



iVESTOR

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iVESTOR CARD
User Guide

IVESTOR
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Subject to Terms and Conditions
iVESTOR Card Terms and Conditions online at
www.dfm.ae/products/ivestor

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Dear valued cardholder,

Dubai Financial Market (DFM) is continually committed to providing innovative financial services, utilising state-of-the-art technology to deliver fast and efficient solutions for DFM investors and the future generation of investors in the UAE.

The technology used for the **iVESTOR** card enables you to receive dividends / top up funds instantly on your card and withdraw cash from anywhere in the world via VISA and PLUS marked ATM machines, make retail and online purchases, and manage your card transactions securely through the card control feature (within the DFM Smart Services App).

We are delighted to provide our investors locally, regionally and internationally with worldwide services linking them directly to DFM from anywhere in the world, at anytime.

In this guide, you will find the various features of the **iVESTOR** card, how to use the card, practical tips and more.

Our dedicated iVESTOR Customer Service team on +971 4 305 5555 are available 24 hours a day, 7 days a week to help you.

Best regards

Dubai Financial Market

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iVESTOR Card Benefits and Features:

The **iVESTOR** card is a revolutionary card providing you the following benefits and features:

- **INSTANT** credit of any due dividends from DFM-listed companies directly into your **iVESTOR** Card
- **FAST and EASY** cash withdrawals of DFM dividends from millions of VISA or PLUS marked ATM machines located across 200 countries worldwide, from Emirates NBD ATMs or 'over the counter' in any of the Emirates NBD branches across the UAE.
- **SUBSCRIBE** to IPOs / Rights Issues using the DFM eIPO online subscription platform.
- **REGISTER** and **VOTE** with your **iVESTOR** Card during Annual General Meetings of participating companies.
- **CASH TOP UPS** into your **iVESTOR** Card from any Emirates NBD deposit machine or branch, or online banking.
- **PURCHASES** of goods / services using your **iVESTOR** Card over the counter from millions of retail stores worldwide and via online sites.

Getting Started

1. URGENT – Please call immediately on +971 4 305 5555 to activate your card.
2. For security purposes, please sign immediately on the reverse of your card.

Why should you activate the iVESTOR card?

- For security purposes, the activation ensures the card is assigned correctly to you. At the same time, your PIN is also set up in order to start using the card securely.
- Once your card is activated, as an investor any DFM dividends due will be credited directly onto your card.
- By activating your **iVESTOR** card, you can:
 - Make purchases from any retail outlet accepting VISA, including point of sale, telephone, mail order and online purchases.
 - Access your funds immediately and easily from anywhere in the world at any time of the day.
 - Top up your **iVESTOR** card with additional funds.



About your iVESTOR Card

Contactless Indicator

Make fast, easy & secure payments for purchases up to AED 300. Just Wave to Pay.

16 Digit Card Number

Please keep a record of this number for future correspondence.

Valid Thru

Your card is valid for five years and will be renewed automatically on the last day of the month in the year indicated.

Your Name

Upon receipt, please check your name is correct.

Investor Number

Upon receipt, please check your investor number is correct. This number should be quoted in all future correspondence with DFM.

Magnetic Strip

This is a built-in security feature. Please avoid any exposure to magnetic elds.

Signature Panel

Please sign immediately on the reverse of your card using a non-erasable ballpoint pen (preferably in black ink) for cardholder verification.

CWV

The 3 digit CWV number is required for internet transactions.

Built-in Chip:

