Key Facts Statement (KFS)
Conventional Call Deposit Account (Individual)

PRODUCT DESCRIPTION

Call Deposit Account is a Term Deposit repayable on demand. This account does not have a fixed period of deposit, provide access to funds on call basis, allows deposits and pays interest on credit balances. This product is offered exclusively to High Net Worth Individual customers on case-to-case basis only.

ELIGIBILITY

- UAE National or UAE Resident.
- 21 years old or over.
- Do not already hold a Conventional Call Account in same currency.

FEATURES

- Offered in AED and major foreign currencies such as USD, GBP and EUR currency.
- Joint account is possible; making it possible to add one first degree relative.

BENEFITS

- Interest-bearing account wherein interest is paid monthly.
- Customers can deposit funds as required. However, partial or full withdrawals require 3 working days' notice.
- Account statements are sent on registered email on a monthly basis.
- Transactions and Marketing SMS are sent on U.A.E. mobile number registered with the Bank.

FEES

- Al Masraf publishes it Retail Banking Schedule of Charges in line with its commitment to a transparent Customer relationship. (You may visit http://www.almasraf.ae for Schedule of Fees & Charges)
- Account-holders are strongly encouraged to write to us at Info@almasraf.ae in case more clarity is required on any fees charged to the account.

COOLING-OFF PERIOD

- In the unfortunate event that a Customer has a change of mind and decides to close this account within 5 Business Days of opening it, Bank will permit to withdraw his/her funds without paying the Account Closure Fees
- This "Cooling-off period" is offered as part of our commitment to maintain a fair Banking relationship.

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ADDITIONAL NOTES AND FREQUENTLY ASKED QUESTIONS

1. Maintaining the account

There are no minimum balance requirements for maintaining this account.

2. Monthly transaction requirements

There are no limitations on minimum or maximum number of monthly transactions. However, please note the below:

a. Relationship will be considered as "Inactive" in absence of customer-initiated transactions for more than 6 Months.

b. Relationship will be considered as "Dormant" in absence of customer-initiated transactions for more than 3 Years at relationship level.

Account-holders are required to submit account activation request along with updated KYC documents in order to activate the account in both of the above instances.

3. Interest rates on credit balances

Bank pays interest on credit balances held in Conventional Call accounts.

4. Fees

Please visit https://almasraf.ae/schedule-charges for full list of fees & charges

5. Account alerts

Account-holder is requested to provide Bank with an updated UAE registered mobile number in order to receive SMS text alerts for account transactions.

6. Account closure

Customer can request to close this account by submitting the request via below channels.

- Call Centre 600 52 9999
- Branches
- Email communication received from account-holders email address registered with us

Please also note that the Bank will automatically close the Debit Card and services associated with this account. The Bank's rights to close this account are set out in the Al Masraf General Terms and Conditions for Individual Customers. In such instances, we will issue at least a 60 days' notice at the registered address provided to us.

7. KYC and Other information update

Account-holders are responsible for informing the Bank about all material changes to their profile, contact as well as employment details. Such updates have to be supported with relevant documents such as Emirates ID, Passport(s), Visa page for Non-UAE Nationals, FATCA and CRS.

8. Further queries and/or clarifications

In case of queries, please send an email to info@almasraf.ae for more clarity before signing to open this account.

DECLARATION

Customer hereby agrees to the above conditions and declares to the below by signing the Key Fact Statement (KFS):

- Customer acknowledges to have received and understood the Al Masraf General Banking Terms and Conditions for Individual Accounts as well as the Key Facts Statement pertaining to this account (you may visit http://www.almasraf.ae for Al Masraf Banking General Terms & Conditions for Individual Accounts).
- Customer has been provided with the Data Protection Statement (You may visit www.almasraf.ae for Data Protection Statement).
- Customer acknowledges that this account may be withdrawn or terminated by the Bank at its sole discretion any time up on issuing a 60 day written notice.
- The Bank will give the notice period (60 days) before implementing any future and Permissible change in Terms and Conditions.
- This document reflects product-specific Terms and Conditions governing the account and is in addition to Al Masraf Banking General Terms & Conditions for Individual Accounts. If a specific Term or Condition in this KFS differs from the Al Masraf General Banking Terms and Conditions for Individual Accounts, the Specific Term or Condition of this KFS will apply.

Customer Name: _____ Customer Signature: _____	Date:_____

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600 52 9999 | almasraf.ae | #almasrafUAE

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