

Terms and Conditions for ADCB Islamic Banking Service Promise on the Customer Account opening (excluding NTB Islamic Current Account opening customers), Personal Finance and ADCB Islamic Touchpoints Card (the “Commitment”)

1. The Commitment & its features are only applicable to the ADCB Islamic Banking Customers who are being served at the Branch network, the outbound tele-sales units and the direct sales teams, from Saturday through Thursday between the hours of 8:00AM – 4:00PM UAE time excluding public holidays in UAE.
2. Subject to the terms and conditions stated herein, ADCB Islamic Banking will take up to three (3) Business Days (“TAT”) to provide the Customer with a decision on the Customer’s application, for new Account opening (excluding NTB Islamic Current Account opening customers), Personal Finance (excluding Top –ups), and a new Islamic Touchpoints Card application (the “Eligible ADCB Islamic Banking Offering”).
3. At the time of applying for any of the Eligible ADCB Islamic Banking Offering, the Customer should meet ADCB Islamic Banking’s criteria and policy on the Eligible ADCB Islamic Banking Offering and provide complete supporting documents as and when requested by ADCB Islamic Banking, in order to complete the Commitment within the promised TAT.
4. Start point of the TAT: Upon submitting the complete set of documents applicable to the Eligible ADCB Islamic Banking Offering, the Customer needs to send a SMS from his mobile number provided in the Form, in accordance with instructions provided in the Form. The TAT will start once the Customer receives the confirmation SMS from ADCB Islamic Banking on the mobile number provided in the Form.
5. In case the decision period is more than the TAT, for any or all of the Eligible ADCB Islamic Banking Offering, ADCB Islamic Banking will credit the existing Customer with 5,000 Touchpoints as reward (the “Reward”) within ten (10) Business Days calculated from the date of creation of Customer’s CID. ADCB Islamic Banking reserves the right to claw back the TouchPoints, if the delay in decision is due to any error on part of the Customer, which ADCB Islamic Banking realizes at any point of time.
6. Only existing ADCB Islamic Banking Customers are eligible to receive the Reward and shall not be applicable to the new Customer, whose application for Account Opening or Islamic Touchpoints Card is rejected by ADCB Islamic Banking.
7. All ADCB Islamic Banking Offering are granted at the sole discretion of ADCB Islamic Banking. ADCB Islamic Banking reserves the right to decline any application that does not meet the eligibility requirements as defined by ADCB Islamic Banking from time to time. In case of any dispute ADCB Islamic Banking decision would be considered as final and binding.
8. The Commitment on the TAT and the terms and conditions are subject to change or terminate at ADCB Islamic Banking’s sole discretion without any notice to the Customer.
9. Unless defined herein, the capitalized terms used in these terms and conditions shall have the meaning given to them in ADCB Islamic Banking Terms and Conditions. Terms and conditions set out herein are in addition to, and supplement, the terms and conditions set out in ADCB Islamic Banking Terms and Conditions (available on www.adcbislamic.com), including the terms and conditions applicable to a TouchPoints –Rewards Program Terms and Conditions.