

## **Important Terms and Conditions governing the Standard Chartered Shukran Credit Card features and offers**

### **1. The Standard Chartered Shukran Co-Branded Credit Card**

- 1.1 The Standard Chartered Shukran Co-Branded Credit Card (“Co-Brand credit card”) is the property of Standard Chartered Bank. The Co-Brand credit card is subject to the following Terms and Conditions specific to the Co-Brand credit card (T&C) in addition to the Credit Card Agreement Terms and Conditions. The Co-Brand credit card is in partnership with Shukran Rewards program “Shukran” and Standard Chartered Bank, UAE.
- 1.2 The Co-Brand credit card is available in two variants – Standard Chartered Shukran Titanium Credit Card and Standard Chartered Shukran World Credit Card.
- 1.3 The Co-Brand credit card combines the benefits of a Credit Card and the Shukran membership card into one, giving the cardholder the convenience of one card. Co-Brand credit card will contain the Shukran membership number which can be used for earning as well as redemption of Shukran Points. For redemption, Co-Brand credit cardholder needs to produce the Co-Brand credit card along with the valid identity card as mentioned on [www.ShukranRewards.com](http://www.ShukranRewards.com)

### **2. Providing and linking of the Shukran membership number to Co-Brand credit card**

- 2.1 At the time of applying for the Co-Brand credit card, if the applicant is already a Shukran member he /she is required to mention his/her existing Shukran membership number on the application form. In this case, the customer is required to provide a copy of the Shukran membership card along with the application form. In case an applicant is not a Shukran member, or has not quoted the Shukran membership number on the application form, a new Shukran Membership number will be issued to the applicant. This Shukran membership number, quoted on the application form, will be linked to the Co-Brand credit card. Shukran and Standard Chartered Bank will not be responsible for any incorrect association of the Shukran Membership number with the Co-Brand credit card if incorrect Shukran Membership number is mentioned on the application form.
- 2.2 If an applicant of Co-Brand credit card is an existing Shukran Member, but has been issued a new Shukran membership number, then the member can request Shukran to merge the two Shukran membership accounts. The existing Shukran membership account will be merged into the new Shukran membership account and the Shukran Points in the existing account will be transferred to the new account. The merging of accounts will be done as per the terms of the Shukran program.

### **3. Earning of Shukran Points with Co-Brand credit card**

- 3.1 Purchase transaction made on a Co-Brand credit card at stores participating in the Shukran program as mentioned on [www.ShukranRewards.com](http://www.ShukranRewards.com) hereinafter referred to as “Participating Stores of Shukran” will be eligible to earn accelerated Shukran Points, as per the below structure.

### Standard Chartered Shukran World Credit Card:

Name of Participating Brand#	Additional Value Back from Standard Chartered	Value back with Shukran Program for payments made on Standard Chartered Shukran Credit Cards* <sup>@</sup>	Total Value Back (Non-Sale)	Total Value Back (Sale)
Babyshop, Carpisa, Centrepont, Dumond, Ecco, Funky Fish, Home Centre, Iconic, Koton, Kurt Geiger, Lifestyle, Lipsy, New Look, Pablosky, Reiss, Shoe Mart, Splash, Steve Madden, Stride Rite, Yours	5 %	5% (0.5% during sale periods)	10%	5.5%
Home Box, Shoexpress, max	5%	3% (0.5% during sale periods)	8%	5.5%
Emax, Nokia, SportsOne	5%	1% (0.5% during sale periods)	6%	5.5%
Balance Café, Balance Wellbeing 360, Candelite, Carluccio's, Claypot, Fitness First, Jamba Juice, Maxx, Pie Face, Sizzling Wok, The Huddle, Mango Tree, Max's Restaurant, SPACES, Ushna, Zafran, Fun City, Fun Ville, The Huddle Sports Bar & Grill	5%	1%	6%	6%

