

stc pay

Payments & Transfers

Terms & Conditions

This document is supplemental to the stc pay Consumer Account Terms & Conditions (Master Agreement).

All core terms, including account suspension, AML/compliance, data privacy, and dispute resolution, are governed by the Master Agreement.

1. Introduction

These Payments & Transfers Terms & Conditions ("**Payments Terms**") apply to all payment and transfer services made available to you through the stc pay platform. They are supplemental to and governed by the stc pay Account Terms & Conditions ("**Master Agreement**"), which apply in full. Unless otherwise defined in these Payments Terms, capitalised terms have the meanings given to them in the Master Agreement.

By using any payment or transfer service, you confirm that you have read, understood, and agreed to both these Payments Terms and the Master Agreement. In the event of any conflict, the Master Agreement prevails unless these Payments Terms expressly state otherwise.

The payment and transfer services covered by these terms include:

- Peer-to-Peer (P2P) Transfers
- Bank Transfers (Fawri+ and Fawri)
- Bill Payments (Fawateer)
- QR Payments
- Recurring Payments
- Marketplace Payments
- Any other payment or transfer service stc pay introduces from time to time

2. General Rules for All Payments & Transfers

2.1 Your Responsibilities

Before confirming any payment or transfer, you are responsible for ensuring that all details you provide are accurate and complete, including:

- Recipient's account number, mobile number, or IBAN,
- Payment amount and currency,
- Biller reference or account number (for bill payments), and
- Any other details required to execute the transaction.

stc pay will process your payment instructions based solely on the details you provide. If you provide incorrect information, stc pay will not be liable for any resulting loss, delay, or failed transaction. We will use reasonable efforts to assist you in recovering misdirected funds, but cannot guarantee recovery. A fee may apply for any recovery assistance provided. Where we charge a recovery assistance fee, we will disclose the fee to you before we proceed, unless the fee is already published on the relevant Platform(s).

2.2 Transaction Limits

Transaction limits apply to all payment and transfer services. These limits may vary by service type, account verification level, and applicable regulatory requirements. Current limits are published on the App and other Platforms and may be updated from time to time. Where limits are set or imposed by third parties — such as partner banks or payment schemes — stc pay will implement those limits and will not be liable for any transaction that fails as a result of exceeding them.

2.3 Fees & Charges

Fees may apply to specific payment and transfer services. Applicable fees will be displayed to you before you confirm a transaction. By proceeding with the transaction, you accept the fees shown. stc pay may introduce, amend, or waive fees at any time, subject to providing reasonable notice where required by applicable law.

2.4 Authorisation & Confirmation

By confirming a payment or transfer, you authorise stc pay to debit your Wallet Account for the full amount of the transaction, including any applicable fees. This authorisation is your instruction to execute the transaction and is binding on you.

Following execution of a payment instruction, stc pay will provide you with:

- A confirmation of successful or unsuccessful execution,
- A reference number to track the transaction,
- The transaction date and amount, and
- Any applicable fees, charges, or exchange rate used.

We may provide additional details where required by law or partner scheme rules.

2.5 Cut-Off Times

Payment instructions received before the applicable cut-off time on a business day will be processed on that business day. Instructions received after the cut-off time or on a non-business day will be processed on the next business day. Cut-off times and business day definitions are published on the App and website.

2.6 Cancellation of Transactions

Once a payment instruction has been confirmed and submitted, it cannot be cancelled, amended, or reversed, except where:

- The transaction has not yet been executed and cancellation is possible through the App before the applicable cut-off time, or
- A future-dated payment has been scheduled and is cancelled before execution.

If you believe a transaction has been executed in error or without your authorisation, you must notify stc pay immediately through our official customer service channels. stc pay will investigate and respond in accordance with the Master Agreement and applicable CBB requirements.

This 'no cancellation' rule does **not** apply to any case where applicable law, regulation, or a competent authority requires reversal, refund, or corrective action.

2.7 Failed & Unsuccessful Transactions

stc pay will not be liable for failing to execute a payment instruction where:

- Your Wallet Account has insufficient funds,
- The instruction is incomplete, inaccurate, or invalid,
- The transaction is blocked by a third party (such as a biller, receiving bank, or payment scheme), or
- The failure is caused by events beyond stc pay's reasonable control, including system outages, regulatory actions, or force majeure events.

