



**Bank Alfalah**  
Islamic

## **Terms & Conditions – Orbit Rewards (IBG)**

## TERMS & CONDITIONS ORBIT REWARDS

### DEFINITIONS

- **Alfalah Orbit Rewards Program** means the loyalty and rewards program established by the Bank shall be governed by the terms and conditions as given below.
- The **Bank** means Bank Alfalah Limited
- **Customer** means any customer/person(s) who has an active banking relationship with the Bank and avails various products and services as provided by the Bank.
- **Orbit (s)** means the loyalty currency/points that a Customer earns/redeems/transfers through the use of the Alfalah Orbit Rewards Program

### GENERAL

- The Bank reserves the right to amend, change, or terminate these Terms and Conditions at any time by giving the Customer 30 days' notice before the change except in cases where the security of the Alfalah Rewards Program needs protection or in circumstances beyond our control. The Bank may with or without prior notice, and to change, vary or modify, the Alfalah Orbit Rewards Program or any of the benefits or features related thereto, or to amend the eligibility criteria and/or to limit or change the value and validity of Orbits for the Alfalah Orbit Rewards Program, and/or the manner of redemption of Orbits, at any time,
- In case of termination or cancellation of the Alfalah Rewards Program, the Customer will be given 30 days prior notice.
- The Customer hereby acknowledges and accepts that the foregoing acts provided in the Clause above may diminish the redemption value of the Orbits, already earned and agrees not to claim compensation for any such discrepancies.
- Alfalah Orbit Rewards Program is governed by these Terms and Conditions, general terms and conditions of account opening and the terms and conditions applicable to any other Bank product eligible for participation in the Alfalah Orbit Rewards Program, including without limitation, the terms and conditions applicable to debit cards, current/savings accounts, home Musharaka, car Ijarah, investment products, BancaTakaful products, electronic/alternate channels and other such terms and conditions, which are incorporated in these Terms and Conditions.

### ELIGIBLE PRODUCTS

- List of eligible product(s) is available on Bank Alfalah Website updated from time to time.
- Bank reserves the right to add, amend, change, and terminate any eligible product(s) and service categories at any time with or without prior intimation to the Customer

### EARNING ORBITS & ELIGIBILITY

- All Bank's individual customers will be eligible for participation in the program. Customers will be auto-enrolled in the program and enrollment is free of cost. Levy of any fee for participation will be at the sole discretion of Bank and can be introduced at any time. Customers will be notified if and when any fees for enrollment are introduced.
- In case of joint accounts, only either or survivor are eligible for participation, subject to applicable law.
- Eligibility is subject to the qualifications as determined by Bank. Bank reserves the right, at any time with or without notice, to impose a validity period for the participation and to extend or reduce the same.
- Orbits earned by a supplementary cardholder will be credited to the main account holder. Orbits earned on joint held accounts (either or survivor joint accounts only) can be utilized by any of the account holder

- Accounts/products will need to be in good standing for customers to earn Orbits

## **CONVERSION**

- Orbits earned carry a Rupee value of Rupee 1 for every Orbit earned. Bank reserves the right to change at any time with or without prior notice to the Customer the Rupee value of the Orbits earned.
- The above-mentioned Orbit value in Rupees is for information purposes only, and the BAFL Orbit Rewards Program has no cash or monetary value and thus no encashment can be claimed by the Customer from the Bank against the accumulated/earned Orbits.

## **ORBITS ACCRUAL**

- Orbits accumulated in the Program have no cash or monetary value and thus no cash can be claimed by the Customer from Bank against accumulated Orbits.
- Orbits accumulated will be shown in a monthly e-Statement sent to the Customer's provided email address. If e-Statement is already registered the same email address will be utilized.
- Bank reserves the right to add, amend, change, terminate any eligible product and service categories at any time, amend the eligibility and participation criteria, limit or change the value of Orbits at its sole and absolute discretion, with or without notice to the Customer and without liability whatsoever on the part of the Bank.
- Bank reserves the right at its own discretion to add, amend, change, terminate any Orbits earning rule with or without prior notice to the Customer.
- Bank reserves the right at its own discretion to amend or forego Orbits for certain types of transaction, transactions at certain outlets or outlet categories, at its sole and absolute discretion and with or without prior notice to the Customer and without liability whatsoever on the part of the Bank.
- Bank reserves the right to withdraw/discontinue the Rewards Program, terminate participation in the Rewards Program and/or revoke any accrued Orbits
- Bank reserves the right to withdraw any/all Orbits earned by Customer in case of default by the Customer on any IBG relationship held by the Customer with Bank.
- Bank reserves the right to add, amend or change the frequency of earning Orbits with or without prior notice to the Customer.
- The eligible product must be in active state for earning Orbits.
- Orbits will not be redeemed against 180 days past due (DPD) plus delinquent accounts and all earned Orbits will be expired immediately.

