

Key Facts Statement (KFS)

Current and Saving / Call Deposit Accounts – Individuals

This document “Key Fact Statement” (KFS) outlines essential information regarding United Bank Limited, United Arab Emirates “UBL-UAE” Current Account & Saving/Call Deposit Account for Individuals, including product features, eligibility criteria, interest rate application, fees and charges, and relevant terms and conditions. All deposit accounts are governed by UBL UAE “Terms & Conditions Governing Bank Account” for Consumer Banking Products <https://www.ubldigital.com/UAE-Home/Quick-Links/Account-Opening-Terms-and-Condition> , as well as the latest Schedule of Charges “SOC” available on the UBL-UAE official website <https://www.ubldigital.com/UAE-Home/Schedule-of-Bank-Charges>

Product Descriptions:

A **Current Account** is non-interest-bearing bank account designed to meet your everyday transactional needs. It allows for salary transfers, deposits, withdrawals, bill payments, issuance of cheques and local or international fund transfers. The account may be opened as single or a joint name.

A **Saving Account/Call Deposit Account** is an interest-bearing account intended to help you grow your savings while still allowing transfer of funds internally or outside the bank. The account may be opened in either an individual or a joint name.

Documents Required:

Salaried Individual	Self Employed Individual
- Original Passport - Original Emirates ID - Salary certificate - Tenancy contract (Personal Residence)	- Original Passport - Original Emirates ID - Trade License - Tenancy contract (Business premises) - Tenancy contract (Personal residence)

*Additional document may be required as per UBL UAE policies & procedures.

Customer Eligibility:

Current Account	Saving Account
Individual UAE resident customers (Salaried or Self Employed)	Individual UAE resident & Non-resident customers (Salaried, Self Employed and Minors)

Product Features:

Product Features	Current Account	Saving Account
Minimum Balance Requirement (*MTD Average Balance)	AED 3,000 or Equivalent Currency	AED 3,000 or Equivalent Currency
Standard Currency	AED	AED
Available Foreign Currencies * Subject to Bank’s discretion	USD / GBP / EUR	USD / GBP / EUR
Cheque Book	Yes - AED Account	No
Debit Card	Yes - AED Account	Yes – AED Account
Internet Banking / SMS Alerts	Yes	Yes
UBL Digital App	Available for Android & IOS	Available for Android & IOS
E-statement	Daily, Weekly, Monthly , Bi-Annual, Annual	Daily, Weekly, Monthly , Bi-Annual, Annual
24 Hours Phone Banking	Yes	Yes

Current and Saving Account Products:

Current Account Products	Saving Account Products
- Current Account - Mukamal Current Account – Personal - Mukamal Current Account – Personal Plus	- Saving Account - Call Account

Key Fees & Charges:

- For the latest fees and charges on all services and products, please refer to the Schedule of Charges (SOC) available on our official website <https://www.ubldigital.com/UAE-Home/Schedule-of-Bank-Charges> or visit any UBL UAE branch
- All charges and fees are subject to change with prior notice to customers.

Interest Rates Application, Calculation & Frequency - Saving Account / Call Account:

Saving/Call Account	Interest Details
Interest Rate	This interest rate in saving account is variable, meaning the rate may change from time to time based on market conditions and the Bank's pricing policy. The applicable monthly interest rate for savings accounts is published on our declared indicative rate sheet published on website and available at all branches.
How Interest/is Calculated?	Interest is calculated on the daily closing balance of your account and will be credited on Bi-Annual basis.
Interest Rate Changes	Interest rates are subject to change, please refer to the “Declared Indicative Rate Sheet” published monthly on UBL-UAE Website.

Warnings:

Key Customer Responsibilities and Obligations

The Terms and Conditions governing your agreement with the Bank — provided for your review before signing — outline your responsibilities and the Bank's obligations. Key obligations related to this product include:

- You must provide updated identification and relevant documents at all times.
- Keep your personal details up to date, including (but not limited to): Passport details/Residency status and visa/Tax status/ Emirates ID/ Residential address/ Employment details/ Mobile number and email. Failure to update your contact or identification information may result in restrictions on your account.
- Maintain the required minimum balance, where applicable, to avoid maintenance fees.
- Ensure the accuracy of your tax details. Incorrect tax reporting may result in fines of up to AED 20,000 by the UAE Central Bank.
- Please ensure you keep your cheque books, debit cards, PIN, online-banking credentials and other access mechanisms safe at all times, to guard against misuse or fraud by others.
- You must check and verify the accuracy of any account / transaction statements sent to you and reach out to us in case of any inconsistency within 30 days
- The Bank will never request confidential or security details via email. Any email links will only lead to information pages. Report suspicious emails to: contactubl@ublint.com

