

stc pay

Corporate Card Terms & Conditions

Prepaid Card | Future Card Types

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

Core corporate terms, including account suspension, AML/compliance, data privacy, and liability, are governed by the Corporate Master Agreement.

1. Introduction

These Corporate Card Terms & Conditions ("**Card Terms**") apply to all payment cards issued by stc pay under the Corporate Account. They are supplemental to and governed by the stc pay Corporate Account Terms & Conditions ("**Corporate Master Agreement**"), which apply in full. Unless otherwise defined in these Card Terms, capitalised terms have the meanings given to them in the Corporate Master Agreement.

Currently, stc pay issues prepaid cards under corporate accounts. Where stc pay introduces a new card type (including debit or credit), that card type will be subject to additional product-specific terms and disclosures published at launch. These Card Terms apply only to the extent they are consistent with those product-specific terms.

By requesting, activating, or using any card under the Corporate Account, the Company confirms that it has read, understood, and agreed to these Card Terms and the Corporate Master Agreement. In the event of any conflict, the Corporate Master Agreement prevails unless these Card Terms expressly state otherwise.

2. Card Issuance

2.1 Multiple Cards Under One Account

The Company may request the issuance of multiple cards under its Corporate Account, to be assigned to authorised users, employees, or any individual designated by the Company. The number of cards that may be issued is subject to stc pay's applicable business rules, published on the Platform from time to time.

All cards issued under the Corporate Account are linked to the Corporate Account and are the Company's responsibility, regardless of which individual holds or uses the card.

2.2 Digital Cards

Digital cards may be made available under the Corporate Account and are accessible immediately through the stc pay Platform. Digital cards are ready for use upon activation.

2.3 Physical Cards

Physical prepaid cards may be requested through the Platform. Once requested, physical cards will be produced, personalised, and delivered to the address specified by the Company. During delivery, the recipient may be required to verify their identity to the courier.

A physical card is not valid until activated through the Platform. Activation of the card by any authorised individual constitutes the Company's acceptance of these Card Terms in respect of that card. During activation, a PIN will be set for the card.

Upon receipt of any physical card, the cardholder must sign the signature panel on the reverse immediately.

All cards remain the property of stc pay at all times. The Company must ensure cardholders follow all stc pay instructions regarding their cards, including, where required, surrendering cards, destroying PINs, and ceasing use.

2.4 Card Validity

Cards are valid for the period indicated on the card or communicated at the time of issuance. stc pay may renew cards upon expiry, subject to the Corporate Account remaining in good standing. The Company is responsible for managing card renewals for all cards under its account.

2.5 Future Card Types

stc pay may introduce additional card types, including debit and credit cards, in the future. These Card Terms will apply to all such card types. Supplemental terms specific to each card type will be published by stc pay at the time of launch.

3. Company's Responsibility for All Cards

The Company is fully responsible for all cards issued under its Corporate Account, including:

- All transactions made using any card under the account, whether or not the transaction was authorised by the Company
- Ensuring that cards are only issued to and used by individuals authorised by the Company
- Ensuring that all cardholders are made aware of and comply with these Card Terms
- All fees, charges, and liabilities arising from card usage
- Promptly notifying stc pay if a card should be cancelled or suspended — for example, when an employee leaves the Company

stc pay will not be liable for any loss arising from card usage by individuals designated by the Company, regardless of whether the Company authorised a specific transaction.

4. Card Tiers, Upgrades & Downgrades

stc pay may offer different card tiers with varying features, benefits, and fee structures. Available tiers and associated fees are published on the Platform and may be updated from time to time.

The Company may request upgrades or downgrades between available card tiers through the Platform. stc pay also reserves the right to upgrade or downgrade any card tier based on usage, compliance, or account standing, with notice provided through the Platform.

When a card is upgraded or downgraded, the benefits and terms of the new tier apply from the time the change takes effect.

5. Fees & Charges

Fees applicable to corporate cards – including card issuance fees, annual fees, replacement fees, and any other applicable charges – are published on the Platform and may be updated from time to time. All fees are debited directly from the Corporate Account.

The Company is responsible for all fees across all cards issued under its Corporate Account, including cards held by individual cardholders. stc pay reserves the right to waive, defer, or adjust fees at its sole discretion.

6. Using the Cards

6.1 Linked to the Corporate Account

All cards issued under the Corporate Account are linked to the Corporate Account balance. All card transactions are debited from the Corporate Account's Available Balance. There is no overdraft — cardholders may only spend what is available in the Corporate Account at the time of the transaction.

6.2 Transactions in Bahraini Dinars

Transactions made in Bahraini Dinars (BHD) do not attract currency conversion fees.

6.3 Foreign Currency Transactions

Transactions made in a currency other than BHD will be subject to currency conversion at the prevailing rate of exchange as determined by stc pay from time to time. A currency conversion fee will apply and will be added to the transaction amount before being debited from the Corporate Account. Transactions in currencies other than USD or BHD will first be settled in USD and then converted to BHD.

6.4 ATM Withdrawals

Physical cards may be used to withdraw cash at ATMs where accepted. ATM transactions may be subject to additional fees or foreign exchange rates applied by the ATM operator or network, which are outside stc pay's control. stc pay is not responsible for such additional charges.

6.5 Transaction Limits

Transaction limits apply to all corporate cards, including per-transaction, daily, monthly, and country-specific limits. These are published on the Platform and may be updated at any time. stc pay may apply additional controls at its sole discretion. The Company is responsible for managing card usage within applicable limits across all cards under its account.

6.6 Merchant Acceptance & Blocked Merchants

stc pay is not responsible for any merchant's refusal to accept or honour a card. Disputes regarding goods or services must be resolved directly between the cardholder and the merchant. No claim against a merchant may be brought against stc pay.

stc pay may, at its sole discretion, block certain merchants or merchant categories without prior notice.