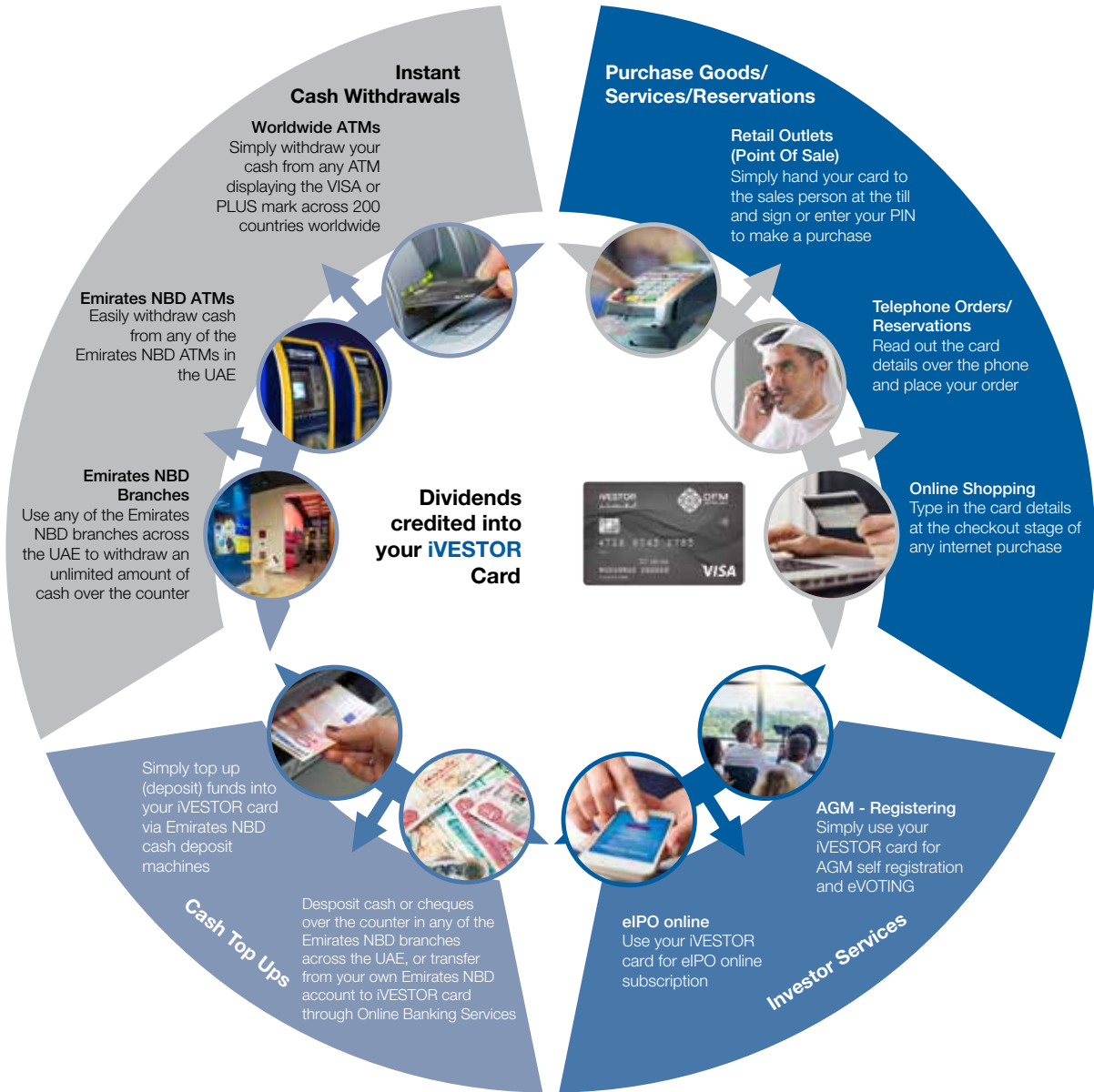
Your EMV Chip **iVESTOR** card makes all your retail purchases more secure.



VISA Hologram and Logo

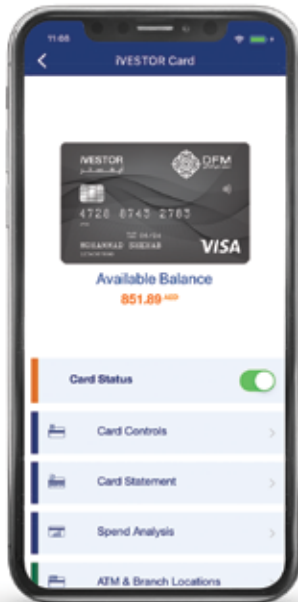
Your **iVESTOR** card is endorsed by VISA and can be used at any VISA marked ATMs as well as retail outlets worldwide accepting VISA.

How and Where the iVESTOR Card can be used?



iVESTOR Card Control Feature via DFM Smart Services App

- **STAY SAFE WITH iVESTOR CARD CONTROL FEATURE** via DFM Smart Services App:
 - Activate or de-activate the card on-demand by auto-disabling the card after a specific time
 - Enable or disable ATM cash withdrawals, Point of Sale (POS), and online purchases
 - Set limits on cash withdrawals for UAE and overseas transactions
 - Manage your card transactions by type of purchase or country
 - Track your spend on a monthly or yearly basis
- **CONTACTLESS PAYMENT** with your new **iVESTOR** Card. Make fast, easy and secure payments for purchases up to AED 300.



