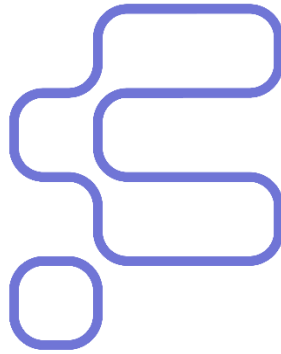


Terms and Conditions and Privacy Policy

Creative Future for Digital Brokerage Company



CREATIVE FUTURE
مستقبل الإبداع

FOR DIGITAL BROKERAGE
للساطفة الرقمية

Ownership: Tanweel for Creative Future Digital Brokerage Company – A Closed Joint Stock Company, Unified Number: 7017808614, subject to the supervision and oversight of the Saudi Central Bank – License No.: 70/NN/2023-2 – License Date: 08/Shā'ban/1444H, Capital: SAR 27,125,000.00 (Paid-up Capital: SAR 25,000,000.00), Address: Riyadh, Kingdom of Saudi Arabia – P.O. Box: 63762 – Postal Code: 11526 – Tel.: 8001240503

1- Introduction to the Terms and Conditions of Tanweel Platform

These terms and conditions ("Terms and Conditions") are for the Tanweel platform ("Platform") of Creative Future for Digital Brokerage Company, a Saudi closed joint-stock company - registered under Commercial Registration No. 1010650887, dated 01/14/1442 AH, and under the unified number 7017808614 ("Company"), which operates in the field of activities supporting the financing activity (digital brokerage), under the license issued by ("Saudi Central Bank" or "SAMA") No. (70/N M/202302) dated 08/08/1444 AH, through which Creative Future for Digital Brokerage Company aims to facilitate for all individuals, citizens, residents, companies, entities, establishments and institutions alike in obtaining offers for financing requests made on the company's platform/application or through the company's website in a fast, safe and easy manner ("Financing Applicants" or "Users"), and that By linking with the largest possible number of banks and financing companies approved and licensed by the Saudi Central Bank throughout the Kingdom of Saudi Arabia ("Financing Entities") and in the shortest possible time to obtain the best offers to meet financing requests through the company's platform, website or mobile application, in accordance with the company's terms and conditions that govern and regulate users' use of the platform and website ("Terms and Conditions"), and these apply to all visitors, users and others who wish to access the services provided through the platform or application (www.tanweel.sa) through which digital brokerage services are provided and any other domain related to or branched from it, and these terms and conditions are available in both Arabic and English. These terms and conditions constitute a legally binding agreement between the customer (whether you are an individual or a company or represent a third party) and the Future of Creativity Digital Brokerage Company, a closed joint stock company (Tanweel). By accessing and using the application or website, you acknowledge that you have read, understood, and agreed to be bound by these terms and conditions as they may be amended from time to time. If you do not agree to the Terms and Conditions, you must immediately stop using or accessing the App and/or the Site. If you are using the App or the Site on behalf of a third party, including commercial entities, you represent that you have full authority to bind the third party to these Terms and Conditions.

Purpose of the Platform, Tanweel aims to assist individuals, residents, companies, entities, and institutions alike in obtaining financing offers quickly, securely, and easily. By connecting users ("Financing Applicants" or "Users") with a broad network of banks and financial companies licensed by SAMA across Saudi Arabia, our platform ensures the provision of optimal financing solutions in the shortest possible time.

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Legal Agreement, the terms and conditions ("Terms and Conditions") govern the use of the Tanweel platform, our website, and mobile application (available at www.tanweel.app and related domains). By accessing and using our services, you acknowledge that you have read, understood, and agreed to be legally bound by these Terms and Conditions, which may be amended from time to time. If you do not agree to these Terms, you must immediately cease using our platform and services.

Authority to Bind, if you are accessing or using our services on behalf of a third party, including business entities, you represent and warrant that you have full authority to bind such party to these Terms and Conditions.

Availability of Terms, Our Terms and Conditions are available in both Arabic and English, ensuring accessibility and understanding for all our users. We encourage you to review these Terms and Conditions carefully to ensure you are fully informed about your rights and obligations when using the Tanweel platform and services. If you have any questions or require further clarification, please do not hesitate to contact us.

Thank you for choosing Tanweel as your trusted digital brokerage platform. We look forward to serving your financing needs.

2- Terminology and Glossary of Terms for Tanweel Platform Usage

Account: refers to the electronic account created by the customer on the website and mobile application "Tanweel", to benefit from the available services after registering and agreeing to the terms and conditions provided by "Tanweel" Company and enabling access to available services upon registration and agreement to our terms and conditions.

Users: means any adult individual of sound mind and full legal capacity, aged 18 Hijri years or older, who has registered for services on the Tanweel app and agreed to the stipulated terms and conditions.

Registration data: means the users username and password used to access the "Tanweel" website and application.

SAMA: refers to the Saudi Central Bank.

Simah: refers to the Saudi Credit Bureau, involved in credit information services.



Customer Care: means the customer service that allows the customer to report or inquire about any technical issues while using the website, application or service through the available channels (which are X, Instagram, email customercare@tanweel.sa or call: 8001240508).

Digital Brokerage: Linking users with financing entities based on their credit obligations and financial suitability and offering them financing options in return for a fee through an electronic platform and / or offering financing options through an electronic platform for a monetary fee.

Financing: Refers to the offers of financing products (personal, automotive, real estate, or SME financing) sought by clients from banks and companies associated with the Tanweel platform.

Know Your Customer Principle (KYC): refers to the procedures for verifying the customer's identity in accordance with the regulations of the Saudi Central Bank.

Money Laundering: refers to all prohibited activities according to the laws and provisions of combating money laundering in the Kingdom of Saudi Arabia.

PIN, Secret Code: Personal identification number consisting of numbers, letters, or symbols, which the customer chooses to secure his account.

