



Key Fact Statement: Issuance and Cancellation of Domestic Funds Transfer

Definition

"You", "your", "Consumer" or "Customer" means the customer. "We", "our" and "us" refers to Dubai Islamic Bank Public Joint Stock Company, licensed and regulated by the Central Bank of the UAE "or DIB or rabbit or Bank and/or its successors and assigns or to any "Affiliate" if any services are being provided by an Affiliate under the general terms and conditions for accounts and Islamic Banking services of DIB (where applicable).

Financial product's features

- Customer is eligible to apply for Domestic Fund transfer with in UAE from his/her active DIB account to any other account.
- The Internal Fund Transfer requires a signed request by the Customer and presenting a valid identity identification.
- Execution of the Fund Transfer requires enough fund for the transfer and charges in the account on the date of execution
- Customer will identify & provide the beneficiary details and its Account /IBAN Number for execution the Fund transfer
- Customer can place TT cancellation request, prior to transaction being executed & processed.
- The Fund transferred can be recalled after execution subject to other bank's approval /Availability of the fund and beneficiary debit authority.
- The Fund transfer request can be submitted through registered nominee in the following segments
 - o Wajaha
 - o Ayaan
 - o BLU/SME
- Fund Transfer can be requested through the following channels
 - o Branches
 - o Online banking /Mobile banking

Pricing*

AED.	
Outward Remittances By Telex/SWIFT for DIB customers (local)	5.25
Outward Remittances By Telex/SWIFT for DIB customers through AI Islami Online Banking (local)	1.05

Warnings

- As per UAE Central Bank guidelines credit to accounts is based on the IBAN provided. It is, therefore, very important that the IBAN you provide for the beneficiary is correct.
- While providing this service, the prevailing exchange rate of the date shall apply, therefore this Product /service may be affected by changes in foreign currency exchange rates, however, the exchange rates once agreed upon between the customer and the Bank shall not be changed.

Customer rights and obligations

- The Customer has the right to request domestic Fund transfer from his active account.
- The Bank provides the service to the Customer during the Bank business working days and hours.

Cooling - off period

The customer understands that this transaction requires immediate implementation and hence the customer agrees to **waive the Cooling-off option** for the transaction to occur.

Key Terms and Conditions

- The Customer understands and agrees that in case if the fund has been returned, the same will be credited to his/her account as soon as the bank receives the fund from the beneficiary bank or financial Institution. If his/her account has been closed during the process, the returned funds will be available in cash or by Manager Cheque within two complete business days. If the bank is required to undertake financial crime investigations, the bank is exempted from the provision of two complete business days refund requirement.
- The Customer understands and agrees that the actual time to complete the remittance transaction may differ from estimates due to increased scrutiny of transactions by the bank/financial institution or entity providing financial services to the beneficiary of remittances.
- The Customer understands and agrees that charges and fees may be applied if there is an error or omission from his/her side in providing incorrect or incomplete information for remittances.
- The Customer understands and agrees that DIB reserves the right to change terms and conditions and DIB will notify the customer in written 60 days in advance before the implementation.
- The Bank may refuse to execute any requests, instructions or services requested by the Customer if the Customer fails to comply with the necessary procedures; or if the information or data are incorrect or are in violation of the law applicable in the United Arab Emirates.
- The detailed terms and conditions are available on the Bank's website at the following link www.dib.ae/terms-and-conditions
- Governing law and Jurisdiction of Court: the terms and conditions of this product shall be governed by the federal laws of the UAE and the courts of the Emirate of Dubai shall have non-exclusive Jurisdiction to settle any dispute arising out of or in connection with this document to the extent these laws do not conflict with the principles of Sharia as interpreted by the Internal Sharia Supervision Committee of DIB, in which case the principles of Sharia shall prevail. For avoidance of doubt, the Bank has the right to bring any such dispute in any other relevant Jurisdiction.

Customer Acknowledgement

I/We acknowledge the receipt of and understanding of this Key Fact Statement. I/We also acknowledge that I/We have an understanding of the product/service features, pricing, benefits, risks, fees and Consumer's rights and obligations as detailed in the Key Fact Statement. I/We acknowledge and agree that the provision of any banking services shall be at the bank's discretion and subject to all applicable terms and conditions of the bank's Banking Services General Terms and Conditions, which may be revised from time to time.

Complaint Process and Procedures - Condensed Customer Version

How to complaint to us?

- Mobile Banking
- E-mail: rogerthat@gorabbit.ae

We will acknowledge your complaint within 2 business days and strive to respond to your complaint within an estimated average of 5 business days.

Disclaimer:

This communication has been issued by Dubai Islamic Bank Public Joint Stock Company, licensed and regulated by the Central Bank of the UAE ("DIB") - regulated by the Central Bank of the United Arab Emirates. The information contained in underlined documents 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 Sharia advice. Any decision to avail DIB product 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."

For general queries,

Email on rogerthat@gorabbit.ae or chat in rabbit app. Visit www.gorabbit.ae