In such cases, stc pay will notify you of the failure where possible and, if funds were debited, will return them to your Wallet Account in accordance with applicable procedures.

2.8 Taxes

You are responsible for determining, reporting, and paying any taxes applicable to your transactions, including VAT where applicable. stc pay is not responsible for calculating, collecting, or remitting taxes on your behalf, except as required by law.

3. Peer-to-Peer (P2P) Transfers

P2P transfers allow you to send funds directly from your Wallet Account to another stc pay Wallet Account. All P2P transfers are executed in Bahraini Dinars (BHD) only.

When making a P2P transfer:

- Funds are credited based solely on the recipient's stc pay Wallet Account number or registered mobile number.
- You are responsible for independently verifying recipient details before confirming a transfer. All payments are processed based on the details you provide.
- Once confirmed, the transfer is immediate and cannot be reversed by stc pay unless required by law or a regulatory authority.
- stc pay will not be liable for transfers made to an incorrect recipient as a result of details you have provided.

4. Bank Transfers

4.1 Fawri+

Fawri+ is a near real-time electronic funds transfer service operated under Bahrain's Electronic Funds Transfer System (EFTS). It allows you to transfer funds from your Wallet Account to a bank account held with a participating bank in the Kingdom of Bahrain.

Key features of Fawri+:

- Transfers are processed in Bahraini Dinars (BHD).
- Settlement is typically near real-time, subject to the receiving bank's processing.
- Fawri+ transfer instructions cannot be cancelled once submitted.
- Transfers are credited based on the recipient's IBAN or mobile number – the recipient's name will not override these details.
- Applicable limits and fees are published on the App and other Platform(s).

4.2 Fawri

Fawri is a Deferred Net Settlement (DNS) fund transfer service under Bahrain's EFTS. It allows you to transfer funds from your Wallet Account to a beneficiary's bank account in the Kingdom of Bahrain, processed in batches rather than in real time.

Key features of Fawri:

- Transfers are processed in Bahraini Dinars (BHD).

- Payments are not immediate – instructions are processed as a batch in accordance with the applicable settlement schedule.
- Transfers are credited based on the recipient's IBAN – ensure this is accurate before confirming.
- Applicable limits and fees are published on the App and other Platform(s).

For both Fawri+ and Fawri: stc pay may fulfil fund transfer instructions directly or through a banking partner. In such cases, the relevant partner's terms for electronic fund transfers may also apply. stc pay will not be liable for any delay, error, or non-delivery caused by the receiving bank or any third party in the payment chain.

5. Bill Payments (Fawateer)

The bill payment service allows you to pay bills and invoices to participating billers – including telecom providers, utility companies, government entities, schools, and other service providers – directly from your Wallet Account.

When using the bill payment service:

- The range of available billers and payment options is determined by stc pay and the billers themselves, and may change at any time.
- You must provide accurate biller reference information (such as account or subscriber number) before confirming payment.
- Payment is credited to the biller based on the reference you provide — stc pay is not responsible for payments made to the wrong biller account as a result of incorrect information.
- Certain billers may impose additional fees or restrictions on payment methods — these will be disclosed before you confirm.
- All sales of prepaid services (such as mobile recharge) are final and non-refundable once confirmed.

stc pay will not be liable for any failure to process a bill payment where:

- The biller is temporarily unavailable or does not accept the payment upon receipt,
- You have provided incomplete or incorrect biller details, or
- The failure arises from circumstances beyond stc pay's reasonable control.

stc pay reserves the right to add or remove billers from the platform at any time, without prior notice.

6. QR Payments

QR payments allow you to pay for goods and services at participating merchants by scanning a merchant's QR code through the stc pay App.

When using QR payments:

- You must verify the merchant's name and the payment amount displayed on screen before confirming.
- Once confirmed, the payment is debited from your Wallet Account and cannot be reversed by stc pay except in accordance with Section 2.6 above.