Download the DFM Smart Services App to control your card, view your iVESTOR transactions, submit iVESTOR requests, vote at AGMs, and subscribe to IPOs / Rights Issues using your iVESTOR Card. Login / Register to DFM eServices to access your information.



Your card control options

Manage and control your withdrawal limits up to AED 25,000

Manage and Control transactions by type of purchase

Check your transactions summary and spend analysis

Control your overseas transactions

Disable your card functions anytime you wish

Search for ATMs and Branches near you





TIPS on 'Being Safe' with your iVESTOR Card

Your iVESTOR Card

- Do not bend your card or leave it in the car. The heat can affect the functionality of the card.
- Ensure expired/ invalid cards are destroyed.
- If your card is lost or stolen, please switch off your card status via DFM Smart Services App or inform **iVESTOR** Customer Service immediately by calling +971 4 305 5555 (24 hours).

Point of Sale (POS) transactions

- Do not hand over the card to any unauthorised person.
- Do not let your card out of sight, particularly whilst conducting a transaction.
- Make sure the card returned to you after the transaction, is your own card
- If you notice any suspicious transactions or activity, please contact **iVESTOR** Customer Service immediately on +971 4 305 5555 (24 hours) or switch your card status off via DFM Smart Services App.
- Retain purchase receipts.

Chip and PIN

- Protect yourself from fraud by being vigilant whenever using your **iVESTOR** card.
- When paying in-store with Chip and PIN, shield the keypad whilst entering your PIN.
- Please memorise your PIN. Do not share your PIN with anyone or write it down anywhere.

Shop online with care

- To avoid being targeted by online fraud, please be careful who you submit personal and card details to on websites and emails.
- When shopping online, only use reputable sites and check the webpage of the payment section on the site for the VeriSign symbol.

Keeping these tips in mind will help ensure your iVESTOR card is used safely and securely.

Frequently Asked Questions

1. What is the iVESTOR card?

The **iVESTOR** card is a revolutionary and innovative solution from Dubai Financial Market (DFM) which launched in 2010. The pre-paid card allows investors to receive their dividends directly into their **iVESTOR** card, as opposed to the traditional cheque in the mail. Dividends are instantly credited into your **iVESTOR** card from which, cash can be withdrawn via VISA or PLUS marked ATM machines and Emirates NBD branches.

2. How does the iVESTOR card work?

The **iVESTOR** card is a unique payment card pre-loaded with funds, specifically with your dividends from DFM Listed Companies. This is also a reloadable card, and therefore, funds can be topped up on the card. As long as you have enough funds available, you can continue using your card to buy what you want from anywhere, anytime knowing your purchases are made safely and securely using the latest CHIP and PIN technology.

3. Where is the iVESTOR card accepted?

The **iVESTOR** card is globally accepted at ATMs displaying the VISA and PLUS mark and in any shops, restaurants, other retail outlets and online sites accepting VISA. For example, for purchasing phone apps via Apps Stores, cinema ticket reservations, phone credits, or making general bill payments.

4. Can I have more than one iVESTOR card for my partner/family?

No, each individual is allowed to have one active card linked to a single investor number.

5. How do I activate my card?

Kindly follow the activation instructions on page 2, 'Getting Started'.

6. Is this a credit card?

No, the **iVESTOR** card is a unique "pre-paid" debit card, credited with funds including any dividends from DFM listed companies and cash "top ups" in order to make cash withdrawals and purchases from anywhere in the world accepting VISA. Unlike a credit card, each purchase is deducted from the deposited balance on your card and

therefore, you can control your spending based on the funds available on the card.

7. Will I be charged any fees by using the card?

To avoid incurring any additional charges, we encourage you to use the Emirates NBD ATM's for cash withdrawals. See Schedule of Fees (page 16).

8. Do I have a PIN number for this iVESTOR card?

Yes, this will be set up during activation upon receipt of your card. Please be cautious whilst entering your PIN number at ATM and retail outlets.

9. Can I make purchases with the iVESTOR card?

Yes, you can use the **iVESTOR** card to:

- Purchase goods, services, benefits and/or reservations from retail outlets within the UAE and overseas, through a point of sale machine accepting VISA.
- Purchase goods, services, benefits, and/or reservations via the internet or telephone.