### Standard Chartered Shukran Titanium Credit Card:

Name of Participating Brand#	Additional Value Back from Standard Chartered	Value back with Shukran Program for payments made on Standard Chartered Shukran Credit Cards* <sup>@</sup>	Total Value Back (Non - Sale) <sup>^</sup>	Total Value Back (Sale) <sup>^</sup>
Babyshop, Carpisa, Centrepont, Dumond, Ecco, Funky Fish, Home Centre, Iconic, Koton, Kurt Geiger, Lifestyle, Lipsy, New Look, Pablosky, Reiss, Shoe	2.5%	5% (0.5% during sale periods)	7.5%	3%

Mart, Splash, Steve Madden, Stride Rite, Yours				
Home Box, Shoexpress, max	2.5%	3% (0.5% during sale periods)	5.5%	3%
Emax, Nokia, SportsOne	2.5%	1% (0.5% during sale periods)	3.5%	3%
Balance Café, Balance Wellbeing 360, Candelite, Carluccio's, Claypot, Fitness First, Jamba Juice, Maxx, Pie Face, Sizzling Wok, The Huddle, Mango Tree, Max's Restaurant, SPACES, Ushna, Zafran, Fun City, Fun Ville, The Huddle Sports Bar & Grill	2.5%	1%	3.5%	3.5%

\*Value back with Shukran Program is governed by Shukran and is subject to change. Refer [www.ShukranRewards.com](http://www.ShukranRewards.com) for Shukran Points awarded by Shukran Program. Standard Chartered Bank will not be responsible for credit of Shukran Points earned as value back from Shukran Program and the same is governed by the terms mentioned on [www.ShukranRewards.com](http://www.ShukranRewards.com)

#Visit [www.ShukranRewards.com](http://www.ShukranRewards.com) for the updated list of brands and the corresponding earning under the Shukran program.

^For every AED 100 spent, 1% value back = 20 Shukran Points

@ This earning is only applicable on amounts spent on the Standard Chartered Shukran World Credit Card or Standard Chartered Shukran Titanium Credit Card. Bonus Shukran Points awarded on specific promotions will be governed by the terms and conditions of that particular promotion.

3.2 Co-Brand credit cardholders will also earn Shukran Points for all purchase transactions made anywhere other than Participating Stores of Shukran on the Co-Brand credit card as mentioned below:

Transaction Type	Value Back on Standard Chartered Shukran Titanium Credit Card <sup>^</sup>	Value Back on Standard Chartered Shukran World Credit Card <sup>^</sup>
Purchases within UAE	1%	1%
Purchases outside UAE	1%	1.25%

<sup>^</sup>For every AED 100 spent, 1% value back = 20 Shukran Points

3.3 The Co-Brand credit card monthly statement will only contain the information of Shukran Points awarded by Standard Chartered Bank for all purchase transactions made on the Co-Brand credit card during the statement cycle. The

regular Shukran points awarded by Shukran program for purchases made at Participating Stores of Shukran, as mentioned in clause 3.1, and the total balance of Shukran points will only reflect in the Shukran account of the customer.

Standard Chartered Bank will not be held liable for the provision of the Shukran Rewards program benefits. Standard Chartered Bank will not keep a record of the total Shukran points earned by a customer, redemptions and total balances. This information will be maintained by the Shukran program and can be found on [www.ShukranRewards.com](http://www.ShukranRewards.com) under Partner Transactions.

E.g. Mr. John makes a purchase of AED 1000 using his Standard Chartered Shukran World Credit Card on 5<sup>th</sup> May at Home Centre during Non-Sale Period. Mr. John's statement date is 10<sup>th</sup> May. Mr. John earned 1000 Shukran Points, awarded by Shukran program, which will be credited to the Shukran account after 14 days of his transaction date. He also earned 1000 Shukran Points from Standard Chartered Bank on his Co-Brand credit card which will be credited to the same Shukran account within 3 days of the statement date i.e. by 13<sup>th</sup> May.

- Customers have to meet the minimum spend thresholds, as detailed below, to be eligible to earn the additional Shukran Points awarded by Standard Chartered as defined in clause 3.1 and 3.2 above. Standard Chartered Shukran World Credit Card – Minimum spend of AED 3,000 during each statement cycle.
- Standard Chartered Shukran Titanium Credit Card – Minimum spend of AED 1,000 during each statement cycle.

