

Current Account - Key Facts Statement

The product targets all adults above the age of 21 who are either UAE, GCC nationals or expats holding a valid UAE Emirates ID. Current account is only available in AED currency.

Balance Requirements

Minimum Balance for Opening account	No minimum balance requirement
Average Relationship Balance Requirement	AED 2000 or equivalent in other currencies. The relationship balance can be maintained across Wakala, Term Deposit, Current or Savings account. [effective from Feb 2024 to avoid the Fees in March]

Fees & Charges

Fees for not maintaining average relationship balance	AED 21 applicable to new to bank adult customers relationship starting December 2023 and waived if customer has active credit card or finance product or Min 5000 Salary Transfer
Monthly eStatement	Free, monthly eStatement is made available on the app and it's free of cost. The eStatement can be printed or emailed directly from the App
Additional Adhoc Paper Statement	Currently not available

Disclaimers:

- Detailed schedule of fees and charges are available on the App.
- In case customers need any clarification on the fees and charges please contact us through live chat option on the App or call us on 600 522 229
- All fees and charges and terms and conditions are subject to change with 60 days prior notice.
- Prior notice on changes to the fees and charges and terms and conditions will be communicated with the effective date to the registered mobile number through SMS

ALERT

By opening a current account the Bank is not obliged to issue a cheque book in future whenever the facility is available. Cheque book facility will be subject to the Bank's policy and terms and conditions. The number of cheque leaves and the charges will be defined by the Bank at the time of offering the facility.

The Bank has the right to close the Current Account and to cause the Customer's name to be blacklisted in accordance with the regulations of the Central Bank.

In case if the verification of Emirates ID, as part of KYC validation, failed during handover of debit card, the account will be immediately closed and debit card issued will be cancelled.

Accounts opened and not funded within 120 days are subject to closure. A notification will be sent 60 days in advance to fund the account to avoid closure.

The Bank prohibits personal account usage for any business related activity. Any such violation may result in the termination of the relevant Client's relationship.

Notes:

- No profit or any other benefit is earned on the credit balance maintained on the current account under the Shariah principle of Quard.
- The account shall be closed only after the full payment of all charges and liabilities under the account.
- The Bank shall have the right to refuse access to funds (except for closing the account), request for immediate settlement and closure of accounts or close the account in case of an event where customer fails to comply to the terms and conditions. A prior notice will be sent to the customer if such notice is required by law.
- The Customer, as lender, shall deposit the credit balance in the current account as a benevolent loan granted to the Bank and is guaranteed by the Bank, on which no profit, any other form of return or contingent, even as a common practice, benefits is payable on the balance of the Current Account.
- For detailed terms and conditions related to the account, refer the General Terms and Conditions for accounts and Islamic banking services available on the app.

Savings Account – Key Facts Statement

The product targets all UAE, GCC nationals or expats holding a valid UAE Emirates ID. Account is only available in AED currency.

The following sub-product types are being defined based on a customer's age at the time of opening the account:

- Adult Savings Account – Age 21 or above
- Teen Savings Account – Age 13 to 21
- Kids Savings Account – Age below 13

Balance Requirements

Minimum Balance for Opening account	No minimum balance requirement	
Average Relationship Balance Requirement	AED 2000 or equivalent in other currencies. The relationship balance can be maintained across Wakala, Term Deposit, Current or Savings account.	
Amount requirement to earn profit	Sub-Product	Minimum Average Balance during the month
	Adult Savings Account	AED 5,000 or equivalent in other currencies stipulated in Bank's schedule of Fees
	Teen Savings Account	AED 1,000
	Kids Savings Account	AED 500

Fees & Charges

Fees for not maintaining average relationship balance	AED 21 applicable to new to bank adult customers relationship starting December 2023 and waived if customer has active credit card or finance product or min 5,000 Salary Transfer
Monthly eStatement	Free, monthly eStatement is made available on the App and it's free of cost. The eStatement can be printed or emailed directly from the App
Additional Adhoc Paper Statement	Currently not available

Disclaimers:

- Detailed schedule of fees and charges are available on the App.
- In case customers need any clarification on the fees and charges please contact us through live chat option on the App or call us on 600 522 229
- All fees and charges and terms and conditions are subject to change with 60 days prior notice.
- Prior notice on changes to the fees and charges and terms and conditions will be communicated with the effective date to the registered mobile number through an SMS.

SHARIAH BASIS & CERTIFICATE:

Saving Accounts are based on Mudarabah, as the funds placed by the customer are deemed as the Mudarabah capital, and the customer is considered Rabul-Mal. Shariah Certification is available on the app.

ALERT

Accounts for minors below the age of 18 have to be opened by natural parents, expats documents and steps will be required to prove the parental relationship. Parent by on-boarding their kids (minors) take full responsibility of handling the account, debit card and all financial transactions made by the minor on their banking account and on the App.

Under the Shariah principle of "Grantor" (Gift), the mother is allowed to open an account for kids, however, the account will have additional restrictions. All transfers in and out of the account are only allowed to and from the mother's account only.

The Bank has the right to close the account and to cause the Customer's name to be blacklisted in accordance with the regulations of the Central Bank.

Account has to be active to earn profit for the previous month.

In case if the verification of Emirates ID, as part of KYC validation, failed during handover of debit card, the account will be immediately closed and debit card issued will be cancelled.

Accounts opened and not funded within 120 days are subject to closure, a notification will be send 60 days in advance to fund the account to avoid closing.