Registration: The registration process that the customer must complete to benefit from the services "Tanweel".

Currency: The currency used in "Tanweel" services, is the Saudi Riyal

Tanweel Platform: A website or application that allows registered users and visitors to obtain financing offers provided by various financing entities within the Kingdom of Saudi Arabia, according to the licenses issued by the Saudi Central Bank.

Biometric Features: A service provided through the National Access "NAFATH" service, which allows the user to complete the first registration process through the "Tanweel" platform

Defaulting Users: Persons who are in default in paying their debts. According to records issued by "Simah".

All terms, conditions and appendices related to these operations are subject to the laws and regulations in the Kingdom of Saudi Arabia, including the Anti-Money Laundering Law and the Anti-Terrorism Crimes and Financing Law and their implementing regulations, in addition to the requirements issued by the Saudi Central Bank, which include anti-fraud rules for individuals, companies and financing entities, licensing rules for

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supporting activities such as digital mediation, and requirements related to information security, financial crimes and financial fraud.

3- Data Protection and Personal Information Policy at Tanweel

The company is strictly committed to respecting the privacy of users and protecting any personal information collected during the use of the platform or website. The process of collecting and using personal information is carried out in accordance with the approved terms and conditions and may include obtaining additional information from licensed third parties such as ELM, SIMAH, Bayan, Thiqah, Masdr, EMDHA and Open Banking) to enhance the quality and effectiveness of the services provided. This information is mainly used to facilitate users obtaining appropriate financing offers from joint financing entities, and to present these offers clearly and effectively to users. The company is also keen to share this information only with licensed and approved financing entities to ensure providing the best services to users. We strictly limit the sharing of your personal information to licensed and approved financing entities to ensure the delivery of optimal services. Your personal information is not shared beyond these parties without your explicit consent.

In the event of a personal data leak or data breach incident for users, Tanweel is committed to notifying the relevant authorities upon discovering the incident. Tanweel will also notify the affected customer, by providing a detailed description of the incident, including details of the data leak, the potential impacts resulting from the leak of his personal data, the measures taken to mitigate these impacts and the measures in place to limit their repercussions. Tanweel will also provide the contact information of the Data Protection Officer and will provide the necessary recommendations and guidance that will help the customer take appropriate measures to avoid potential risks and reduce their impacts. In addition, Tanweel will disable the affected user's account until the problem is fully resolved.

Tanweel is committed to processing the users' personal data in accordance with the purposes specified in this agreement for which the data and information were collected

The use of the customer's personal data will be limited to the company's brokerage activities and the declared purposes only, without exploiting it for any purpose outside the scope of these objectives.

The information that the company collects may include, at a minimum, personal or sensitive data including (full name, national address, mobile number, age, email, contact numbers, job information, and credit history) in accordance with the "Know Your Customer" principle. The company retains the data of users if this data has

been provided through the platform and/or the website, and users have the right at any time to modify some personal information that the system allows them to modify through the personal file on the platform. Users agree that the Company may access, process, and retain such data in accordance with the terms and conditions set forth in this document.

The Company may sometimes need to communicate directly with users via email and/or contact numbers to discuss necessary details related to data processing to complete the service provided by the Company through the platform and/or website and/or the Company's application for smart devices.

The Company reserves the right to collect personal information of users, such as name, address, phone number, email address, and other information that contributes to completing applications and achieving the largest possible number of financing offers from financing entities associated with the Company, in order to increase the acceptance rate of financing applicants with financing entities and obtain immediate offers or offers in a short period of time. The information may include, but is not limited to, additional income data, financial obligations, number of dependents, information of joint partners, and any other information, in addition to transaction and profile data such as the Internet Protocol (IP) address, Internet domain, browser type, referrer information, user agent, or any other relevant information used as part of the data collection process such as the use of cookies or some other information provided by users. Tanweel retains user data if it is provided through the platform and/or website, in line with our data retention policies which comply with legal obligations and best practices.

4- Company /Platform Tanweel Services

Tanweel includes an electronic platform that aims to connect users with financing entities, considering their credit obligations and financial solvency, and providing them with financing options available to them.

Key Features of Our Platform, Connection with Financing Entities, our platform is designed to efficiently link users with a variety of financing providers. This connection considers the specific credit obligations and financial health of each customer to tailor potential financing solutions that best fit their needs.

Presentation of Financing Options, we understand that finding the right financing option can be a complex process. Our platform simplifies this by presenting all available financing alternatives to our users, enabling them to make informed and prudent decisions based on their financial standing and requirements.



Compliance and Financial Assessment, we ensure that all interactions and transactions on our platform adhere to regulatory standards and best practices in financial assessments. Our commitment to compliance protects both our users and financial partners.

Our platform is designed with the user experience in mind, ensuring ease of use, security, and accessibility. We continuously strive to enhance our services and expand the range of options available to meet and exceed the expectations of our users.

5- Consent for Use of Tanweel Platform and Website

By using the platform and/or the website, you give your express consent to the collection, transfer, processing, use and storage of any personal information or data in accordance with the terms and conditions set forth in this document, or when you withdraw your consent to the terms and conditions or if you need more information, please contact the company directly via email (customercare@tanweel.sa) or by phone 8001240508 to provide the necessary assistance. Your use of the platform and/or the website grants the company a permanent, non-exclusive license worldwide without fees or financial compensation to use the information and data in accordance with the purposes set forth in this document.

By accessing and utilizing our services, you are providing your express consent for us to collect, transfer, process, use, and store your personal information and data in accordance with the terms and conditions set forth in our documentation.