### **A. Current/Savings Accounts:**

- Orbits shall only accrue on Local Currency (LCY) current and savings accounts. Foreign Currency (FCY) accounts and both LCY & FCY Term Deposits shall not qualify for Orbits accrual.
- Orbits shall be earned on opening a new account, making credit transactions and growing and maintaining balances on monthly/quarterly basis or as per details mentioned in the Rewards Rules Guide available online
- Rewards Orbits shall be earned only on Customer initiated credit transactions such as deposits made by customers, transfers of funds, remittances and online credit transactions.
- No rewards Orbits shall be awarded on Debit transactions.
- No rewards Orbits shall be awarded on the following transactions:
  - Reimbursement into account

- Refunds made into account
- Adjustment credits in account
- Profit disbursements in account
- Funds transfer between customers own accounts
- Term Deposit principal liquidation into account
- Bank reserves the right at any time to vary the nature or category or type of transactions that qualify for earning Orbits under the reward program.
- Orbits will be credited on a monthly or quarterly basis on meeting the required Orbits earning criteria as defined in the rewards rule guide.
- Accumulated Orbits on a closed current or saving account once closed will be withdrawn
- In case of Joint Account (either or survivor joint accounts only), both primary and secondary account holders shall be able to earn and redeem Orbits.

## **B. Debit Cards**

- Orbits shall be earned on new card activation and on eligible card spend stated in Rewards Rules Guide.
- Orbits earned by a Supplementary debit card holder will be credited to the account of the Basic debit card holder and may be used only by the Basic debit card holder for redemption.
- Orbits will be credited after new card activation with first eligible transaction and eligible retail spend transaction posting.
- Card members will be given Orbits for all Retail POS Transactions net of Reversals. Transactions and reversals that do not qualify for Orbits are as follows:
  - Cash Advances or withdrawals in local or foreign currency
  - All Fees, Penalties & Service Charges
  - Payments through ATM
  - Bancatakaful Plans
  - Disputed Transactions
  - Own Account Transfers
  - All types of reversals
- Accumulated Orbits on a debit card once closed or cancelled will be withdrawn.
- BAFL reserves the right to at any time vary the nature or category of Debit Card transactions that qualify for Orbits under the reward program.

## **C. Financing**

- Orbits shall be earned on Musharakah Home Finance and Car Ijarah as stated in Rewards Rules Guide.
- Customers shall earn Orbits on disbursement of new financing and on good payment behavior of financing installments.
- Financing transfers or pay-offs within a year will not be eligible for any further Orbits earning.
- Accumulated Orbits on loan products will be withdrawn on maturity of the loan

## **D. Alternate Distribution Channels**

- Orbits shall be earned on the enrollment of Alternative Distribution Channels (ADC) service(s) and making qualifying transactions across ADC channels as stated in Rewards Rules Guide.
- ADCs refer to Internet Banking, Mobile Application and Fee Based SMS Alerts,.

- Orbits shall be earned one-time only on the activation or enrollment of SMS alerts, Internet Banking or Mobile Banking. If service is cancelled and reinstated, no additional Orbits shall be earned.
- Orbits shall be earned on total number of transactions across qualifying ADC service(s) within a month as specified in Rewards Rules Guide.
- Payments made through debit card on Internet Banking or Mobile Banking will not qualify for spend transactions on debit cards. Such payments may earn orbits through the ADC transactions earn rule given other qualifying criteria's are met as covered under the Rewards Rules Guide.
- Bank reserves the right to add, amend, change, and remove any ADC service(s), nature of qualifying ADC transactions and frequency of Orbits accrual for the Reward Program at any Orbits of time without prior notice to customer.
- Accumulated Orbits on Internet Banking, Mobile Application and SMS Alerts will be withdrawn on cancellation of subscription of the facility

#### **E. BancaTakaful**

- Orbits shall be earned on issuance of new policy after deduction of premium amount, successful renewal of policies and on good payment behavior of policy premium amount as stated in Rewards Rules Guide.
- Orbits shall not be earned within the free-look period of the policy defined at the time of BancaTakaful policy issuance.
- Accumulated Orbits will be withdrawn on cancellation or maturity of the BancaTakaful policy

#### **F. Investments**

- Orbits shall be earned on availing new investment policy, size of the investment policy and reinvestment in existing policy as stated in Rewards Rules Guide.
- Orbits shall be earned one-time at the end of the year on reinvestment regardless of the number of times reinvestment is done by the Customer.
- Accumulated Orbits will be withdrawn on cancellation or maturity of the investment product.