The Mudarib share and/or the minimum average balance is subject to change and a notification in this regards will be send through SMS to the registered mobile number 30 days prior in advance.

The Bank prohibits personal account usage for any business related activity. Any such violation may result in the termination of the relevant Client's relationship.

Notes:

- To earn profit, you need to retain the minimum average balance for the calendar month
- Monthly profit is earned on the average balance maintained on the savings account, the minimum average balance requirement is defined in the table above.
- The Profit is computed monthly and distributed on or before the 15th of the next month provided the minimum average balance is maintained.
- The Account shall be closed only after the full payment of all charges and liabilities under the Account.
- Profit rates for previous months are published on the App.
- The Mudarib share, which determines the share of profit eligible by each account type, is defined on app.
- The Bank shall have the right to refuse access to funds (except for closing the account), request for immediate settlement and closure of accounts or close the account in case of an event where customer fails to comply to the terms and conditions. A prior notice will be sent to the customer if such notice is required by law.

For detailed terms and conditions related to the account refer the General Terms and Conditions for accounts and Islamic banking services available on the App.

Debit Card – Key Facts Statement

Debit card allows customers instant access to purchase at merchant outlets and online using the funds available on the account. The debit card can also be used for withdrawing funds through accepted ATMs across the world.

Initial Debit Card	Free (Virtual and Physical Card)			
Replacement Card	Virtual Card: Free/ Physical Card: AED26.25			
ATM Withdrawals Fee	AHB / ADCB ATMs	Other UAE ATMs	GCC ATMs	Outside GCC
	Free	AED 2.10	AED 6.30	AED 15.75
ATM Balance Enquiry Fee	Free	AED 1.05	AED 3.15	AED 3.15
Foreign Currency Transaction Mark-up*	2%			

*Added to the Non-AED transactions foreign exchange market spot rate that is selected and applied by the MasterCard/Visa on the date of conversion.

Debit Card Default Limits	Adults (Age 21 & above)	Teen (Age 13 to 20)	Kids (Age below 13)
ATM withdrawal Limit	AED 50,000	AED 5,000	AED 100
POS Purchase Limit	AED 250,000	AED 100,000	AED 100
Online Transaction Limit	AED 100,000	AED 50,000	AED 100

Default Card Maximum Limits*	Adults (Age 21 & above)	Teen (Age 13 to 20)	Kids (Age below 13)
ATM withdrawal Limit	AED 50,000	AED 25,000	AED 10,000
POS Purchase Limit	AED 1,000,000	AED 250,000	AED 25,000
Online Transaction Limit	AED 250,000	AED 100,000	AED 25,000

*Limits can be changed on the App.

Disclaimers:

- Limit change, freeze / unfreeze and blocking international transactions &/or e-commerce transactions to be managed on the App.
- Any change in card or card status will result in resetting the account limit to default.
- Detailed schedule of fees and charges are available on the App.
- All Fees and charges and terms and conditions are subject to change with 60 days prior notice.
- Prior notice on changes to the fees and charges and terms and conditions will be communicated with the effective date to the registered mobile number through SMS

ALERT

All customers will be issued virtual card instantly on the App and a physical card needs to be requested

The ATM Debit Card PIN & OTP shared by the bank are personal and should not be shared. At any point, no Bank staff will ask for full card number, CVV, PIN or OTP

In case the customer has more than one account, only one debit card will be issued and the App allows the option to choose the default/ linked account for the debit card.

Ensure all communication with the bank are through a secured email address and personal phone

All limits for minors below age 18 are monitored by parents and change of limit is allowed only on the App

Any dispute on transaction needs to be reported to the bank through live chat &/or contact center on 600 522 229.

SHARIAH BASIS:

The Debit card allows customers instant access to purchase at merchant outlets and online using the funds available on the account. The debit card can also be used for withdrawing funds through accepted ATMs across the world and these services are Shariah-compliant.

Notes:

- All customers will be issued a virtual debit card on successful onboarding. Debit card activation and PIN set up is only available through the App
- All customers on boarded through UAEPass will be allowed to instantly activate and generate PIN, others will be post verification process during card handover
- The Bank shall have the right to refuse access to funds (except for closing the account), request for immediate settlement and closure of accounts or close the account in case of an event where the Customer fails to comply to the terms and conditions. A prior notice will be sent to the customer if such notice is required by law.
- The Account shall be closed only after the full payment of all charges and liabilities under the Account.

Transfers & Bill Payments – Key Facts Statement

Transfer money option will allow customers to send money domestically or internationally from anywhere, anytime with the Hilal Digital Bank App. Our secure remittance platform gives the flexibility to perform instant domestic transfer and quick International transfers using the funds available on the account.

Pay bills option will allow customers to instantly pay their telecom bills, utility bills such as ADDC, AADC, DEWA, SEWA and SALIK, using the funds available on the account or using available TouchPoints.

Outward Transfer / Remittance Charges*	Fees in AED
Transfer within Al Hilal Bank accounts	Free
AED Transfer within UAE (Other bank account in UAE)	Free
International / foreign currency remittance through swift	Free

*Local Remittance with charge code Myself, will incur additional charge of AED 1.05 and foreign currency remittance will incur additional correspondent charge of AED 105.

*Additional correspondent bank and intermediary charges may apply to beneficiary.