6.7 Disputed Transactions

If the Company disputes a transaction shown on its account statement, the Company must notify stc pay promptly and in any event within the dispute/chargeback timeframes required by the applicable card scheme, as notified through the Platform. Failure to notify stc pay within that period may affect stc pay's ability to raise a dispute with the relevant processing institution.

7. Card Security & Company Obligations

The Company is responsible for ensuring that all cardholders under the Corporate Account:

- Keep their card, PIN, and all associated credentials secure and confidential at all times
- Never share PINs, card details, or OTPs with any unauthorised person
- Never write a PIN on or near the card
- Protect their physical cards from loss, theft, or misuse

The Company is fully responsible for all transactions made using any card under its Corporate Account, whether or not they were authorised by the Company, until the card is reported as lost, stolen, or compromised. stc pay strongly recommends reporting any such event immediately.

The Company must implement appropriate internal controls to monitor card usage and ensure cards are not misused by cardholders.

8. Loss, Theft & Card Replacement

8.1 Reporting

If any card issued under the Corporate Account is lost, stolen, or destroyed, or if the Company suspects unauthorised use of any card, the Company must notify stc pay immediately through the Platform or official customer service channels. The Company will be required to provide the Corporate Account details and any other information necessary to verify identity and process the report. For cards, the liability allocation in this Section 8 applies notwithstanding any general liability statement in the Corporate Master Agreement.

8.2 Liability Before Reporting

The Company is responsible for all transactions made on any card prior to reporting it as lost, stolen, or compromised. After stc pay receives and processes the report, the relevant card will be blocked and no further liability will arise on that card for unauthorised transactions, provided that:

- The Company notified stc pay immediately and without undue delay
- Reasonable care had been taken to safeguard the card and credentials
- The Company has not acted fraudulently or negligently

8.3 Card Replacement

stc pay may issue a replacement card in the following circumstances:

- The card has been reported as lost, stolen, or destroyed
- The card has been blocked due to suspected fraud or a security concern
- The card has reached or is approaching its expiry date
- A technical, operational, or regulatory requirement necessitates reissuance

If a card that was previously reported as lost or stolen is subsequently recovered, it must not be used and must be returned or destroyed in accordance with stc pay's instructions.

Replacement fees may apply and are published on the Platform.

9. Enabling Cards on Third-Party Platforms

Cards issued under the Corporate Account may be linked to third-party payment platforms and digital wallets to enable contactless or online payments. Where this is done:

- The Company and the individual cardholder must comply with the relevant third-party platform's terms and conditions in addition to these Card Terms
- The cardholder is solely responsible for the security of their device and access to the third-party platform
- All fees and charges applicable to the card continue to apply when used through a third-party platform
- The Company remains responsible for all transactions made through linked third-party platforms

stc pay's role is limited to securely providing card credentials to the third-party platform to enable payment. stc pay is not responsible for the availability, performance, or failure of any third-party platform, or for any loss arising from its use, except where caused by stc pay's gross negligence or wilful misconduct.

stc pay may suspend or terminate a card's availability on a third-party platform at any time for security, regulatory, or operational reasons.

10. Card Suspension, Dormancy & Cancellation

10.1 Suspension by stc pay

stc pay may suspend or block any card at any time for reasons including, but not limited to:

- Suspected fraud, suspicious activity, or a security concern
- Compliance with applicable laws, regulations, or regulatory instructions
- Repeated incorrect entry of PIN
- The Corporate Account being suspended, restricted, or closed
- Breach of these Card Terms or the Corporate Master Agreement

Where permitted, stc pay will notify the Company of any card suspension. In certain circumstances, stc pay may be legally prevented from doing so.

10.2 Cancellation by the Company

The Company may cancel any card under its Corporate Account at any time through the Platform or by contacting stc pay's customer service. The Company is responsible for ensuring cards are cancelled promptly when a cardholder is no longer authorised to hold or use the card.

10.3 Cancellation by stc pay

stc pay reserves the right to cancel any card issued under the Corporate Account by providing reasonable notice, except where immediate cancellation is required. Grounds for cancellation include:

- The Corporate Account becoming dormant, suspended, or closed
- No card transaction activity for a period determined by stc pay
- Failure to pay applicable fees

- Any reason that would permit suspension or restriction under the Corporate Master Agreement

10.4 Dormant Cards

stc pay may designate a card as dormant after a period of inactivity and may restrict transactions on dormant cards until reactivated through the Platform and any required verification is completed.

11. Chargebacks & Disputed Card Transactions

If the Company believes a card transaction was made without authorisation or was processed incorrectly, it must notify stc pay immediately through official customer service channels. A reference number will be provided at the time of the report.

stc pay will investigate disputed transactions in accordance with applicable card scheme rules and CBB requirements. During the investigation:

- The disputed transaction amount will not be credited to the Corporate Account until the investigation concludes in the Company's favour
- The Company must cooperate fully and provide any information or documentation requested by stc pay
- The outcome of the dispute resolution process is binding in accordance with applicable card scheme rules

stc pay will credit the Corporate Account with any refund only upon receipt of a properly issued credit from the relevant merchant or card scheme. stc pay is not liable for refunds not issued by the merchant.

12. Future Card Programmes

stc pay may introduce new card programmes, tiers, or types for corporate customers over time. These Card Terms apply to all current and future card types. Where a specific card programme has terms that differ from or supplement these Card Terms, those specific terms will be published on the Platform and will apply in addition to these Card Terms.

13. Governing Terms

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

These Card Terms are governed by the laws of the Kingdom of Bahrain.