10. Who do I contact if I don't receive my credited dividends?

Please call **iVESTOR** Customer Service on +971 4 305 5555 or email: customerservice@dfm.ae

11. Is there a limit on the cash withdrawals?

There shall be a default limit per day of AED 10,000 cash withdrawal at ATM and can be increased up to AED 25,000 by managing the withdrawal limit through the **iVESTOR** card control feature via DFM smart service app. Any greater amount, can be withdrawn over the counter in any of the Bank's branches across the UAE during the Bank's banking hours. Locate your nearest Emirates NBD branch via DFM Smart Services App or visit www.emiratesnbd.com

12. Is there a limit on the cash deposit machines?

A maximum of AED 40,000 from Emirates NBD cash deposit machines. Any amount greater than AED 40,000, can be deposited over the counter at any Emirates NBD branch or you can transfer from your own Emirates NBD account to **iVESTOR** card through Emirates NBD Online Banking Services.

13. How can I Top Up my iVESTOR card through Online Banking?

Top up your card via bank transfer using your own Emirates NBD account to **iVESTOR** card by following the below steps:

- Login to Emirates NBD Online Services
- Select you Bank Account that you wish to transfer from (Current or Savings account)
- Select “Make payment”
- Select Credit Card
- Choose ENBD Credit Card
- Add a beneficiary
- Add your name and iVESTOR card number
- Click on “Continue”
- Then choose your iVESTOR card
- Complete the required details including amount and date of transfer
- Click “Continue” and then “Confirm”
- Once you click on “Confirm”, the amount will be transferred to your **iVESTOR** card.

14. What currency will my account be based on?

United Arab Emirates Dirham (AED). The amount of any card transaction in a currency other than AED, will be converted into AED at the exchange rate determined by Emirates NBD on the date the relevant card transaction is debited / credited to the card.

Contact Information

iVESTOR Customer Service
Dubai Financial Market
PO Box 9700, Dubai, UAE

T: +971 4 305 5555 (24 hours)
Email: customerservice@dfm.ae
www.dfm.ae

Dubai Financial Market welcomes your feedback in order to ensure future developments of the **iVESTOR** products and services satisfactorily meet your needs.
Please email: customerservice@dfm.ae



iVESTOR Card Schedule of Fees	Amount in AED
iVESTOR CARD	
iVESTOR Card Issuance (per card)	Free
iVESTOR Card reissuance for lost, stolen, damaged cards/per time	Free
PIN reissuance / per time	Free
TRANSACTION FEES (UAE Only)	
Cash Withdrawal (Emirates NBD ATM's)	Free
Cash Withdrawal per transaction (Non-Emirates NBD VISA marked ATM's)	6
Cash Withdrawal per transaction (Over the counter in Emirates NBD branches)	5
Balance Enquiry	Free
Cash Top Ups per transaction (Cash deposit over the counter in Emirates NBD branches)	5
Transfer from your own Emirates NBD account to iVESTOR card through Online Banking Services	Free
Cash Top Ups per transaction (Emirates NBD Cash Deposit Machines)	Free
TRANSACTION FEES (Overseas)*	
Cash Withdrawal (VISA or PLUS marked ATM's)	25
TRANSACTION FEES AT POINT OF SALE (POS)	
Surcharge on POS	None
Purchase (both UAE and Overseas)	None
STATEMENTS	
Monthly Statement by email	Free
Statement as per request	10
iVESTOR Cancellation without balance transfer request	Free
iVESTOR Cancellation with balance transfer request	Free

*Overseas bank charges may vary.

iVESTOR Card Terms and Conditions

These **iVESTOR** Card (the "Card") Terms and Conditions (The "Terms and Conditions") set out the provisions governing the use of the Card and the relationship between Emirates NBD Bank PJSC (the "Bank"), Dubai Financial Market PJSC (the "DFM") and the Cardholders.

Please note that to enable you to use the Card, it requires to be activated by you. Please call the 24 hour **iVESTOR** Customer Service number on +971 4 305 5555 immediately, by completing the identification procedures and providing relevant Identification Facilities.

Activation of the Card, as per above and/or usage of the Card for any services offered hereunder and conducting any transaction with the Bank/DFM through this Card shall constitute binding and conclusive evidence of the Cardholder's confirmation to be bound by those terms and conditions, notwithstanding that the DFM/Bank is not notified of the Cardholder's receipt of the Card.