Inward Transfer / Remittance Charges	Fees in AED
Remittance from UAE banks credited to Customer Account	Free
Remittance from banks outside UAE credited to Customer Account	Free

Disclaimers:

- Fund transfer payments (AED) of amounts up to 10,000 AED will be routed through the Immediate Payments Instruction (IPI) system to enable instant credits to beneficiary accounts. Any specific transaction which does not go through IPI will be automatically routed through UAEFTS and may take up to one business day to be credited.
- Transfer fees are displayed on the App, the receiving or intermediary banks may deduct additional charges. The 'Myself' option shall incur an additional bank charge of 1.05 AED for local currency transfers (AED).

Disclaimers on International transfers:

- Foreign Exchange Rates reflected are indicative and subject to change as per the market rate at the time of transfer; they may also include additional correspondent bank charges. International fund transfers may take up to 5 business days to be credited to beneficiary accounts.
- Transfer fees are displayed on the App, the receiving or intermediary banks may deduct additional charges. The 'Myself' option shall incur an additional bank charge of 105 AED for foreign currency fund transfers.
- Detailed schedule of fees and charges related to the Transfers and Bill payment are available on the App and website alhilal.abudhabi.
- All Fees and charges are subject to change with 60 days' prior notice.
- Prior notice on changes to the fees and charges will be communicated with the effective date to the registered mobile number through an SMS.

Description	Daily limits
Own Account Transfers (Self-transfers)	No limit
Al Hilal Digital Transfers (Internal bank transfers)	AED 250,000
Domestic Transfers (UAE banks)	AED 100,000
International Transfers (Non AED transfers)	AED 100,000
Utility Bill Payments	AED 50,000

ALERT

Transfer, once initiated, cannot be cancelled. If the Customer requests to send a recall notice to the recipient bank or in case there are errors/omissions in the remittance request, the Bank may send a recall request with the full responsibility of the applicant customer. It is under the full discretion of the recipient's bank to accept or reject the refund request. Further, if a recipient bank agrees to refund the money, exchange rate used for the refund of money may differ from the original rate used for the transfer. Additionally, recipient bank may add any costs incurred as result of the cancellation caused by the Customer. Al Hilal Digital Bank is in no event liable for any direct, indirect, incidental, consequential or exemplary damages pertaining to fund transfers.

Ensure all communication with Bank are through your secured email address and personal phone.

Minors Accounts:

- Account opened by mother (account opened by mother as Grantor): Transfer will only be allowed to and from mother's account.
- All Minor account transfers and payments: All transfers and payments initiated by the minor (age below 18) will be processed post successful authentication by the parent who initiated the account opening.

All utility bill payments initiated through the App:

- Transactions once processed cannot be reversed
- Any change or mistakes in account details needs to be taken up with the service provider directly by the Customer.
- Al Hilal will not be held responsible for any disconnection, additional penalties incurred by the Customer due to a delay or mistake in payment processing.

Customers are requested to keep sufficient buffer time to avoid any service disruption or impact due to payment delay.

All transactions for minors below age 18 are monitored/ approved by parents

Any dispute on transaction need to be reported to the Bank through live chat &/or contact center on 600 522 229

Al Hilal Covered Cards – Key Facts Statement

The Key Facts Statement is not an offer from Al Hilal, the purpose of this document is to bring to your attention some important commercial terms and fees applicable to the Al Hilal Covered Cards.

Covered Card

Means covered card issued by Al Hilal to a Customer (and includes primary, new, renewed and replacement cards and any Supplementary Card), which is used to enable Transactions in accordance with Al Hilal Bank Covered Card Terms and Conditions.

Application & Approval

Customer interested in an Al Hilal covered card will complete the application as provided by Al Hilal and submit documents to establish identity, income, employment, explicit consent to fetch any information from a regulatory body such as, but not limited to Credit Bureau, Central Bank of UAE and any other details as required by Al Hilal Bank to perform a credit appraisal before approving or declining the application.

Cooling-Off Period

As per the Consumer Protection Regulations, banks are supposed to offer a Cooling-Off Period of 5 days for you to reconsider your credit card request. However, by the nature of the Murabaha concept of financing, the Cooling Off Period is not applicable to this Credit Card request.

Annual Membership & Renewal Fees

An annual fee as prescribed by Al Hilal for the Customer's Covered Card and each Supplementary Card when issued or renewed. It is communicated to the Cardholder at the time of applying for the Covered Card. This fee is billed and stated in the Statement of Account. The detailed Schedule of fees & charges is available on website www.alhilal.abudhabi

Cash Withdrawal Fee

It is a service fee levied on each Cash withdraw. Murabaha profit is charged in accordance with the Murabaha Contract, Al Hilal Bank Covered Card Terms and Conditions, and the Schedule of Fees and Charges. Cash withdraw Limits may be lower than your Credit Limit and can be referred to the Schedule of Fees and Charges for updated limit. The detailed Schedule of fees & charges is available on website www.alhilal.abudhabi.

Commitment To Donate

Cardholder will be liable to pay the applicable Commitment To Donate Amount as specified in the Schedule of Fees from the day after the Cardholder misses the Payment Due Date. The Commitment To Donate Amount shall be donated on behalf of the Customer to a charitable institution under the supervision of the Internal Shariah Supervision Committee of the Bank after deduction of actual costs incurred or losses suffered by the Bank due to delay or default on part of the customer. The detailed Schedule of fees & charges is available on website www.alhila.abudhabi

Payment

Cardholder will be liable to pay the outstanding amount in full or the Minimum Amount Due on or before the payment due date as shown in the statement of account to avoid any Commitment To Donate amount. Cardholder by not being regular in payments will have consequences, but not limited to the following:

- A negative Credit Information Agency rating and the possible limitations on the ability to obtain financing in the future;
- Collection measures involving collateral and claim on guarantees; and
- Legal actions through the courts.

