

Terms and Conditions of Yelo Prepaid Card

These terms and conditions govern the relationship between the Jordan Commercial Bank and the customer applying for the issuance of a prepaid card, enabling the customer to withdraw cash, make purchases at commercial outlets through POS devices carrying the service provider's logo, and make online purchases. Withdrawals are also permitted, according to the procedures set by the bank, from the bank's ATMs and any other ATMs inside and outside Jordan that carry the service provider's logo, in accordance with the prescribed usage method or any amendments thereto:

1. I authorize the bank to debit any fees or charges arising from issuing, renewing, or using the card from my account with the bank.
2. The bank's records and statements are final and binding in determining the amounts withdrawn through ATMs.
3. I authorize the bank to open a special account for the card in which all transactions resulting from the use of the card, fees, charges, and my payments will be recorded. This account will serve as the accepted reference for determining the balance and is subject to the bank's general and specific account terms, to the extent they do not conflict with these terms.
4. I undertake to notify the bank no later than the next working day in case of any discrepancy between the ATM receipt and the actual cash received. Otherwise, I waive the right to claim any shortage and remain responsible for any excess (if any).
5. I bear full responsibility for any banking transactions or purchases made with the card or any card issued under my account without objection, except for amounts withdrawn after notifying the bank in writing that the card has been lost. In case of loss and/or theft, I must immediately notify the bank or submit a written report and provide details of the circumstances.
6. I am fully responsible for safeguarding the card and its PIN, and for all consequences of its loss, theft, or misuse in violation of the terms, for any reason whatsoever.
7. I agree to abide by the daily withdrawal limit set by the bank.

8. I authorize the bank, upon cancellation of the card for any reason, to transfer any available balance from the card account(s) to the settlement account.
9. The card remains the property of the bank. It is issued for my personal use only and is non-transferable. I must return it to the bank upon expiry, account closure, or if I no longer wish to use the service. I must also return damaged or bent cards or when requested by the bank.
10. If my account becomes overdrawn due to card usage, I undertake to settle the overdraft and related charges immediately upon notification. I also authorize (without obligating) the bank to cover the overdraft from any of my accounts or entities under my name at any branch of the Jordan Commercial Bank.
11. Subscription to the email service registered with the bank constitutes my actual receipt of card statements. I authorize the bank to continue sending such statements until I notify them in writing to stop. I bear full responsibility for any breach of my email account or unauthorized access to the statements, releasing the bank from any liability.
12. The bank is entitled to calculate all amounts due in my account currency, based on the bank's applicable selling rate on the date it receives transaction notifications from abroad. I authorize the bank to receive such notifications, purchase foreign currencies, and settle all obligations resulting from card usage.
13. I acknowledge the bank's right to change/replace the service provider without objection.
14. The bank may amend these terms at any time, at its sole discretion, by sending written notice to my registered address or by the agreed method. Such amendments become binding from the date of the notice, even if I do not receive it.
15. I may request cancellation of the card at any time by written notice and returning the card. However, I remain responsible during the period set by the service provider for merchants to send sales slips to the acquiring bank, and in all cases, I remain liable for all obligations arising from its use.
16. In case of misuse of the card or collusion in its misuse, I remain liable for all resulting amounts.
17. These terms are subject to Jordanian law and the regulations of competent authorities in Jordan. The Jordanian courts have sole jurisdiction to resolve disputes between me and the bank, regardless of nationality or if the dispute arises outside Jordan, without prejudice to the bank's right to choose any court inside or outside Jordan.

18. I release the bank from any liability if the card is not accepted for payment. In all cases, I am obligated to accept any charges posted to my account, whether the receipts are signed by me or not.
19. I may not dispute any transaction after 30 days from the posting date (objections must be in writing). Disputed amounts remain posted to my account, whether they make the account overdrawn (incurring interest and charges) or remain in credit, until the bank recovers the disputed amount if the complaint is proven valid under the service provider's rules. I acknowledge that this may take at least 60 days. The bank is entitled to collect fees for its efforts or for covering amounts arising from such claims.
20. The bank has the absolute right to cancel the card at any time, without reasons, prior notice, or liability, and may demand that I return the card and settle all outstanding amounts. Any merchant or bank dealing with the card may, upon the bank's instructions, request me to surrender the card, and I must comply immediately.
21. I acknowledge the bank's right to cancel the card if I fail to collect it within 45 days of issuance and to transfer any available balance to the settlement account.
22. I undertake not to use the card for unlawful or illegal purposes, including settling illegal commercial matters.
23. I acknowledge the bank's right to apply its instructions related to the service provider's cards or any other rules it adopts, as well as the global service provider's principles and operating systems. I recognize that the bank's records and statements are final, binding, and conclusive, waiving my right to challenge or dispute them. They are admissible as evidence against me, including the bank's certificate showing the outstanding balance or claimed amounts. I waive in advance the right to request inspection of the bank's books, records, or audits, or to challenge the validity of any signatures on related transactions.
24. The effective Jordanian Electronic Transactions Law, and any amendments thereto, applies to all transactions conducted through electronic channels.