

## RISK DISCLOSURES CALL ACCOUNT

This is not an offer of credit or contract.

The Features of the Product are contained in the Key Fact Statement and the Terms and Conditions are included in the Consumer Terms and in Product Terms.

<b>Terms &amp; Conditions</b>	Terms and Conditions are contained in the Consumer Terms and the Letter of Offer. These are important and you will need to read and understand these. You will be irrevocably bound by them if you accept them.
<b>Amendment of Terms and Conditions</b>	The Bank at its sole discretion reserves the right to amend and change its Terms and Conditions from time to time by giving 60 days prior written notice, which should be read collectively in conjunction with this disclosure This means that you will need to consider if the changes are acceptable to you, and if they are not, you will need to make other arrangements.
<b>Cooling-off Period</b>	You will have 5 working days after signing the application/ offer letter to change or cancel the product, bank will not be able to proceed until this period expired. Some fees that you have paid will not be refunded. For this Product, no fees are charged in advance and if the product is declined during the cooling off period , no refund is applicable If you waive the right to the Cooling off, you will be irrevocably bound by the conditions of the product immediately. You may obtain advice from an advisor prior to acceptance of any Offer whether waiving of your Cooling off
<b>Risks (General)</b>	You must understand that you are responsible for the security of funds in your account. Sharing of any information with another person may allow unauthorized access to your funds to a third party may result in loss of the funds that may not be retrieved. You should keep information related to your bank account secure. You are liable for all losses where you have not secured your account.
<b>Foreign exchange currency risk</b>	If you have opened an account in currency other than AED you may face a risk of currency fluctuations when transferring from/to your AED account This is also applicable when transferring funds in currencies other than AED
<b>Risk of account closure</b>	Under UAE Law, if your account is not updated with KYC details on renewal, access to your account may be limited. The account may also be closed if it is funded through illegitimate means or used by unauthorized persons.
<b>Risk of not funding account</b>	If you have given a payment instruction and the account has insufficient funds, you may face penalties or legal action from the beneficiary of the payment. This may also be shared with regulatory authorities for inclusion in database, which may impact your future credit requirements.
<b>Non maintenance of balance</b>	If you do not keep the minimum balance in your account you will be charged a fee.
<b>Card/Online limits</b>	For safety of your funds, the ATM cards and online channels have limits for withdrawals /purchases and transfer. If this limit is utilized, no transactions will be permitted until the next day.

### Warning

- You are required to provide the updated documents for KYC to Invest Bank at all times. Not providing the same may result to account being closed/blocked, charges and transactions being restricted.
- The bank may apply any credit balance which is held in the customer's name in any account and/or at any branch of the bank towards any indebtedness or amount due.
- In the event of DDS (direct debit service) returns from your account, your account may be closed or you may be blacklisted for any credit requirements, according to UAE central bank regulation.
- If you share or lose confidentiality of the personal details linked to your debit card, you may be exposing yourself to fraudulent attack which may result is loss of funds from your account. Never share these details.
- Additional fees may be levied by the correspondent bank/financial institution or entity providing financial services to the beneficiary of remittances.
- Penalties and Fees may be applied if there is a customer error or omission in providing correct or incomplete information for remittances.
- If the account held by you is of a foreign currency, the product/service may be affected by changes in foreign currency exchange

rates.

- The actual time to complete a transaction may differ from estimates due to increased scrutiny of transactions by the correspondent bank/financial institution or entity providing financial services to the beneficiary of remittances.
- Your account may be closed if the funds are sourced through illegitimate means or the account is not operated by you.
- In case your account is overdrawn, you will be required to pay interest on the overdrawn amount
- In case you forget your password or pin, access to your account will be disabled.
- In the event of failure to meet any terms and conditions before or during your relationship with us, there will be consequences which may include restriction, blockage or closure of your bank account.
- The bank may close account if account conduct found unsatisfactory as per bank compliance policy and UAE central bank regulation.
- The General Terms and Conditions contained in the Consumer Terms governing personal banking provided by the Bank are subject to change from time to time at its sole discretionary power. We will make sure to inform customers of any changes with the required notice and will publish the revised Terms and Conditions on the website and other platforms for reference.

### **Have a complaint or query?**

Do not hesitate to reach out Invest Bank through the following channels. Your complaint will be addressed within two business days from the receipt of complaint/query or will be advised accordingly if this cannot be met.

Call Centre: 600544404

WhatsApp: 0569943777

Email: [wecare@investbank.ae](mailto:wecare@investbank.ae)

### **ACKNOWLEDGMENT**

I hereby irrevocably confirm receipt of this Risk Disclosure Statement.

<b>Customer Name:</b>		<b>Customer Signature &amp; Date:</b>	
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Invest BANK PSC is licensed by the Central Bank of the UAE

This Key Fact Statement is a UAE Central Bank directive under the Consumer Protection Regulation and accompanying Standards

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