

stc pay

Corporate Rewards Program

Terms & Conditions

Cashback+ | Dealer Incentives | Waivers | Promotions | Offers | Third-Party Benefits |
Gifts

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

*Core corporate terms, including account closure and forfeiture of rewards, are governed by the
Corporate Master Agreement.*

PART A — GENERAL TERMS

Part A applies to all stc pay Corporate Rewards Programs. Program-specific terms in Parts B through G apply in addition to Part A.

1. Introduction

These Corporate Rewards Program Terms & Conditions ("Rewards Terms") apply to all reward programs, incentives, and benefits offered by stc pay to corporate customers, whether directly or through third-party partners. 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 Rewards Terms, capitalised terms have the meanings given to them in the Corporate Master Agreement.

Current programs and benefits covered by these Rewards Terms include:

- Cashback+ — Part B
- Dealer Incentive Program — Part C
- Fee Waivers — Part D
- Promotions — Part E
- Offers & Discounts — Part F
- Third-Party Benefits — Part G
- Gifts — Part H

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

By participating in any reward program, the Company confirms that it has read, understood, and agreed to these Rewards Terms and the Corporate Master Agreement.

2. General Principles Applying to All Programs

2.1 Nature of Rewards & Benefits

All rewards and benefits — including cashback, incentives, waivers, gifts, or any other benefit — are subject to the following principles:

- They are granted at stc pay's sole discretion and are not a right
- They are not cash and cannot be exchanged for cash, unless expressly stated by stc pay
- They are non-transferable, except where stc pay explicitly permits a transfer feature
- They are subject to expiry, usage restrictions, and program-specific conditions
- stc pay does not guarantee the availability, continuity, or value of any reward or benefit program at any time

2.2 Eligibility

To participate in any corporate reward program, the Company must hold an active Corporate Account in good standing. stc pay may set additional eligibility criteria for specific programs, published on the Platform at the time of launch or update.

stc pay may enroll the Company in a reward program automatically, where applicable. The Company will be notified through the Platform or official communication channels.

2.3 Forfeiture of Rewards

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

- The Corporate Account is suspended, restricted, or closed for any reason — all reward balances will be automatically forfeited upon closure
- stc pay suspects misuse, abuse, fraud, or any activity that violates these Rewards Terms or the Corporate Master Agreement
- The Company has 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 forfeiture is final. For the avoidance of doubt, these forfeiture provisions apply except where a separate commercial agreement expressly provides otherwise for earned and payable incentive amounts.

2.4 Expiry

Rewards and benefits have a validity period as specified for each program, published on the Platform. Rewards not redeemed or utilised 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 Platform.

2.5 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 Platform or website. Where immediate action is required — for example, due to fraud or regulatory requirements — changes may take effect without prior notice.

stc pay's decisions regarding the computation, crediting, forfeiture, and reinstatement of any reward are final, conclusive, and binding on the Company.

2.6 Non-Commercial Use

All corporate reward programs are intended for the legitimate business use of the Company. Any attempt to exploit, manipulate, or abuse any program — including artificially generating qualifying transactions — is a serious breach of these Rewards Terms and may result in immediate forfeiture of all rewards and closure of the Corporate Account.

2.7 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.

PART B — CASHBACK+

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

3. Cashback+ Overview

Cashback+ enables the Company to earn cashback on eligible transactions made through its Corporate Account and linked cards. Cashback earned is credited to the Company's dedicated Cashback+ Sub-Wallet within the Platform.

stc pay may automatically enrol the Corporate Account in the Cashback+ program. Enrolment does not guarantee earning — cashback is only credited on Qualifying Transactions as defined for each program.

4. Earning Cashback+

4.1 Qualifying Transactions

Cashback+ is earned on eligible transactions made using the Company's stc pay corporate card(s) or through other payment methods specified by stc pay. The earning rate, eligible transaction types, and excluded categories are published on the Platform for each program.

