Terms & Conditions

NBO Nuqati

1. Definitions

1.1 NBO Nuqati Program - means the Nuqati program established by NBO pursuant to these Terms and Conditions.

1.2 NBO Nuqati Relationship - NBO Nuqati Relationship means one or more of the NBO products and services listed in Schedule A hereto are eligible for inclusion in the NBO Nuqati program.

1.3 NBO Nuqati points - means the reward points credited/debited to the NBO Nuqati Account as a result of any NBO product relationship or NBO Debit/Credit card transactions that are eligible for inclusion/exclusion in the NBO Nuqati Program.

1.4 NBO Nuqati Account - means the account reflecting all transactions relating to NBO Nuqati Program for a particular holder on NBO Records, including earned NBO Nuqati, adjusted NBO Nuqati, bonus NBO Nuqati, redeemed NBO Nuqati and expired NBO Nuqati.

2. Binding Effect

The following terms and conditions ("Terms and Conditions") are applicable to the NBO Nuqati Reward Program (the "NBO Nuqati Program") and you hereby agree to be bound by these Terms and Conditions, as the same may be amended by NBO from time to time.

2.1 All determinations to be made herein shall be made by NBO, at its entire discretion, and each such determination shall be final, conclusive and binding on you; furthermore, the records, books and other information (collectively, the “NBO Records”) of NBO shall be conclusive evidence in making any determinations hereunder.

2.1.1 NBO reserves the right to vary, add to or delete any of these Terms and Conditions, including the Schedules attached hereto, as well as the terms and conditions of any other policy referred to herein, and to change, vary, modify, terminate or cancel the NBO Nuqati Program or any of the benefits or features thereof, or otherwise do any other act with respect to NBO Nuqati Program and/or any part thereof, or to withdraw or change the membership criteria and/or to limit or change the value / validity of the NBO Nuqati points (as defined below) and/or the manner of redemption of the NBO Nuqati points, at any time, at its entire discretion, without notice and without liability whatsoever on the part of NBO.
2.1.2 You hereby acknowledge and accept that the foregoing acts may diminish the redemption value of the "NBO Nuqati points" already earned and agree not to claim compensation for any such losses.

2.1.3 You acknowledge that these Terms and Conditions, as well as other information regarding NBO Nuqati Program, may be accessed online at https://www.nuqati.nbo.om in their most current form, and you hereby agree to remain current with the same.

2.2 NBO Nuqati Program is subject to these Terms and Conditions, General Terms and Conditions of Account Opening, the Terms and Conditions applicable to any other NBO product eligible for participation in NBO Nuqati Program, including without limitation personal loan, mortgage loan, investment products, bancassurance, credit card and debit card, current / savings account, fixed deposit, electronic channels and such other terms and conditions as may be included herein by NBO from time to time, which are incorporated by reference herein and copies of which shall be provided to the NBO Nuqati Relationship holder upon request.

2.3 In the event of a conflict between these Terms and Conditions and the terms and/or conditions contained in any policy incorporated by reference herein, to the extent that such conflict directly relates to the NBO Nuqati Program, these Terms and Conditions shall prevail.

3. Membership

Members must register into the NBO Nuqati Program, and each holder (who is/are in good standing) including any supplementary cardholder(s), of one or more of the NBO products listed in Schedule A attached hereto (each a "NBO Nuqati Relationship") is enrolled in the NBO Nuqati Program by registering their National ID via the online portal.

3.1 Upon enrollment of an eligible NBO product, a NBO Nuqati Account for the primary (first) Account signer will be established. Membership qualifies a NBO Nuqati Relationship holder/s to benefit from special offers and promotions which may be provided by NBO from time to time provided the Account is in good standing.

3.2 Membership is subject to the qualifications and conditions (including annual NBO Nuqati Points accrual limits) as determined by NBO. NBO reserves the right, at any time and without notice, to impose a validity period on membership, as well as to extend or reduce the same.

3.3 Membership in the NBO Nuqati Program is non-transferable.
3.4 In the case of joint or multiple holders of a NBO Nuqati Relationship, all authorized signatories thereto will be automatically enrolled in the NBO Nuqati Program; however, the use and redemption of the NBO Nuqati points (the “NBO Nuqati”) shall only be available to the primary NBO Nuqati Relationship signatory as identified in NBO Records and is limited, as described in these Terms and Conditions. However, each Account holder will accrue NBO Nuqati points with respect to his or her related accounts or services to be credited to the NBO Nuqati main account. Accounts are identified by the Customer Identification Number (CIN) of the primary signer as established by NBO Records.

3.5 In case an account signatory(ies) or a supplementary cardholder(s) is/are removed from the qualifying NBO Nuqati Relationship, then such signatory(ies) or supplementary cardholder(s) is/are no longer eligible to participate in the NBO Nuqati Program.