Key Points of Your Consent,

1. Data Handling: Your agreement allows us to handle your personal data strictly as outlined in our terms and conditions. This includes, but is not limited to, the collection, transfer, processing, use, and storage of your information.
2. License Grant: By using our platform and/or website, you grant the company and / or [Tanweel] a perpetual, non-exclusive, worldwide license to use the information and data for purposes specified in our documentation, without any fees or monetary compensation.
3. Withdrawal of Consent: If at any point you wish to withdraw your consent or disagree with the terms and conditions, please feel free to contact us directly. You may reach out via email at [customercare@tanweel.sa] or call us at 8001240508. We are here to assist and provide the necessary support.

6- Information Security Policy:

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The company is committed to implementing a comprehensive and strict information security policy, where access to personal information is limited to authorized individuals only. These individuals are obligated to maintain the confidentiality of information in accordance with the regulations in force in the Kingdom of Saudi Arabia. The information is used only for the purposes of providing services, improving the user experience, and understanding customer needs to improve products and services, without using it for any other purposes outside what is stipulated in the terms and conditions. In addition, users have the right to access their personal data, request correction, object to its processing, and request its deletion in accordance with applicable privacy laws.

7- Use of data and information

The data and information collected are used to facilitate and enable obtaining financing offers in an effective and secure manner, and for the following purposes:

1. To deliver and improve our services continually.
2. Communicating with users, to maintain open lines of communication and ensure you are informed about any updates or changes.
3. Providing technical, to provide assistance and resolve any issues you may encounter with our services.
4. Addressing technical problems, to address and rectify any technical problems that may arise during the use of our services.
5. Applying the terms and conditions, to ensure all users adhere to the agreed-upon terms of service.
6. Exchanging information and data with financing entities licensed to provide financing offers.
7. Sending awareness messages through the platform and/or website and/or mobile phone.
8. Sending promotional messages after approval by users through the platform and/or website and/or mobile phone.

8- Ensuring the quality of data and information

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The company makes efforts to ensure the quality of the published information, while relying on primary sources and preserving intellectual property rights. The company does not bear legal responsibility for the accuracy of the information published on its website or on other websites linked to it.

9- Intellectual Property Protection notice

All rights reserved for the content and the website, and legal action will be taken against any violations. We take the protection of our intellectual property very seriously and will rigorously enforce our rights. Legal action will be taken against any parties involved in unauthorized use, reproduction, or distribution of our content or infringement of our rights in any way. We encourage all users and visitors to respect our intellectual property rights and to use our website and its content in a manner that is consistent with our terms of use and applicable laws.

10- Information Exchange and User Consent

Implicit Consent Through Tanweel Platform Use, by using Tanweel platform, users are implicitly agreeing to the terms and conditions outlined, which constitute a legally binding contract between both parties. Data Sharing Policy, according to these terms, our company does not sell users' personal data. However, it is shared with licensed financing entities and relevant parties as part of the services we provide to citizens and residents. This sharing of information is integral to our operations and does not require additional consent from users once they begin using the platform. Service Enhancement Through Data Exchange, the exchange of information with carefully selected partners allows us to enhance and tailor the services we offer, ensuring a more efficient and beneficial experience for all users. We are committed to maintaining the highest standards of data protection and security in all our operations. The sharing of information is conducted in strict compliance with applicable laws and regulations to safeguard user privacy and data integrity.

11- Data Storage and Security Measures

Data Storage within Saudi Arabia, to safeguard the personal data of our users, our company stores all personal information and data on secure servers located within the Kingdom of Saudi Arabia. This practice is aligned with our commitment to comply with local data protection regulations. Security Measures, we employ meticulously designed procedures aimed at protecting personal information and data from unauthorized or accidental access, destruction, use, modification, or disclosure. Our objective is to maintain the confidentiality and security of personal data in accordance with the terms and conditions agreed upon.

Technical and Organizational Measures, our company implements necessary technical and organizational measures to prevent unintentional or unlawful damage, loss, disclosure, or unauthorized access, or any other form of illegal use of the personal data we hold. Limitations of Control over Data Transmission, while we strive to employ commercially acceptable security measures for handling personal data, it is important to recognize that the company does not control the transmission of information or data via our websites and/or applications or through other electronic media.

External Links and Third-party Websites, our platform and/or website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of such other sites. We strongly advise users to read the privacy policies of any website they visit to understand how their personal data is handled. Advice to Users, we strongly recommend that users review the privacy policies of all visited websites to become informed about how those sites manage user data. We appreciate your understanding and cooperation in these matters. Our team is dedicated to maintaining the highest standards of data security and protection.

12- Disclaimer of Warranties and Liability

Users acknowledge and agree that the Company and any of its affiliates or owners do not provide any guarantee of any kind regarding the control, collection, correction, access, processing, use, storage, protection, or transfer of personal information or regarding the existence or effectiveness of any security measures taken. Users agree that the Company and any of its affiliates or owners will not be liable for any claims, losses or damages of any kind that may result from access, disclosure, use or modification by any authorized or unauthorized party or from the introduction of viruses, software or any other harmful factors and the resulting effects on personal data stored on the platform and/or the website. Users of the platform and/or website also acknowledge and pledge that the company disclaims all responsibility for any damage resulting to the user from not obtaining financing or any damage resulting from his use of the platform and/or website, as the company exerts all necessary and appropriate measures to maintain the confidentiality of customer data and transactions and not to disclose or reveal them to other parties except in accordance with the relevant regulations and instructions. As well as keeping all records, documents and papers for all transactions as required by the instructions issued by the Saudi Central Bank and the National Cybersecurity Authority. The user must take the necessary measures on his part to provide the necessary programs to protect his own devices and programs from damage. Future Business Company is not a party to any direct arrangements between users and financing entities or any other relevant third parties.



The company will not be responsible in any way for any claim or dispute attributed to financing entities and will not be responsible for any failure or damage resulting from the brand of products, or services of financing entities, or reliability, sufficiency, authenticity, availability, or legitimacy.

