

AAIB Secure Code / Verified by Visa Service Usage Terms and Conditions

- The use of AAIB Secure Code/ Verified by Visa Service is subject to the following Terms and Conditions(T&C), which may be updated from time to time as the bank deems appropriate without the need for cardholder consent.
- Using AAIB Secure Code/ Verified by Visa Service will represent cardholder acceptance to these Terms & Conditions.
- For cardholder benefit and protection, cardholder should read these Terms and Conditions carefully before accepting them.
- AAIB Secure Code/ Verified by Visa Service provides cardholder with a way of increasing security in online transactions / purchases by reducing the chances of fraud, however, it does not guarantee websites (or the goods and services offered on those websites).
- By using AAIB Secure Code/ Verified by Visa Service, cardholders authorize AAIB to share certain information about them and their cards with third parties.
- The secure code/ Verified by Visa service may be amended or discontinued, temporarily or permanently without a prior notice in case such amendment or discontinuation is required by MasterCard/ Visa International Services Association, which runs the payment systems for the cards used with cardholders' accounts.

1-Definitions:

- "Secure Code/ Verified by Visa Service "means the secure service that provides online authentication when cardholder purchase goods or services from secure registered retailers over the internet.
- "OTP" Stands for (One Time Password) that is sent on cardholder's registered mobile number while shopping at 3D secure participating merchants.
- "3D": 3rd level authorization.
- "Card" means MasterCard/ Visa Credit card.
- "Personal Information" means the information the cardholder provides when registering to use secure code/ Verified by Visa service, allowing AAIB to verify his/her identity.

2– About Secure Code/ Verified by Visa Service :

Secure Code/ Verified by Visa Service is a way of enhancing security in online transactions by providing further protection against the unauthorized use of the card. Once cardholder makes an online transaction/purchase with the card through one of the participating merchant websites, (s)he will automatically receive an SMS on his/her registered mobile number with the One TimeOne-Time Password (OTP) for this transaction/purchase. Then, cardholder will be asked to enter the received (OTP) to verify his/her identity; this will be on a secure and confidential screen. When the cardholder correctly enters the required details, (S)he will be authenticated as the authorized cardholder and the purchase/transaction will be completed. Without the (OTP), the purchase cannot take place.

The steps for completing the transactions are given below:

- 1) Shop online at any participating online merchant site and check out.
- 2) Enter the card details during checkout.
- 3) Enter the OTP sent to the registered mobile number in the authentication screen.
- 4) Transaction is completed.

After entering the OTP correctly, Bank will authenticate all details and if everything is valid, the transaction will be authorized.

3- Registration

Shopping online has never been easier as the cardholder does not need to register for Arab African International Bank Online Secure Service; all eligible Arab African International Bank MasterCard/ Visa Credit Cards are automatically enrolled in the service. All cardholders have to do is to ensure that their contact details are regularly updated on the bank's systems so that they receive the One Time Password (OTP) on their registered mobile number while shopping with 3D secure participating merchants.

*The service is empowered by MasterCard for MasterCard cards and by Visa International for Visa cards to shop online with Arab African International Bank Online Secure Service.

* Cardholders have to contact Arab African International Bank Contact Center 19555 or visit the nearest branch if their mobile numbers are not updated.

4- Security:

AAIB will only use Cardholder's Personal Information in accordance with AAIB Privacy Policy.

AAIB will not disclose Cardholder's Personal Information to any online retailer.

AAIB will ensure that the security of Cardholder's information is maintained.

6. Termination

AAIB may suspend or terminate the use of the secure code/ Verified by Visa service immediately if it suspects that:

- a) Somebody else is using or attempting to use cardholder's Password;
- b) Someone else knows cardholder's Password;
- c) Cardholder's Password is being used illegally;
- d) Cardholder has breached these terms or the Account terms.

7. Liability

- The terms and conditions applicable to AAIB Credit card continue to apply whether cardholders use the secure code/ Verified by Visa service or not.
- Cardholder will be liable for using of the Password, unless the usage results from fraud. In case that fraud was due to cardholder negligence (negligence (against the Bank or the external service provider), (s)he will be liable.
- We shall not be liable for any failures of the secure code/ Verified by Visa service caused by any events that we cannot reasonably control.

8. Responsibility

- Card Holder is solely responsible for maintaining the confidentiality of his/her One Time Password (OTP), and ensuring that his/her contact details are regularly updated on the bank systems to be able to use the service when required.
- Card Holder is financially responsible for all the transactions undertaken by using AAIB Online Secure Code.