

stc pay

Rewards Program

Terms & Conditions

Cashback+ | Miles+ | Future Programs

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

Core account terms, including dormancy, closure, suspension, and forfeiture of rewards, are governed by the Master Agreement.

PART A — GENERAL TERMS

Part A applies to all stc pay reward programs, including Cashback+ and Miles+. Program-specific terms in Parts B and C apply in addition to Part A.

1. Introduction

These Rewards Program Terms & Conditions ("**Rewards Terms**") apply to all reward programs offered by stc pay to individual customers, whether directly or through third-party partners. They are supplemental to and governed by the stc pay Account Terms & Conditions ("**Master Agreement**"), which apply in full. Unless otherwise defined in these Rewards Terms, capitalised terms have the meanings given to them in the Master Agreement.

These Rewards Terms are set out in the following manner:

- Part A: General Terms applicable to all programs
- Part B: Cashback+
- Part C: Miles+
- Part D: Cashback+ To Miles+ Conversion
- Part E: Future Reward Programs

stc pay may introduce additional reward programs over time. Any new program will be subject to the Master Agreement, Part A of these Rewards Terms and any specific terms published by stc pay at the time of launch.

By participating in any reward program, you confirm that you have read, understood, and agreed to these Rewards Terms and the Master Agreement. In the event of any conflict, the Master Agreement prevails unless these Rewards Terms expressly state otherwise.

2. General Principles Applying to All Programs

2.1 Nature of Rewards

All rewards – including cashback, miles, points, or any other benefit – are promotional in nature. They are:

- Not cash, have no cash value and cannot be exchanged for cash, unless and until stc pay provides a feature that allows you to transfer or convert a reward into your Wallet Account balance.
- Non-transferable, except where stc pay explicitly permits a transfer feature.
- Personal to you and valid for your own use only – rewards cannot be sold, traded, or gifted to others outside of features expressly provided by stc pay.
- Subject to expiry, usage restrictions, and program-specific conditions.

stc pay does not guarantee the availability, continuity, or value of any reward program at any time.

2.2 Eligibility

To participate in any reward program, you must hold an active and fully verified stc pay Wallet Account in good standing. stc pay may set additional eligibility criteria for specific programs, which will be published on the App or website at the time of launch or update.

stc pay may enroll your Wallet Account into a reward program automatically. Where this occurs, you will be notified through the App or other communication channels.

2.3 Earning Rewards

Rewards are earned only on eligible transactions ("**Qualifying Transactions**") as defined for each program. The following general rules apply across all programs:

- Rewards are awarded only on successful, completed transactions – cancelled, reversed, or refunded transactions are not eligible.
- If a Qualifying Transaction is subsequently refunded or reversed, any rewards credited for that transaction will be cancelled or reversed accordingly. Where any reversal, refund, cancellation or adjustment results in a negative rewards balance, stc pay may recover the corresponding shortfall from your Wallet Account after notifying you through the App or any other available communication channel.
- ATM withdrawals, account charges, card fees, unauthorised transactions, and inter-wallet transfers are not Qualifying Transactions, unless expressly stated for a specific program.
- stc pay may, at its sole discretion, exclude certain merchant categories or transaction types from any program at any time.
- Supplementary (family) cardholders may or may not be eligible for rewards, as published in the relevant program terms.

2.4 Program Limits & Caps

Each program may have earning caps – such as a maximum reward per transaction, per month, per merchant, or per category. These limits are published on the App and website for each program and may be updated from time to time without prior notice.

2.5 Rewards Are Not Guaranteed

stc pay is not responsible for any delay, failure to deliver, or miscalculation of rewards where caused by factors outside our reasonable control. Rewards will be calculated and decided based on stc pay's records, acting reasonably and in good faith.

Rewards balances displayed on the App are for reference only and are subject to adjustment by stc pay at any time where reasonably necessary to correct an error, reversal, fraud, misuse or other valid programme-related adjustment.

