

## **Voyager Rewards Program Terms and Conditions**

The following terms and conditions shall apply to the Voyager Rewards Program (the "Program Terms and Conditions"). You agree that you have read and understood the Program Terms and Conditions and are bound by them (as changed from time to time by Majid Al Futtam Finance LLC

("MAF Finance"), and also by the decisions of MAF Finance which are final and binding. The provisions stated herein form an integral part of the General Terms and Conditions for NAJM credit cards ("General Terms and Conditions") and should be read in conjunction with the same. Capitalized terms which have not been defined herein shall have the same meaning as has been ascribed to them in the General Terms and Conditions. Save as stated hereunder, all remaining provisions of the General Terms and Conditions remain unchanged and shall apply to the Voyager Credit Cards.

### **Definitions**

"Accelerator Partner" means the independent third party designated as a "Accelerator Partner" on the Website by MAF Finance, with whom MAF Finance has entered into an agreement to provide Card members with Accelerator Voyager Rewards.

"Accelerator Voyager Rewards" means the bonus Voyager Rewards earned at Voyager Rewards Partner outlets in the United Arab Emirates over and above the Voyager Rewards earned on standard retail purchases.

"Earn Rate" means the rate at which Voyager Rewards will accrue to the Card member for every retail transaction as detailed on the Website (as may be updated by MAF Finance from time to time in its sole discretion).

"Voyager Credit Cards" means all types of Voyager Credit Cards issued by MAF Finance to the Card member and includes Primary and Supplementary cards, whether these are new, renewed or replacement cards.

"Voyager Reward(s)" means the rewards currency of the Voyager Rewards Program, which shall accrue when the Card member uses his/her Voyager Credit Card for retail purchases. The Voyager Rewards shall accrue at the earn rate determined from time to time by MAF Finance in its sole discretion. The Voyager Rewards can be provided to a Card member by MAF Finance, Voyager Rewards Partner or an Accelerator Partner (as applicable) in accordance with the Program Terms and Conditions.

"Voyager Rewards Partner" means the independent third party designated as a "Voyager Rewards Partner" on the Website by MAF Finance with whom MAF Finance has entered into an agreement to provide Card members with Rewards.

"Voyager Rewards Program" means the loyalty rewards program that enables Card members to earn and redeem Voyager Rewards against Rewards offered in accordance with the Program Terms and Conditions, and as determined further by MAF Finance.

“Voyager Rewards Program Account” means the account to/from which the Voyager Rewards of a Card member will accrue or be deducted.

“Website” means najm.ae

“Rewards” means specified goods and/or services to be provided by MAF Finance or a Voyager Rewards Partner to a Card member in exchange for Voyager Rewards in accordance with the Program Terms and Conditions.

## **Terms and Conditions**

### **1. Eligibility**

1.1 All Voyager Credit Card members are automatically enrolled into the Voyager Rewards Program when a Voyager Credit Card is issued in his/her name. A Card member will be eligible to redeem Voyager Rewards for Rewards on payment of the Voyager Credit Card annual fees and charges in full (as applicable), and subject to compliance with the Program Terms and Conditions and the General Terms and Conditions.

1.2 A Card member who’s Card Account is valid and in good standing (as determined by MAF Finance in its sole discretion) shall be eligible to participate in the Voyager Rewards Program and earn Voyager Rewards.

1.3 Eligible retail purchases made by the Supplementary Card member(s) will be added to the purchases made by the Primary Card member, and the total aggregate amount of Voyager Rewards will be recorded in the Voyager Rewards Program Account.

1.4 MAF Finance may, in its sole discretion and without prior notice to the Card member, cancel and/or withdraw the Voyager Rewards already accrued to the Voyager Rewards Program Account if the Card member’s Card Account is closed or temporarily suspended, ceases to be in good standing, or in any other event which may be determined by MAF Finance in its sole discretion.

### **2. Earning Voyager Rewards**

2.1 Voyager Rewards have no cash, monetary or other value and cannot be converted into any currency or financial instrument. MAF Finance reserves the right to add and/or change the Program Terms & Conditions at any time, including but not limited to changing the number of Voyager Rewards earned for spending, or the number of Voyager Rewards required to redeem Rewards, impose caps and/or fees on earning and/or redeeming Voyager Rewards, or cancel Rewards without prior notice to the Card member.

2.2 Each Card member’s Voyager Rewards Program Account will be credited on a monthly basis with Voyager Rewards equivalent to the retail purchases until the statement date of the Voyager Credit Card of the Card member. Voyager Rewards shall accrue to the Voyager Rewards Program Account at the Earn Rate. MAF Finance may change the rates of accrual in its sole discretion without prior notice. Any such changes will be updated on the Website. The Card member is solely responsible for checking the Website at frequent intervals to keep abreast of any changes to the Program Terms and Conditions.

