

Terms and Conditions for Wala'a Rewards

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

Definition: Points means Wala'a Rewards

1. Card holders will earn Points basis on their spends (Retail & ecommerce only) at the prevalent rates as published on DIB website by using the eligible Card.
 2. No Points will be earned on non-spend transactions i.e. fees and charges, Balance Transfer, Cash Advance, Cash on Call, Full Balance Conversion etc., including, but not limited to the mentioned transactions and as defined by the Bank’s policy from time to time. The percentage of points given may vary between different products. Percentages are subject to change and may vary from time to time after notification to Cardholders as per Bank’s policy.
 3. Points will be calculated in AED amount.
 4. All Points earned will reflect in your account within 48 business hours of relevant Spend being executed and posted.
 5. Points will automatically expire in two years (24 months) if not redeemed by the Cardholder. The Cardholder is responsible to be aware of his balance and the Bank holds no responsibility of informing the Cardholder to this effect. The Cardholder 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.
- Points cannot be converted to cash or transferred unless explicitly mentioned as per the CVP of the product
6. For customer convenience, the spends and the Points awarded shall be rounded down to zero decimals. This is subject to the Bank's Terms & Conditions which may change from time to time with prior notification to the Card members.
 7. Stipulated verification checks will be conducted prior to Points redemption.
 8. Only primary Cardholders can redeem Points.
 9. Once redeemed, Points cannot be reinstated, reversed or exchanged.
 10. In case of reversal transaction, only full reversals are allowed and partial reversals will not be eligible.
 11. In case of reversal where Cardholder has already redeemed the Points, Points will go in negative balance in the absence of sufficient Points balance being available. In case Cardholder wants to cancel the Card 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 Cardholder.
 12. Any redemption by Cardholders will be effected only after 48 hours.

13. Gift items against redemption request as applicable shall be sent to customer as per contact details available in bank records.
14. Cardholder is responsible for receipt of the gift items as redeemed and must accept these personally.
15. In case of card cancellation, Cardholder will lose all balance Points.
16. Bank may decide to block and forfeit Cardholder Points.
17. 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 and notifying the customers thereof.
18. Each Card User agrees to defend, indemnify the Bank, its employees, agents and representatives, hold harmless the Bank and/or its employees on demand from and against any and all losses, actions, claims, proceedings, judgements, fines, damages, fees, costs and expenses (including legal fees) together with any sales or other taxes (regardless of when the same are made or incurred) (a) which may at any time be suffered or incurred (directly or indirectly) as a result of or connected with the preservation and/or enforcement of any of the rights of the Bank under these Conditions; and/or (b) which arise out of any act or omission on the part of any Card User; and/or (c) which arise out of any wrongful, misleading or other such information provided by any Card User to the Bank. Such expenses shall include without limitation any internal management and administrative costs of the Bank.
19. All redemptions will be processed and gift items sent to You within 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.
20. Relationship is automatically terminated upon Card Closure, death, or bankruptcy of the customer. Points will be forfeited.
21. The Bank may in its absolute discretion suspend, cancel or terminate a membership or Cardholder accumulated Points at any time for a valid reason.
22. The Bank reserves the right to disqualify Cardholder from further participation in the loyalty program, to cancel all 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 accrual of Points, sale or abuse of Points, sale or abuse of reward Benefits
23. Cardholder 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 may otherwise be used in any manner from time to time; (f) will be retained and used for data processors to ensure the efficient running of the Program; (g) may be disclosed as required by law, including disclosures to law enforcement agencies and other government authorities'; (h) may be used to send you communication about promotions, services, products and facilities offered by the Bank; (i) may be disclosed to a Service Partner to assist that

Partner in the planning and development of the program; and may be used by a Partner to send you separate communications about services, products and facilities offered by that Partner.

24. The Bank reserves the right to suspend or terminate the program at any time after serving a notice to the cardholders. In this case, the cardholders should utilize their balance Points before the date specified by the bank for this purpose or all Points may be forfeited in such a case.

25. In case of any dispute the Bank's decision will be final and binding.