3.6 The NBO Nuqati Program membership card (the "NBO Nuqati Card") is and remains the property of NBO.

3.7 NBO reserves the right to withdraw / discontinue the NBO Nuqati Card, terminate your membership in the NBO Nuqati Program and revoke any accrued NBO Nuqati.

3.8 Membership in the NBO Nuqati Program is automatically terminated upon death or bankruptcy of the primary (first) NBO Nuqati Relationship holder and the primary (first) NBO Nuqati Relationship holder may terminate membership in the NBO Nuqati Program at any time upon written notice to NBO.

3.9 Upon membership termination, all NBO Nuqati points accrued in the NBO Nuqati Account (as defined below) shall be immediately forfeited.

3.10 Membership to NBO Nuqati Program is for personal use only, and any commercial activity is prohibited.

4. NBO Nuqati

4.1 NBO shall determine, from time to time, at its discretion, which NBO Nuqati Relationships (including without limitation personal loan, investment products, bancassurance, current / savings account, fixed deposit, debit card or credit card, mortgage loan and electronic channels), or which NBO Debit/Credit card transactions are eligible for inclusion/exclusion in the NBO Nuqati Program and will earn NBO Nuqati points (each, the "Eligible Transaction"), the associated limits on earnings as well as the number of NBO Nuqati points required for redemption of an NBO Reward. In case of a reversal of any Eligible Transaction, NBO Nuqati points will be credited to the NBO Nuqati Account as a result of such Eligible Transaction will be deducted from the accrued NBO Nuqati balance. [Debits] to the NBO Nuqati Account unrelated to the reversed Eligible Transaction will reduce the
accrued NBO Nuqati balance as per the calculation criteria set for a particular NBO Nuqati Relationship. NBO Nuqati points maybe included or removed for earning, during a promotion, special offer or other black-out period or through the redemption of NBO Nuqati as determined by NBO.

4.2 Pursuant to clause 4.1, NBO Nuqati points are earned for each of the NBO Nuqati Relationship or Eligible Transaction subject to the NBO Nuqati earning criteria, and no NBO Nuqati shall be awarded retroactively. Schedule B attached hereto provides a list of further exceptions to earnings of NBO Nuqati per type of NBO Nuqati Relationship or Eligible Transaction. NBO Nuqati may be calculated by rounding down the transaction value to the nearest integer and as per the criteria set for each NBO product (clause 4.1).

4.3 NBO Nuqati points are not assignable or otherwise transferable, and are not capable of being pledged, nor can the NBO Nuqati of one NBO Nuqati Relationship holder be combined with those of another.

4.4 In case of a change to the status of the NBO Nuqati Relationship (such as an upgrade or downgrade thereof), the NBO Nuqati calculations shall be adjusted accordingly.

4.5 NBO Nuqati points are valid for a period of three (3) years (unless otherwise specified) from the last day of the month during which such NBO Nuqati points are earned. Unless used prior to the expiration date, the NBO Nuqati points shall expire on such date. Upon expiration, unused NBO Nuqati points will be removed from the NBO Nuqati Relationship account as of the expiration date and cannot be re-credited. It is the NBO Nuqati Relationship holder’s responsibility to be aware of both the number of NBO Nuqati points in his account, and their expiration date. This can be monitored at any time online at the Nuqati Portal or NBO Personal Internet Banking/mobile application.

4.6 NBO Nuqati Promotions

4.6.1 The Bank reserves its right to introduce / extend / vary/withdraw/cancel any and/or all the Promotion’s terms and conditions without providing any justification, with no prior notice and at its sole discretion.

4.6.2 All other NBO Nuqati terms and conditions apply.

5. Statement

A record of NBO Nuqati activity/transaction/redemption is available via the online portal in the form of a statement to the NBO Nuqati Relationship holder or primary signatory thereof by NBO (the “Statement”) on a regular basis. NBO Nuqati shall be transferred on a periodic basis from the NBO Nuqati Relationship into the NBO Nuqati account for the purpose of accruing NBO Nuqati (the “NBO Nuqati Account”), and all the...
NBO Nuqati shall accrue and expire as described in these Terms and Conditions and the terms and conditions contained in the Statement.

Any discrepancy on the Statement must be reported to NBO within fourteen (14) days of the Statement date and such reporting is subject to the terms and conditions contained herein and in the Statement.

6. Redemption of NBO Nuqati

6.1 Provided that the NBO Nuqati Relationship is active and in good standing, and subject to the approval by NBO, NBO Nuqati may be redeemed (i) on flights, hotels, car hire, bill payments as determined by NBO (ii) off-set specified NBO fees and/or charges, as the same may be determined by NBO, if available or (iii) in exchange for redemption vouchers, or (iii) vouchers for specific merchandise if available.