In consideration of the Card being made available to the Cardholder, the Cardholder hereby agrees to be bound by the below Terms and Conditions:

1. Phrasing/Wording

Words importing only the singular shall include the plural and vice versa. Where the account is a joint account, reference to a single Cardholder shall be referred to both Cardholders. The words importing any gender shall include all genders, words importing a person shall include a sole proprietor, partnership, firm, company, corporation or other entity. The heading of the clauses herein shall not be taken into consideration on the interpretation of these Terms. These Terms and their amendments constitute an integral part of account opening documents and the relevant service documentations offered by the DFM to the Cardholder.

2. Definitions

In these Terms where the context so admits, the following expressions shall have the meanings herein designated unless the context otherwise require:

Account: means the investment account with the clearing, settlement and depository division of the DFM and its related trading account, pledge, freeze and/or any other type of account for investment opened with the DFM under any individual name or jointly operated.

Bank Card Account: means an account opened in the books of the Bank to record all Transactions relating to each Card and each Cardholder.

Bank Services: means any kind of service(s) offered by the Bank to the Cardholder, as more particularly set out in Clause (3) of these Terms and Conditions.

ATM: means an automated teller machine or any Card operated machine or device whether belonging to the Bank or other participating banks or financial institutions that are members of the VISA network and which accept the Card.

Bank: means Emirates NBD Bank PJSC and its successors and legal assigns.

Business Day: means any official working day on which the Bank/DFM is open for business in the United Arab Emirates.

Card: the **IVESTOR** Card, which is a VISA pre-paid payment card issued by the Bank to the Cardholder.

Cardholder: means individual or individuals to whom a Card is issued and who has individual authority to undertake financial transactions in relation to the Account.

Cardholder Instructions: means the instructions given by the Cardholder to DFM from time to time regarding the operation of the Account.

Cardholder Transactions: means the use of the Card by the Cardholder to access the DFM Services and to Bank Services.

CDM: means and refers to cash deposit machines owned and operated by the Bank, providing its customers and other banks and financial institutions customers access to deposit cash and various payments and services available.

DFM: means the Dubai Financial Market PJSC and its successors and legal assigns.

DFM Services: means any kind of service(s) offered by DFM to the Cardholder, as more specifically set out in Clause 3 of these Terms and Conditions.

Identification Facilities: means the Cardholder number, Card number, PIN, Phone Banking Identification, and/or any other identification facilities.

Internet: means a collection of information stored in a computer physically located throughout the world.

IVESTOR Customer Service: means the customer contact for all issues and queries in relation to the Card.

PIN: means the Personal Identification Number issued to the Cardholder and/or selected by the Cardholder to enable the Card to be used at an ATM, retail outlet accepting PIN, and other self-service terminals.

Payment Date: means the date on which the funds pertaining to the DFM Services are made available to the beneficiary.

3. Scope of Services

The Cardholder can use the Card for the Cardholder Transactions and for the purpose of availing the Bank Services and the DFM Services as follows:-

3.1 DFM Services

The Cardholder can use the Card and issue Cardholder Instructions for the purpose of entering into the following transactions with DFM in relation to the Account:-

3.1.1 Instant access to any dividends declared by companies listed on DFM who appoint DFM as the dividend distribution agent. The dividends would be credited and loaded by DFM directly onto the Card. The dividends can be withdrawn on the Payment Date by the Cardholder from any of the ATMs or over the counter in any of the Bank's branches across the UAE during the Bank's banking hours.

3.1.2 To make payments to DFM in relation to the limited to Cardholder Transactions. The Cardholder can make cash top ups or deposits through the Card from any of the Bank's CDMs or over the counter in any of the Bank's branches across the UAE during the Bank's banking hours or transfer from your own Emirates NBD account to iVESTOR card through Online Banking Services.

3.2 Bank Services

The Cardholder can use the Card for the purpose of entering into the following transactions with the Bank in relation to the Bank Card Account:-

- 3.2.1 Purchase goods, services, benefits and/or reservations from merchant partners, within the UAE and overseas, through a point of sale machine accepting VISA Cards.
- 3.2.2 Purchase goods, services, benefits, and/or reservations via the internet, by telephone or mail order, or by any other means where the card is not physically present at the time of the transaction, as permitted by the Bank.
- 3.2.3 Access to ATMs and CDMs displaying the VISA and PLUS mark.
- 3.2.4 Access to Phone Banking services of the Bank.