If the total spend during a statement cycle is less than the above mentioned threshold, Co-brand credit cardholders will not earn any additional Shukran Points from Standard Chartered. However, the cardholder will still earn Shukran Points from Shukran program for purchase transactions made at Participating Stores of Shukran as mentioned in Clause 3.1

3.4 All purchase transactions made on the Co-Brand credit card during the statement month will be considered towards the minimum spend criteria.

3.5 There is an upper cap for Shukran Points which can be earned on Co-Brand credit card pursuant to spends on Participating Stores of Shukran. Co-Brand credit cardholders will not be eligible to earn additional Shukran Points from Standard Chartered Bank(as mentioned in Clause 3.1) on spends at Participating Stores of Shukran as per the below details:

- Standard Chartered Shukran World Credit card – Spends on Participating Stores of Shukran above AED 25,000 in a statement cycle will not be eligible to earn additional Shukran Points.
- Standard Chartered Shukran Titanium Credit card – Spends on Participating Stores of Shukran above AED 10,000 in a statement cycle will not be eligible to earn additional Shukran Points.

To clarify, all spends above the mentioned thresholds on Participating Stores of Shukran will still be eligible to earn Shukran Points from the Shukran Program in accordance to the terms and conditions of Shukran Program as mentioned on [www.ShukranRewards.com](http://www.ShukranRewards.com)

- 3.6 Validity and redemption of Shukran Points is as per the terms and condition of Shukran program as mentioned on [www.ShukranRewards.com](http://www.ShukranRewards.com) and Standard Chartered Bank will not be liable for redemption of Shukran Points. Standard Chartered will transfer all points awarded by Standard Chartered for a statement cycle to the Shukran account of the customer at each monthly statement date which will be credited in the Shukran account within next 3 days by Shukran Program.
- 3.7 Shukran Points will be credited to the Shukran Membership account bearing the Shukran membership number mentioned on the Co-Brand credit card. Members can view the credit of such Shukran Points online at [www.ShukranRewards.com](http://www.ShukranRewards.com) under Partners Transactions
- 3.8 Shukran Points once credited to the Shukran account are governed by the terms and condition of the Shukran program as mentioned on [www.ShukranRewards.com](http://www.ShukranRewards.com)
- 3.9 Shukran points shall be calculated on net billed amount for each transaction made on the Co-Brand credit card
- 3.10 In case of any discrepancy between the Shukran Membership number on your Co-brand credit card and your existing Shukran Membership number, please contact the Shukran Contact center on 800 Shukran (748 5726)
- 3.11 Any reversals or cancellation of transaction will result in a corresponding action on Shukran Points in the statement cycle in which such a reversal is registered.
- 3.12 Standard Chartered Bank, at its sole discretion, may also award Additional Shukran Points for any other transactions, either for specific periods or for specific situations.
- 3.13 Shukran Points for the spends on the last day of the statement cycle will be added to the Shukran Points in the next statement cycle.
- 3.14 Shukran rewards can be redeemed at any of the participating stores of the Shukran loyalty program within UAE. The redemption of Shukran points is governed by the terms and conditions of Shukran program as mentioned on [www.ShukranRewards.com](http://www.ShukranRewards.com)
- 3.15 All special offers, updates and your account activity details would be communicated to you through SMS, direct mail and/or email.

#### **4. Supplementary Cards**

- 4.1 Shukran Points earned by a Supplementary Cardholder(s) will be credited to the Shukran membership account linked to the Primary Cardholder.
- 4.2 All supplementary credit card(s) will be linked to the Shukran membership number of the Primary cardholder.

4.3 In case of reissuance of a supplementary card, the primary card and all linked supplementary cards will also be reissued with a new Shukran membership number and the same new Shukran membership number will be assigned across primary and supplementary cards.

## **5. Replacement / Loss / Re-issuance of Co-Brand credit card**

5.1 Replacement or loss of a Co-Brand credit card will lead to bank issuing a new Shukran membership number. The old Shukran membership will be blocked and the points will be transferred to the new membership account.