6.2 Only NBO Nuqati that are transferred to, and registered in, a NBO Nuqati Account, at the time of redemption, are eligible for redemption. The NBO Records shall be conclusive evidence in respect of the number of NBO Nuqati registered and credited to a NBO Nuqati Account and available for redemption.

6.3 The redemption of NBO Nuqati may be done logging into Portal or the through NBO Personal Internet Banking/ the Mobile application. Any instructions conveyed by the NBO Nuqati Relationship holder will be governed by the terms and conditions of the respective mode of redemption. NBO, at its discretion, may act upon the instructions received through these modes of redemption.

6.4 In the case of joint or multiple NBO Nuqati Relationship Account holders, only the primary (first) signatory is eligible to redeem the NBO Nuqati. Additional NBO Nuqati Points, however, may be purchased for a nonrefundable fee if agreed by NBO. For more information regarding this option, contact the NBO Customer Centre.

6.5 In cases where NBO Nuqati reward points are subtracted from the NBO Nuqati Account, it may reduce or eliminate the accumulated NBO Nuqati resulting in a negative or zero NBO Nuqati Account balance. If such NBO Nuqati are subtracted from the NBO Nuqati Account after a reward for redemption has been selected that reduces the NBO Nuqati balance below the amount required for such reward redemption, NBO may, at its discretion, suspend delivery of the NBO Reward (as defined below) or debit the cash value of the NBO Reward from a debitable NBO account / Credit Card account. Any newly accrued NBO Nuqati will be used to offset the negative NBO Nuqati Account balance until such balance has returned to zero.
6.6 NBO Nuqati redemptions (each an "NBO Reward") are subject to NBO approval. NBO terms and conditions for the relevant NBO Reward, availability of the NBO Reward at the time the redemption is requested, as well as restrictions imposed by any supplier or issuer of the NBO Nuqati. Whenever deemed necessary, NBO may, without notice, cancel the NBO Reward order or substitute the NBO Reward with another of comparable nature and value, as determined by NBO.

6.7 Details of the NBO Nuqati Program are set out in, and redeemable from, the NBO Nuqati Online portal for flights, hotels, car hire and bill payments. This is available online through Nuqati portal or the NBO Personal Internet Banking/Mobile application. Reasonable efforts have been made to ensure that the information contained in the NBO Nuqati Portal is accurate. NBO is not responsible, and shall not be held responsible, for any errors, inaccuracies or omissions appearing therein.

6.8 NBO is not, and shall not be considered, at any time, as the supplier of an NBO Reward, or an agent or representative thereof, and NBO shall not be held liable for failure on the part of a supplier to provide an NBO Reward, upon its stated terms and conditions.

7. Forfeiture of NBO Nuqati

All NBO Nuqati points of a NBO Nuqati Relationship/s shall be forfeited, no additional NBO Nuqati shall accrue in a NBO Nuqati Account and any unprocessed redemption requests shall be cancelled immediately in the following circumstances:

(a) the NBO Nuqati Relationship has been closed or is not in good standing (as determined by NBO);
(b) expiry of the NBO-issued credit or debit card;
(c) breach of any of these Terms and Conditions and/or any other policy incorporated by reference herein;
(d) any other event, which, at the discretion of NBO, should result in such forfeiture.

8. Indemnity

8.1 NBO shall not be liable for losses, damages, expenses, claims or any other liability whatsoever, whether direct, indirect, consequential, incidental, special or punitive, sustained by a NBO Nuqati Relationship holder as a result of the redemption of NBO Nuqati, possession and/or use of an NBO Reward, or in any other way arising from membership in, or in connection with, the NBO Nuqati, nor shall NBO be responsible or held liable for any amounts payable by a NBO Nuqati Relationship holder to any third party arising out of the purchase, supply, quality, installation, use or otherwise, of an NBO Reward, or of any negligence, breach of statutory or other duty on the part of NBO, any supplier, issuer, merchant and/or other person associated in any way, directly or indirectly, with the NBO Nuqati Program.
8.2 NBO makes no representation and provides no warranty whatsoever, expressed or implied, and undertakes and assumes no liability whatsoever, in respect of the quality or merchantability of any NBO Reward or the suitability or fitness thereof for any use or purpose. All NBO Nuqati points shall be accepted by the NBO Nuqati Relationship holder at his/her own risk and peril.

8.3 NBO is not responsible for disputes involving NBO Nuqati or any other aspect of this Program between joint signers of the Account. Any personal liability arising out of the receipt or use of NBO Nuqati or NBO Nuqati is solely your responsibility.

