

Samba Transaction Alerts Safeguarding your Credit Cards



**GET INSTANT SMS ALERTS
ON ALL YOUR TRANSACTIONS!!**

- » Get instant updates on all retail and cash transactions
- » Receive Transaction Alerts on your mobile number
- » Free and automatic enrollment for all Samba Credit Card Members

Enjoy peace of mind
with instant alerts



Dear Customer, transaction of
AED <Amount> was made at
<Merchant name> on <Date> on your
Samba Credit Card ending with ****.
Available Limit- AED <Value>



All you would like to know about Samba Transaction Alerts

1. What is the Samba Transaction Alert Service?

Samba Transaction Alert is a service that provides you with instant SMS notifications every time there is a purchase or a cash withdrawal on your Samba Credit Card.

2. How does this service work? How often will I receive the SMS Alerts?

It is simple. As a Samba Credit Card Member, your card is automatically enrolled in this service. Every time your Samba Credit Card is used for a purchase or a cash withdrawal, you will immediately receive a SMS notifying you of the transaction type, transaction amount, merchant name, date of transaction and your available credit card limit.

3. What are the benefits of the Samba Transaction Alerts feature?

- » This is a security feature that will make your Samba Credit Card even safer by instantly informing you of any purchase or cash withdrawal made through it
- » This service is FREE
- » As a Samba Credit Card Member, you are automatically enrolled for this service

4. Which of the Samba Credit Cards is this service available on?

The Samba Transaction Alerts service is available on all the Samba Conventional and Al-Khair Credit Cards - Platinum, Titanium, Gold and Silver.

5. What are the different kinds of Transaction Alerts offered by Samba?

Samba Transaction Alerts notify you when:

- » There is a purchase made on your Samba Credit Card
- » There is a cash withdrawal made on your Samba Credit Card

6. Is it possible to receive alerts on more than one mobile number?

Samba Transaction Alerts will be sent to only one mobile number that is provided in your records with us. To update or confirm your mobile number with us, please call SambaPhone Banking.

7. I have not received any Samba Phone alerts.

As a Samba Card Member, you are automatically enrolled for this service. In case you have not been receiving any alerts, please call SambaPhone banking to update/confirm your mobile number with us.

8. How long does it take to receive the SMS Alert if a transaction takes place on my Card?

You will be sent the SMS Alerts immediately after a transaction is processed on your Samba Credit Card. However, message delivery time will also depend on your mobile service provider.

9. Will I receive these SMS Alerts for transactions on my Supplementary and Low Limit Card?

Yes. The Alerts will be sent to the Primary Card Member's mobile number.

10. How do I know that the SMS that I have received is a Samba Transaction Alert? What is the sender name that will be displayed for such alerts?

The sender name will be displayed as 'SAMBA'. The Transaction Alert will notify you on the type of transaction and the amount of the transaction made.

11. What should I do if I receive a Transaction Alert and I have not made that specific purchase? Will I be responsible for paying for this transaction?

If you receive a Samba Transaction Alert on a transaction that you or your Supplementary Card Members have not made, please call SambaPhone banking immediately to report the matter. While in the UAE, call the 24-hour toll-free SambaPhone banking number. If you are overseas, call 00971 4 7091650 (these numbers are available 24-hours a day, 365 days a year). Keep these numbers handy at all times.

You will need to fill out a Transaction Dispute Form in order to dispute any unrecognised transaction so that the Card Association can investigate the same. The Transaction Dispute form is available on www.samba.ae. Please print and complete the form and submit the same in original at the Samba Jumeirah branch. A transaction should be disputed within 30 days of its appearing on your Credit Card statement.

12. I have several transactions taking place on my Credit Card. How can I control the number of SMS Alerts?

You will receive SMS Alerts on every retail or cash transaction made on your Samba Credit Card.

You can choose to specify a threshold amount for a transaction so that you are notified only if the transaction crosses your set threshold. Please note that once a threshold amount has been set on your account, this threshold amount cannot be reduced again.

In order to set up a threshold amount - please call the 24-hour SambaPhone banking toll-free number and a SambaPhone officer will assist you in setting the threshold amount.

We recommend that you do not specify a threshold amount so as to ensure that you are notified on every transaction.

13. How do I unsubscribe my card from receiving Transaction Alerts?

To unsubscribe from this service, please call the 24-hour SambaPhone banking toll-free number.

24-hour SambaPhone banking toll-free numbers (within UAE)

Samba Platinum, Titanium and Gold Card Members: 800 55000

Samba Silver Card Members: 800 22000

24-hour SambaPhone banking number (from overseas)

00971 4 7091650

Terms and Conditions apply.

For more information on Samba Transaction Alerts
please visit www.samba.ae