

## Terms and conditions for Issuing and Using

### Prepaid Card issued by Al-Amwal for Electronic Banking Services, L.L.C

#### 1- Definitions:

The following words and phrases, wherever they appear in this Agreement, will have the meanings assigned to them below, unless the context indicates otherwise:

Country	Iraq
Bank	Central Bank of Iraq
Company/service provider	Al-Amwal for Electronic Banking Services, L.L.C
The service	Prepaid Card / Mobile Application for managing Prepaid Cards
Legislation in force	It means the laws, regulations, and instructions in force in Iraq in this regard, including the instructions for Anti-money laundering and terrorist financing, the requirements for issuing electronic money and management services, and any regulations and instructions issued by the Central Bank.
Customer	The legal person who will obtain the Prepaid Card in his name, who has signed these terms and conditions, and who has been registered for the purposes of using the service.
Electronic money	The cash /money value stored electronically, which is issued in by receiving cash amounts of the same currency type and value, and means the cash /money that can be transferred between the parties dealing with it by electronic tools.
Subscription contract	It means the Terms and Conditions, Know Your Customer/ KYC form, and any other appendices that govern the relationship between the two parties, which accordingly, the customer is provided with the service.
Prepaid payment or Card	The Card is issued by the Company/service provider.
Subscription form	This means Know Your Customer/ KYC form and the terms and conditions for issuing the service (Prepaid Card).
Smartphone application dedicated to managing Prepaid Cards	It is an application that can be installed through the PlayStore, App Store and online stores, which enables the customer to link his Card to it and benefit from many features.

## 2- Terms and conditions

- 1- The customer agrees to authorize the company to settle financial transactions executed to or on the Prepaid Card accounts immediately, as the customer will be notified immediately and in a timely manner.
- 2- The customer acknowledges and agrees that the company will open a Prepaid account so that payment is made using electronic money that is transferred by the company to the customer's account in exchange for the cash amounts received, and then that electronic money is dealt with by the customer using Prepaid Card.
- 3- Upon completion of the process of Card issuance and activation the company delivers it with the Card PIN to the customer (Hard Copy) or using a smartphone application to retrieve the PIN, and the customer is committed to preserving it and under his full responsibility, and it is considered a signature and acknowledgment by him of his approval of the Card. Executing any requests, services or Orders are not accepted or claimed in any way that the customer has not performed any of the services and/or that any third person has used them unless the company is informed clearly, explicitly and in writing so that it can stop and/or cancel the service and/or take any appropriate measures at the company's exclusive discretion.
- 4- The customer acknowledges and agrees that there are limits for dealing with made transactions depending on their type, whether for a single transaction limit, and/or monthly limits according to the type of customer, and/or monthly limits for Prepaid Cards accounts according to what is contained in the applicable legislation or amendments may occur.
- 5- The customer acknowledges and agrees that the Card will be used within the rules and instructions of the Central Bank of Iraq and the international payment companies Visa and MasterCard, and that it will not be used as part of suspicious businesses or financing illegal and terrorist parties and organizations, or its servants to buy contraband, illegal goods, smuggled goods, and any practices and actions that violate the law with the instructions and laws of the Republic of Iraq.
- 6- The customer acknowledges that the Card will be used by him personally, as he is the exclusive and sole holder of the Card he applied for, and it will not be given to others, whether relatives or non-relatives, and any incorrect use of the Card by a third party is the responsibility of the customer whoever applied for it the Card bears full legal responsibility.
- 7- The customer is obligated, at his responsibility, to verify the details of the transaction in terms of transaction status and the value before making the transaction, to ensure that the PIN is protected, and to adhere to all security and confidentiality rules as approved by the company and published on the company's website, in addition to not issuing transactions without sufficient balance on his Card.
- 8- The customer acknowledges that the company is not responsible for any transaction that was not successful and/or was rejected for a reason that is not attributable to it or for any reason related to the operational systems of the service.
- 9- The account of the Prepaid Card account is considered escrow if no transactions were made on it for a period of one year and if it is not possible to communicate with the customer who holds the account, and all means of communication with him have been exhausted.
- 10- The company may notify the customer that his account will be considered escrow at least one month before the end of the period stipulated above.
- 11- The account of the Prepaid Card will be suspended until the customer personally or his representative pursuant to a judicial agency or duly approved authorization, or the authorized signatory in the case of a legal person, visits the service provider at its headquarters.
- 12- If the customer or his legal representative visits the company with the aim of reactivating the dormant Prepaid Card account or withdrawing the balance, the company is committed to reactivating the Prepaid Card account or liquidating the existing balance immediately according to what the customer requests.