9. Breach of Terms and Conditions

In the event of a breach by a NBO Nuqati Relationship holder of these Terms and Conditions or of any applicable provisions in any policy incorporated by reference herein, or in the event of failure on part of a NBO Nuqati Relationship holder to pay for any outstandings / dues within the prescribed time set by NBO or for any other reason whatsoever, NBO reserves the right, at its discretion, to:

1. Terminate the NBO Nuqati Relationship holder’s membership in the NBO Nuqati and close his/her NBO Nuqati Account;
2. Refuse to award NBO Nuqati;
3. Withdraw NBO Nuqati; and/or
4. Refuse to redeem NBO Nuqati.

Such suspension and disqualification of a NBO Nuqati Relationship holder may result, at NBO’s discretion, in the forfeiture of all of the NBO Nuqati Relationship holder’s NBO Nuqati.

10. Choice of Law

These Terms and Conditions are governed by the laws of the Sultanate of Oman.

SCHEDULE A

NBO Nuqati Relationship*
Current Account
Savings Account
Fixed Deposit
Card: Debit Card/s issued by NBO / Credit Card/s issued by NBO
Personal Loan
Mortgage Loan
Electronic Channels
Investment Products
NBO Insurance Products
Term Investment Deposit
Debit Card

Any other relationship as may be added from time to time

*NBO Nuqati Earning Table mailed (electronically or otherwise) or made available on https://www.nuqati.nbo.om by NBO to its customers, as the same may be amended from time to time at NBO's sole discretion without prior notice, shall be incorporated herein by reference. NBO Nuqati Earning Table shall set forth specific terms relating to each NBO Nuqati Relationship, and such terms shall be incorporated in these Terms and Conditions.

SCHEDULE B

For Credit Cards

No Reward Points shall be earned for NBO credit card transactions related to the following: (a) fees, charges and interest; (b) cash advances; (c) balance transfers; (d) credit card loans; (e) purchase of foreign currency, saving certificates, bonds and other debt instruments; (f) finance charges; (g) premiums or other payments in relation to insurance products or other products that NBO may choose to offer; (h) any payments or amounts deposited or credited to the card account (i) Charitable donations (j) transactions conducted at any exchange house; (k) Card Transactions incurred by utilizing amounts in excess of the Credit Limit; (m) transactions that NBO determines, in its discretion, are disputed, erroneous, unauthorized, illegal and/or fraudulent; and (n) any other transactions that NBO may include on this list from time to time, and (o) misuse of the NBO credit card to effect fictitious transactions through POS terminals at merchant outlets or through other means shall also be excluded for purposes of qualifying for Reward Points. (p) The Bank shall have the right to determine the maximum number of NBO Nuqati and/or similar benefits obtained with respect to a Card from time to time at its sole discretion. However, in any given month, a Cardholder shall only be entitled to NBO Nuqati and/or similar benefits for transactions carried out up to the extent of the assigned Credit Limit on the Card. Transactions exceeding the assigned Credit Limit of the Card shall not be entitled to earn NBO Nuqati during that month.

For Debit Cards

No Reward Points shall be earned for NBO debit card transactions related to the following: (a) fees, charges and interest; (b) cash withdrawals; (c) cash back from Point of Sale (POS) transactions (d) foreign currency purchases; traveler's
checks; (e) premiums or other payments in relation to insurance products; (f) transactions that NBO determines, in its discretion, are disputed, erroneous, unauthorized, illegal and/or fraudulent; and (g) any other transactions that NBO may include on this list from time to time.

**For Electronic Channels**

No Reward Points shall be earned for funds transfer between NBO accounts.

**For Loans (including without limitation, Personal Installment Loan, and Mortgage Loan)**

NBO Nuqati will be credited to the NBO Nuqati Account upon expiration of at least thirty (30) days from activation of an account and only if such account remains active and in good standing during such period. The number of NBO Nuqati credited to the NBO Nuqati Account may be limited on a case by case basis depending on the type and amount of accrual in the NBO Nuqati Account.

**For Investment Products**

NBO Nuqati shall be earned only on successful issuance of the Investment Product/s.

**For Insurance Products**

NBO Nuqati relating to the Bancassurance product will be credited to the NBO Nuqati Account only three months after the Bancassurance product is approved by the insurance company and the customer has paid the premium for first three months (the Conditional period) pursuant to the terms and conditions thereof. NBO Nuqati will only be earned on first year premiums for regular paying policies and single premium for Lumpsum paying policies and as determined by NBO for each product from time to time at its sole discretion. If at any time during the Conditional period the customer fails to pay the premiums when due, Customer forgoes any and all NBO Nuqati initially qualified for towards premiums paid within this period.