The Services are provided on an “as is” basis and the Company disclaims all representations and warranties, express, implied or statutory, not expressly stated in these Terms and Conditions, including implied warranties as to the ability and fitness of the Financier for its services for a particular purpose.

13- Disclosure of Information and Data

The Company may disclose information and data in accordance with these Terms and Conditions as follows:

13-1 If disclosure is required by any applicable law or regulation or legislative body in the Kingdom of Saudi Arabia.

13-2 If disclosure is required or made by the Company based on the principle of knowledge only by managers, employees, consultants, accountants, and affiliates who contribute to providing any of the services through the platform and/or the website.

13-3 If disclosure is required or made by the Company because of any of its commercial dealings or transactions such as sales, purchases, acquisitions, and mergers.

13-4 If disclosure is required for any of its subsidiaries or sister companies.

13-5 If disclosure is required for any of the financing entities and other service providers from time to time.

14- Liability

14-1 Under no circumstances shall the Company, any of its subsidiaries, owners, partners, affiliates, board members, or insurance companies that deal with it, bear any responsibility towards users or any other party for any costs or damages, including special, incidental, punitive, indirect, or consequential damages, nor shall it bear any responsibility of any kind, arising or resulting from the collection, use, transfer, processing, or storage of personal information, as a result of users' access to the platform and/or the website.

14-2 The company's role is limited to enabling communication between financing entities and financing applicants through the platform or application in a secure and simple manner, without bearing any responsibility related to providing financing.

- 14-3 The company reserves the right to request and obtain any information related to financing applicants from related parties, including, but not limited to, ELM Company, Masdr, Open banking, Thiqah Company, Emdha, the Saudi Credit Bureau (SIMAH) and Bayan Credit Bureau, in addition to international lists for combating terrorism and money laundering and others. The company also bears no responsibility for the accuracy of the information provided by any of these parties.
- 14-4 The company reserves the right to stop any of the services provided to financing applicants and prevent access to or benefit from the platform, website, application and any of the company's electronic channels in the event that financing applicants violate any of the relevant systems and regulations, including the terms and conditions of the platform and the privacy policy, or in the event of providing false information or data with the aim of misleading to obtain financing, or using the account by a person other than the account holder without permission, notification or agency from the company and approved by the relevant authorities.
- 14-5 The company may take or refrain from taking any action it deems necessary to comply with the rules and regulations, without bearing any responsibility for the actions it takes or refrains from taking.
- 14-6 If the financing applicant chooses any of the offers provided by the financing entities through the platform, the financing entity is responsible for communicating with the financing applicant as soon as possible to complete the procedures, and the financing applicant must follow up on the procedures to complete the process.
- 14-7 The financing applicant must wait and think carefully before choosing the financing offer, as he has the right to choose only one offer from the offers provided by the financing entities and proceed with the entity to complete the application and obtain financing. If the application is rejected or not completed for any reason, the financing applicant will not be able to choose another offer, as he must submit another financing application and pay fees again. Financing applicants must cooperate to complete the requirements and follow up on the process through the platform/application.
- 14-8 The customer will be notified of the status of the request through the platform and notifications via (text messages and email) if the financing request cannot be completed by the financing parties. The responsibility lies with the customer to communicate with the company and verify the status of the request if the customer is not notified through the platform.
- 14-9 The company does not bear any responsibilities arising from any complaint against the financing parties, including any delay related to this, as this responsibility lies entirely with the financing party.
- 14-10 The company conducts a comprehensive risk assessment from the security and technical aspects, including infrastructure, networks, applications and systems, and the company sets the necessary

precautionary controls and systems to reduce these risks, for example, data confidentiality, and the company does not bear any responsibility arising from the illegal use by the financing applicant and/or any of his affiliates of the platform or website or any of the electronic channels that the company may provide from time to time. The responsibility for illegal use lies with the financing applicant and the company has the right to resort to the competent authorities.

14-11 The company does not bear any responsibilities arising from any complaint against the financing parties after granting or rejecting the financing for any reason. It also does not bear any responsibility for any dispute that arises between financing applicants and financing entities. 12-14 The company does not bear any responsibilities arising from any complaint against financing entities before granting financing for any reason. It also does not bear any responsibility for any dispute that arises between financing applicants and financing entities.

15- Information and Data Transfer Agreement

Transfer of Information and Data, User information and data, including personal data, may be transferred to devices and servers located outside the city where any of the users reside. This practice is conducted in compliance with the necessary legal and regulatory frameworks that govern data transfer and storage.

Storage Within Saudi Arabia, Despite the potential for international transfer, we ensure that all personal data is stored within the Kingdom of Saudi Arabia, adhering strictly to the controls and standards set forth by the legislator. This commitment helps safeguard user data and aligns with local data protection regulations.

User Consent, by agreeing to our terms and conditions and subsequently providing their information and data, users explicitly consent to the data transfer practices. Furthermore, users agree to take all necessary and reasonable steps to ensure their information is processed securely and in accordance with our terms and conditions.

Commitment to Data Security, we are dedicated to handling your data with the utmost care and security. We implement robust security measures to protect your information against unauthorized access, alteration, disclosure, or destruction. We appreciate your cooperation and understanding in this matter. Ensuring the security and privacy of your data is a top priority for us, and we are committed to maintaining the highest standards of data protection.

16- Collection and Use of Information and Data

The account registration process requires providing the company with specific personal data and information for the following purposes:

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- Creating the account
- Providing any services

Compliance with applicable laws and regulations, including but not limited to compliance with "Know Your Customer" requirements and any other regulatory obligations.

By accepting these terms and conditions, you acknowledge and undertake that all personal data and information you provide is true, accurate, complete and up to date. In the event of any change in this information or the emergence of any circumstances that may affect your eligibility to continue using the company's services, you are obligated to notify the company immediately in accordance with these terms and conditions.

