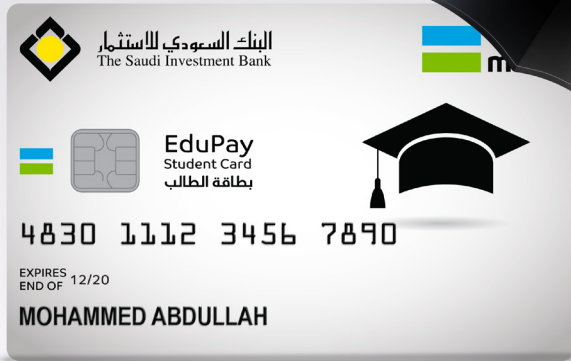




البنك السعودي للاستثمار
The Saudi Investment Bank



Cards

Guidelines for EduPay Cardholders

Call 9200 25 995
saib.com.sa



Guidelines for EduPay Cardholders

1. Kindly do not use your EduPay card unless it is activated by the bank. Please call our Call Center number 920025995 for any support.
2. To help us serve you better, please advise us of any change in your telephone number.
3. In the event that you have claims related to MADA transactions "Point of Sale purchase or ATM Cash Withdrawal" you may report such claims to The Saudi Investment Bank within 180 days from the transaction date. No claims shall be entertained after 180 days.
4. When you notice transactions that were not conducted by you, please immediately call the bank's Call Center number 920025995 within the Kingdom of Saudi Arabia.
5. Please ensure your card is kept secure to avoid losing it or have it used by others.
6. We recommend not selecting easy PIN number or using personal data "i.e., birthday etc." as these can be easily known. It is also recommended to change your PIN periodically or when you suspect that it is known to a third party.
7. This card allows you to withdraw cash from ATMs up to SR 5,000 per day, and to purchase through POS up to SR 20,000 per day.
8. You can use your EduPay card to make safe purchases on POS.
9. Use SAIB ATMs to change your card PIN and withdraw cash any number of times with more convenience.
10. Please handle your card with caution and avoid any damage to the card and chip.
11. From the SAIB ATMs, withdrawal and balance enquiry is free for all transactions. From any other bank's ATM, a SAR 2.00 charge is applied from the 5th withdrawal per month onwards and a SAR 0.80 charge is applied from the 5th balance enquiry per month onwards.