2.3 Acquisition bonus voyager rewards and spend bonus rewards will be awarded to the Card member upon the occurrence of the following conditions: (i) Upon payment of the annual fees in full once it is billed on or before the due date as per the statement; and (ii) Card member achieving a minimum spend as specified in the welcome pack over a period 60 (sixty) days following the date of the Card Account approval. Card member shall forfeit the entire acquisition bonus voyager rewards and/or spend bonus rewards in the event any of the conditions specified in this paragraph are not timely met. The acquisition bonus voyager rewards and the spend bonus rewards will appear in Card member’s Voyager Rewards Program Account in the following month.

2.4 Bonus voyager rewards will be awarded to a Card member from time to time on account of select promotions and special offers which will be communicated to the Card member in the manner determined by MAF Finance. Bonus voyager rewards will be calculated on the basis of retail transactions billed to the Card Account for the relevant promotion period and are subject to the terms and conditions specified in Clause 1 of the Program Terms and Conditions. The bonus voyager rewards will appear in Card member’s Voyager Rewards Program Account in the following month.

2.5 A Card member will also be eligible to accrue Accelerator Voyager Rewards which will be awarded for purchases at specific Voyager Reward Partner outlets as determined by MAF Finance in its sole discretion. Such Accelerator Voyager Rewards will be awarded over and above the Voyager Rewards granted by MAF Finance for purchases made at the Accelerator Voyager Rewards Partner’s outlet at the Earn Rate. For the avoidance of doubt, Accelerator Voyager Rewards may only be redeemed on the Website.

2.6 In any given month, a Card member shall only be entitled to such amount of Voyager Rewards as may be applicable pursuant to these Program Terms and Conditions for transactions charged and billed on the Card Account, but will not exceed the amount of Voyager Rewards as indicated in the table below. Transactions exceeding such limit shall not be entitled to earn Voyager Rewards on the excess during the relevant monthly billing cycle.

Card Type	Maximum Rewards in a billing cycle
Voyager Signature Card	80,000
Voyager Platinum Card	50,000
Voyager Gold Card	25,000

2.7 Card members will not accrue Voyager Rewards for the following:

- Annual Fee Payment(s)
- Cash Advances
- Finance charges
- Late Payment Charges
- Balance Transfer & Loan on Phone
- Contributions, Premiums or other payments in relation to investments, Najm Insurance
- Products / programs/ any other insurance programs or products that MAF Finance may choose to offer/distribute
- Transactions conducted at exchange house(s)
- Purchase of saving certificates, bonds and other debt instruments

- Transactions that are disputed, erroneous, unauthorized, illegal and/or fraudulent at MAF Finance's reasonable discretion
- Credit and refunds to the Card Account
- Corporate and company purchases as determined by MAF Finance
- Wire Transfer Money Orders (WTMOs)
- Purchase of Foreign Currency, Money Orders & Traveler's Cheques from Non-Financial institutions
- Insurance Sales, Underwriting & Premiums
- Betting including lottery tickets, casino gaming chips, off-track betting and wagers at race tracks

The list above is not exhaustive and may be amended or supplemented as MAF Finance may from time to time and in its sole discretion without prior notice.

Notwithstanding the list above, Card members will accrue Voyager Rewards for utility bill payments, school fees, e-government spends and fuel purchases but such accrual shall be limited to 1 Voyager Reward per AED 1 spend.

2.8 Points accrued in the Voyager Rewards Program Account do not constitute property of the Card member and shall not be transferable by operation of law or otherwise to any person or entity and cannot be transferred to any other account.

### 3. Redemption of Voyager Rewards

3.1 Card member may only redeem Voyager Rewards upon successful registration on the Website or any other website as may be determined by MAF Finance.

3.2 The value of Voyager Rewards earned can only be redeemed for airline tickets, hotel booking and other travel services offered on the Website and at the redemption value determined by MAF Finance from time to time. MAF Finance may at its sole discretion and without prior notice amend the redemption value of Voyager Rewards earned.

3.3 In order to be eligible to redeem Voyager Rewards, a minimum of 50,000 Voyager Rewards (worth AED 500) is required in the Card member's Voyager Rewards Program Account.

3.4 The books and the records of MAF Finance shall be conclusive evidence with respect to the number of Voyager Rewards credited to the Card member's Voyager Rewards Program Account.

3.5 Card members may redeem services offered in the "Voyager Experiences" category as and when indicated on the Website. Card members shall place an order for such Reward(s) on the Website. Any such orders will be subject to availability and to the special terms and conditions of the Voyager Rewards Partner providing the Reward. The redemption value of the Reward shall be determined by MAF Finance, and may be withdrawn without prior notice. MAF Finance assumes no liability whatsoever for the quality, suitability, fitness, or outcome of any of the services offered by the Voyager Rewards Partner. Any complaints shall be addressed directly with the relevant Voyager Rewards Partner. Any loss, misplaced or damaged Vouchers will not be reissued and the Voyager Rewards will not be credited back to the Rewards account.