Murabaha Profit

Murabaha Profit is charged in accordance with the Murabaha Contract, Covered Card Terms and Conditions, as well as the Schedule of Fees. The detailed Schedule of Fees & Charges is available on website www.alhila.abudhabi.

Under the Covered Card Terms and Conditions (and relevant mechanisms), the Bank at its sole discretion will apply Rebate and will have the right to adjust the Rebate for Card Members at the Bank's discretion. Therefore, you will not be paying the Murabaha Profit if you:

- A. Pay Al Hilal Bank an amount equal to or more than the Total Amount Due on or before the Payment Due Date;
- B. Have not taken a Cash;
- C. Have not accepted an installment plan / Balance Transfer / Instant Cash Facility on your Credit Card;
- D. Do not effect any other Credit Card Transaction that Al Hilal Bank may determine from time to time that may result in payment of Murabaha Profit

Murabaha Profit amount may vary based on the utilizations and will be calculated in accordance with the Covered Card Murabaha Contract and Terms and Conditions.

In accordance with Article (121), Clause 3 in Decretal Federal Law No. (14) of 2018, regarding the Central Bank & Organization of Financial Institutions and Activities, Al Hilal Bank will not charge Murabaha profit on accrued Murabaha profit calculated on the outstanding balance repayable by the customer to the bank.

Profit Free/Grace period

Al Hilal will allow the Cardholder a profit-free grace period (as set out in the Schedule of Fees from time to time) through Shari'ah compliant rebate or gift mechanism from the date of any purchase of goods or services, if the Cardholder pays the Total Amount Due in full, by the Payment Due Date at the bank's sole discretion.

Profit free grace period could range from 25 up to 55 days subject to transaction date (subject to payment in full of the Total Amount Due by the Payment Due Date). However, this is not applicable if the previous month's balance has not been cleared in full or if the Cardholder has availed Cash withdraw.

Profit free grace period does not apply for Cash withdraw or any other product that is excluded from profit free period.

Minimum Payment Due

Includes either:

- The sum of the full amounts owing to Al Hilal Bank for (1)The Annual Membership Fee (2)Any monthly installment amounts (3) Any Over Limit Amount (4) 5% of the Statement Balance; Or AED 100; whichever is higher.
- Al Hilal Bank would notify details of your payment obligation in your Statement of Account, which is accessible through multiple channels.
- If the Total Amount Due is less than AED 100 (or such other amount prescribed by Al Hilal Bank from time to time), then there will be no Minimum Payment Due and the Total Outstanding will be fully due and payable on the Payment Due Date.

Warning: If you only pay the minimum payment every month, your Murabaha Profit will remain payable in accordance with the Al Hilal Bank Covered Card Terms and Conditions and it may take you longer to pay off the outstanding balance on your Covered Card.

Payment Settlement Sequence order

All payments will be made when received by Al Hilal Bank in cleared funds and will be applied in the following order of payment or such other order of priority as Al Hilal Bank deems fit, in its sole discretion:

- Murabaha Installments, Early Settlement
- Cash withdraw, Fees, Easy Payment Plan installment, VAT;
- Commitment To Donate Amount, Supplementary Card fee.
- Billed Utilized Amount; and
- Current unbilled Covered Card Transactions (in the same sequence as billed Covered Card Transactions).

Schedule of Fees

The Schedule of Fees includes all Covered Cards fees and charges, it is available on Al Hilal Website www.alhila.abudhabi.

Customer Support

Customers can contact the bank directly on the 24x7 contact center number 600 522 229 to report a lost or stolen card or any unauthorized usage found on the card, complaints or queries. The bank may immediately block the card for further use and advise the customer accordingly to prevent any further unauthorized/fraudulent usage on the card.

Card Cancellation

If the Cardholder notifies Al Hilal to cancel the Credit Card, the Cardholder must pay the Total Outstanding balance in full, as it will be due once the cancellation request is received and processed. Customer can call Al Hilal call center 24x7 or chat with agent on the App or visit any branch during working hours to place a request for cancellation

Warning & Key Risks

Competitive Credit Product: Please do your research to choose the best credit facility before you opt for a credit card. You should also compare the options available in market before choosing Al Hilal credit card.

Credit Risk: Customers who take credit facilities from a bank must ensure timely payments to settle their outstanding amounts. This is critical to maintain good credit history at AECB (Al Etihad Credit Bureau) so that banks are able to service customer's future banking needs.

High Credit Price: Customers who are undisciplined in using their cards judiciously may end up paying high profits over the lifetime of the credit card. Credit card products are expensive for customers who settle only a part of their card outstanding by the Payment Due Date.

Risk of Overspending: Customers should be cognizant of the repercussions of spending more than their disposable income. A Credit Card product gives customers leverage and freedom to spend more and this can lead to customers spending more than their incomes permit, which can lead customers to a debt trap.

Risk of Card Compromise: Customers should not share their card details and/or PIN with anyone. Customers should also not share the One Time Password (OTP) that is sent to them by the Bank while performing a financial transaction. In case a customer's card is compromised or lost/ stolen, the customer must contact the Bank immediately to block the card.