4. Conditions of Use

- 4.1 The Card may, at the discretion of DFM, be provided to any of its' customers that satisfy the following:
 - 4.1.1 The customer has opened and maintains a valid Account with DFM. In the event of the Account being closed for any reason, the Card shall immediately be returned to the DFM by the Cardholder and its validity shall cease.
 - 4.1.2 The customer subscribes to the Card.
 - 4.1.3 A valid Bank Card Account is maintained with the Bank.
- 4.2 The services are provided for exclusive use by the Account holder and may not be utilized by any other individual. The Cardholder acknowledges that the services under the Card may not be transferred or assigned by the Cardholder to any third party.
- 4.3 All Card transactions shall be calculated and based in United Arab Emirates Dirham (AED). The amount of any Card transaction in a currency other than AED will be converted into AED at the exchange rate determined by the Bank on the date when the relevant Card transaction is debited / credited to the Card. The Bank will impose charges on all transactions processed through the ATMs of other banks whether in United Arab Emirates or abroad.

- 4.4 The Cardholder agrees and acknowledges that the Card is issued for use on electronic terminals capable of accepting VISA/PLUS SWITCH cards and who is authorized – whenever it's possible - to purchase goods, services, benefits and/or reservations from retailers, within the UAE and overseas, through a point of sale machine accepting VISA Cards.
- 4.5 Subject to the Bank sole discretion and prior written approval the Bank may allow the Cardholder to use the Card to purchase goods, services, benefits and/or reservations via the internet, by telephone or mail services, order, or by any other means where the Card is not physically present at the time of the transaction. The Cardholder may be allowed to access ATMs displaying the VISA or PLUS trademarks/ logos and access to the Bank Interactive Voice Response (IVR).
- 4.6 The Card shall not be used to obtain credit of any description.
- 4.7 Upon receipt of the Card, the Cardholder shall sign the signature panel of the back of the Card immediately and such signature and/or Card activation and/or use of the Card will constitute binding and conclusive evidence of the Cardholder's confirmation to be bound by those terms and conditions, notwithstanding that DFM or the Bank is not notified of the Cardholder's receipt of the Card.
- 4.8 The Cardholder shall only use the Card for purchases that are legally acceptable in the UAE and/or the Country of purchases. The Bank reserves the right (subject to applicable law) to refuse settlement of any Card transaction on the Cardholder's behalf if the Bank is of the reasonable opinion that the Card transaction is for goods / services and unlawful.
- 4.9 The Bank reserves the right at all times and without notice to the Cardholder to refuse to authorize any purchase or cash advance, cancel or suspend the right to use the Card or PIN in respect of all or specific transactions.
- 4.10 The Cardholder agrees that in case of a Card linked to joint Account, fast cash transactions performed on the Bank ATMs, all transactions done on other ATMs, and purchases carried out with the Card, will be recorded only on the primary Bank Card Account from which the main Card was issued.
- 4.11 Any deposit made through the ATM and CDM will be subject to verification from the bank which shall be binding and conclusive for all purposes.

4.12 The Bank shall debit the Cardholder's Bank Card Account with the amount of any withdrawal / transfer payment of telephone, water electricity bills / payment for good, services, benefits and reservations at merchant outlets, and all such payments as effected by the use of the Card along with the related Bank charges and expenses related to processing such transactions.

4.13 The Cardholder accepts all debits made to the Account and the Bank Card Account arising from using the Card without limitation.

4.14 The Cardholder shall ensure that there is sufficient balance available for drawing in the Bank Card Account and the Account to which the Card is linked before making any withdrawals or transaction. If for any reason such account is overdrawn by the use of the Card or towards any Bank or DFM charges, the Cardholder shall be responsible for settling the overdrawn amount immediately by a direct payment or transfer of funds from any other accounts maintained with the Bank / DFM. Failure to comply with this condition shall entitle the Bank / DFM to cancel the Card and / or make a transfer of the overdrawn amount or any amount due from any account in the Cardholder's name maintained with the Bank, (if more than one account is maintained at the Bank / DFM). The Bank shall have the right to debit or set off any other accounts of the Cardholder with the Bank / DFM in order to cover the overdraft amount of the Cardholder without prior notice.

5. Credit Limits

5.1 The following credit limits shall apply to transactions conducted by the Cardholder in a day in relation to the DFM Services:-

5.1.1 There shall be a default limit per day of AED 10,000 cash withdrawal at ATM and can be increased up to AED 25,000 by managing the withdrawal limit through the iVESTOR card control feature via DFM smart service app. Any greater amount, can be withdrawn over the counter in any of the Bank's branches across the UAE during the Bank's banking hours.

