

Risk Awareness of Consumer Banking Products & Services

All financial products carry inherent risks and benefits. Brief description of the key risks that one should be cognizant of while availing Personal finance provided below:

Personal Finance / Housing Finance / Leasing Finance

- Failure to review your current and future financial needs before obtaining the finance may cause potential default and financial obligations exceed your ability to repay.
- Failure to review your credit report carefully to know the details of your current financial obligations before obtaining the finance may negatively affect your current and future financial position.
- Your failure to disclose to the bank all your current financial obligations and income with complete accuracy will not enable the bank to structure the credit facility in a manner appropriate to your financial capabilities.
- Failure to pay the financing installments on time will negatively affect your credit record with SIMAH, which is a prerequisite for continuing to enjoy the benefits of credit.
- Be sure to read and understand the terms and conditions of the financing that you intend to contract for, and you have the right to ask the bank employee to provide further clarifications of the terms and conditions.
- Make sure to obtain a copy of the financing contract after signing it.
- Try to take advantage of the benefits of partial early payment to reduce your financial obligations.
- You must disclose to the bank any change in the amount of your income resulting from any amendment to your current job or the terms and conditions of your employment contract.
- The customer bears responsibility in the event that the share price fluctuates during the period of Al Arabi local shares financing, which may affect the financing negatively in the event of a decline in the market price of the share.

- Be aware that the housing finance tenure is long-term before deciding to obtain it.
- Ensure that the property you wish to finance is having a clear title and is free of all encumbrances.
- Ensure that the construction of the property you wish to finance is as per approved plans and all essential facilities like electricity, water and sewage connections are available and functioning.
- Any additional unauthorized construction done from your side after obtaining the financing, which shall lead to fines or demolitions in some cases, will be under your full responsibility.
- Payment of municipality tax or any other tax related to property after obtaining the financing will be the responsibility of the customer.

- Ensure obtaining a completion certificate of the property from the seller to avoid incurring fines or issuance of demolition decree.
 - The customer deems full responsibility for carrying out inappropriate maintenance of the property and it's causing defects or structural damage to the property after obtaining the financing.
 - Failure to plan construction work to suit your current and future needs after obtaining the self-construction financing will not enable you to build more floors when necessary, taking into account the terms and conditions of the financing.
 - Failure to disclose the correct estimated cost of construction work will not enable the bank to accurately determine the amount of self-construction financing based on your eligibility criteria.
 - Avoid paying or requesting additional amount over and above the amount quoted by the contractor or architect. This will help you overcome any increases in material or labor costs during the construction period.
 - Failure to use interim payments disbursed by the bank for the self-construction financing exclusively on construction works, will negatively affect the workflow.
 - Avoid additional financial obligations during the construction phase after obtaining the self-construction financing, as one may require additional funds due to cost escalations.
 - The customer deems fully responsible for any lapses in the agreement/contract concluded with the contractor after obtaining the self-construction financing.
 - Costs of material and labor generally increases over time, therefore it is important that you are closely monitoring the progress of construction after obtaining the self-construction financing.
 - The Customer deems responsible for the repayment of the self-construction financing even if there is delay in project completion.
 - Bank is not responsible for any warranties offered by the developer/WAFI or ministry of housing.
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- Ensure that the vehicle is in a good condition before signing on receipt acknowledgment.
 - Ensure that the vehicle has comprehensive insurance coverage throughout the agreement period of the leasing finance.
 - Ensure that your name is added on the vehicle registration and you have driving authorization while driving the vehicle throughout the agreement period of the leasing finance.
 - Ensure that your driving license is valid while driving the vehicle throughout the agreement period of the leasing finance.
 - Ensure that you commit to the terms and condition of the insurance policy while driving the vehicle throughout the agreement period of the leasing finance.
 - Ensure to report the authorities and the insurance company of any accident to the vehicle throughout the agreement period of the leasing finance.
 - Ensure that you do not allow others to drive the vehicle throughout the agreement period of the leasing finance unless they have authorization.

- The customer deems responsible for any traffic violations or fines resulting from the failure to renew the driving license or the validity of the periodic technical inspection of the vehicle.
- The customer deems responsible for repayment of the leasing finance in case of an accident (God forbids) and the claim is rejected by the insurance company due to violation of the terms and conditions of the leasing finance agreement.
- The customer deems responsible for the service and maintenance of the vehicle in accordance with the manufacturer's recommendations to keep it in good operational condition. Otherwise, in the event of withdrawing and repossession of the vehicle, he will be liable to pay the shortfall of selling the vehicle and the outstanding payment of the leasing finance.
- The customer deems responsible for the theft of the vehicle if left open while the engine is running or left open with the ignition key inside it.