- You are expected to comply with the Bank's Terms and Conditions throughout your relationship. Non-compliance may result in account restrictions, blocking, or closure.
- This is not a full list of your obligations. Please refer to the Terms and Conditions. Ongoing compliance is required to avoid account restrictions and meet regulatory requirements. Additional services may have separate Terms and Conditions.
- The Bank reserves the right to close the account at its sole discretion, with prior notice and without providing any reason.

Fees, Penalties, and Remittance Conditions

- A fee may be charged if you fail to maintain the required minimum monthly average balance criteria.
- Monthly Average Balance (*MTD Average Balance) is calculated as the sum of daily closing balances in a calendar month divided by the number of days in that month.
- Remittance Conditions: Fees or charges may apply for errors or omissions in remittance instructions, such as incorrect beneficiary or account details.
- International remittances may incur additional fees from correspondent or receiving banks involved in the transaction.

Account Conduct and Closure Conditions

- Closing charges for Current or Savings Account will apply if the customer requests account closure within six (6) months, as per the Schedule of Charges (SOC). <https://www.ubldigital.com/UAE-Home/Schedule-of-Bank-Charges>
- The Bank may close your account if account conduct is found to be unsatisfactory, in line with the Bank's Compliance Policy and UAE Central Bank regulations with prior notice.
- As per Central Bank directives, your account may be closed and blacklisted if four (4) cheques are returned unpaid due to insufficient funds within a 12-month period.

Interest Rates

- Interest rates on Savings/Call Deposit Accounts are variable and may change based on market conditions. Please refer to the latest Declared Indicative Rate Sheet on the Bank's website for current applicable rates.

Foreign Exchange and Currency Risk

Foreign exchange rates are subject to market fluctuations, which may affect the value of your transactions. Currency conversions may result in gains or losses, especially when making payments in foreign currencies. UBL UAE does not guarantee better exchange rates than those offered by other financial institutions at the time of your transaction.

Ending Your Agreement

- You may close your account at any time; however, applicable fees may apply. Please refer to the Fees and Charges section of the Schedule of Charges (SOC) for details. <https://www.ubldigital.com/UAE-Home/Schedule-of-Bank-Charges>
- Any outstanding dues must be cleared before closure.
- To initiate closure, please visit your nearest branch and submit a formal request.

Confidentiality and Security

- Bank follow strict data protection and security protocols to safeguard your personal information.

- Access to your data is limited to authorized Bank /Outsourced employees who require it to provide services or respond to your queries.
 - All staff are bound by confidentiality obligations and are required to respect your privacy at all times.
 - The Bank may disclose your information to law enforcement agencies, courts, or regulators if required by law.
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Changes to Terms and Conditions & Fees

These Key Fact Statement should be read in conjunction with the UAE “Terms & Conditions Governing Bank Account” for Consumer Banking Products <https://www.ubldigital.com/UAE-Home/Quick-Links/Account-Opening-Terms-and-Condition> & Schedule of Charges (SOC) <https://www.ubldigital.com/UAE-Home/Schedule-of-Bank-Charges> and any relevant applications and documents. The Bank may amend its “Terms & Conditions Governing Bank Account” for Consumer Banking Products (including any relevant applications and documentation) by providing you notice in line with applicable law. You will receive at least 60 days' prior notice via SMS or email before changes take effect, unless a shorter notice is required by law or regulation.

How to register a Complaint?

- By Email: Write to us at **contactubl@ublint.com**
- By Phone: 24/7 Phone Banking service 600 533335 (within UAE) or +971 600 533335 (outside UAE)
- By Post: Write to us - Complaint Management Unit, United Bank Ltd., P.O. Box 35170, Dubai, UAE

If you are not satisfied with our response to your complaint, you have the right to refer your complaint to the:

UAE Ombudsman – Sanadak

Sanadak Website: www.sanadak.gov.ae

Sanadak toll free number: 800SANADAK (8007262325)