You also agree by accepting these terms and conditions to disclose all your financial obligations, and not to withhold any information that may have an impact or importance to any of the parties providing the service (the company and the financing entities on the company's platform).

17- Data Collection

The company collects information and data to provide its services and continuously improve their quality. While using any of the services provided through the platform, you will be asked to provide the company with personal information that will be used to communicate or identify you. This information includes, but is not limited to, the following:

17-1 Personal name (full name).

17-2 Email addresses (email).

17-3 Contact numbers (telephone and mobile).

17-4 National address (country, city, region, District, street, building number, additional number, postal code).

17-5 User financial data (sources of income, additional income (if any), financial obligations, number of dependents, banks dealt with, and other information required by financing agencies to grant financing).

17-6 Work data (place of work, date of joining, number of years of work and experience, salary details, and other job information).



17-7 User consent, whether in his personal or corporate capacity, to enable the company to communicate with service providers, including but not limited to (Ilm Company, Simah, Bayan, Thiqah, Masdr, NAFATH, and other licensed and accredited companies) to verify (the customer's identity, national address, social insurance information, as well as credit information).

8-17 Cookies and usage data.

Tanweel may use information and data to communicate with users or for the purpose of newsletters, marketing or promotional materials, and other information that may be of interest to users. Users can unsubscribe from receiving any or all these communications by following the unsubscribe link.

The information and data may also include information such as the user's Internet Protocol (IP) address, browser type, browser version, the pages of the platform services that users visit, the time and date of the visit, the time each user spends on those pages, and more.

It is also worth noting that the use or access to any of the services provided through the platform, using the users' devices may include information and data related to these devices such as the type of device, device ID, Internet Protocol address, device operating system, and type of Internet browser.

In addition to the possibility of using and storing information and data related to users of the site to provide and improve services, users can enable or disable the site's services when using the services provided through the platform.

The website and the platform use cookies that require approval when browsing the website for the first time. These files are used to improve the user experience and raise the quality of service.

18- Account Responsibility

Under these Terms, you agree that you will be responsible for any activity that occurs under your Tanweel Account. You also agree to maintain appropriate security measures to protect your account details on an ongoing basis, including maintaining the confidentiality of login details and passwords, and taking necessary measures to ensure that there is no unauthorized access to your account.

19- Account Suspension and Reactivation Process

As a valued client, you have the right to suspend access to your account at any time. This can be done easily through the "Suspend/Disable Account" option available in the app or on the website. By selecting this option, you can temporarily disable the use of the service. Should you wish to resume using our services, you

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can reactivate your account at any time. Reactivation can be accomplished by re-registering with our service and restoring access to your account. This process is designed to be straightforward and user-friendly, ensuring you can quickly regain access to all your account features and information.

20- Terms and Conditions

As the owner and operator of the Tanweel platform www.Tanweel.sa and its application on smart devices, Tanweel reserves the right to amend or change the terms and conditions at any time it deems appropriate in order to protect its interests and the interests of users and to comply with the relevant regulations and laws. Therefore, users must visit the website periodically to view any changes or amendments to the terms and conditions and the customer will be notified of such change. Users are bound by any amendments or changes, in the event that they continue to use the website and platform, as continued use of the website and application constitutes explicit consent by users to the amendments or changes made to the terms and conditions, and accordingly, no user who used the website and application or accessed the services provided through them has the right to do so in the event of not agreeing to the terms and conditions or any changes or amendments thereto.

Users are not entitled to share their account credentials on the Tanweel platform with anyone else.

Users are required to immediately notify Tanweel of any suspected fraudulent or irregular activity resulting from the use of Tanweel Services. Failure to do so may result in the suspension or termination of your account on the Tanweel Platform. In addition to any other legal action Tanweel may take at its sole discretion.

If Tanweel has any suspicions that any information provided by the User is incorrect, inaccurate, incomplete or out of date, the Company may, without prejudice to any other rights or remedies under the Terms and Conditions or in accordance with applicable laws, suspend or restrict access to the Services and/or the Application and/or the Website, at its sole discretion.

The Company may, at its sole discretion, make any inquiries it deems necessary (whether directly or through a third party), and may request Users to provide further information or additional documents as necessary. If the User is the Account Holder or registered on behalf of an employer, such information or documents may include a trade license and/or official company documents and/or other documents proving the authority of the person authorized to act on behalf of the person. The User acknowledges and agrees to provide any information and/or documents requested by Tanweel when required. In the event of failure to provide the required documents,



Tanweel shall have the right, without any liability, to restrict, suspend or withdraw your access to the Services, Mobile Application or Website.

Tanweel reserves the right to cancel any unverified or inactive accounts, at Tanweel's sole discretion.

Upon completion of the registration process, you acknowledge and agree that you have read, understood and agree to abide by these Terms and Conditions. Regular Updates, Users are advised to visit our website regularly to stay informed about any changes or modifications to our terms and conditions. Notifications of such changes will be made to ensure you are always up to date. User Obligations, by continuing to use our website and platform, users implicitly agree to any modifications or changes to the terms and conditions. If you do not agree to the updated terms, you should cease using our services immediately. Account Security, Users must not share their Tanweel platform account credentials with anyone else. Immediate reporting of any suspected fraudulent or irregular activity is crucial and failing to do so may lead to suspension or termination of your account, along with other legal actions that Tanweel might deem necessary. Information Verification, Tanweel reserves the right, at its sole discretion, to request further information or documents from users if the provided information is suspected to be inaccurate, incomplete, or outdated. Non-compliance may result in restricted access to our services, application, or website. Account Cancellation, Tanweel maintains the right to cancel any accounts that have not been verified or remain inactive, according to our sole discretion.

By completing the registration process on our platform, you acknowledge, understand, and agree to adhere to these terms and conditions. It is important that you read and comprehend them fully to ensure a smooth and compliant use of our services.