2.6 Forfeiture of Rewards

stc pay reserves the right to withhold, cancel, reverse, or forfeit any rewards – whether earned, pending, or accumulated – in the following circumstances:

- Your Wallet Account becomes dormant, is suspended, restricted, or closed for any reason – all reward balances in all Sub-Wallets will be automatically forfeited upon closure or dormancy
- stc pay suspects misuse, abuse, fraud, or any activity that violates these Rewards Terms or the Master Agreement
- You have violated any applicable terms and conditions
- A transaction that generated rewards is reversed, refunded, or deemed ineligible
- A regulatory authority requires it

Forfeited rewards cannot be reinstated, exchanged for cash, or transferred. stc pay's decision on the forfeiture of rewards is final. This does not affect your right to raise a complaint under the complaints process in the Master Agreement.

2.7 Expiry

Rewards have a validity period as specified for each program, published on the App and website. Rewards that are not redeemed or transferred within the applicable validity period will automatically expire and be permanently forfeited. Expired rewards cannot be reinstated under any circumstances.

stc pay reserves the right to amend expiry rules for any program, with notice provided through the App or other official communication channels.

2.8 Program Changes & Termination

stc pay reserves the right to modify, suspend, or terminate any reward program at any time. Where a material change is made, stc pay will provide notice through the App or website. Where immediate action is required – for example, due to fraud or a regulatory requirement — changes may take effect without prior notice.

stc pay's decisions regarding the computation, crediting, forfeiture, and reinstatement of rewards are final, conclusive, and binding.

2.9 Partner Programs & Third-Party Offers

stc pay may offer rewards through third-party partners or facilitate access to partner loyalty programs. In such cases:

- The partner's own terms and conditions apply in addition to these Rewards Terms
- stc pay is not responsible for the availability, accuracy, continuity, or quality of any partner offer or benefit
- Partners may change their program rules, benefits, or redemption conditions at any time — stc pay has no control over such changes
- Any dispute regarding a partner offer or benefit must be raised with the relevant partner directly

2.10 Rounding

stc pay reserves the right to round reward amounts to the nearest reasonable value, whether up or down. Such rounding is final and not subject to dispute or adjustment.

2.11 Personal Use Only

All reward programs are available for personal, non-commercial use only. Any attempt to use rewards for commercial gain, resell, manipulate, or abuse any program is a serious breach of these Rewards Terms and may result in immediate forfeiture of all rewards and closure of your Wallet Account.

PART B — CASHBACK+

Part B applies specifically to the Cashback+ program. All terms in Part A also apply.

3. Cashback+ Overview

Cashback+ is stc pay's cashback reward program that allows you to earn cashback on Qualifying Transactions made through your stc pay Wallet Account and linked cards. Cashback earned is credited to your dedicated Cashback+ Sub-Wallet within the App.

stc pay may automatically enroll your Wallet Account into the Cashback+ program. Enrolment does not guarantee earning – cashback is only credited on Qualifying Transactions as defined from time to time.

4. Earning Cashback+

4.1 Qualifying Transactions

Cashback+ is earned on eligible transactions made using your stc pay digital or physical prepaid card, or through other payment methods specified by stc pay for a particular program. The earning rate, Qualifying Transaction types, and excluded categories for each Cashback+ program are published on the App and website.

Cashback+ is not earned on:

- Card fees, account charges, or service fees
- ATM cash withdrawals
- Transactions that are reversed, cancelled, or refunded
- Unauthorised or fraudulent transactions
- Transfers between stc pay accounts or Sub-Wallets
- Any merchant category or transaction type excluded by stc pay for a specific program

4.2 Earning Rates & Caps

The cashback rate and any applicable earning caps – per Qualifying Transaction, per merchant, per category, or per month – are published on the App and website for each program and may vary between programs. stc pay may update these at any time.

4.3 Crediting Cashback+

Cashback+ earned on a Qualifying Transaction will be credited to your Cashback+ Sub-Wallet within the period specified for each program, published on the App. Cashback+ will only be credited if your Wallet Account is active and in good standing at the time of crediting.

If your Wallet Account is closed or your card is cancelled before a pending cashback is credited, that cashback will be forfeited and cannot be claimed.

