

Terms and Conditions for ADCB Service Promise on the Customer Account opening, Personal Loans and Credit Cards (the “Commitment”)

1. The Commitment & its features are only applicable to the ADCB retail banking Customers who are being served at the Branch network, the outbound tele-sales units and the direct sales teams, from Saturday through Thursday between the hours of 8:00AM – 4PM UAE time excluding public holidays in UAE.
2. Subject to the terms and conditions stated herein, ADCB will take up to three (3) Business Days (“TAT”) to provide the Customer with a decision on the Customer’s application, for new Account opening, Personal Loan (excluding Top –ups), and a new Credit Card application (the “Eligible ADCB Offering”).
3. At the time of applying for any of the Eligible ADCB Offering, the Customer should meet ADCB’s criteria and policy on the Eligible ADCB Offering and provide complete supporting documents as and when requested by ADCB, in order to complete the Commitment within the promised TAT.
4. Start point of the TAT: Upon submitting the complete set of documents applicable to the Eligible ADCB Offering, the Customer needs to send a SMS from his mobile number provided in the Form, in accordance with instructions provided in the Form. The TAT will start once the Customer receive the confirmation SMS from ADCB on the mobile number provided in the Form.
5. In case the decision period is more than the TAT, for any or all of the Eligible ADCB Offering, ADCB will credit the existing Customer with 5,000 Touchpoints as reward (the “Reward”) within ten (10) Business Days calculated from the date of creation of Customer’s CID. ADCB reserves the right to claw back the TouchPoints, if the delay in decision is due to any error on part of the Customer, which ADCB realizes at any point of time.
6. Only existing ADCB Customers are eligible to receive the Reward and shall not be applicable to the new Customer, whose application for Account Opening or Credit Card is rejected by ADCB.
7. All ADCB Offering are granted at the sole discretion of ADCB. ADCB reserves the right to decline any application that does not meet the eligibility requirements as defined by ADCB from time to time. In case of any dispute ADCB decision would be considered as final and binding.
8. The Commitment on the TAT and the terms and conditions are subject to change or terminate at ADCB’s sole discretion without any notice to the Customer.
9. Unless defined herein, the capitalized terms used in these terms and conditions shall have the meaning given to them in ADCB Consumer Banking Terms and Conditions. Terms and conditions set out herein are in addition to, and supplement, the terms and conditions set out in ADCB Consumer Banking Terms and Conditions (available on www.adcb.com), including the terms and conditions applicable to a TouchPoints –Rewards Program Terms and Conditions.