21- Product Listings and Availability

You understand that Tanweel Platform is an intermediary between the customer and the financing entities, and Tanweel is not responsible for the financing offers or granting of financing. Accordingly, Tanweel will not be responsible for the availability, eligibility or any other feature of any products offered on the application or website.

As you consider utilizing our platform for your financing needs, we find it imperative to clarify the role and responsibilities of Tanweel in the process. Role of Tanweel, Tanweel serves as an intermediary between clients and financing entities. Our platform facilitates the connection between potential borrowers and various financial institutions offering financing solutions.



Non-liability for Financial Offers, it is crucial to understand that Tanweel does not bear responsibility for the financial offers presented by lenders. The financing agreements and the disbursement of funds are solely under the purview of the financing entities.

No Responsibility for Product Availability or Eligibility, Tanweel is not responsible for the availability, eligibility, or any other characteristics of the financial products listed on our application or website. These aspects are managed and controlled by the respective financial institutions.

We encourage all users to conduct thorough due diligence and consider all relevant factors while selecting financial products offered through our platform. Tanweel aims to provide a transparent and efficient service but does not influence the terms or conditions of the financial products offered by lenders.

22- Fees

The company has the right to impose fees for the services provided to financing applicants through the platform according to what is agreed upon between the first party and the financing applicants and based on the terms and conditions. This is done by clearly displaying the fees within the financing application procedures, and they are paid/collected through the approved and accepted payment channels within the Kingdom of Saudi Arabia to the main Tanweel account. Note that Tanweel has service fees for individuals starting from 50 Saudi riyals and up to 100 Saudi riyals and for companies starting from 500 Saudi riyals and up to 1000 Saudi riyals.

Fee Structure, Tanweel is authorized to impose fees for the services provided to individuals and companies seeking financing through our platform. These fees are determined based on the agreements between Tanweel (the first party) and the financing applicants and are in accordance with the terms and conditions set forth. **Disclosure and Payment,** the fees are clearly displayed during the financing application process. Payment of these fees is to be made through approved and accepted payment channels within the Kingdom of Saudi Arabia, directed to Tanweel's main account.

Fee Amounts, Individuals, Service fees for individuals range from SAR 50 to SAR 100. **Companies,** Service fees for companies range from SAR 500 to SAR 1000. It is important for all applicants to review and understand the fee structure before proceeding with their financing requests, as these fees are an integral part of the terms of service.

23- Amount of Fee



The total amount that Tanweel customer must pay, including any value added tax and other fees that may be imposed by official entities and authorities in the Kingdom of Saudi Arabia, this is the final amount you are required to pay after all additions and deductions have been applied. It represents the total financial obligation that you owe for the transaction after accounting for all applicable taxes, fees, refunds, and discounts.

24- Eligibility and Authority

By using Tanweel Services, you warrant and acknowledge that you have the legal capacity to enter these Terms and Conditions and that you are over eighteen (18) Hijri years of age.

If you are registering as a business entity, legal person or any other entity, you warrant and acknowledge that you have the necessary authority and power to bind such entity to these Terms and Conditions. You also warrant that you and Tanweel will comply with all applicable laws and requirements in the Kingdom of Saudi Arabia.

By clicking on the button to agree to these Terms and Conditions, you acknowledge that you have accepted these Terms and Conditions electronically.

25- Tanweel Policy for the Use of Credit Information (Simah) for Individuals

I, the undersigned, acknowledge by accepting the terms and conditions in my capacity as a user of the platform/application (financing applicant), my consent to provide Tanweel with any information or data requested from me and I authorize Tanweel on my behalf to obtain the necessary or needed information about me or my account or any other account with Simah. And to share it with me and with licensed financing entities. I also agree that Tanweel will disclose my information to any other party approved by the Saudi Central Bank (SAMA). I also agree that Tanweel will disclose my information and my account or any other account that the authorized person has with the Saudi Credit Bureau (Simah) through the concluded membership agreement and the approved business rules for exchanging information and/or to any other party approved by the Saudi Central Bank (SAMA).

26- Tanweel Policy for the Use of Credit Information (Simah/Bayan/Thiqah) for Companies

I, the applicant for financing, and on behalf of the (company or institution) whose data is registered in the financing application submitted, acknowledge any information or data requested from me to establish my account with Tanweel and/or to review and/or manage it, and I authorize Tanweel to obtain the necessary or required credit information related to my aforementioned account or any other account Tanweel has, from the credit information companies licensed in the Kingdom. I also agree that Tanweel will disclose the information related to my account or any other account that the authorizer has to the credit information companies licensed

Ownership: Tanweel for Creative Future Digital Brokerage Company – A Closed Joint Stock Company, Unified Number: 7017808614, subject to the supervision and oversight of the Saudi Central Bank – License No.: 70/NN/2023-2 – License Date: 08/Shā'ban/1444H, Capital: SAR 27,125,000.00 (Paid-up Capital: SAR 25,000,000.00), Address: Riyadh, Kingdom of Saudi Arabia – P.O. Box: 63762 – Postal Code: 11526 – Tel.: 8001240503



through the concluded membership agreement and the approved work rules related to the exchange of information and/or to any other party approved by the Saudi Central Bank (SAMA). I also agree on behalf of the (company or institution) whose data is registered in the submitted financing application, to inquire about commercial data and information, financial statements and other relevant information from authorized sources and to disclose and exchange them with all current and/or potential members of credit information companies.

27- Bayan Credit Information Company Policy

I agree to provide both Tanweel and Bayan Credit Information Company (Bayan) with any information requested by either of them, in preparation for obtaining any of the services and products issued by Bayan and/or entering any of its programs and/or benefiting from the related services provided by Bayan, including establishing my credit record. I also authorize the two parties referred to, jointly or individually, to collect and store all necessary data related to me (related to the establishment and its owners if the client is an establishment), and to review my financial and credit information. I also agree to Bayan Company exchanging and sharing my information and data with all relevant parties, including current and potential members of the establishment, pursuant to agreements concluded with them to regulate the information exchange process.