3.6 Each Voyager Reward will be valid for redemption for a maximum period of 24 months from the month of its accrual. In the event that the Card member does not redeem the Voyager Rewards within the validity period stated herein, the Voyager Rewards will expire, and MAF Finance shall have the right to deduct the amount of expired Voyager Rewards from the Voyager Rewards Program Account without prior notification to the Card member.

3.7 Accrued and/or redeemed Voyager Rewards shall be stated in the Voyager Rewards Program Account for a particular monthly billing cycle.

3.8 Voyager Rewards cannot be cancelled, revoked or reinstated to the Voyager Rewards Program Account upon redemption.

3.9 Provided that the Card Account is in good standing and that there are sufficient Voyager Rewards in the Voyager Rewards Program Account, a Card member may select to redeem one or more of the Rewards, via such redemption channel as MAF Finance may from time to time make available to the Card member. For the avoidance of doubt, to the extent that a Card member's Voyager Rewards Program Account is no longer in good standing (including but not limited to the fact that the Card member has failed to pay his outstanding balance in relation to the Card member's Voyager Credit Card), then MAF Finance retains the right to suspend the Card Member's Voyager Rewards Program Account.

3.10 Details of the Voyager Rewards will be set out on the Website, which is subject to change from time to time without prior notice to the Card member.

3.11 Any Voyager Rewards redemption requests are subject to approval and subject to availability of the requested Reward at the time of placing the redemption order, and are subject to the Program Terms and Conditions and the terms and conditions of the Voyager Rewards Partners. All Rewards are made available on a best-effort basis. Voyager Rewards Partners supplying goods and services under the Voyager Rewards Program are independent contractors and are neither agents nor employees of MAF Finance. MAF Finance neither offers, endorses, nor guarantees any of the goods, services, information or recommendations provided by third parties to Card member's, and therefore makes no warranties and assumes no liability with respect to the products and services provided by the Voyager Rewards Partners. MAF Finance shall not be held responsible in any way for the quality, suitability, fitness, and delays in the provision of the Rewards or for any damaged or defective Reward received by the Card member at any time.

3.12 The Card member irrevocably authorizes MAF Finance to disclose information and furnish to MAF Finance's authorized representatives, subsidiaries, associates, branches, assignees, agents or other connected parties (including MAF Finance's third party advisers and marketing partners) such information as it deems fit concerning the Card member, including but not limited to, the applicable Card Account(s) and Voyager Rewards Program Account.

#### General Exclusions

4.1 MAF Finance may at any time, without prior notice,

- a) Change, limit or terminate any aspect of the Voyager Rewards Program;
- b) Terminate the Voyager Rewards Program in its entirety;

- c) Amend the Voyager Rewards Program rules, benefits or features, in whole or in part;
- d) Discontinue or replace any Reward with a similar one of lesser, equal or greater value;
- e) Modify, delete or terminate any or all of the Voyager Rewards Program, the Program Terms and Conditions or any portion thereof, any or all of the participating partners (if any), Rewards, benefits or special offers if applicable; or
- f) Terminate a Card member's participation in the Voyager Rewards Program for any reason.

4.2 Any fraud, misuse, or abuse of the Voyager Rewards Program (or attempted fraud, misuse or abuse) by a Card member may result in forfeiture of the Card Account and the Voyager Rewards Program Account. MAF Finance reserves the right to cancel the Voyager Credit Card, including all the Voyager Rewards, or refuse to award or redeem Voyager Rewards accrued by the Card member in case of such eventuality, or if MAF Finance has reasonable grounds to believe (at its sole discretion) such unlawful act has been, is or may be committed.

4.3 The Voyager Rewards Program is not intended for commercial use. Transactions conducted at establishments owned by the Card member wholly or in part shall be null and void for the purposes of the Voyager Rewards Program. MAF Finance shall in its sole discretion disqualify the Card member from the Voyager Rewards Program for conducting any such transactions, and shall have the right to deduct the Voyager Rewards from the Card member's Voyager Rewards Program Account.

4.4 Voyager Rewards accrued as a result of eligible retail transactions are subject to redemption only when the same are posted to the Card member's Statement of Account and credited to the Card member's Voyager Rewards Program Account.

4.5 Voyager Rewards accrued on the Voyager Rewards Program cannot be transferred, exchanged or bartered for any other rewards offered by MAF Finance independently or under a separate loyalty program.

## 5. Acknowledgment and agreement of additional terms and conditions

5.1 The Card member acknowledges and agrees that the terms and conditions listed in Clause 5.2 below ("Additional Terms and Conditions") are incorporated by reference into these Program Terms and Conditions. The Card member acknowledges and agrees that by agreeing to these Program Terms and Conditions they confirm that they have read, understood and agree to the Additional Terms and Conditions.

### 5.2 The Additional Terms and Conditions are as follows:

- a) Voyager Credit Card Terms and Conditions
- b) The Website terms of use