

# Terms and Conditions

## ibq thanq Rewards Programme

As an **ibq** credit card customer, you will automatically be enrolled in the **ibq thanq** Rewards Programme (the "**Programme**").

These are the terms and conditions (the "**Terms and Conditions**") applicable to the Programme.

You will earn and redeem points, subject to the following Terms and Conditions.

### Definitions:

"**Customer**" means, a customer of **ibq** (the "**Bank**") who is in Good Standing and who holds a valid **ibq** Credit Card; for the purpose of these Terms and Conditions, "Good Standing" shall mean not in default under any credit facility, if any, with the Bank and, for the avoidance of doubt, Customer shall include primary cardholders and any supplementary cardholders.

"**Points**" means, the points collected and redeemed under the **ibq thanq** Rewards Programme

"**ibq thanq Rewards Programme**" is defined as a loyalty programme where customers accrue points for performing retail banking transactions that are categorised as eligible by the Bank at its sole and absolute discretion. **ibq thanq** Rewards Programme is managed by the Bank in conjunction with other Third Party Service Providers

"**Third Party Service Providers**" means, the companies who provide opportunities to redeem points under the **ibq thanq** Rewards Programme.

### 1. Participation

1.1. To participate in the Programme, the Customer must hold a valid **ibq** Credit Card and the Customer must be and must remain throughout his/her participation in the Programme in Good Standing.

1.2 The Customer must self-register for the Programme at <http://www.ibq.com.qa/> in order to participate in the Programme and gain access to the points earned.

1.3 The Customer will begin to earn points from the date of automatic enrollment, regardless of whether the Customer has registered for the Programme or not. However, if the Customer does not complete his/her registration within 60 days from date of his/her automatic enrollment, all points earned prior to registration will be forfeited.

1.4 The Bank has the right to disqualify the Customer from participating in the Programme and cancel any Points the Customer has already accumulated if the Customer fails to comply with any of the Bank's terms and conditions.

1.5 The Customer may opt out of the Programme by sending a formal written notice to the Bank. Opting out from the Programme may result in certain products and/or services no longer being available to the Customer.

## **2. Eligibility**

2.1 The Customer will earn points on qualifying retail Credit Card transactions as specified by the Bank in its sole and absolute discretion provided that the total qualifying transactions incurred in equivalent QAR during a billing month does not exceed the maximum amount as determined in clause 2.2 and clause 2.3.

Qualifying retail transactions do not include the following transactions:

- Balance transfers
- Cash withdrawals
- Quasi Cash
- Credit Card Cheques
- Finance charges
- All fees charged on the Card by the Bank
- Transactions reversed by a Merchant
- Chargebacks/Fraudulent/Disputed Transactions
- Any other transactions determined by the Bank from time to time, at its sole and absolute discretion

2.2 The total amount of eligible qualifying spend in any one month is limited to the amount of the credit limit on the Customer's credit card account

2.3 The maximum qualifying spend that can earn Points in any one month is limited to QAR 100,000.

2.4 The points earned by any supplementary cardholder will accrue to the account of the primary cardholder.

## **3. Bonus Points:**

3.1 Bonus Points can be awarded to a Customer for particular promotions and offers as specified by the Bank from time to time

3.2 The Bank will from time to time award additional bonus Points for other products of the Bank which may include, but are not limited to, current accounts, personal financing, mortgages, investment products and customer referrals.

3.3 The bonus Points are earned in conjunction with the Points earned on the Customer's credit card account.

3.4 The Customer must hold a valid **ibq** Credit Card and must be and must remain in Good Standing throughout his/her participation in the Programme in order to earn and redeem bonus Points.

## **4. Points Accruals:**

4.1 The maximum Points a Customer can earn in any given calendar year is up to 250,000 Points.

4.2 The Points are payable at the sole and absolute discretion of the Bank and cannot be exchanged for cash or used in conjunction with any other points at the time of redemption, unless otherwise specifically notified to the Customer by the Bank.

4.3 The Bank reserves the right to change the value of the Points from time to time at its sole and absolute discretion without prior notice to the Customer.

4.4 The Customer's credit card must not be overdue, suspended, blocked, cancelled or terminated by the Bank in order to earn Points or request for redemption of Points.

4.5 If the Customer's credit card is overdue, suspended, blocked, cancelled or terminated for any reason whatsoever, the Points earned shall stand forfeited and may only be reinstated at the sole and absolute discretion of the Bank.

4.6 In the event of any reversal of transactions for which the Customer was awarded Points, the Bank shall reverse the Points at the rate at which they were awarded.

4.7 Points are not available for transactions on credit cards for business, corporate and commercial purposes either wholly or in part. The Bank reserves the right to recover such Points obtained by the Customer as a result of engaging in such transactions.

## **5. Points Redemption:**

5.1 The Customer must self-register for the Programme at <http://www.ibq.com.qa/> in order to participate in the prior to redemption of any Points earned.

5.2 Points can only be redeemed online or such other website as determined by the Bank from time to time. The value of Points earned can be redeemed by purchasing air tickets, hotel bookings or other products and services offered on the website.

