

This Key Facts Statement document is for information purposes, summarising key product features of the Platinum Credit Card offered by Finance House (FH). This document should not be regarded as an offer of credit facility and is not intended to replace any Product Terms and Conditions of Finance House. This Key Facts Statement is provided to support for you ("you", "Consumer" or "Customer") compare this product with similar products offered by other Financial Institutions.

## PRODUCT FEATURE:

Product Name:	Forsa Credit Card
Offered To:	UAE Residents
Currency:	AED
Minimum Amount Due (Monthly)	2%, 3%, 4%, 5% (as selected by Customer)

## FEES AND CHARGES:

Registration Fee:	Free
Principal Card Annual Fee:	Free
Supplementary Card Annual Fee:	Free
Retail & Cash Interest Rates:	▪ Retail - 1.25% per month      ▪ Cash - 1.25% per month
Retail & Cash Interest Rates (in case of non payment)	▪ Retail - 2% per month      ▪ Cash - 2% per month
Instalment Payment Plan Interest Rate Balance Transfer & Easy Cash	Starting from 1.25% per month
Early Settlement of IPP Instalment Payment Plan	AED 100
Cash Advance Fee:	3% of the Cash withdrawal Amount or AED 200, whichever is higher
Foreign Currency Transaction Fee:	2.85%
Credit Shield Fee:	1.04% per month on the Outstanding Amount or AED 11, whichever is higher, subject to T&C of Credit Shield
Cheque Return Fee:	AED 300
Late Payment Fee:	AED 100
Over Limit Fee	AED 300
Sales Receipt Copy (Credit Card Transaction Slip)	AED 65
Clearance Letter:	AED 50
Liability Letter:	AED 50
Card Replacement Fee:	AED 75
Overseas Cheque Fee:	AED 75 (in addition to actual cost)
Duplicated Statement:	AED 45 (per monthly statement)

## IMPORTANT NOTES:

- Above mentioned fees and charges **do not include** Value Added Tax (VAT)
- All Fees & Charges mentioned above are subject to change, for more information please visit: [www.FH.ae](http://www.FH.ae)
- Charges for services, which are not included in this guide, are available upon request.
- Penalties may apply in case the Customer fails to fulfil his/her obligations as per the FH Consumer Banking Terms and Conditions before and during his/her relationship with FH.
- In case only the minimum repayment is being made each period, the outstanding balances will take longer to be settled and thereby may incur additional interest/ profit/ fees.

## IMPORTANT CONDITIONS:

Change in Terms and Conditions:	Detailed Terms & Conditions are available on the FH website at the following link : <a href="https://www.financehouse.ae/wp-content/uploads/2023/12/V2-FORSA-CREDIT-CARD-APPLICATION-FORM.pdf">https://www.financehouse.ae/wp-content/uploads/2023/12/V2-FORSA-CREDIT-CARD-APPLICATION-FORM.pdf</a> FH reserves the right to change the Terms & Conditions, with a 60-days prior notice to customer.
Raising a Complaint:	You can raise / register a complaint in the following manner: <ul style="list-style-type: none"> <li>At the branch by dropping your complaint in the complaint box or by post addressed to Complaints Management Unit.</li> <li>By Phone to <b>600511114</b>, or email to <a href="mailto:customerservice@fh.ae">customerservice@fh.ae</a></li> </ul> We will endeavour to resolve your complaint within 2 to 5 working days. However, due to unavoidable circumstances, where we exceed the agreed timeline, our staff will contact you to explain the reasons for our delay and agree with you on a new timeline.  If we are unable to resolve your complaint to your satisfaction, you may raise your grievances to our regulator: the Central Bank of the UAE ( <a href="http://www.centralbank.ae">www.centralbank.ae</a> ).
Sharing Customer Information:	FH takes every effort to treat its customer' personal information as highly confidential. However, there may be instances where it would be mandatory for FH to share your information with any competent court, regulator or authority pursuant to any relevant law, regulation or legal process and procedure to which FH (including any of its branches, subsidiaries, or agents) is a subject.

