

# TERMS AND CONDITIONS

## Joining Bonus

- Promotion Period for Joining Bonus, will be from 10th May to 31st August 2023.
- Joining Bonus will be in the form of Cashback and will be credited to the card.
- RAKBANK World Credit Card and RAKBANK Emirates Skywards World Elite Credit Cardholders will be eligible for a Joining Bonus of AED 1,000 upon completing spends of AED 10,000 within first 35 days of their Card Issuance.
- RAKIslamic World Credit and RAKIslamic Emirates Skywards World Elite Credit Cardholders will be eligible for a Joining Bonus of AED 1,000 upon completing spends of AED 10,000 within first 35 days of their Card Issuance.
- RAKBANK HighFlyer Platinum Credit Cardholders, Titanium Credit Cardholders, RAKIslamic Platinum Credit Cardholders will be eligible for a Joining Bonus of AED 500 upon completing spends of AED 5,000 within first 35 days of their Card Issuance.
- RAKBANK Red Credit Cardholders will be eligible for a Joining Bonus of AED 300 upon completing spends of AED 3,000 within first 35 days of their Card Issuance.
- Joining Bonus Offer is valid only for New to RAKBANK Credit Cardholders who apply for selected Credit Cards via the Digital Banking App during the promotion period.
- Credit Cards sourced via Digital Banking App but assisted by any RAKBANK Staff, will be eligible for this promotion.
- Existing to Bank customers who apply for a Credit Card and are assisted by Sales via Digital Banking App are eligible for the Joining Bonus from 11th Aug till 31st Aug 2023.
- Self Employed Customers (either New to RAKBANK or existing Customers), will not be eligible for this promotion.

## Streaming Subscription

- Streaming Subscription offer will be for New Cards applied and booked during 10th May to 31st August 2023.
- Customers will receive free streaming subscription every month from 10th May till 31st December 2023.
- Free Streaming Subscription means, 100% of the Streaming Subscription transactions / spends done by the eligible cardholder will be refunded to their Credit Card every month subject to a) cap of AED 100 per month and b) minimum spends of AED 2,500 per calendar month on their eligible RAKBANK Credit Card.
- Streaming Services will be identified based on merchant category codes as defined by MasterCard (Merchant category code 4899 – Cable and other pay television services, Merchant category Code 5968 – continuity / subscription).
- Qualifying Cardholders will be notified individually and will receive Streaming Services Credit within 30 working days after end of each calendar month.
- Streaming Subscription Offer is valid for all New RAKBANK Credit Cardholders who apply for selected Credit Cards during the promotion period.
- Self Employed Customers (either New to RAKBANK or existing Customers), will not be eligible for this promotion.

## Others

- Promotion Period will be from 10th May to 31st August 2023.
- RAKBANK World Credit Card, RAKBANK Emirates Skywards World Elite Credit Card, RAKBANK HighFlyer Platinum Credit Card, RAKBANK Red Credit Card, RAKBANK Titanium Credit Card, RAKIslamic World Credit Card, RAKIslamic Emirates Skywards World Elite Credit Card, RAKIslamic Platinum Credit Card will be eligible for this promotion.
- Spends made on Supplementary Cards attached to the qualifying Cardholder will be included towards determining the total qualifying spend.
- Customers who have not received the communication from RAKBANK with regards to the Offer are ineligible for this campaign.
- RAKBANK Digital Banking transaction, Cash advance, Balance Transfer, Credit Card Cheques, RAKMoney Transfer, Smart Cash, all Cash, Fee, Charges and Installment related transactions are excluded for this promotion.
- Transactions on the Card in the form of reversals, refunds or disputed purchases during the offer period will be deducted from the qualifying spend.
- Customer is eligible for only one promotional reward during the promotion period and this cannot be clubbed with any other offer.
- Delinquent, Blocked, Over limit and Inactive Card customers during the promotion or fulfillment period will not be eligible for this offer.
- RAKBANK reserves the right to amend, withdraw and modify the offer at its sole discretion.
- Qualifying Cardholders will be notified individually and will receive Joining Bonus within 60 working days after the end of the promotion.
- Any enquiry or disputes in regards with the promotion rewards should be raised within 90 calendar days after the promotion period and customer has to submit a copy of purchases invoice.
- RAKBANK is not responsible for a transaction that does not get captured under the appropriate category defined by MasterCard nor accepts any responsibility for refusal of acceptance of the Card for any reason whatsoever.
- RAKBANK reserve the right to disqualify the Cardholder from the benefits of the Offer if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the said Offer or otherwise by use of the Card.
- RAKBANK's decision on all matters relating to this Offer and in case of any dispute shall be final and binding on all Cardholders.