5. Cashback+ Sub-Wallet

Your Cashback+ balance is held in a dedicated Sub-Wallet within the App. You can view your:

- Available Cashback+ balance
- Pending cashback (earned but not yet credited)
- Cashback+ history and transaction details
- Expiry information for credited cashback

Your Cashback+ Sub-Wallet is linked to your main Wallet Account. It is not a separate bank account and cannot be used independently of your stc pay Wallet Account.

6. Using Your Cashback+

6.1 Redemption Options

Cashback+ can be redeemed through options made available by stc pay from time to time, which may include:

- Transfer to your main stc pay Wallet Account balance
- Conversion to Miles+ (see Section 14 — Cashback+ to Miles+ Conversion)
- Exchange for third-party rewards, vouchers, or benefits offered through stc pay's Platform(s)
- Payment of applicable card fees, where offered by stc pay

Redemption options, minimum redemption amounts, and any applicable conditions are published on the App and website and may be updated at any time. Once a redemption is made, it cannot be reversed or exchanged back to Cashback+.

6.2 Redemption via Third-Party Partners

Where a redemption option is provided through a partner, the partner's own terms and conditions apply, including validity dates, return policies, and limitations of liability. stc pay is not responsible for the quality or delivery of any third-party redemption option.

If a redemption option is out of stock, stc pay may offer an alternative. If you decline the alternative, your Cashback+ will be reinstated to your Sub-Wallet within a reasonable period.

6.3 Cashback+ Is Not Refundable

Cashback+ balances are not refundable under any circumstances. Cashback+ cannot be exchanged for cash, except where stc pay explicitly provides a transfer-to-wallet feature.

6.4 Transfer to Other stc pay Customers

stc pay may, from time to time, allow you to transfer Cashback+ to another stc pay customer, subject to minimum and maximum transfer amounts published on the App. stc pay reserves the right to suspend or remove this feature at any time without prior notice.

6.5 Annual Fees & Cashback+

stc pay may, at its discretion, deduct applicable card annual fees from your Cashback+ Sub-Wallet balance. If your Cashback+ balance is insufficient to cover the due amount, future cashback earnings may be applied to settle the outstanding balance.

7. Cashback+ Expiry

Cashback+ balances have a validity period as published on the App and website for each program. Cashback+ that is not redeemed within the applicable validity period will automatically expire and be permanently forfeited.

Expired Cashback+ cannot be reinstated, transferred, or redeemed. It is your responsibility to monitor your Cashback+ balance and redeem it before expiry.

PART C — MILES+

Part C applies specifically to the Miles+ program. All terms in Part A also apply.

8. Miles+ Overview

The stc pay Miles+ program rewards you with miles ("**Miles+**") for eligible international remittance transactions performed through stc pay. Miles+ are credited to a dedicated Miles+ Sub-Wallet within the App and can be transferred to participating airline Frequent Flyer Program ("**FFP**") accounts.

Miles+ may also be received through conversion from your Cashback+ balance, as described in Section 14 below.

9. Eligibility for Miles+

To participate in the Miles+ program, you must:

- Hold a fully verified stc pay Wallet Account in good standing
- Hold an active and valid FFP membership account with a participating airline partner, registered under your own name

Redemption and transfer of Miles+ is limited to the same individual – the stc pay account and the FFP account must both belong to you. Transferring Miles+ to a third party's FFP account is strictly prohibited.

10. Earning Miles+

10.1 Qualifying Transactions

Miles+ are earned on eligible international remittance transactions completed through the relevant Platform. The Qualifying Transaction types, earning structure, and any welcome bonuses or promotional campaigns are published on the App and website and may be updated at any time.

Miles+ are awarded only on successful and completed Qualifying Transactions. Cancelled or refunded remittance transactions will result in the removal of any Miles+ previously credited for that transaction.

10.2 Promotional Miles+

stc pay may, from time to time, run promotional campaigns that award additional Miles+ on eligible or non-eligible transactions. Promotional Miles+ are subject to the specific terms of each campaign, published on the App or website.