- 13- If the customer is not satisfied with the service provided to him, he has the right to file a complaint with the company's customer complaints unit, contact the customer service center at any time, or visit the company's headquarters if desired.
- 14- You can contact the Customer Complaints Unit/Customer Service Center at 009647811307999 / 009647700115388 / 6426 or send an email to info@amwalps.iq
- 15- If the customer is not satisfied with the outcome of the complaint, the customer can resort to the Central Bank of Iraq by calling (06-4630301) or sending an e-mail to the following address media.office@cbi.iq or attending in person at the Central Bank of Iraq building.
- 16- The customer acknowledges that the company has the right, after being informed of this, and in the event of any reason or breach on the part of the customer, to stop and/or cancel the provision of the service at any time it wishes and without causing the company any legal or contractual responsibility in any way.
- 17- The customer agrees to authorize the company with an absolute and irrevocable general authorization to record the value of any transaction executed on the company's Prepaid Card account.
- 18- The company is committed to exercising due diligence to take all necessary procedures and precautionary measures to ensure the security and confidentiality of customer information and to provide the service in accordance with the legislation in force in Iraq and any instructions issued by the Central Bank of Iraq in this regard.
- 19- The customer acknowledges and agrees that the company reserves the right at all times to amend the terms and conditions related to the service. He also acknowledges his agreement to the amendment and his commitment to those terms and conditions after they are amended because he has done his due diligence to verify the extent of the change in the terms and conditions, and the company will do its best to inform the customer about the amendment without bearing any responsibility. Minimum responsibility as a result of his lack of knowledge of the amendments that have occurred.
- 20- The company is committed to informing the customer about the account balance of the Prepaid Card immediately after the completion of any financial Transaction through the available channels.
- 21- The customer acknowledges that he has read and understood the service mechanism and the guidance information issued in this regard, in addition to his commitment to comply with the instructions issued by the company and the applicable legislation, including any instructions issued by the Central Bank in this regard and any amendments to them that are published on the company's website.
- 22- The customer acknowledges and agrees that the company will not be responsible for any errors, damages and/or expenses that the customer may incur as a result of any breach of these terms and conditions by him, and the customer also commits and undertakes to bear all compensation, claims and damages that the company may be exposed to as a result of any Breach by the customer of these terms and conditions and/or for any reason whatsoever or upon the claim of any other party.
- 23- The customer has the right to terminate the subscription contract at any time he wishes after informing the company or one of its agents. The company must liquidate the account balance of the Prepaid Card, cancel all obligations incurred by the customer as a result of this contract, and provide a paper or electronic notice regarding the termination of the contract.
- 24- The company must provide the customer with a copy of the terms and conditions signed with him and any notices, data or statements related to the Prepaid Card account, even if there is a legal dispute between the customer and the service provider.
- 25- The customer acknowledges that the user of the smartphone application designated for managing Prepaid Cards will use it correctly and in a manner that does not violate the instructions and controls of the Central Bank and international payment companies, and that use is for the primary Cardholder. The customer also acknowledges that this application is the property of Amwal Company and may not be modified or reused without Prior approval and agreement through Amwal Company, and it is not permissible to use its services or intellectual property rights and re-promote it to others at all. The customer also acknowledges his agreement that the smart phone application can access some personal data stored on the smart cell phone level, which enables the customer to be able to use the application.
- 26- The customer can deal with agents regarding the service, such as (reloading the account of a Prepaid Card).

- 27- The customer acknowledges, knows, and agrees that the company has the right to impose additional fees determined by the company if it becomes clear that the customer has made incorrect use of the Card or suspected certain transactions that have been made on it.
- 28- The customer acknowledges, knows, and agrees that if there is an available balance on the card and he wishes to recover it, he must physically present the Card when submitting a refund request. If it is not possible to present the Card because of its loss, this must be reinforced by submitting a request for the loss of the Card and requesting specific documentation that the company specifies for each case separately and may lead to submitting an actual report to the security centers about its loss. The customer bears full legal responsibility if it turns out that the loss report of his Card was incorrect.
- 29- The customer acknowledges and agrees that the applicable legislation governs the relationship between him and the company, and in the event of any dispute, reference will be made to the Iraqi judiciary, as it is the competent one to consider any dispute related to these terms, conditions, and services.
- 30- In the event of incorrect use of the Card, it will be suspended, and the customer must also provide Amwal Company with reinforcements that will be requested through the relevant department.
- 31- For inquiries and assistance: Contact customer service employees at 009647811307999 / 009647700115388 / or through the short number 6426.

The end,,,