



## **Terms and Conditions for SMS Alert service:**

The use of the SMS Alerts Service shall at all times be governed by the following terms and Conditions in addition to the General **SAIB** Terms and Conditions

### **1- Definitions:**

- SMS Alerts: means delivering short messages as notifications for account transactions in real time to your mobile phone number registered in this template at our end.

### **2- Availability ( for individuals only):**

- SMS Alerts service is available for all **SAIB** customers upon request, and the Bank may, without any prior notice, suspend or terminate the service for any reason whatsoever, including but not limited to; invalid data, closure of related account(s), breakdown, maintenance, modification, expansion and/or enhancement work network or by any service provider in respect of the SMS Alert Service. The Bank shall not be held liable or responsible either current or in the future for any suspension or termination.

### **3- Responsibility :**

- The Customer is responsible for ensuring that the mobile telephone number that is provided by him/her is correct and that the mobile telephone to which the SMS messages is sent is in the customer's possession at the time that SMS Alerts is received, the Bank shall not be liable for any losses or damage caused by the disclosure of confidential information or by the disclosure of information to the designated mobile phone where such designated mobile phone is in another person's possession with your consent.
- The Customer acknowledges that he will not refer to the bank with any allegation concerning disclosure of confidential information via SMS through telecommunications companies, whereby this service is offered by the bank to the Customer upon request and the Customer must acknowledge that the Bank shall not be held liable or responsible in this regard.
- The Customer hereby acknowledge that any information received through the SMS Alert Service is for notice only, and shall not be taken as a conclusive evidence of the matter to which is related.
- In no event will the Bank be liable for any failure or delay in transmitting information to the Customer or whatsoever arising from loss of data, arising out of, or in connection with the use of the SMS Alerts Services.
- In the case of differences between the information came in the bank's statement issued from the Bank and between the information came via SMS, Customer shall depend on bank statement information Bank is not liable for any errors in the SMS (For example, and not limited to operations that are performed by mistake and are corrected without notification by SMS).
- The Bank should be notified by the Customer of any changes to information provided to the Bank related to or for the purposes of SMS Alerts including the phone number and the telecommunications company providing or serving it.



- The Customer has to report immediately to the Bank's Customer Service any transaction that was not performed, and/or authorized by him/her. In addition, the Customer shall promptly inform us of any loss or theft of his/her mobile phone by visit nearest Bank branch. We shall not be liable for any loss or claim resulting from the relaying of any information pursuant to SMS Alerts to the designated mobile phone number prior to receipt of any notification of loss or theft.
- The Customer acknowledges with his knowledge that the SMS are sent, whether in English or Arabic, according to the bank's discretion.

#### **4- Charges:**

- SMS Alert Service is free and when changed the pricing for this service the Bank will deduct new fees from customers account and will notify customers by any method such as: announcement in bank branch, bank official website, attached with bank statement, SMS, social media sites owned by bank or messages through electronic banking services or direct letters to customers.

#### **5- Amendments:**

- **SAIB** reserves the right at all times to vary or amend the forgoing Terms & Conditions. Or to introduce new Terms & Conditions. Any such variations or amendments shall become effective and binding on you upon notification by us to you by any method such as: announcement in bank branch, bank official website, attached with bank statement, SMS, social media sites owned by bank or messages through electronic banking services or direct letters to customers.

#### **6- Termination:**

- The SMS Alert Service may be terminated at any time upon your request to the Bank via the bank branches, any such termination shall be effective within [3] working days of receipt of the termination request by us.

#### **Obligation:**

I acknowledge that the above information is correct and complete. I have read the terms & conditions above and accept it.

- In case of controversy between the two languages of this application or its Terms and Conditions or undertakings, the Arabic version shall prevail.