## PROGRAM TIERS

- Customers enrolled in Alfalah Orbit Rewards will be part of a tier based structure based on the number of products the Customer is availing/enrolled for as mentioned in the Rewards Rule Guide.
- Customers will start-off in Alfalah Orbit Rewards tier and can be upgraded/ downgraded to Orbit 3, Orbit 6 and Orbit 9 based on the eligibility.
- Tier eligibility criteria and benefits is available on Bank Alfalah Website updated from time to time.
- Eligible products will be as mentioned in Rewards Rules Guide available online.
- Tier bonus will only apply to Orbits earned on eligible products. Orbits received through transfer of Orbits will not qualify for the tier bonus. Customers in every tier will be eligible for bonus Orbits award at the end of every month based on the tier the Customer belongs to.
- Tier upgrades will be done as and when the product holding reaches the particular tier eligibility
- Tier bonus award and downgrades will be at the start of each month
- The Customer will remain within a tier for a period of 3 months irrespective of product closure. Tier will not be downgraded on product closure/dormancy during the 3 months period.
- The 3 months period will start from the date of the upgrade. After 3 months the product holding will be counted on the latest customer product holding to allow the customer to remain in the same tier or perform a downgrade. If no new products are availed, the next review will again be after 3 months.
- The number and types of products required for tier eligibility may be changed by Bank at any time without notice.
- The value and amount of bonus tier Orbits may be changed by Bank at any time without notice
- The duration period of tier validity may be changed by Bank at any time without notice

## ORBITS REDEMPTION

- Provided that the Customer's relationship with Bank is active and in good standing, Orbits maybe redeemed through the following channels:
  1. At designated BAFL Point of Sales (POS) machines
  2. Bank's Internet Banking & Alfa Mobile Application
  3. Bank's Call Center
- The Customer agrees to allow Bank to debit their Orbits in relation to their redemption request. The Customer hereby authorizes Bank to immediately debit the Customer's Orbits pool upon the placement and confirmation of the redemption request.
- In case of any discrepancy, the Customer should report the matter to the Bank within 15 days.
- Bank's records shall be final, conclusive and binding in respect of the number of Orbits earned and credited to a Customer for redemption. In case of any discrepancy relating to Orbits, Bank's decisions and records shall be final, conclusive and binding.
- The Alfalah Orbit Rewards redemption option through the , POS machines, Internet Banking & Alfa Mobile Application are regarded as a medium of purchase for goods and services offered through third-party merchant(s) and Bank shall only serve as a liaison between the merchant and Customer. These goods and services shall be accepted by the Customer at his/her own risk and judgment. Any issues transpiring after the purchase of these goods and services is solely between the merchant and Customer, and Bank shall not be held liable.
- Once redeemed, Orbits are not exchangeable, returnable, refundable, or redeemable for cash or credit.
- Levy of any fee for redemption will be at the sole discretion of Bank and can be introduced at any time. Customers will be notified if and when any fees for enrollment are introduced.
- For Orbits redemptions on Bank's POS machines, Customers must inform the merchant partners before any purchase transaction of the intention to redeem their Alfalah Orbit through the Alfalah Orbits Reward in exchange for goods and services. The Customer's debit card must be presented and should be in active status for redemption to take place.
- Bank reserves the right to decline any redemption without notice at its own discretion

- Customers may also use their Orbits in full or in combination with an account to make payments for billers and merchants available on Bank internet banking and mobile application.
- Orbits earned through the Islamic Banking program will not be allowed to make transactions in conjunction with credit cards.
- The Customer must have sufficient Orbits available and/or the Account(s) must have funds available for transfer/payment at the time of processing of the instructions. The Bank shall not be obliged to carry out any instructions unless the customer has sufficient Orbits and/or the Account(s) have sufficient funds and is/are satisfactorily maintained.
- In the case of failed transactions, unavailability of items or delivery failure by the courier, the Bank may consider the reversal of Orbits.
- The Customer allows Bank to share Customer's information with third party couriers, suppliers or merchants. Such information may include non-financial personal information that is required to effectively perform the duties and functions of the Alfalah Orbit Rewards program.
- The reward product(s) and offers displayed on the Alfalah Orbit Rewards program website are for illustration and promotion purposes only. Bank shall not be liable for the availability, suitability, pricing or condition of these offers or reward products offered through third-party merchant(s). Third-party merchant terms and conditions may apply.

