

Terms and Conditions:

Cash on Card (COC)

1. Dubai Islamic Bank (“DIB”) Credit Card (“Credit Card”) must be active at the time of processing the Cash on Card (“COC”).
2. Credit Card should not be delinquent and its status should be Normal.
3. Cash on Card service shall be applicable only to transfer funds to DIB Current or Savings account (CASA) or CASA maintained at other banks in the UAE.
4. Customer availing the COC facility may not be entitled to full or partial receipt of Rewards on DIB Credit Cards.
5. Wala’a Rewards and Skywards Miles or any other loyalty currency are not earned on a Cash on Card transaction.
6. The Cash on Card amount should not exceed the available cash limit in the Credit Card.
7. Beneficiary bank holding CASA will receive the funds within seven (7) working days from the date of processing the Cash on Card. The customer agrees and acknowledges that DIB shall not be held liable or responsible for any delay to credit the fund by other banks holding CASA.
8. Applications submitted to avail COC facility before 4:00 PM will be processed on the same day and all other applications will be processed on the next working day (excluding Friday and any other holiday declared in the UAE)
9. The Credit Card holder (“Cardholder”) shall be liable and responsible to ensure that he/she has provided correct and accurate information (including a valid IBAN of recipient account) to Dubai Islamic Bank (“Bank”) in order to process the Cash on Card request. Transfer of funds (for COC transactions) to other bank will be processed as per CB-UAE regulations related to local transfers.
10. The Bank shall have the right to amend these Terms and Conditions at any time, and shall notify the Customer through a general notice posted on the Bank’s website.
11. The Cardholder shall be liable and responsible for any loss, costs, expenses, damage or expenses or loss of data suffered or sustained by the Cardholder as a result of processing the Cash on Card transaction.
12. The Bank shall not be responsible or held liable for any amount payable by the Cardholder to his/her accounts at DIB or with other banks/ financial institutions arising out of the Cash on Card transaction.
13. The Cardholder agrees to indemnify the Bank from and against any and all losses, claims, demands, costs (including legal costs), expenses, damage or liabilities suffered by the Bank arising out of Cash on Card transactions made on the request and information provided by the Cardholder. The Cardholder undertakes to pay such amounts in the manner and on the dates determined by the Bank, without objection and irrespective of the elapse of any period of time from the date of occurrence.
14. The Arabic version of the Terms and Conditions shall prevail over the English version in the event of any discrepancy or dispute.