Credit Cards

- Sharing the card number, PIN, expiry date, CVV or OTP may cause financial losses.
- The customer deems responsible for any purchases made on the card in case it is lost or stolen until the customer notifies the bank to stop the card.
- Failure to settle payments in due date will have a negative impact on your credit history at (SIMAH).
- Delay in settling payments in due date will lead to charging an additional late payment fee (delay fee).
- Primary cardholder is fully liable for all transactions done on the primary or supplementary cards.
- The customer deems responsible for suspicious fraudulent transactions due to failure of reporting to the bank, by maximum 30 days of the statement date.
- Review your current and future financial needs before obtaining credit cards to avoid the possibility of default and financial obligations that exceed your ability to repay.
- Ensure that you read and understand the terms and conditions of the card that you wish to obtain, and you can request bank employee for further clarification on the terms and conditions.

Al Ghad Al Mubarak Account

- The Bank shall invest the amount in Al Ghad Al Mubarak account as an agent for you (without commission) and make every effort to collect the expected profit, which is estimated at the annual percentage and offered at the time of account opening. This percentage may change (increase or decrease), according to the conditions and circumstances of the financial markets.
- Profit shall not be considered on the amount in Al Ghad Al Mubarak account for the month in which the average amount of the investment is less than 2,500 riyals. The Bank has the right to increase or decrease the average amount of investment, as it deems appropriate from time to time provided the Bank notifies the customer before thirty (30) working days from the date of changing the average monthly amount of the investment.
- Profit shall not be considered in Al Ghad Al Mubarak account for the month in which the number of withdrawal transactions exceeds the maximum allowed number of transactions during a month being (2) withdrawal/s transactions. The Bank may increase or decrease this number, as it deems appropriate from time to time provided the Bank notifies you in writing before thirty (30) working days from the date of changing the maximum number of allowable withdrawal transactions.

Deposits

- You are not entitled to withdraw funds from a deposit before the maturity date of the deposit, unless agreed by the bank.
- You may be allowed to withdraw funds any time before the deposit matures, in which case the interest / commission will be reduced or cancelled due to pre-maturity termination at the Bank's sole discretion based on the prevailing commission / interest rate. If such penalty exceeds the commission interest payable by the Bank, the Bank will deduct any excess charge from the principal amount deposited at the Bank.
- You may withdraw any amount from the Time Deposits before its maturity only after signing a "TD Breakage / Pre- Maturity Withdrawal" form provided by the Bank. By signing such form, you waives its right to claim any indemnity from the Bank for any losses that may result from or due to such pre-mature withdrawal.
- Ensure that you read and understand the product terms and conditions. You can request bank employee for further clarification on the terms and conditions.

ANB Electronic Services

Phone Banking

- Your phone banking PIN is the key to your bank account. Do not disclose it to anyone whether in writing, or verbally or over the telephone or via any other communication mean.

ATM

- Do not let anyone see your PIN while using ATMs.
- Do not write your PIN or password on a bank's card or credit card.

ANB Net & ANB Mobile

- Always use strong passwords by including capital and small letters, numbers, and symbols in order to make it harder to guess.
- ANB shall never ask you to share your confidential information details such as passwords, ATM PIN, and One Time Password (OTP) messages related to ANB Net & ANB mobile.
- DO NOT share your computer and mobile passwords with anyone.
- DO NOT leave your computer or phone unattended while it is connected to the ANB Net Service, and verify logging out of your account before closing the web browser.
- You should not allow other people to register his/her biometrics on your device in order to avoid unauthorized access to your bank account.
- When you visit ANB website, make sure that the link used is the official one before entering your username and password (<https://onlinebanking.anb.com.sa>)
- Please avoid using public computers to access ANB Net service.
- Avoid using unsecured public networks (Wi-Fi) to perform mobile banking transactions.
- Avoid using ANB mobile application on mobile devices that do not belong to you.
- Ensure that your correct mobile number and email address are always updated in the Bank's records.
- The bank would never send emails requesting the disclosure of confidential information such as ATM card numbers, or PIN.