SHARIAH BASIS:

Al Hilal Credit Cards are issued as covered cards, which are Shariah compliant and approved by the Internal Shariah Supervision Committee of the bank. This is issued under the concept of commodity Murabaha, in which the customer appoints the bank as a messenger to sell the commodities purchased from the bank. Customer agrees to the terms of Murabaha profit and period through a detailed Murabaha contract at the time of accepting the credit card. Activation of the credit card will tantamount an assurance of accepting and agreeing to the Murabaha contract terms and the bank's covered card terms and conditions.

Disclaimer:

This communication has been issued by Al Hilal registered under the trade licence of Al Hilal Bank – regulated by the Central Bank of the United Arab Emirates. All the information has been compiled with the objective of summarizing the key features of the promoted product and services to confirm the Customer's understanding of the product and services and its associated risks before the Customer's application is executed by the Bank. It does not constitute (i) an offer or a solicitation to deal in any promoted product, or (ii) legal, tax, regulatory, financial or accounting or Shariah advice. Any decision to avail Al Hilal products and services should be based upon an independent analysis by the Customer of the information contained in the associated offering document or other legal document. The Customer is responsible for consulting his/her own legal, tax or financial advisors for this purpose

Unless defined herein the terms used in this document shall bear the same meaning as defined in Al Hilal Bank Covered Card Terms and Conditions, which are subject to change from time to time, providing up to 60 days notice period before the change taking effect. Please refer to Al Hilal Bank Covered Card Terms and Conditions available on the website for full set of terms and conditions applicable to you and your Covered Card. In an event of conflict between the information provided in this document and Al Hilal Bank Covered Card Terms and Conditions, Al Hilal Bank Covered Card Terms and Conditions available on the website shall prevail. In the event of the customer not adhering to the bank's terms and conditions will result in serious consequences to the customer, which may lead to (not limited to) cancellation of the credit card from the bank and reporting to the appropriate authorities, the customer being included in the central bank blacklist database, penalizing the customer for any actual financial loss thereof.

Enquiries and Complaints

Al Hilal is a digital-only banking platform, no face-to-face interaction is made available. Customers can contact us through live chat option on the App or call us on 600 522 229 for enquiries and complaints

Reference to Terms and Conditions

The following terms and conditions are available on the App for reference:

- General Terms and Conditions for accounts and Islamic banking services
- Online Banking Terms and Conditions
- Privacy Policies

Wakala Deposit – Key Facts Statement

The product targets all adults who are 21 and above who are either UAE, GCC nationals or Expat holding a valid UAE Emirates ID. Deposit is only available in AED.

Product Details			
Wakala Deposit	"Wakala Deposit" is a deposit of a fixed amount for a fixed period of time.		
	Brief Description		Features
	Deposit Currency		Available in UAE Dirhams only
	Customers must have an active Current or Savings account with Al Hilal Digital and the debit card should also be active		Yes
	Early termination of your deposit may result in loss of profit or claw back of the profit credited		Yes
	Full Redemption		Permissible
	Partial Booking / Addition		Not permissible
	<ul style="list-style-type: none"> • Shariah compliant • Wakala Deposit starting from AED 5,000 • Minimum tenor 30 days • Profit will be credited to the linked Savings or Current account as defined on the Wakala Investment Agreement 		
Expected Profit rates	Wakala deposit is a contractual agreement between the customer and Al Hilal Digital, where the expected profit rate is contractually pre-agreed with the customer basis the investment currency, amount invested and the tenor.		
Profit Calculation	Minimum Amount	Profit Payout Cycle	Pre-mature Withdrawal
	AED 5,000	Upon Maturity	In case of early termination of the Wakala Deposit, the profit rate applicable is calculated basis the 100 bps (1%) less than the rate applicable for the already completed tenor of the investment, at the time of booking the deposit, which might also be Zero.
Pre-mature withdrawal charges	NIL		
Renewal	Not Available		
Opening of Wakala Deposit Account	<ul style="list-style-type: none"> • Deposit can be booked through a Wakala Investment Agreement digital form on the App. • Multiple Wakala Deposits can be booked and linked to your savings or current account. • It is mandatory for the customer to have an active Current or Savings account with Al Hilal Digital to book the Wakala Deposit. • The due amount upon closing of the deposit will be credited to the same linked current or savings account of the customer. 		
Wakala Deposit Booking confirmation	<ul style="list-style-type: none"> • Upon booking a Wakala Deposit, a sms will be sent to your registered mobile number confirming the investment Amount of the deposit and the booking tenor. • An email confirmation will be send to customer and the Wakala Investment Agreement on pdf format will be attached on the email. • In case the email confirmation or SMS is not received look for the agreement copy on the App or contact call center through chat or call. • Any discrepancy must be reported to Al Hilal Bank within 5 days of the booking date. 		

Statement of Account	<ul style="list-style-type: none"> • There is no separate statement as the Wakala Deposit is linked to your current or savings account with Al Hilal Digital. • Your account statement will reflect all the transactions related to the linked Wakala Deposit like booking amount, profit credit and the amount received back in the account upon closing the Wakala Deposit account. • While booking the Wakala Deposit, an encrypted Agreement will be sent to customer registered email.
Closure of Wakala Deposit Accounts	Your Wakala deposit can be closed at any point of time at your discretion. On such an occasion, the profit rate applicable is calculated basis the 1% less than the rate applicable for the already completed tenor of the investment, at the time of booking the deposit, which might also be Zero.
Fees and Charges	NIL
Cooling-off Period	<ul style="list-style-type: none"> • Once the deposit is booked, there is no cooling period. The deposit can only be redeemed i.e. pre-mature termination and may result in loss of profit i.e. product is not eligible for cooling-off period.