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 are published on the Platform 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 the Cashback+ Sub-Wallet within the period specified for each program, published on the Platform. Cashback+ will only be credited if the Corporate Account is active and in good standing.

If the Corporate Account is closed before a pending cashback is credited, that cashback will be forfeited and cannot be claimed.

5. Using Cashback+

5.1 Redemption Options

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

- Transfer to the main Corporate Account balance
- Payment of applicable service fees or card fees
- Exchange for third-party rewards, vouchers, or benefits offered through the Platform

Redemption options, minimum amounts, and conditions are published on the Platform. Once a redemption is made, it cannot be reversed.

5.2 Cashback+ Is Not Refundable

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

5.3 Cashback+ Expiry

Cashback+ balances have a validity period published on the Platform. Cashback+ not redeemed within the applicable validity period will automatically expire and be permanently forfeited. The Company is responsible for monitoring its Cashback+ balance and redeeming it before expiry.

PART C — DEALER INCENTIVE PROGRAM

Part C applies to the Dealer Incentive Program. All terms in Part A also apply. The commercial structure and specific incentive rates are governed by a separate commercial agreement between stc pay and the Company.

6. Dealer Incentive Program Overview

stc pay may offer a Dealer Incentive Program to eligible corporate customers who promote stc pay's services to potential new customers or who drive qualifying transactions on behalf of stc pay. Where the Company participates in the Dealer Incentive Program, it will receive incentive payments calculated by stc pay's system based on the agreed criteria.

The specific incentive structure — including commission rates, qualifying activities, calculation methodology, and payment schedule — is set out in a separate commercial agreement between stc pay and the Company. The commercial agreement governs the economics of the incentive relationship; these Rewards Terms govern the general rules and the relationship between the parties in connection with the program. Where a reward or incentive is governed by a separate written commercial agreement, that agreement prevails for the commercial calculation/payment mechanics, and these Rewards Terms govern general conduct and program rules

7. Participation & Opt-In

By opting into the Dealer Incentive Program — whether through the Platform, a commercial agreement, or any other formal acceptance mechanism — the Company agrees to:

- Be bound by these Rewards Terms in connection with the program
- stc pay's incentive structure and calculation methodology as determined and updated by stc pay from time to time
- The terms of the applicable commercial agreement

The Company acknowledges that the incentive structure is dynamic and calculated automatically by stc pay's systems based on multiple factors including, but not limited to, new registrations, transaction volumes, and agreed commission tiers. stc pay's calculation is final and binding, subject to any dispute process set out in the commercial agreement.

8. Incentive Payments

Incentive amounts earned by the Company will be calculated by stc pay and credited or paid in accordance with the schedule and method set out in the commercial agreement. stc pay reserves the right to:

- Withhold, adjust, or recover any incentive payment where qualifying activities are found to be fraudulent, manipulated, or in breach of the commercial agreement or these Rewards Terms
- Offset any incentive amounts against outstanding amounts owed by the Company to stc pay
- Suspend or terminate the Company's participation in the program at any time for breach, fraud, or regulatory reasons

stc pay will not be liable for any loss arising from a change to the incentive structure, suspension of the program, or withholding of an incentive payment in accordance with these terms.

9. Company Obligations

While participating in the Dealer Incentive Program, the Company must:

- Promote stc pay's services accurately and in accordance with stc pay's brand and marketing guidelines
- Not make any representations about stc pay's services that are false, misleading, or not authorised by stc pay
- Not engage in any activity designed to artificially inflate qualifying metrics
- Comply with all applicable laws and regulations in connection with its promotional activities
- Promptly notify stc pay of any complaints, regulatory enquiries, or issues arising from its promotional activities

PART D — FEE WAIVERS

Part D applies to fee waivers offered by stc pay. All terms in Part A also apply.

