mada atheer service Questions & Answers

What is mada atheer service?
mada atheer service is a mada value added service that allows cardholders to make their purchase payments in a safe, easy and fast manner by simply waving or tapping their card over of the PoS terminal. Cardholders can use this service for any single purchase amount less than 100 SAR. Cardholders may occasionally be asked to enter their card and /or PIN for additional security.

Where is mada atheer service available?
mada atheer service is available at merchant locations that have requested mada atheer service activation from their Acquirer Banks. Merchants who accept mada cards with atheer service will display the mada atheer service sticker at their cashier counters.

What are the main principles of the mada atheer service?
mada cardholders with atheer service on their card can benefit from the service as per the following rules:
1- Cardholder is not required to enter their PIN for purchase transactions done through mada atheer service for amounts up to SR 100.
2- When the total cumulative amount of mada atheer transactions reaches SR 300, the cardholder will be requested to insert their card & enter their PIN. This is required for additional security and to reset mada atheer service values in order to use the service again.
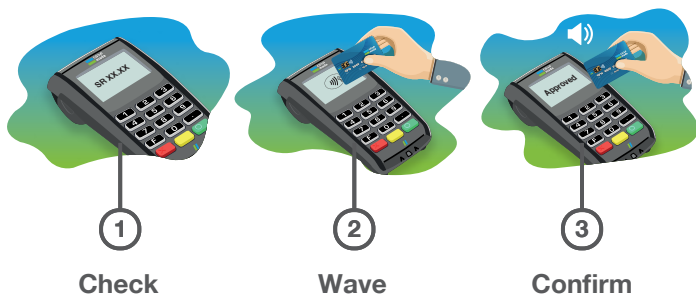
How can a cardholder get a mada card with atheer service?
You can get a mada card with atheer service by contacting your bank and requesting it or upon renewal of your current mada card.

How do I use my mada card with atheer service?
Ask the merchant to enter purchase amount in the terminal
1- The cardholder should look for mada atheer symbol when paying for items up to the value of SAR 100
2- Wave or tap the mada atheer card over the symbol until the lights on the PoS turns green
3- A beep tone indicates successful payment. For additional security you may occasionally be asked to enter your card or PIN.

Are there any fees for utilizing the mada atheer service?
No. mada atheer service is free for cardholders. There are no additional fees for the merchant and the atheer service can be activated free of charge.

What are the benefits of mada atheer service for both merchants & cardholders?
For Cardholders:
• Fast, safe, and convenient payment method for low value purchases.
For Merchants:
• Serving customers in a faster manner.
• Encouraging cardholders to revisit merchants locations as a result of a faster, more convenient payment experience.

Do mada atheer transactions appear on bank statements for merchant & cardholder?
Yes. Bank statements for both merchant and cardholder will indicate transactions conducted through this service.

Can the transactions be cancelled after going through?
Yes, a mada atheer transaction can be cancelled, similar to all other mada transactions.

Is mada atheer service available internationally?
Yes, the cardholder will be able to use this payment technology outside the kingdom subject to the payment systems rules governing the other country.

When cardholder waves his card more than once at the PoS terminal, is this considered more than one transaction?
No. The terminal will only accept a payment once in this scenario.

Is there a risk if I lose my mada card with atheer service?
Yes. The cardholder will be responsible for purchase transactions undertaken with their mada atheer card, which can be maid without the need to PIN entry. It is worth highlighting that the cardholder will receive an SMS message on his mobile for any transaction undertaken. Also, we always recommend that the cardholder inform their bank immediately if the card has been lost or stolen.

What if mada card with atheer service gets lost or stolen?
Cardholder must contact the bank immediately and report the lost or stolen card.

Will mada card with atheer service be charged if cardholder is standing near to the PoS terminal?
No, as the merchant needs to input the value amount into the terminal plus the card needs to be waved in a very close proximity to the PoS terminal for the transaction to happen.

1	2	3
Check	**Wave**	**Confirm**