5.1.2 There shall be a maximum of AED 40,000 cash deposit limit at the Bank's CDMs. Any amount greater than AED 40,000, can be deposited over the counter in any of the Bank's branches across the UAE during the Bank's banking hours or transfer from your own Emirates NBD account to iVESTOR card through Emirates NBD Online Banking Services.

5.2 The Bank reserves the right, at its sole discretion to limit the total cash sum and purchase sum used by the Cardholder during any 24 hour period without giving any reasons or prior notice to the Cardholder. Such Changes shall apply immediately.

6. Fees and Charges

6.1 The Cardholder shall be liable to pay charges while undertaking transactions through the Card ("DFM Charges") to avail the DFM Services along with other related DFM costs, charges and expenses related to the Card. Details of the DFM Charges shall be set out in the "Schedule of Fees" notified by DFM from time to time.

6.2 A cash withdrawal fee will be levied on all transactions processed through non Bank ATMs both within the United Arab Emirates and overseas.

6.3 The Cardholder shall be liable to pay charges while undertaking transactions through the Card ("Bank Charges") to avail the Bank Services along with other related Bank costs, charges and expenses related to the Card. Details of the Bank Charges shall be set out in the "Schedule of Fees" notified by Bank from time to time.

7. Duty of Care

7.1 The Cardholder undertakes not to disclose his / her PIN to any other person. In the event the PIN becomes known to someone other than the Cardholder, that person may be treated by the DFM and the Bank as acting as an agent on behalf of the Cardholder and the Cardholder shall indemnify the DFM and the Bank against all loss or damage which may occur as a result of the PIN becoming known.

7.2 The Cardholder shall take maximum care to prevent the Card from being lost, misplaced, damaged, stolen or any unauthorized use being made of the Card and the Cardholder undertakes not to pass the Card to any other person.

7.3 In the event that the Card is lost, misplaced, damaged or stolen or the PIN is disclosed to any other party or any unauthorized use is made of the Card, the Cardholder shall immediately, thereafter report the said loss, theft or disclosure, damage or unauthorized use, together with the particulars of the Card, to the Bank / DFM by calling the iVESTOR Customer Service. Until the loss, theft or disclosure of PIN to a third party (as the case may be) is reported, the Cardholder will be responsible for the transactions processed by use of the Card. The DFM and the Bank shall not be liable for any damages or loss resulting from such loss, theft or disclosure of PIN or any unauthorized use made of the Card.

- 7.4 Where verbal notice of loss, theft, damage or disclosure or unauthorized use of either the Card or the PIN is given, it must be confirmed in writing by the Cardholder within 48 hours from the receipt of verbal notification to the **IVESTOR** Customer Service.
- 7.5 If a replacement is issued afterwards, a Card replacement fee shall be levied as per the DFM effective Schedule of Fees.

8. Responsibility, Liability and Indemnity

- 8.1 The Card is issued entirely at the risk of the Cardholder who shall indemnify the Bank / DFM for all loss or damage howsoever caused resulting from the issuance and use of the Card.
- 8.2 The Cardholder shall at all times remain liable for any transaction made by the use of the Card and shall indemnify DFM and the Bank for all loss / damage howsoever caused by any unauthorized use of the Card or related PIN. The DFM and the Bank record of transactions processed by the Card electronically or otherwise in relation to the DFM Services and the Bank Services shall be conclusive and binding for all-purpose, in particular for the purpose of legal evidence.
- 8.3 The Bank / DFM shall not be responsible for any loss or damage arising directly or indirectly from any malfunction or failure of the Card or the ATM or the temporary insufficiency of funds in such machine and the manner in which the refusal was communicated to the Cardholder.
- 8.4 The Cardholder undertakes and agrees to indemnify the DFM on demand and hold harmless against any loss, damages, liability, costs and expenses, whether legal or otherwise, which the DFM may incur by reason of any DFM Service or transaction or otherwise under these Terms and Conditions.
- 8.5 The Card shall remain the property of the Bank and DFM at all times and either of them may, at their sole discretion, cancel the validity of the Card and request its return at any time, in which case the Cardholder shall immediately comply with such request.
- 8.6 The Cardholders shall be jointly and severally liable under these Terms and Conditions, if the Account and the Bank Card Account is opened in two or more names.