SHARIAH BASIS & CERTIFICATE:

The customer entrusts the bank as an agent with the funds placed into its general investment pool comprising of the other Wakala depositor's funds to be invested in various projects that generate at least the expected profit agreed upon by the two parties. Shariah Certificate is available on the app.

ALERT

The expected profit rate applicable for the Wakala Deposit is pre-agreed with the customer as defined in the Wakala Investment Agreement which the customer digitally signs to book the deposit.

If at the maturity date of the deposit, the profit realized by the bank meets or exceeds the expected profit, the customer will be paid the agreed profit rate (the expected one) while the surplus will be retained by the bank as an incentive for its good performance. But if the realized profit falls short of the expected profit, the customer will be paid only the realized profit.

The rates are subject to change every day and is determined basis market conditions and bank's internal policies.

Expected Profit Rates applicable can differ basis the currency of investment, invested amount and the tenor.

The Bank has the right to close the account and the linked Wakala Deposit to cause the Customer's name to be blacklisted in accordance with the regulations of the Central Bank.

Linked account is to be active for the Wakala Deposit profit to be credited to the account.

If the completed tenor is less than 30 days, there will be no profit applicable.

In case of early termination of the Wakala Deposit, the profit rate applicable is calculated basis the 100 bps (1%) less than the rate applicable for the already completed tenor of the investment, at the time of booking the deposit, which might also be Zero.

The Bank prohibits personal account usage for any business-related activity. Any such violation may result in the termination of the relevant Client's relationship.

Notes:

- The Bank shall have the right to refuse access to funds (except for closing the account), request for immediate settlement and closure of accounts or close the account in case of an event where customer fails to comply to the terms and conditions. A prior notice will be sent to the customer if such notice is required by law.
- Refer the Wakala Investment Agreement for detailed Terms and Conditions for Wakala.

Al Hilal LITE – Key Facts Statement

The product targets all adults who are 21 and above who are either UAE, GCC nationals or Expats holding a valid UAE Emirates ID. The proposition is designed to give a lite solution to customers based on their limited needs.

A simple product proposition with limited offering that helps on-board to Al Hilal digital app instantly with no additional documents. Option to upgrade to the regular proposition by providing additional document proof which is subject to verification and approval.

Savings Account

Balance Requirements

Minimum balance for opening account	No minimum balance requirement
Average relationship balance requirement	AED 1,000 . The relationship balance can be maintained across Wakala, Term Deposit, Current or Savings account. [effective from Dec 2023 to avoid the Fees in Jan 2024]
Amount required to be eligible for Profit	AED 5,000

Fees & Charges

Fees for not maintaining average relationship balance	AED 10.5 applicable to account opened starting October 2023 and waived if salary transfer. Note: Only Salary credited through WPS is considered as salary and not inward remittances. If no salary credit is evidenced consecutively for 2 months the waiver will be revoked.
Monthly eStatement	Free, monthly eStatement is made available on the App. The eStatement can be printed or emailed directly from the App
Additional Adhoc Paper Statement	Currently not available

Disclaimers:

- Detailed schedule of fees and charges are available on the App and Website.
- In case customers need any clarification on the fees and charges please contact us through live chat option on the App or call us on 600 522 229.
- All fees and charges and terms and conditions are subject to change with 60 days prior notice.
- Prior notice on changes to the fees and charges and terms and conditions will be communicated with the effective date to the registered mobile number through an SMS.

SHARIAH BASIS & CERTIFICATE:

Saving Accounts are based on Mudarabah, as the funds placed by the customer are deemed as the Mudarabah capital, and the customer is considered Rabul-Mal. Shariah Certification is available on the App.

Alert

The Bank has the right to close the account and to cause the Customer's name to be blacklisted in accordance with the applicable regulations. Account has to be active to earn profit for the previous month.

Accounts opened and not funded within 120 days are subject to closure. A notification will be sent 60 days in advance to fund the account to avoid closing.

The Mudarib share and/or the Minimum Average Balance is subject to change and a notification in this regard will be sent through SMS to the registered contact 60 days in advance.

The Bank prohibits personal account usage for any business related activity. Any such violation may result in the termination of the relevant Client's relationship.

Notes:

- To earn profit, you need to retain the Minimum Average Balance for the calendar month
- Monthly profit is earned on the average balance maintained on the savings account. The Minimum Average Balance requirement is defined in the table above.
- The Profit is computed monthly and distributed on or before the 15th of the next month provided the Minimum Average Balance is maintained.
- The Account shall be closed only after the full payment of all charges and liabilities under the Account.
- Profit Rates for previous months are published on the App.
- The Mudarib share which determines the share of profit eligible by each account type is defined on the App.
- The Bank shall have the right to refuse access to funds (except for closing the account), request for immediate settlement and closure of accounts or close the account in case of an event where customer fails to comply to the terms and conditions. A prior notice will be sent to the customer if such notice is required by law.

For detailed terms and conditions related to the account refer the General Terms and Conditions for accounts and Islamic banking services available on the App.

Debit Card

Debit card allows customers instant access to purchase at merchant outlets and online using the funds available on the account. The debit card can also be used for withdrawing funds through accepted ATMs across the world.