28- Digital Authentication Policy

I agree to provide Tanweel, Baud Telecom Company (Emdha) as well as the financing entities associated with Tanweel, with any information requested by either of them, in preparation for obtaining any of the services and products issued by Baud Telecom Company and/or entering into any of its programs and/or benefiting from the related services provided by Baud Telecom, including the digital authentication service for signing contracts concluded between the financing applicant and the financing entity. I also authorize the entities, jointly or individually, to collect and store all necessary data related to individuals or establishments (the establishment and its owners if the customer is an establishment), and to review my information.

I also agree to the entities exchanging my information and data and sharing it with all relevant entities, pursuant to agreements concluded with them to regulate the information exchange process.

29- Declarations, Obligations and Other Terms

Tanweel is committed to protecting the personal identification information of users of the company's digital brokerage products and services. For Tanweel to be able to provide the services, Tanweel must collect some



personal information and retain some of it in accordance with the controls and legislation of the Saudi Central Bank and other legislative and regulatory authorities.

By agreeing to these terms and conditions, you as a (customer/new user/existing user/financial entity/any other party) agree with your full legal capacity to grant Tanweel Company the display of your personal information, including but not limited to (your full name, national address, phone number and employment data as well as other information entered or processed within the Tanweel website or application), and we do so on a legal basis and process it in line with the specific purposes of Tanweel's activity and business. The personal information we collect is used to provide and improve the service and share it with financing entities for the purpose of obtaining offers to meet customer requests. We will not use or share your information with anyone except as stated in these terms and conditions.

Collection and Retention of Personal Information, to provide and enhance our services effectively, Tanweel is required to collect and retain certain personal information. This process is conducted in strict compliance with the regulations and controls set forth by the Saudi Central Bank and other relevant legislative and regulatory bodies.

Consent to Terms and Conditions, by agreeing to our terms and conditions, you, as a (new client/user, current user, financial entity, or other party), give your full and considered consent for Tanweel to handle your personal information. This information may include, but is not limited to, your full name, national address, telephone number, employment details, and any other data entered or processed through the Tanweel website or application.

Legal Basis and Purpose of Data Processing, we process and display your personal information on a legal basis and strictly for the purposes relevant to Tanweel's activities and operations. The personal information we collect is used primarily to provide and improve our service and to share with financing entities for the purpose of obtaining offers to fulfil customer requests.

Restrictions on the Use and Sharing of Personal Information, we assure you that your personal information will not be used or shared with any party other than as explicitly outlined in these terms and conditions. Our commitment to your privacy is paramount, and we enforce strict controls to ensure that your data is handled responsibly.

30- What personal information does Tanweel collect:

When you enter the Tanweel website or application and start the registration process for the first time, we collect and obtain personal information that may include the following: name and email address; postal address and phone number; browser type and Internet Protocol address, bank name, IBAN bank account number, date of birth, place of birth, national ID, details of any mandatory document (number, expiration date), nationality, gender, employer name, professional status, and other information that we use within the limits, purposes and nature of Tanweel's activity only. Based on the above, we may obtain your personal information and share it with our partners from financial institutions (banks and financing entities) licensed to practice the activity by the Saudi Central Bank so that we can provide you with the services. You thereby agree to grant us these rights to provide the service to you. When using the (services), you accept to receive notifications from us about our products and services.

Purpose of Collecting Personal Information, the information collected is used solely within the scope of Tanweel's operational activities. It enables us to provide personalized and efficient services to you, including but not limited to financial services facilitated through our platform.

Sharing of Personal Information, with your consent, we may share your personal information with our financial partners, such as banks and financing entities, which are licensed by the Saudi Central Bank, to enhance the services offered to you.

Consent to Communication, by using our services, you agree to receive communications from us regarding our products and services. These notifications are intended to keep you informed and enhance your experience with Tanweel. We assure you that all personal information is collected, stored, and shared in compliance with applicable laws and regulations to protect your privacy and security.

31- What personal information does Tanweel disclose and to whom:

Tanweel will not share any personal or sensitive data with any external organization unless it is approved in advance and through officially authorized entities to enable Tanweel to provide services (to individual users, companies or business partners) or to enable the completion of a legitimate transaction or to prepare reports that may be necessary in accordance with applicable law and within the framework and legislative controls in the Kingdom of Saudi Arabia. Data and information will be shared with banks and financing entities approved



and licensed to practice financing activity by the Saudi Central Bank. At Tanweel, we are committed to the strict protection of your personal and sensitive information. We understand the importance of privacy and assure you that the sharing of any such information is conducted with the utmost care and legality.

1. Policy on Information Disclosure: Tanweel firmly adheres to privacy principles and only discloses personal or sensitive data to external organizations under specific, controlled circumstances. The disclosure is performed strictly when it is legally necessary or required to facilitate the services we provide to our users, whether they are individuals, companies, or business partners.
2. Authorized Disclosure: Disclosure of any personal or sensitive data by Tanweel occurs only after obtaining prior approval through officially authorized entities. This ensures that all data sharing activities are in line with professional ethics and legal standards.
3. Legitimate Transactions and Reporting: We may share your personal information to enable the completion of legitimate transactions or to prepare necessary reports in accordance with applicable laws. This is always done within the legislative controls and frameworks established in the Kingdom of Saudi Arabia.
4. Approved Banks and Financing Entities: The entities with which your data might be shared include banks and financing organizations that are approved and licensed by the Saudi Central Bank to engage in financing activities. These entities are recognized for their credibility and are mandated to adhere to strict data protection regulations. At Tanweel, we take your privacy seriously and implement rigorous measures to ensure the security and confidentiality of your personal information.