9. Notice and Communication

- 9.1 DFM may send the Card and any replacement Card to the Cardholder by normal post or courier to the last known mailing or other address of the Cardholder maintained on the DFM's records and at the Cardholder's responsibility.
- 9.2 The Cardholder may request the DFM to provide monthly statements of the DFM Services by Fax or E-mail upon submitting a formal request for the same. The content of the statement of account will be considered correct and valid unless a written notification to the contrary is received by DFM within fifteen days of the statement date.
- 9.3 Subject to the DFM's sole discretion, the DFM may issue a monthly or quarterly statement to each Cardholder (in respect of its Bank Card Account in respect of the Bank Services by normal post or courier. The statement must be carefully checked and reviewed by the Cardholder on receipt and any error or discrepancy must be notified in writing to the DFM within fifteen days (15 days) of the statement date as it appears in the DFM records. If no such notice is given by the Cardholder, the statement is deemed to be correct and the Cardholder may not thereafter raise any objections to the statement. If the Cardholder does not receive a statement for any period, it is the responsibility of the Cardholder to request a statement from the DFM within one month of the date on which such statement would normally have been sent to him / her.
- 9.4 The DFM will be dispatching the statement of the Bank Card Account to the address in their records at the agreed frequency. However the DFM shall suppress, the generation of statements and discontinue their dispatch if the statement dispatched to the Cardholder address, as appearing in their records is returned undelivered consecutively on two or more occasions, until such time the DFM is provided with an alternative address for mailing the statements, and those statements not mailed to the Cardholder, may be collected from the DFM premises after serving sufficient notice for retrieval from the system. The Cardholder hereby absolves the DFM from any consequences, losses, damages, claims or other rightful acts, which the Cardholder may otherwise have against the DFM / Bank arising either directly or indirectly, of the DFM not dispatching the statements of the Bank Card Account.

10. Confidentiality

- 10.1 The Cardholder irrevocably authorizes and permits DFM to disclose and furnish such information that is deemed relevant concerning the Cardholder or his / her Account to the Bank.
- 10.2 The Cardholder irrevocably authorizes and permits the Bank and DFM to disclose and furnish such information that it deems concerning the Cardholder or his / her accounts with the DFM and the Bank not limited to the DFM / Bank's associate companies, agents, and / or any other third party.

11. Marketing

- 11.1 In connection with any special promotions, discounts and / or offers made by the Bank, the DFM or by any specific merchants from time to time:
 - 11.1.1 The Bank and DFM do not hold any warranty or make any representation of the delivery, quality, design, specifications or otherwise set out in respect for such offers.
 - 11.1.2 Such offers / promotions / discounts may be subject to availability of what is declared by the merchant and will be allocated on a first come, first served basis.
 - 11.1.3 The Bank or DFM shall not be held responsible where any of the said merchant withdraws, cancels, alters or amends such promotional offers.
- 11.2 Cardholder participation in any Card promotions usage campaigns will be subject to the promotion / campaign terms and conditions, which may not concern the Bank and DFM.

12. General

- 12.1 The DFM and the Bank may, from time to time, at their sole discretion and without notice to the Cardholder, change or amend any of these Terms and Conditions.
- 12.2 The Cardholder agrees that the invalidity or enforceability of any part of these Terms and Conditions shall not prejudice or affect the validity or enforceability of the other provisions herein.
- 12.3 The failure of the Bank or DFM to insist in one or more instances upon the strict performance of any of the provisions of these Terms and Conditions or take advantage of any of its rights hereunder shall not be construed as a waiver of any of such provisions or the relinquishment of any such rights, which shall continue in full force and effect.

- 12.4 The Cardholder agrees that the Bank and DFM shall have the right to assign and transfer any of their rights and obligations under these Terms and Conditions to any third party without obtaining the Cardholder consent. The Cardholder have no right to assign any of his rights and obligations under these Terms and Conditions unless if he / she has obtained DFM's prior written consent.
- 12.5 These Terms shall be construed in accordance with the laws of the UAE and the rules, regulations and directives of the UAE Central Bank, the Securities and Commodities Authority and shall be subject to the jurisdiction of the courts in Dubai, UAE.
- 12.6 These Terms are made in bilingual (Arabic and English) text however, if there is any contradiction between the Arabic and English text, the Arabic text shall prevail.

13. Terms and Conditions

- 13.1 Each Cardholder acknowledges that it has read, understood and agrees to abide by these Terms and Conditions.