

## **Terms and condition – Pay via Alfa Installments For Alfalah Cards only.**

### **1. Pay via Alfa Installments**

- 1.1. The Pay via Alfa Installments option can only be availed if the user/customer has a valid Bank Alfalah credit card. This payment option is provided by Bank Alfalah and the contract for such payment is between you and Bank Alfalah.
- 1.2. Customers can pay via Alfa installments applicable only on Bank Alfalah credit cards as per the schedule rates and tenure plan\* below:

<b>Tenure Months</b>	<b>Mark-up</b>	<b>Processing fee</b>
3 months	0%	6%
6 months	0%	10%
9 months	0%	13%
12 months	0%	19%

\*Above schedule of charges is subject to change. Processing fee can be changed without any prior notice subject to changes made by Bank Alfalah. Any dispute regarding the change in the processing fee will be between the customer and Bank Alfalah. For customer's convenience, it is advised to refer to Installment Plan shown to customer on BAFL portal at the time of providing credentials to make payment.

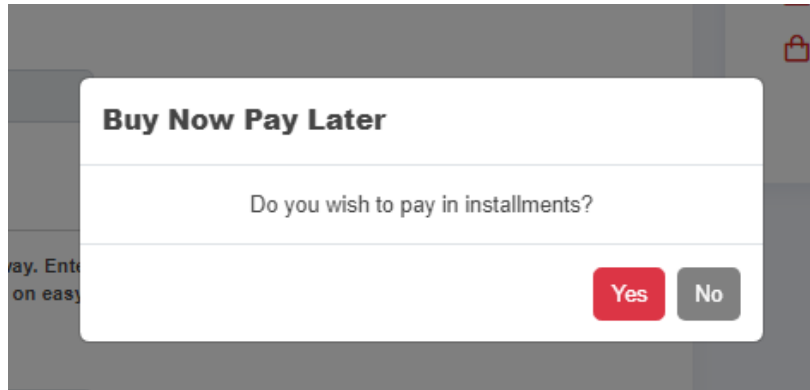
### **2. User Journey of Installment plan**

- 2.1. Since you selected to pay for your order of Samsung Product on Samsung's E-store website through Alfa installments option, you have been redirected to this page, which is maintained by Bank Alfalah.

You have reached this Bank Alfalah Portal by clicking the link provided to you by the Samsung Customer Service (CS) agent, after you placed your order on Samsung's E-store website.

- 2.2. At this Bank Alfalah's portal you will be required to provide your Bank Alfalah credit card details and complete the steps required to complete the payment process.
  - a. After entering your Bank Alfalah credit card details, if you wish to pay in installments then click on Pay Now after accepting the terms & conditions of Bank Alfalah to proceed further to select your desired tenure wise installment plan. A pop-up will appear, before proceeding to select your desired tenure, where you will be required to provide consent for paying in installments.

- b. After providing the consent, by clicking on the “Yes” option, another pop-up will appear showing the tenure wise installment plan along with its processing fee. You will then be required to select your preferred tenure.



\*Above screenshot of the portal is for reference purpose only. Processing fee in the portal will be as per the charges shared in the Terms & Conditions schedule of charges rates.

- c. After selecting the desired tenure, you will receive a one-time password (OTP) on your provided mobile number.
- d. You will then be required to enter the OTP on the Bank Alfalah portal in order to complete the payment process.
- e. After successful payment, you will receive an order confirmation email from Samsung.
- f. **NOTE: YOU MUST MAKE THE PAYMENT WITHIN 72 HOURS OF PLACING AN ORDER ON THE WEBSITE.**
- g. If any of the above steps are not fully complied with, your order will be automatically cancelled. Any payment lost in transit and not credited to M&P will be at the customer’s sole risk.
- h. Opting for installment plan does not guarantee that your request for installments will be granted. Final authority to grant the installment rests with Bank. Samsung or its Distributors shall not be responsible in this respect.
- i. The use of Pay via Alfa installments option is at the customer’s risk and cost.

### 3. Card & Bank Limitations

- 3.1. Credit Card Limit of customer will be blocked by an amount which is equal to the price of the product purchased using the Pay via Alfa option but only equal monthly installments (EMI) will be charged to the customer as per selected installment plan.
- 3.2. Installment billed to cardholders on cycle date shall be included in minimum payment by said cardholder.
- 3.3. If the cardholder pays less than the monthly minimum amount on the payment due date specified in the statement of account, the cardholder becomes liable to pay service fee/charges according to the terms and conditions of the specific credit card.
- 3.4. In case, the cardholder decides to cancel his/her SBS (Step-by-Step Installment), the cardholder shall be liable to pay the pre-closure penalty i.e. 5% of remaining loan amount or Rs. 1,000 (whichever is higher).
- 3.5. The Bank reserves the absolute right to accept/reject the request for conversion of the transaction to SBS.
- 3.6. Credit Cards within 3 months of activation and without available limit are ineligible to avail instalments.
- 3.7. Subscribing for installments does not automatically makes one eligible. Final authority lies with Bank Alfalah.

The contract for installment payments is between Bank Alfalah and the customer. Any disputes in relation to the instalment payments and charges on such instalments shall be between Bank Alfalah and the customer. Samsung or its distributors would have no liability in that regard.