

Key Fact Statement

Product Name	Current account
Features	<p>Offered in AED, USD, EUR and GBP currencies to individual UAE residents. Current accounts have a unique Account Number and IBAN (International Bank Account Number) and can be used for internal and external transfers. In addition, USD account can be used to invest in securities.</p> <p>No cheque book will be issued for AED, USD, EUR, and GBP accounts. Monthly statements for all accounts can be accessed on the Wio App.</p>
Plans	<ul style="list-style-type: none"> Standard Plan: A minimum balance of AED 3,000 across Wio accounts is required (main account, savings, and investments). A monthly fee of AED 25 (VAT inclusive) will be charged if the minimum balance is not maintained at the end of the month. Plus Plan: A minimum balance of AED 35,000 across Wio accounts is required (main account, savings, and investments). A monthly fee of AED 49 (VAT inclusive) will be charged if the minimum balance is not maintained at the end of the month. <p>The total balance is calculated on the sum of all current accounts, Saving Spaces for each currency, and the value any securities and investments held by Wio Bank or Wio Securities.</p> <p>Monthly fee Standard Plan / Monthly Fee Plus Plan Application Example:</p> <p>Account opening date: Between June 1st and 30th</p> <p>The first monthly fee will be applied on August 1st if the balance on July 31 was below AED 3,000 for Standard Plan and AED 35,000 for Plus Plan.</p> <p>Thereafter, monthly fees will be applied on the first day of every month, if the total balance at the end of the previous month is below AED 3,000 for Standard Plan and AED 35,000 for Plus Plan.</p>
Upgrade or Downgrade Your Plan	<p>Customers can upgrade to the Plus Plan within the Wio Personal app and instantly enjoy the revised benefits. They will be charged the Plus Plan monthly fee on the first day of the next month.</p> <p>Customers can also choose to downgrade to the Standard Plan within the app. They will continue to enjoy the Plus Plan benefits till the end of the month.</p> <p>Customers can either upgrade or downgrade their Plan only once per month.</p>
Interest Rate	Not applicable.
Pricing	Please to refer to Wio Personal Pricing section.

Product Name	Saving Spaces
Features	Offered in AED and USD currencies. These are spaces within Current account that help save for short and long term goals.
Minimum Balance	No minimum balance is required.
Interest Rate	<ul style="list-style-type: none"> Standard Plan: No interest will be earned. Plus Plan: Refer to the price plan on wio.io/personal for more details. <p>Interest will be calculated daily and credited monthly on the first day of the following month.</p> <p>The sum of all saving space balances in their respective currency will be used to apply the eligible interest rate.</p>

Product Name	Fixed Saving Spaces
Product Description:	This product is a Fixed Saving Space account into which customers deposit an amount of money for a fixed term, at an agreed rate of interest. At the end of the term or maturity of the deposit, customers receive the principal amount they have invested along with the interest accrued. The principal amount along with the interest earned is credited to the customer's Current Account on maturity.
Features	<ul style="list-style-type: none"> Fixed Saving Space account is available in AED only No minimum deposit amount is required Choice of fixed terms available are 1 month (30 days), 3 months (90 days), 6 months (180 days) and 12 months (360 days) Applicable rates are based on tenor and amount of the deposit available in the Wio Personal app Interest is paid at maturity There is no limit on the number of Fixed Saving Spaces customers can open.
Eligibility	Fixed Saving Space accounts are available on the Wio Personal Plus subscription plan only.
Interest calculation and payment	<p>Interest is accrued daily and is paid at maturity. The interest rate applicable on the deposit will not change during the term of the customer's Fixed Saving Space Account.</p> <p>The principal amount along with accrued interest will be deposited into the designated Current AED Account</p> <p>Customers cannot add additional funds to a Fixed Saving Space account during the term of the deposit.</p>
Premature withdrawal of the deposit	Customers are allowed to make partial or full withdrawals at anytime. A penalty might be applied for any partial withdrawals or early closures. The details will be provided upon partial withdrawal from the Fixed Saving Space.
Sample illustration	The example given below and the interest rates shown are for illustrative purposes only.

Fixed Saving Space that reaches maturity with no premature withdrawal:

Original Deposit Amount (A)	Deposit Term (B)	Rate of Interest (C)	Interest Amount (D=A*B*C/360)	Maturity Amount (A + D)
AED 100,000	6 months (180 days)	5.5% interest p.a.	AED 2,750	AED 102,750

Fixed Saving Space that reaches maturity with premature partial withdrawal:

Interest payout at the time of partial withdrawal

Original Deposit Amount (A)	Deposit Term (B)	Rate of Interest (C)	Rate applicable for premature withdrawal (D)
AED 100,000	6 months (180 days)	5.5% interest p.a.	4.25% interest p.a.
Premature Withdrawal Amount (E)	Premature Withdrawal Term (F)	Premature Withdrawal (G=E*F*D/360)	Premature withdrawal payout (F + G)
AED 10,000	60 days from opening of Fixed Saving Space	AED 70.8	AED 10,070.8

Interest payout at the time of partial withdrawal

Remaining Deposit Amount (D)	Deposit Term (B)	Rate of Interest (C)	Interest Amount (E=D*B*C/360)	Maturity Amount (D+E)
AED 90,000	6 months (180 days)	5.5% interest p.a.	AED 2,475	AED 102,750

- Additional Information
- The Bank reserves the right to amend its Terms and Conditions.
 - The Bank's Terms and Conditions (including any relevant applications and documents) shall be read and implemented in line with this KFS.