## **ORBITS EXPIRY**

- Orbits accumulated will expire after 24 months and are non-recoverable.
- The expiry period may be changed without any prior notice, solely at the discretion of the bank.

## **OTHER IMPORTANT TERMS**

- In the event of death of any Customer, Bank shall immediately cancel the accumulated Orbits.
- All hotel and travel rewards are subject to availability, specific terms and conditions and may have restrictions, blackout dates and exclusions, unless specified by Bank
- Bank assumes no responsibility for any loss or damage resulting from accident or otherwise to any person or thing in association and/or connection with the reward redeemed.
- Fraud or abuse relating to accrual of Orbits in Alfalah Orbit Rewards Program or conversion of Orbits, may result in forfeiture of accrued Orbits as well as cancellation of the customers program, and any Bank's product and any decision by Bank in this respect shall be final.
- All questions or disputes regarding eligibility for the Alfalah Orbit Rewards Program or the eligibility of Orbits for accrual or conversion of Orbits will be resolved by Bank at its sole discretion and any decision by Bank in this respect shall be final.
- Bank's failure to enforce a particular Term and Condition does not constitute a waiver of that Term and Condition by Bank.
- Bank will bear no responsibility for resolving any dispute concerning goods or services received as a Reward under the Program.
- Bank shall not be liable for any loss or damage incurred or suffered by the Customer by reason of a Business Partner refusing to allow a transaction or accepting the Debit Card at a POS machine.
- Bank shall not in any way be held responsible for the quality and fitness of or the purpose, merchantability of the rewards delivered to the Customer
- No request will be entertained for not receiving the reward item after 04 months from the date when the reward item was booked.
- If item returned by the courier and Customer is out of country or unavailable for an indefinite period of time, his order will be cancelled and Orbits against the same will be added back.
- Bank reserves the right to disqualify any Customer from further participation, if in its judgment, the Customer has in any way violated these Terms and Conditions, or has violated the terms and conditions of any of its eligible products
- Upon disqualification all Orbits accrued shall immediately be forfeited.
- Bank shall not be liable if it is unable to perform its obligations under these terms and conditions for any reason whatsoever beyond Bank's reasonable control.
- Each of these Terms and Conditions shall be severable and distinct from one another and if at any time, any one or more of such terms and conditions is or becomes invalid, illegal, unenforceable, the validity, legality or enforceability of the remaining provisions shall not in any way be affected or impaired thereby.
- The event of the occurrence of a Force Majeure event that directly affects the ability of Bank hereto to perform its obligations hereunder or affects the Business Partner, Bank shall be entitled to suspend performance of such an obligation for the duration of the Force Majeure event. Force Majeure includes acts of God, war, hostilities, riots, civil commotion, strike, revolution, epidemic,



accident, fire, flood, earthquake, blockade, or any other cause similar to the kind herein enumerated or of equivalent force not within the control of Bank

- In the event of breach by the Customer of any of the terms and conditions herein, the Customer shall be liable for any costs/losses/expenses arising from such breach and shall hold Bank harmless and indemnify Bank in full and immediately upon such breach. This in no way curtails the rights to any other lawful remedy that Bank may have under the laws governing these terms and conditions. Breach of any Terms and Condition shall also give Bank the right to terminate the transactions contemplated herein and Bank may at its sole discretion take any other action under the policies and procedures of Bank. The Customer shall also hold the Bank harmless and indemnify Bank for any expenses/damages accruing to them due to any error or breach caused by the act/omission of the Customer with respect to any transactions related hereto or contemplated herein.
- Bank is not responsible for any disputes involving Alfalah Orbit Rewards Program or any other aspect of the loyalty program between joint signatories or multiple persons holding the relevant Alfalah Orbit Relationship. Any personal liability arising out of the delivery or use of Alfalah Orbit is solely the responsibility of the Orbits Account/Product holder and/or any other holders of the relevant Alfalah Orbits Relationship.
- These Terms & Conditions shall be construed and enforced in accordance with, and the rights of the parties hereto will be governed by, the laws of the Islamic Republic of Pakistan. Any and all disputes arising under these Terms & Conditions, whether as to interpretation, performance or otherwise, will be subject to the exclusive jurisdiction of the courts of Pakistan and each of the parties hereto hereby irrevocably agree to the exclusive jurisdiction of such courts.
- The Bank shall have absolute discretion to amend or supplement or delete any of these Terms & Conditions at any time and will endeavor to give prior notice of thirty days. Such changes in the Terms & Conditions shall be communicated to the Customer through Bank's website or through email sent to Customer at the Customer's registered email address. By continuing to use any existing or new products and services of the Bank, the Customer shall be deemed to have accepted the change(s) to the Terms & Conditions.