile Banking, other available channels and our (the Bank) call center. This is subject to change as per the Bank's policy.
6. Points cannot be converted to cash or transferred.
7. Points will be calculated up to two decimals only. Points will be truncated and rounded off to lowest value from third decimal place onwards.
8. Stipulated verification checks will be conducted prior to points redemption.
9. Only primary Card members can redeem points.
10. Once redeemed, points cannot be reversed or exchanged.
11. In case of reversal transaction, only full reversals are allowed and partial reversals will not be eligible.
12. In case of reversal where Card member has already redeemed the points, points will go in negative balance. In case Card member wants to cancel during negative points period, a dirham value for the outstanding points at a rate determined by the Bank will need to be paid by the Card member.
13. Any redemption by Card members will be effected only after 48 hours.
14. Redemption requests will be fulfilled in 7 working days or more.
15. Item against redemption request as applicable shall be sent to customer as per contact details available in bank records.
16. Card member is responsible for receipt of the gifts as redeemed and must accept these personally.
17. In case of card cancellation, Card member will lose all balance points.
18. Bank may decide to block and forfeit Card member points.
19. The points program is governed by the Bank's policies. The Bank reserves the right to change, amend any part at any time, subject to approval from ISSC.
20. Card member agree to indemnify the Bank, its employees, agents and representatives, and to hold them harmless from and against any and all claims, and liabilities (including legal costs) that may arise from your use of material of loyalty partners, use of service of partners or any other benefit or facility of partner, or from any such acts arising through Your use of this loyalty program. The Bank is not responsible or liable for any default, non-acceptance, quality of product, warranties or change of policies of its partners.

21. All redemptions will be processed and gifts sent to You in 7 working days. The Bank cannot be held liable or responsible for any delay or default that may occur due to the redemption time period.
22. Relationship is automatically terminated upon CIF Closure, death or bankruptcy of the customer. Points will be forfeited.
23. The Bank may in its absolute discretion suspend, cancel or terminate a membership or Card member accumulated points at any time.
24. The Bank reserves the right to disqualify Card member from further participation in the loyalty program, to cancel all previously accumulated points and to seek compensation for the points utilized if, in the Bank's sole judgment, that customer has engaged in willful misconduct or breached any of the rules governing the Bank, including, but not limited to the fraudulent acquisition of points or acquisition, sale or abuse of points or acquisition, sale or abuse of reward benefits.
25. Card member information held by the Bank such as names; addresses; contact numbers; date of birth; and transaction details, but not limited to this (a) may be used to develop new services; (b) may be used for accounting and audit purposes (including fraud auditing); (c) may be used for credit checking and credit scoring; (d) may be used for marketing and market research purposes; (e) will be transferred to countries that may not have data protection laws; and (f) may otherwise be used in any manner from time to time; (e) will be retained and used for data processors to ensure the efficient running of the Program; (f) may be disclosed as required by law, including disclosures to *law enforcement agencies and other government authorities*'; (g) may be used to send you communication about promotions, services, products and facilities offered by the Bank; (h) may be disclosed to a Service Partner to assist that Partner in the planning and development of the program; (i) may be used by a Partner to send you separate communications about services, products and facilities offered by that Partner.
26. The Bank reserves the right to suspend or terminate the program at any time. All points balances may be forfeited in such a case.
27. In case of any dispute the Bank's decision will be final and binding.