

## Key Facts Statement (KFS)

### Safe Deposit Lockers

This document "Key Fact Statement" (KFS) outlines essential information regarding United Bank Limited, United Arab Emirates "UBL-UAE" Safe Deposit Lockers for customers, 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 , as well as the latest [Schedule of Charges](#) "SOC" available on the UBL-UAE official website.

#### Product Descriptions:

UBL Safe Deposit Lockers are ideal to safely and securely store your important documents and valuables. Lockers are available in different sizes as customer's requirement (small, medium and large). Available at the following UBL UAE branches:

- Gold and Diamond Park Branch (Dubai)
- Muroor Branch (Abu Dhabi)

#### Customer Eligibility:

Eligibility
<ul style="list-style-type: none"><li>• Must be an existing UBL UAE account holder.</li><li>• Must be a UAE resident</li><li>• You have to be 18 years or older.</li><li>• Maintain Minimum monthly average balance requirement of AED 100,000 or equivalent in your Current /Savings Account to avail locker services.</li></ul>

#### Locker Charges:

*All Charges are in AED unless specified*

Description	Charges
Refundable security deposit	1,000
Small Locker Rent (Per annum)	750
Medium Locker Rent (Per annum)	1,200
Large Locker Rent (Per annum)	1,500
Key Replacement Fee	1,000
Penalty of late rental per month	100

For the latest fees and charges on all services and products, please refer to the [Schedule of Charges \(SOC\)](#) available on our official website or visit any UBL UAE branch

## Warnings:

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:

- The Locker can only be accessed by the locker owner.
- The Locker owner must carry valid ID to operate the locker.
- The Locker can only be accessible during the respective Branch working hours.
- You must provide updated identification and relevant documents at all times.
- You have to be 18 years or older to operate the locker
- If the annual locker charges are not paid, a monthly late payment penalty will be applied as per the Schedule of Charges (SOC)
- 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 monthly average balance of the account, 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@ublnt.com](mailto:contactubl@ublnt.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.
- In the unforeseen event that the locker needs to be physically relocated, the bank will make all efforts to contact its owner through all the available contact details provided to the bank, in order to inform the locker owner accordingly
- Non-payment of monthly locker fee will result in late payment penalty as per SOC
- 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.
- In the unforeseen event that the locker needs to be physically relocated, the bank will make all efforts to contact its owner through all the available contact details provided to the bank, in order to inform the locker owner accordingly.
- Allotment of a Safe Deposit Locker is subject to availability. The Bank does not guarantee the provision of a locker to any customer and may maintain a waitlist where required. All applications for a Safe Deposit Locker will be considered on a first-come, first-served basis, and allotment will be made only when a locker of the desired size becomes available

### Fees, Penalties, and Remittance Conditions

- A fee may be charged if you fail to maintain the required minimum monthly average balance criteria of the bank account.
- 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.

### 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.

## 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>
- To close a UBL UAE bank account, the locker must first be emptied and all outstanding charges must be settled.
- 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.

## 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 & [Schedule of Charges \(SOC\)](#) 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@ublnt.com](mailto:contactubl@ublnt.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](http://www.sanadak.gov.ae)

Sanadak toll free number: 800SANADAK (8007262325)