5.3 A minimum 2,500 Points will be required for each redemption for products and services offered on the website

5.4 Customers will have the option to redeem for products and services by Points, Points and partial card payment and by card payments only. In the event the Customer opts to make a card payment, the transaction will be subject, but not limited to, foreign exchange fees, service provider fees and any other fees as determined by the Bank or the Third Party Service Provider from time to time at their sole and absolute discretion without prior notice to the Customer.

5.5 Any Points that are unutilised will automatically expire and will be forfeited after twenty four (24) calendar months from the date of accrual if not redeemed by the Customer.

5.6 Once Points are redeemed, the Customer cannot request the Points to be reinstated in the Customer's account for any reason whatsoever.

5.7 In the event the Customer account on which the credit card was issued is voluntarily closed, the Points accumulated on his/her Credit Card or any other supplementary cards must be redeemed prior to closing his/her account or will result in the Points being forfeited.

5.8 The **ibq thanq** Rewards Programme and, for the avoidance of doubt, any Points earned by the Customer there under does not and will not in any way create any liability or obligation whatsoever on the part of the Bank.

## **6. Partner Rewards:**

6.1 The **thanq** loyalty Programme is managed by the Bank and select Third Party Service Providers to offer the Customer access, but not limited to, hotels and resorts, airlines, car hire, leisure and lifestyle services.

6.2 When a Customer selects a product and/or a service from a Third Party Service Provider, he/she enters into an agreement with the Third Party Service Provider, not the Bank, and as such, the Bank strongly recommends that, prior to purchasing any product and/or service from a Third Party Service Provider, the Customer reads, understands and agrees to the terms and conditions of such product and/or service with the Third Party Service Provider.

6.3 By accepting the Third Party Service Provider's offer, the Customer agrees to abide by the terms and conditions of the purchase of the relevant product and/or service, including payment of all amounts when due and compliance with all rules and restrictions regarding booking, availability, cancellations and refunds in respect of such service and/or product.

6.4 The Customer hereby irrevocably and unconditionally undertakes to indemnify and hold harmless the Bank, its directors, officers, employees and agents from and against any and all liabilities, damages, losses, costs and expenses of any kind, whether direct, indirect or consequential, including without limitation legal fees and disbursements, which the Customer may incur in connection with investigative, judicial or administrative proceedings of any kind threatening between the Customer and the Third Party Service Providers or relating to or arising out of any service and/or product purchased by the Customer from any Third Party Service Provider.

6.5 The Bank does not create any agency, partnership, joint venture, employer/employee or similar relationship with the Third Party Service Providers and is not responsible for and will not assume any liability for any changes in or discontinuance of the benefits offered by the Third Party Service Providers.

## **7. General:**

7.1 The Bank may, at any time, at its sole and absolute discretion, without any notice or reason whatsoever, remove, vary, supplement, amend or modify any one or more of the Terms and Conditions applicable to the Programme.

7.2 The Bank may, at any time, in its sole and absolute discretion, without any notice or reason whatsoever change the Programme.

7.3 The Bank's decision on computation, lapse, cancellation, forfeiture, credit, debit and re-installment of Points shall be final, conclusive and binding on the Customer.

7.4 The Customer irrevocably and unconditionally agrees and expressly consents that the Bank may at its sole discretion and for any purpose (including for the purpose of **ibq thanq** Rewards Programme) share any information, details, or data relating to the customer and or the accounts of the customers and or the Customers transactions with the Bank or its affiliates or any other third party of any territory as permitted by local laws and regulations. The consent given by the Customer will continue in effect unless and until

the Customer withdraws the consent by notice in writing to the Bank. Withdrawal of consent may result in certain services no longer being available to the Customer.

7.5 The Bank may, at any time, in its sole and absolute discretion, without any notice or reason whatsoever cancel, suspend, change or substitute the Points or the basis of computation of Points or the Terms and Conditions of the Programme.

7.6 If, at any time, the Bank suspects any Customer (or any additional cardholders associated with the Customer's account) misconduct, abuse or any fraudulent activity in relation to the Programme, the Bank may at its sole and absolute discretion, without any notice or reason whatsoever, suspend or terminate the provision of Points of such Customer with immediate effect. In such case, the Bank may, in its sole and absolute discretion, cancel any Points that have already been earned and suspend or cancel the participation of such Customer in the Programme.

7.7 For defaulting Customers, the Programme will be suspended; and such Customers will not be able to have access to the **ibq thanq** Rewards Programme website, nor accrue or redeem any Points until such time their account has been regularized.

7.8 Any transaction recorded on the **ibq thanq** Rewards Programme website cannot be used as and will not replace the official records issued by the Bank.

7.9 The transactions recorded on the **ibq thanq** Rewards Programme website is conclusive evidence in respect to the number of Points credited to the Customer. The Customer can check and redeem Points on the **ibq thanq** Rewards Programme website which is used solely for the purpose of displaying the Points earned on qualifying transactions and redeeming Points.

7.10 The Programme supplements, but does not in any way whatsoever amend the credit card agreement between the Bank and the Customer and any other agreements between the Bank and the Customer.

7.11 These Terms and Conditions shall be construed and governed in accordance with the laws of the State of Qatar and shall be subject to the jurisdiction of the Courts of Qatar, but without prejudice to the Bank's general right to issue proceedings, when necessary, in any court in any jurisdiction whatsoever.