Initial Debit Card	Free (Virtual and Physical Card)			
Replacement Card	Virtual Card: Free / Physical Card: AED 26.25			
ATM Withdrawals Fee	AHB / ADCB ATMs	Other UAE ATMs	GCC ATMs	Outside GCC
	Free	AED 2.10	AED 6.30	AED 15.75
Balance Enquiry	Free	AED 1.05	AED 3.15	AED 3.15
Foreign currency transactions Mark-up*	2%			

*Added to the Non-AED transactions' foreign exchange market spot rate that is selected and applied by MasterCard/Visa on the date of conversion.

Debit Card Maximum Limits*	Maximum Daily Limits
ATM Withdrawal Limit	AED 10,000
POS Purchase Limit	AED 10,000
Online Transaction Limit	AED 10,000

* Limits can be changed on the App

Disclaimers:

- Limit change, freeze / unfreeze and blocking international transactions &/or e-commerce transactions to be managed on the App
- Any change in card or card status will result in resetting of limit to default
- Detailed schedule of fees and charges are available on the App.
- All fees and charges and terms and conditions are subject to change with 60 days prior notice.
- Prior notice on changes to the fees and charges and terms and conditions will be communicated with the effective date to the registered mobile number through SMS.

Alert

All customers will be issued virtual card instantly on the App and physical card needs to be requested.

The ATM Debit Card PIN & OTP shared by the Bank are personal and should not be shared. At any point no bank staff will ask for full card number, CVV, PIN or OTP.

In case you have more than one account, only one debit card will be issued and App allows the option to choose the default / linked account for the debit card.

Ensure all communication with the Bank are through your registered email address and registered mobile phone.

Any dispute on transactions needs to be reported to the Bank through live chat &/or contact center on 600 522 229.

SHARIAH BASIS & CERTIFICATE:

Debit card allows customers instant access to purchase at merchant outlets and online using the funds available on the account. The debit card can also be used for withdrawing funds through accepted ATMs across the world and these services are Shariah Compliant.

Notes:

- All customers will be issued a virtual debit card on successful on-boarding. Debit card activation and PIN set up is only available on the App
- All customers on-boarded through UAEPass will be allowed to instantly activate and generate PIN, others will require post verification process during card handover
- The Bank shall have the right to refuse access to funds (except for closing the account), request for immediate settlement and closure of accounts or close the account in case of an event where customer fails to comply to the terms and conditions. A prior notice will be sent to the customer if such notice is required by law.
- The Account shall be closed only after the full payment of all charges and liabilities under the Account.

Transfers & Bill Payments

Transfer money option will allow customers to send money domestically or internationally from anywhere, anytime with the Hilal Digital Bank App. Our secure remittance platform gives the flexibility to perform instant domestic transfer and quick international transfers using the funds available on the account.

International remittance in USD, GBP, EUR, JPY, CAD, AUD & SGD will not be permitted.

Pay bills option will allow customers to instantly pay their telecom bills, utility bills such as ADDC, AADC, DEWA, SEWA and SALIK using the funds available on the account or using available TouchPoints.

Outward Transfer / Remittance Charges*	Fees in AED
Transfer within Al Hilal Bank accounts	Free
AED Transfer within UAE (Other banks account in UAE)	AED 1.05
International / foreign currency remittance through SWIFT	AED 12.60

*Local Remittance with charge code Myself will incur additional charge of AED 1.05 and foreign currency remittance will incur additional correspondent charge of AED 105.

*Additional Correspondent bank and intermediary charges may apply to beneficiary.

Inward Transfer / Remittance Charges	Fees in AED
Remittance from UAE banks credited to Customer Account	Free
Remittance from banks outside UAE credited to Customer Account	Free

Disclaimers on Domestic transfers:

- Fund transfer payments (AED) of amounts up to AED 25,000 will be routed through the Immediate Payments Instruction (IPI) system to enable instant credit to beneficiary accounts. Any specific transaction which does not go through IPI will be automatically routed through UAEFTS and may take up to one business day to be credited.
- Transfer fees are displayed on the App, the receiving or intermediary banks may deduct additional charges. The 'Myself' option shall incur an additional bank charge of AED 1.05 for local currency transfers (AED).

Disclaimers on International transfers:

- Foreign Exchange Rates reflected are indicative and subject to change as per the market rate at the time of transfer; they may also include additional correspondent bank charges. International fund transfers may take up to 5 business days to be credited to beneficiary accounts.
- Transfer fees are displayed on the App, the receiving or intermediary banks may deduct additional charges. The 'Myself' option shall incur an additional bank charge of AED 105 for foreign currency fund transfers.
- Detailed schedule of fees and charges related to the Transfers and Bill payment are available on the App.
- All fees and charges are subject to change with 60 days prior notice.
Prior notice on changes to the fees and charges will be communicated with the effective date to the registered mobile number through SMS

Description	Maximum Daily limits
Own Account transfers (Self-transfers)	No limit
Al Hilal Digital transfers (Internal bank transfers)	AED 50,000 or 5 times salary, whichever is lower
Domestic transfers (UAE banks)	AED 50,000 or 5 times salary, whichever is lower
International transfers (Non AED transfers)	AED 50,000 or 5 times salary, whichever is lower
Utility bill payments	AED 50,000

Alert

Transfer once initiated cannot be cancelled. If the customer requests to send a recall notice to the recipient bank or in case there are errors/omissions in the remittance request, the Bank may send a recall request on the full responsibility of the applicant customer. It is under the full discretion of the recipient's bank to accept or reject the refund request. Further, if a recipient bank agrees to refund the money, exchange rate used for the refund of money may differ from the original rate used for the transfer. Additionally, recipient bank may add any costs incurred as result of the cancellation caused by the customer. Al Hilal Digital is in no event liable for any direct, indirect, incidental, consequential or exemplary damages pertaining to fund transfers.