## WARNINGS:

- You should not share your Card details and/or PIN with anyone. You should also not share the OTP (One Time Password) sent by FH when performing a financial transaction that requires further validation of your request. In case, your card is compromised or lost/stolen, you must contact FH immediately to block the card.
- Amounts payable on your card outstanding can be made at FH counters or through a payment portal that shall be communicated to you once your card is issued.
- If you do not meet the repayment/payments due on your card on time, your outstanding with FH will go into arrears. This may affect your credit rating, which may limit your access to finance/ financing in the future and possible legal action may be taken against you.
- All fees/ charges must be paid either through your account with FH or by making payment at the counters of FH. You should not hand over cash to any of our staff other than a teller at the counter.
- You are required to provide FH with up-to-date information of your contact details. In such instances, you will be required to notify FH in case where your contact details change. FH will not be responsible for any consequences that may arise due to failure to update your records.
- You are required to provide FH with copies of your updated documents at all times (Emirates ID, Passport, Visa, Trade License, etc.). Not providing these documents might result in transactions on your card being restricted/ blocked.
- In instances where a Credit Card was issued to you by obtaining a Fixed Deposit as security, any non-payment of your monthly minimum amount due may result in the liquidation of your Fixed Deposit and any outstanding dues recovered.
- You may cancel your card by placing a request via the call center or by visiting any FH branch during working hours and after settling total outstanding balances.
- You are required to fulfil your obligations as per the Product Terms and Conditions, that should be read in conjunction with this Key Facts Statement.

## CUSTOMER CONSENT AND ACKNOWLEDGEMENT:

I/We acknowledge the receipt of and understanding of this Key Fact Statement in respect of my/our request for Platinum Credit Card. I/We also acknowledge that I/we have understood the product/service features, pricing, benefits, risks, fees and our rights and obligations as detailed in the Key Fact Statement and as explained by the representative of Finance House. I/We acknowledge and agree that the provisions and conditions illustrated herein are at the discretion of Finance House and are subject to its terms and conditions, which may be revised from time to time.

Debt Consolidation: I/We understand that we have authorized FH to act on my/our behalf to consolidate my/our debt(s) with other banks in the UAE. I/We understand that FH is offering me/us a lower rate of interest, as amended by FH from time to time (currently 1.25%) with the condition that I/we need to settle/close these debt(s) within sixty (60) days from the effective date of the debt consolidation. In the event the debt(s) are not fully settled by me/us within sixty (60) days, then the applicable interest rate shall be increased to 2%. This is in addition to any penal interest rate that may accrue pursuant to the applicable terms and conditions in this regard.

I/We understand and accept that my/our expressed consent is required for FH to collect process and share my/our personal information. The information provided by me/us will be shared and retained, in accordance with applicable law concerning data security and privacy protections to safeguard my/our interest as per specifications of the Central Bank of The United Arab Emirates. I/we have the right to withdraw my/our expressed consent for the processing or sharing of my/our information except for the services which requires such consent for the FH business operations.

- ☐ I/We give my/our expressed consent for FH to collect, process and share my/our personal information
- ☐ I/We DO NOT give my/our expressed consent for FH to collect, process and share my/our personal information

## COOLING OFF PERIOD:

I/We understand that I/we may reconsider and cancel this Application within Five (5) Business days from the date of submission, therefore and unless I/we notify FH to cancel my/our Application within this period or waive my/our right to cancel by ticking the box, the requested underlying product will not be made available before the lapse of five (5) Business days from the date of submission.

If I/we choose to waive my/our Cooling Off Option, I/we will be entering into the Loan contract/agreement with immediate commitment and will be bound by the terms and conditions of the contract/agreement once signed.

- ☐ I/We give my/our expressed consent to waive my/our right to the cooling period and authorize FH to proceed with my/our Application as per FH normal conduct of business.

## CUSTOMER:

Customer Name: \_\_\_\_\_

Emirates ID: \_\_\_\_\_ Passport Number: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date and Time: \_\_\_\_\_

## FINANCE HOUSE REPRESENTATIVE:

Staff Name: \_\_\_\_\_ Staff ID: \_\_\_\_\_

Signature: \_\_\_\_\_ Date and Time: \_\_\_\_\_