Product Name	Wio Personal Card
Features	<p>The Wio Personal card offered in partnership with Mastercard can be used for making purchases in multiple-currencies (AED, USD, GBP, EUR) and also for cash withdrawals. Customers that open foreign currency accounts i.e. USD, GBP, EUR will be able to spend directly from these accounts while making purchases in the respective countries thus saving on foreign exchange transaction fee</p> <p>For example, if the customer has \$5,000 in his/her USD account, all purchases made in USD will get automatically debited from the USD account. In case the USD account does not have sufficient balances to cover the transaction, the default account (AED Current Account) would get debited for the transaction.</p> <p>Each card offers customizable spending limits and security settings, including options for online transactions, international payments, card design preferences, PIN selection, and setting a card expiry date</p> <p>Both physical and virtual cards can be added to Apple Pay and Google Pay for making purchases.</p>
Daily Cash Withdrawal Limit:	AED 20,000
Total Daily Transaction Limit:	AED 125,000 or the limit set on the card, whichever is lower
Things to Note	In the Wio Personal App, the maximum frequency for card replacement is once per week.

Rewards	Cashback
Features	<p>Cashback is available only on the 'Plus' plan.</p> <p>2% on all purchases using Wio Personal Credit and 1% on all purchases made using own funds including transfers from exchange houses using the card, ATM withdrawals, and money transfers from the Wio Personal card will not be eligible for any cashback, including any other transactions as determined by Wio Bank from time to time. Additionally, digital wallets top-up transactions from the Wio Personal card are also excluded from cashback rewards.</p> <p>The cashback can be credited in three ways based on customers choice- Current Account, Savings Account or directly purchase of stocks chosen by the customer.</p> <ul style="list-style-type: none"> The cashback for each month will be automatically sent to the customer's chosen option first day of the following month. Cashback will only be credited in AED. International spends which are not in UAE Dirhams will be converted to UAE dirhams before the Cashback is calculated. If the transaction is reversed/cancelled, the cashback earned on the transaction will also be reversed. Fraud or/and abuse by the customer relating to this program may result in forfeiture of all earnings as well as termination of the Card. <p>Wio Bank may terminate, cancel and/or vary the benefits, features or terms of the Cashback program, including without limitation, modification of the value of the cashback and the terms of redemption. Wio Bank will endeavour to provide sufficient prior notice upon making any changes.</p>

Product Name	Online Transfers
Features	<p>Inward local (within UAE) and international transfers are available on AED, USD, EUR, and GBP Current Accounts, with no limits.</p> <p>Outward transfers are available in AED, USD, EUR and GBP</p> <ul style="list-style-type: none"> Plus Plan: Daily transaction limit for local and international transfers is AED 500,000 for all available currencies. This means that a single transfer cannot exceed either AED 500,000, and the total sum of all transfers within one day cannot exceed AED 500,000. Standard Plan: Daily transaction limit for local and international transfers is AED 300,000 for all available currencies. This means that a single transfer cannot exceed either AED 300,000, and the total sum of all transfers within one day cannot exceed AED 300,000. <p>The above limits may be increased based on customer request and account activity review. Wio Bank reserves the right to reduce the limit in accordance with internal policy.</p> <p>There are no limit constraints to transfer funds between customer's own accounts in the app.</p>

Customer Care

You can contact us through Wio Care on [600500946](tel:600500946) and on email at care@wio.io for any assistance. Please visit the support page on the [wio.io](#) website for more information.

If you still believe that you have not been treated correctly, you can contact Sanadak, the UAE's Ombudsman Unit, by accessing this link www.sanadak.gov.ae.

Terms

- Introduction: The Wio Bank PJSC Standard Terms and Conditions (Standard T&Cs) applies to our products and our services. You can access them on the Wio App. Please take your time to read them fully before requesting this product.
- Amendments: We may make changes to our charges, interest rates, or the terms. This includes introducing new charges or rates, charging individual customers differently or for compliance reasons. We'll let you know at least 60 days ahead, if any changes occur.
- Data Protection and Confidentiality: By accepting the Wio Bank Standard T&Cs, you're allowing us to use your personal information as per our Privacy Policy. Click here for more information.
- Digital Banking: We're an entirely digital bank. This means we have no branches. The Wio App will be the most important channel to request our products, and use our services.
- How We Communicate: Keep in mind that any time we communicate with you (about your account, any changes we make to our services, or other matters), we'll only do so through our secure channels.
- Closing the Account: You can close the account(s) opened at any time with no closure fees being levied.

Important information

- Keep us up to date on any changes in your status and contact details. You are required to provide us with updated documents at all times. Failure to do this may result in restrictions to your accounts and banking services we provide.
- We can restrict your ability to bank with us if we believe your use of the account violates our compliance policy or applicable law.
- We may block or close your account if the account is not funded within a period of 60 days from date of activation or if it remains unfunded for a period longer than 60 days.