11. Miles+ Sub-Wallet

Your Miles+ balance is held in a dedicated Miles+ Sub-Wallet within the App. You can view your:

- Available Miles+ balance
- Redemption and transfer history

- Miles+ balances approaching expiry

Miles+ earned will expire if not transferred to an airline FFP account within the validity period published on the App and website. Expired Miles+ cannot be reinstated, exchanged for cash, or claimed back.

12. Redeeming & Transferring Miles+

12.1 Transfer to Airline FFP Account

You may transfer Miles+ from your stc pay Miles+ Sub-Wallet to your linked airline FFP account. Transfers must be initiated manually through the App and are subject to:

- Minimum and maximum transfer amounts per transaction, as published on the App
- Maximum transfer limits per month, as published on the App
- A minimum Miles+ balance required before a transfer can be initiated, as published on the App

The conversion rate between Miles+ and airline FFP miles is published on the App and may be updated at any time.

12.2 Linking Your FFP Account

To transfer Miles+, you must link your FFP membership account through the App by providing accurate FFP membership details. stc pay is not responsible for any failed or delayed transfer caused by incorrect FFP account details provided by you.

It is your responsibility to ensure your FFP account remains valid and active. stc pay cannot intervene in airline FFP account decisions.

12.3 Transfer Processing

Once a transfer request is submitted, it is final and cannot be amended, cancelled, or reversed. Miles+ transferred to your FFP account will be credited within the timeframe published on the App, subject to the airline partner's processing timelines. stc pay is not responsible for delays caused by the airline or its systems.

12.4 Airline Partner Changes

The list of participating airline partners may change at any time. Airlines may independently modify their FFP program rules, benefits, conversion conditions, or mile values without notice to stc pay. stc pay has no control over such changes and is not responsible for any impact on the value or usability of your Miles+.

13. Fees & Taxes

Fees may apply to Miles+ transfers, as published on the App and website. Where a service or transfer fee is charged, any applicable taxes will also be the customer's responsibility. stc pay reserves the right to introduce, amend, or waive fees at any time.

PART D — CASHBACK+ TO MILES+ CONVERSION

Part D applies to the feature that allows customers to convert their Cashback+ balance into Miles+. All terms in Part A, Part B, and Part C also apply.

14. Cashback+ to Miles+ Conversion

14.1 The Feature

stc pay allows you to convert your available Cashback+ balance into Miles+, which will be credited to your Miles+ Sub-Wallet. This feature provides a way to consolidate your rewards and use your cashback toward airline mile transfers.

14.2 Conversion Rate & Limits

The conversion rate between Cashback+ and Miles+, as well as any minimum or maximum conversion amounts, are published on the App and website and may be updated from time to time. By confirming a conversion, you accept the rate displayed at the time of the request.

14.3 Irreversibility

Once you confirm a Cashback+ to Miles+ conversion, it is final and cannot be reversed. The converted Cashback+ amount will be permanently deducted from your Cashback+ Sub-Wallet, and the equivalent Miles+ will be credited to your Miles+ Sub-Wallet.

Converted Miles+ are subject to all Miles+ terms in Part C of these Rewards Terms, including expiry and transfer rules.

14.4 Availability

stc pay reserves the right to modify, suspend, or discontinue the Cashback+ to Miles+ conversion feature at any time, without prior notice. Pending conversion requests at the time of suspension will be processed or cancelled at stc pay's discretion, with any cancelled requests resulting in the Cashback+ amount being reinstated.

PART E — FUTURE REWARD PROGRAMS

15. Future Reward Programs

stc pay may introduce additional reward programs from time to time, offered directly or through third-party partners. Any new program will be subject to Part A of these Rewards Terms and any specific terms published by stc pay at the time of launch.

stc pay may also offer promotional incentives, raffles, bonus rewards, or other time-limited programs. These will be governed by Part A and any specific terms communicated through the App or website at the time of the promotion.

16. Governing Terms

These Rewards Terms are supplemental to the Master Agreement. The provisions of the Master Agreement apply in full.

These Rewards Terms are governed by the laws of the Kingdom of Bahrain. Any disputes arising from or related to any reward program will be resolved in accordance with the dispute resolution procedures in the Master Agreement.