- You are responsible for all transactions initiated through QR payment on your Wallet Account, including where your account is accessed by a third party due to your failure to secure your credentials.

stc pay:

- Is not responsible for the interception or misuse of QR codes by third parties
- Will not be liable for a transaction that fails to materialise, is delayed, or is incomplete for any reason beyond our control
- Reserves the right to modify, suspend, or discontinue QR payments at any time
- May apply minimum and maximum limits to individual QR payment transactions

7. Recurring Payments

A recurring payment is an authorisation you give to a merchant to charge your Wallet Account or linked payment method at regular intervals – for example, for subscriptions, memberships, or instalment payments.

When you set up a recurring payment:

- You are authorising the merchant to initiate charges on your Wallet Account according to the agreed schedule.
- You must ensure your Wallet Account has sufficient funds on each scheduled payment date.
- stc pay will execute recurring payment instructions as directed by the merchant based on your authorisation.

To cancel a recurring payment authorisation, you must do so directly with the merchant. stc pay may also assist in blocking future charges where the merchant cannot be contacted, but cannot reverse charges that have already been executed.

stc pay will not be liable for any charges made by a merchant in excess of your authorisation or for any failure by a merchant to cancel a recurring payment upon your request.

8. Marketplace Payments

The stc pay marketplace allows you to purchase digital products and services – such as digital gift cards, insurance products, tickets, and other goods – provided by third-party merchants.

When using the marketplace:

- stc pay acts as an intermediary facilitating the transaction between you and the merchant – stc pay does not take ownership of, or assert any rights over, the products or services offered.
- The merchant's own terms and conditions apply to your purchase.
- Any disputes regarding the product or service must be raised directly with the merchant.
- stc pay is not responsible for the quality, delivery, accuracy, or availability of any third-party product or service.

Refunds, returns, and exchanges are subject to the relevant merchant's policies. stc pay will only credit your Wallet Account with a refund upon receipt of a properly issued refund instruction from the merchant.

9. Incorrect Payment Instructions & Recovery

If you provide incorrect payment details that result in funds being sent to an unintended recipient, you must notify stc pay immediately.

stc pay will use reasonable efforts to assist in recovering misdirected funds. However:

- Recovery is not guaranteed and depends on the cooperation of the receiving institution or party.
- stc pay may charge a fee to cover reasonable costs incurred in pursuing recovery
- Where stc pay is unable to recover the funds, we will – upon your written request – provide you with the available information needed for you to pursue recovery independently.

stc pay will not be liable for any loss arising from incorrect payment details provided by you.

10. Unauthorised Transactions

If you believe a transaction has been made on your Wallet Account without your authorisation, you must notify stc pay without undue delay after becoming aware of it, through our official customer service channels.

stc pay will investigate unauthorised transaction claims in accordance with the Master Agreement, applicable law and CBB requirements.

stc pay will not be liable for unauthorised transactions where:

- You have failed to keep your credentials secure
- You have shared your credentials or access with another person
- You failed to notify stc pay promptly after becoming aware of the unauthorised transaction
- The loss arose from your own fraudulent conduct or gross negligence

11. Third-Party Platforms & Digital Wallets

stc pay may allow you to link your Wallet Account or payment card to third-party platforms, digital wallets, or other payment services. In such case:

- You must comply with the third party's own terms and conditions in addition to these Payments Terms.
- stc pay is not the provider of the third-party platform and is not responsible for its availability, performance, or any failure.
- stc pay is only responsible for securely transmitting the necessary information to enable the payment – not for what happens on the third-party side.
- stc pay may suspend or terminate your access to a third-party platform integration at any time if required by law, regulation, or security concerns.

If you experience issues with a third-party platform or service, you should contact that third party directly using their published support channels.

12. Future Payment Services

stc pay may introduce additional payment and transfer services from time to time. Any new service will be subject to these Payments Terms and the Master Agreement, together with any supplemental terms stc pay publishes at the time of launch. The availability of new services may be phased and may differ between users.

13. Governing Terms

These Payments Terms are supplemental to the Master Agreement. The provisions of the Master Agreement apply in full to all payment and transfer services.

These Payments Terms are governed by the laws of the Kingdom of Bahrain. Any disputes arising from or related to these terms shall be resolved in accordance with the dispute resolution procedures set out in the Master Agreement.