5.2 On re-issuance of the Co-Brand credit card, a new Shukran membership number will be assigned.

5.3 The same Shukran membership number will be maintained if the same Co-Brand credit card is renewed.

5.4 In case of reissuance of a primary card, all linked supplementary cards will also be reissued with a new Shukran membership number and the same new membership number will be assigned across primary and supplementary cards

## **6. Loss of Shukran card of a Co-Brand credit card holder**

6.1 A member, who has reported a loss of Shukran membership card and is also a Co-Brand credit card holder, can block the Shukran membership from being misused. However, if a member chooses to block the Shukran membership, he/she will need to order for reissuance of the Co-Brand credit card and will be issued a new Shukran membership number. The customer will have to bear the required charges for issuance of new Shukran card as well as a new Co-Brand credit card (with the new membership number). The member will have to pay the charges as per the terms of both Shukran and Standard Chartered Bank respectively.

As an alternative, such a member can choose to use his Co-Brand credit card as a Shukran card for earning and redeeming of Shukran Points without the need to have a new Shukran Membership number for free. By choosing do so, the member agrees not to hold Shukran and Standard Chartered responsible for any unauthorized use of the lost Shukran card.

## **7. Other Terms & Conditions**

7.1 Standard Chartered Bank and Shukran expressly reserve the rights to alter, modify, change or vary the earning rate of Shukran Points with prior notice.

7.2 In case of termination of the Standard Chartered Shukran co-brand partnership, Standard chartered holds the rights to issue a substitute card from one of its existing products to Co-Brand credit card holders.

7.3 Shukran Points will not be awarded to card members towards cash advances, any monthly installment payments and fees such as entrance fee, annual fee, supplementary card fee, multiple card fee, cash advance fee, extra fee for picture cards, charges for dishonoured cheques, financial charges, delinquency

charges, late payment, collection charges, charges for monthly instalments for any instalment plans booked and any other fee or charge levied by Standard Chartered Bank.

7.4 Shukran Points will accrue to the individual card accounts in the case of eligible primary, multiple cards or any other card be it a cross-sell card or a second card. However, Shukran Points earned by any supplementary cards will automatically accrue to the primary card account on which the supplementary cards are issued and not any other card account.

7.5 Computation of the Shukran Points is at sole discretion of Standard Chartered Bank and shall be final, conclusive, binding on Co-Brand members.

7.6 If any card in a Primary Cardholder's - be it a primary, supplementary, multiple or any other card, goes delinquent (i.e. overdue or over credit limit or in collection), statement of all cards in that account will stop reflecting the Shukran Reward Points awarded by Standard Chartered Bank so long as the card account remains in that state. On the card account being regularized and at the discretion of Standard Chartered Bank, the Shukran Points may be reinstated. In such a case the Co-Brand credit card cardholder will continue to earn Regular Shukran Points (as mentioned on [www.ShukranRewards.com](http://www.ShukranRewards.com)) for spends at Participating Stores of Shukran.

7.7 In the case of disputed transaction being resolved in favour of the card member and / or where a transaction is reversed, the equivalent Shukran Points will also be reversed.

7.8 Shukran Program exclusively reserves the rights to alter, modify or change the terms and condition of Shukran Rewards, at any time without any prior notice. Consequently, Standard Chartered Bank shall not be liable for any such alteration, modification or variation to the terms and conditions of the Shukran program.

7.9 Standard Chartered will share the enrolment data with the product partner, Landmark Privilege card (Shukran Program), to ensure that a Shukran Membership account can be created.

## **8. Annual Fees**

8.1 Annual Fees is applicable only for Standard Chartered Shukran World Credit Card and it will be charged in first month's Credit Card statement and after completion of every Anniversary year thereon.

## **9. Network Benefits**

9.1 Airport Concierge, Concierge, Airport Lounge access and Hertz car rental benefits are provided by MasterCard and are subject to change. Standard Chartered Bank and Shukran will not be held liable for the provision of these services.