

Please read this document carefully and sign digitally or physically only if you clearly understand and agree to the content of the Key Fact Statement (KFS). This Key Facts Statement document is for information purposes, summarising key product features of the Payday Card offered by Finance House, licenced and regulated by central bank of the United Arab Emirates. 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 you (herein referred to "you", or "Customer") to compare this product with similar products offered by other Financial Institutions.

What is Payday Card?

Payday Card is a payroll card specifically designed for employers in the UAE to streamline salary payments to employees. It is fully compliant with the Wages Protection System (WPS) law implemented by the Ministry of Human Resources & Emiratization.

The Payday Card can be used by employees to withdraw money at any ATM, and to pay online or at any store for POS transactions within UAE.

Product Name	Payday Card
Currency	₪ (UAE Dirham)

Eligibility

To be eligible for the Payday Card, the employer should register the WPS service with Finance House. Employees are onboarded following Finance House's due diligence and other requirements.

Fees & Charges

ATM Cash Withdrawal	₪ 2
Balance Inquiry Fee	₪ 1 per transaction
Declined Transaction Fee	₪ 1 per transaction
Card Replacement Fee (Lost/Stolen)	₪ 20
Paper Statement	₪ 25 for last 3 months
Liability Letter Issuance	₪ 50
ATM Dispute Fee	₪ 25
POS Dispute Fee	₪ 100

All fees mentioned above and on www.financehouse.ae are exclusive of Value Added Tax (VAT). A VAT of 5% shall be applicable on all fees levied by Finance House.

Finance House reserves the right to revise the fees & charges and terms & conditions at any time by providing sixty (60) days prior written notice to your registered contact details.

You Must Know: Issuance and Usage of Payday Card

- Finance House issues Payday Cards for employees without a bank account.
- Customer can withdraw cash or make purchases anytime, using Payday Cards.
- The Payday card cannot be topped up through any ATM or branch, as it is strictly a salary card.

Card Terms and Responsibilities

1. All Payday Cards are issued at the sole discretion of Finance House.
2. Payday Card shall expire 5 years from the date of issue of the card.
3. You will not be able to use your card after the expiry date.
4. Customers are responsible for:
 - Keeping their financing correspondence secure for future reference.
 - Verifying the accuracy of any account/transaction statements sent to them.
 - Confirming to Finance House their contact information and identification when changes occur or as requested. Requests for subsequent confirmation of information from Finance House will be in a secure manner.
5. Payday Cards shall support both POS and online transactions across a wide range of merchants.
6. In case of no transactions on the card for 6 months, the card status shall be changed to "cancelled."
7. Download the Finance House Digital app to view your transactions and access your free e-statement.

Complaints and Suggestions

For further information or clarification, you may contact us at 026194440 (within UAE) or email customerservice@fh.ae for inquiries, and customer.care@fh.ae for complaints.

Raising a Complaint: You can raise/register a complaint in the following manner:

- Call our 24/7 customer service number 026194440 or email us at customerservice@fh.ae
- Visit us at your nearest Finance House branch and speak with our customer service representative

Finance House 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: with "Sanadak" provided by the Central Bank (www.sanadak.gov.ae)

Acknowledgement

<input type="checkbox"/>	I/We authorize Finance House to send communication including marketing of existing products/services or promoting new products/services (including market research and customer surveys) or any other notification via Email/SMS/Call/WhatsApp/other channels. I/We understand that I can opt-out anytime by contacting Finance House at 026194440 or customer.care@financehouse.ae .
<input type="checkbox"/>	I/We understand and accept that my/our expressed consent is required for Finance House to collect, process, and share my/our personal information for the purposes listed in the Terms and Conditions. Information will be shared and retained in accordance with applicable law and CBUAE data protection guidelines. I/We understand that I/We may withdraw consent except where required for Finance House's business operations, though some services may then be unavailable.
<input type="checkbox"/>	I/We hereby acknowledge that I have read, understood, and agree to the content of this Key Facts Statement.

Customer Name	
Emirates ID	
Email Address	
Mobile Number	
Customer Signature	
Date	