10. Fee Waivers

stc pay may, from time to time and at its sole discretion, waive all or part of the fees applicable to the Company's use of stc pay Corporate Services. Fee waivers may be:

- Applied automatically based on the Company's usage, account standing, or eligibility criteria determined by stc pay
- Offered as part of a promotion or incentive program
- Agreed as part of a commercial arrangement between stc pay and the Company

A fee waiver is not a right and does not create any ongoing entitlement. stc pay may withdraw, modify, or discontinue any fee waiver at any time, with notice provided through the Platform or official communication channels where practicable.

A fee waiver applies only for the period and scope specified by stc pay. Fees not covered by a waiver remain payable in full in accordance with the applicable service terms.

PART E — PROMOTIONS

Part E applies to promotional campaigns offered by stc pay to corporate customers. All terms in Part A also apply.

11. Promotions

stc pay may, from time to time, run promotional campaigns offering temporary benefits, bonus rewards, enhanced rates, or other incentives to corporate customers. Promotions are:

- Subject to availability, eligibility criteria, time limits, and specific terms communicated through the Platform or official channels at the time of launch
- Valid only for the period stated in the promotion — transactions made after the promotion period are not eligible
- Not guaranteed to be available to all corporate customers

stc pay reserves the right to modify, suspend, or terminate any promotion at any time. Where immediate termination is required — for example, for fraud prevention — this may occur without prior notice.

Promotional benefits are promotional in nature, non-transferable, and non-exchangeable for cash unless expressly stated. All promotional credits are subject to the forfeiture and expiry provisions in Part A of these Rewards Terms.

PART F — OFFERS & DISCOUNTS

Part F applies to offers and discount programs offered by stc pay to corporate customers. All terms in Part A also apply.

12. Offers & Discounts

stc pay may, from time to time, offer discounts on its Corporate Services fees or other financial benefits to the Company. Offers and discounts are:

- Time-limited and subject to specific eligibility conditions communicated at the time of the offer
- Applied only to the service, transaction, or fee category specified in the offer
- Not cumulative with other offers or discounts unless expressly stated

stc pay reserves the right to withdraw or modify any offer at any time. An offer cannot be claimed after its expiry date and does not create any obligation on stc pay to repeat or extend it.

PART G — THIRD-PARTY BENEFITS

Part G applies to benefits communicated or facilitated by stc pay on behalf of third-party partners. All terms in Part A also apply.

13. Third-Party Benefits

stc pay may, from time to time, communicate or facilitate access to discounts, offers, or other benefits provided by third-party partners to corporate customers. In connection with third-party benefits:

- The third-party partner's own terms and conditions apply to any benefit, offer, or discount they provide
- The third-party partner is solely responsible for the accuracy, availability, and delivery of any benefit they offer
- stc pay is not responsible for the quality, availability, continuity, or fulfilment of any third-party benefit
- Any dispute regarding a third-party benefit must be raised directly with the relevant partner

stc pay's role in relation to third-party benefits is limited to communication and facilitation only. stc pay makes no warranty or representation regarding any third-party offer and will not be liable for any loss arising from the Company's use or reliance on a third-party benefit.

PART H — GIFTS

Part H applies to gifts offered by stc pay to corporate customers. All terms in Part A also apply.

14. Gifts

stc pay may, from time to time, offer gifts to corporate customers as part of a promotion, loyalty recognition, or commercial arrangement. Gifts are:

- Offered at stc pay's sole discretion and do not create any ongoing entitlement or obligation
- Subject to availability – stc pay does not guarantee that any specific gift will be available
- Non-exchangeable for cash or alternative items unless expressly stated by stc pay
- Subject to any specific terms communicated at the time of the offer

stc pay reserves the right to substitute any gift with an item of equivalent or greater value at its sole discretion. If delivery of a physical gift is required, it will be made to the address on file for the Corporate Account. stc pay is not responsible for delays or failures in delivery caused by third-party logistics providers.

15. Governing Terms

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

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