International remittance in USD, GBP, EURO, JPY, CAD, AUD & SGD are restricted.

Ensure all communication with Bank are through your secured email address and personal phone

- All utility bill payments initiated through the App:
- Transaction once processed cannot be reversed
- Any change or mistakes in account details needs to be taken up with the service provider directly by the customer.
- Al Hilal will not be held responsible for any disconnection or additional penalties incurred by the customer due to delay or mistake in payment processing.
- Customers are requested to keep sufficient buffer time to avoid any service disruption or impact due to payment delay.

Any dispute on transactions need to be reported to the Bank through live chat &/or contact center on 600 522 229.

Al Hilal Shariah Compliant Term Investment Deposit - Key Facts Statement

The product targets all adults who are 18 and above who are either UAE, GCC nationals or Expat holding a valid UAE Emirates ID. Deposit is only available in AED.

Product Details			
Term Investment Account	"Term Investment" is a deposit of a fixed amount for a fixed period of time.		
	Brief Description		Features
	Deposit Currency		Available in UAE Dirhams only
	Customers must have an active Current or Savings account with Al Hilal Digital and debit card should be also active.		Yes
	Early termination of your deposit may result in loss of profit or claw back of the profit credited		Yes
	Full Redemption		Permissible on special request
	Partial Booking/Addition		Not permissible
	<ul style="list-style-type: none"> • Shariah compliant. • Term Investment Deposit starting from AED 5,000. • Available only in AED currency. • Monthly profit distribution and auto renewal options at maturity. • Tenures of 1, 3, 6, 9 and 12 months, 2 years and up to 5 years. • Profit will be credited to the linked Savings or Current account. 		
Profit Calculation	Minimum Amount	Profit Payout Cycle	Pre-mature closure (Only in Branch)
	AED 5,000	Monthly	In case of early termination of the Deposit, where the bank has already paid the profit basis the booked tenor of the deposit, bank will calculate the applicable profit for the already completed tenor and make necessary settlement to take back the extra profit received by the consumer. The prematured deposit shall be entitled to profit for the actual period in which it remained in the investment common pool.
Profit for Term Investment Deposit is calculated based on annual simple profit. Irrespective of the term of the deposit, profit rates are not compounded during the term of the Term Investment Deposit.			
Pre-mature withdrawal charges	NIL		
Profit rates	Profit Rates for previous months are available on App.		
Renewal	<ul style="list-style-type: none"> • You can choose to auto renew a Term Investment Deposit for the same term by applying for automatic renewal, while booking the investment. • A SMS notification will be send to your registered mobile number once the auto renewal of your deposit is successfully completed by the system. 		
Opening of Term Investment Deposit Account	Booking Term Deposit on the App will be available soon on the digital App.		

Statement of Account	<ul style="list-style-type: none"> There is no separate statement for the Term Investment Deposit, as the Term Investment Deposit is linked to your current or savings account with Al Hilal Digital. Your account statement will reflect all the transactions related to the linked Term Investment Deposit such as the booking amount, monthly profit credit and the amount received back in the account upon closing the Term Investment Deposit account.
Closure of Term Investment Deposit Accounts	Preclosure of Term Deposit is allowed only at the branch. The eligible amount post recovery if any on the profit already credited is discussed with the customer and processed post agreement.
Cooling-off Period	Once the deposit is booked, there is no cooling-off period. The deposit can only be redeemed i.e. premature termination and may result in loss of profit i.e. product is not eligible for cooling-off period.

Shariah Basis & Certificate:

Term Investment Deposits are based on Mudarabah, as the funds placed by the customer are deemed as the Mudarabah capital, and the customer is considered Rabul-Mal. Shariah Certification is available on Al Hilal Digital App and website.

ALERT

There is no guaranteed profit rate applicable for the Term Investment Deposit. Profit computation is carried out every month and is published on the Al Hilal Digital App. Customer is responsible to check for the profit rate applicable for the month, also the previous month's profit rates are mentioned on the App for the customer to view the trend.

The Bank has the right to close the account and the linked term investment to cause the Customer's name to be blacklisted in accordance with applicable regulations.

Linked account is to be active for the Term Investment Deposit profit to be credited to the account.

The Mudarib share is subject to change and a notification in this regard will be send through SMS to the registered contact 60 days in advance.

To earn profit, you need to retain the Term Investment Deposit for the minimum tenor of 1 calendar month.

The Bank prohibits personal account usage for any business-related activity. Any such violation may result in the termination of the relevant Client's relationship.

Notes:

- The Profit is computed monthly and distributed on or before the 15th of the next month provided the Term Investment Despot is active at the time of profit distribution.
- The Bank shall have the right to refuse access to funds (except for closing the account), request for immediate settlement and closure of accounts or close the account in case of an event where customer fails to comply to the terms and conditions. A prior notice will be sent to the customer if such notice is required by law.
- The Mudarib share which determine the share of profit eligible by each account type is defined on Al Hilal App.
- Refer to the general terms and conditions for Accounts and Banking services for detailed terms and conditions for Term investment deposit.

Al Hilal Bank PJSC is licensed and regulated by the Central Bank of the United Arab Emirates.