o At Tanweel, we are committed to ensuring the accuracy and reliability of the information provided through our online platform and mobile application. Below, we outline our efforts and procedures designed to maintain the highest standards of data integrity and security. Tanweel endeavours to ensure that all information provided on our website and mobile application is accurate at the time of posting. Despite our rigorous efforts, occasional errors may occur for various reasons. In such instances, Tanweel will not be held liable for any inaccuracies that arise. We encourage users to verify the information independently and contact us immediately if discrepancies are discovered.

o Before forwarding any user or consumer information to financing entities, Tanweel will verify the identity and validity of the information and documents provided. This process involves using reliable and independent



sources to ensure the authenticity of the data. Financing entities are also expected to conduct their electronic verifications and may request additional information as needed.

o Tanweel implements necessary procedures to verify the validity and accuracy of financing offers before they are presented to consumers. This ensures that all offers are up-to-date and meet our standards of quality and reliability, an electronic record will be created for each user and the necessary procedures and measures are implemented to verify the accuracy of the information provided. These measures include:

a- Verifying that the mobile number is linked to the user's identity through the verification service provided by ELM Company.

b- Tanweel will take the necessary measures to ensure that the information provided is up to date, including, but not limited to the national address.

o Tanweel is committed to putting in place the necessary procedures and controls to maintain the confidentiality of all information obtained through the platform and/or website and/or mobile application, and the user and/or any party benefiting from the service must ensure the safety of their devices and that they have the latest version of anti-virus programs as well as programs to close loopholes and that the devices are free of any hacking that could cause any harm to the user as well as Tanweel, and not to grant any other party access to the platform.

As a user of our services, it is crucial for you to ensure that your devices are secure. This includes:

- Ensuring that your devices are equipped with the latest antivirus software and vulnerability patches.
- Confirming that your devices are free from any breaches that could potentially harm both your personal data and our systems.
- Avoiding giving any third parties access to your account on the platform.

Please note that Tanweel disclaims any responsibility for incidents that occur due to non-compliance with these security measures. Tanweel rigorously implements necessary procedures and controls to safeguard all information acquired via our digital platforms. We are committed to preventing unauthorized access and maintaining the integrity of the data we manage.



- o All user documents, records, and files are stored in an organized, transparent, and secure manner. They are regularly updated and retained for ten years after the end of the relationship with the user, in accordance with the policies and directives of the Saudi Central Bank.
- o Tanweel takes reasonable measures to minimize conflicts of interest to ensure fair dealings with all users.
- o During digital financing brokerage activities, two-factor authentication will be used to enhance security. You are advised to regularly check your email and mobile device to ensure you are receiving and responding to all notifications promptly. We trust that this information clarifies our mutual responsibilities in maintaining a secure and efficient environment.
- o Tanweel prides itself on offering robust digital channels for customer service. Users can effortlessly communicate with our customer service team through various available options, ensuring prompt assistance and support.
- o Please note that Tanweel does not receive any amounts on behalf of the financing entities. Our role is strictly limited to serving as a digital broker.
- o Tanweel provides a comprehensive list of linked financing entities, which users can view at any time through their account at "Tanweel". We maintain a neutral stance and do not favor any financing entity over another, ensuring a fair and unbiased selection process for our users. The primary purpose of our services is to facilitate digital financing brokerage activities only. We are dedicated to streamlining the process through which users connect with potential financiers, focusing solely on this aspect to enhance user experience and efficiency.

The company /Tanweel reserves the right to communicate with users regarding any matters related to the platform's operations and users' financing requests. Such communications may occur via email, text messages, or phone calls, depending on the nature of the information or the user's stated preferences.

32- To contact us

If you would like more details or have comments or questions about our terms and conditions, you can contact us via email at customercare@tanweel.sa. Our team is dedicated to providing comprehensive assistance and addressing any questions or comments you may have. Additionally, if you would like to file a complaint concerning the handling of your personal information, please contact our complaints handler. They are committed to thoroughly investigating the matter and ensuring that your concerns are addressed with the



utmost seriousness and professionalism. Your satisfaction and trust are of paramount importance to us, and we are here to support you in every possible way., to contact Tanweel by calling the toll-free number 8001240508 or sending an email via email customercare@tanweel.sa

33- Financial Solution Fee

- 1- Tanweel platform for digital brokerage, provides financial solution services to assist clients in obtaining finance. These services are optional and will only be offered upon client request and approval.
- 2- If the client opts the financial solution services, fees of up to 10% of the total financing amount may be applied. The services include analyzing and evaluating the client's credit status and working on enhancing their creditworthiness to improve their chances of obtaining financing from financial institutions. The client will be informed of the fees upfront, and advisory fees are non-refundable once the service is rendered.
- 3- Clients acknowledge that Tanweel is a digital brokerage service provider and not a financial or lending institution but operates solely as a digital brokerage service provider. The final decision on financing approval lies with banks and financial entities.
- 4- The company reserves the right to amend or update fee structures.

34- Final Acknowledgment of the Agreement:

The terms and conditions, alongside the privacy policy and any other mutually agreed terms, constitute the entirety of the agreement between me and Tanweel. By signing below, I acknowledge that I have reviewed these terms and conditions thoroughly. I hereby agree to provide Tanweel with any information it deems necessary to establish, audit, or manage my accounts and any related facilities. I authorize Tanweel to obtain, collect, and, if necessary, disclose and share such information related to me and my accounts with Simah or any other agency accredited by the Saudi Central Bank (SAMA), in accordance with the membership agreement and the approved code of conduct. This acknowledgment serves to ensure transparency and mutual understanding in our continued cooperation. I am aware that this comprehensive agreement is designed to facilitate effective management and oversight of my engagements with Tanweel.