

This Key Facts Statement document is for information purposes, summarising key product features of the finance facility offered by Finance House. Finance House licenced 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. This Key Facts Statement is provided to enable you ("you", "Consumer" or "Customer") to compare this product with similar products offered by other Financial Institutions.

## WHAT IS GOLD LOAN?

This is a Loan that the Customer can avail by pledging their Gold (18 Karat and over). The approved Loan amount will be a percentage of the value of the Gold pledged with Finance House. Valuation of Gold will be as per <https://dubaicityofgold.com> on the day of evaluation and is subject to fluctuation.

## PRODUCT FEATURE:

Product Name:	Gold Loan		
Currency:	₪ (UAE Dirham)		
Max LTV (Loan to Value)	Up to 75% of value of Gold (depending on Gold Karat and Loan Repayment period chosen)		
Loan Repayment	Customer can choose between <ul style="list-style-type: none"> <li>EMI (Equated Monthly Instalment)</li> <li>Bullet Repayment (One time payment at the end of Loan Term)</li> </ul> Customer is required to make repayments as per the agreed schedule		
Loan Term	<b>Repayment</b>	<b>Min</b>	<b>Max</b>
	EMI Repayment	6 months	48 months
	Bullet Repayment		24 months (Gold < 21 Karat)
			24 months

## ELIGIBILITY:

Eligibility criteria for Gold Loan is:

- UAE Residents
- Age: 21 - 70 years old

## FEES AND CHARGES:

Interest Rate	1.33% per month	
Annual interest rate	16%	
Evaluation Fee	₪300 (at the time of Evaluation)	
Loan Processing Fee	1% of Loan Amount (Min ₪300)	
Insurance Fee	1% of Jewellery price for each piece (minimum of ₪100 charged one time and up-front from the borrower)	
EIRC Fee (Emirates Integrated Registries Company)	Loan Term	EIRC Fee (for each entry)
	Less than 12 months	₪100
	12 months – 24 months	₪150
	24 months	₪400
Late Payment Fee	<ul style="list-style-type: none"> <li>Current - 2% charged over the regular interest rate in the event of failure to repay the loan instalment by the due date.</li> <li><b>Effective 25th April 2024</b> - Late Payment Fee will be amended to ₪200 per month and will be applied in any month that your instalment is late.</li> </ul>	
Early Settlement Fee	1% of the Loan outstanding (Max ₪10,000). Partial settlement is not permissible  Example – If the customer chooses to settle his loan outstanding of ₪15,000 before the Loan maturity date, an Early Settlement Fee of ₪150 would be applicable	
Instalment Deferment Fee	EMI Deferment subject to Finance House policy. ₪100 (per Deferment).	
Liability /No Liability Letter Fee	₪50	

- 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.financehouse.ae](http://www.financehouse.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 Finance House Consumer Banking Terms and Conditions before and during his/her relationship with Finance House.
- Insurance fees is charged for provide insurance coverage for gold pledged with the Finance House against specified risks for the agreed tenure.
- Finance House is not permitted to charge interest on accrued interest in accordance with the Article (148), Chapter Six in Decretal Federal law No. (6) of 2025 Regarding the Central Bank, Regulation of Financial Institutions and Activities, and Insurance Business.

The customer read, understood and agreed to KFS terms and conditions during the digital journey

### ILLUSTRATION OF LOAN INSTALMENT AND INTEREST CALCULATION - EMI REPAYMENT (EXAMPLE):

Loan Amount	₹20,000	Interest Rate	16%	Total Interest	₹3,503
Loan Term (No of Repayments)	24 months	Monthly Instalment	₹979	Total payable amount	₹23,503

### ILLUSTRATION OF LOAN INSTALMENT AND INTEREST CALCULATION - BULLET REPAYMENT (EXAMPLE):

Loan Amount	₹20,000	Interest Rate	16%	Total Interest	₹6,400
Loan Term (No of Repayments)	24 months			Total payable amount	₹26,400

Interest is calculated on reducing balance.

The above figures are estimates/ examples only and the Interest Amount will vary depending on the loan amount, interest rate and settlement date

### SUMMARY OF KEY TERMS AND CONDITIONS:

- Finance House will complete the financing transaction process within 10 complete business days from the signing of the contract subject to fulfilment of all required documentation and meeting agreed terms and conditions of the finance. In case financing transaction process is not completed within 10 days from the signing of the contract, Finance House will inform the customer via Email/ SMS on customer's preferred email address / mobile no. with reason of delay and date of completion of financing process. As a consequence of the delay caused by Finance House of more than 10 complete business days, Finance House will cancel the contract based on customer's request without any extra cost or penalty.
- SMS alerts related to your Gold Loan sent by Finance House are free.
- All Gold Loan disbursals are at the sole discretion of Finance House and this document is not an offer of assured credit. You will need to apply for the finance and meet Finance House eligibility criteria before we can determine whether you are eligible for this finance.
- The fees and charges are those that apply as on the date of production of this Key Facts Statement and are subject to change. You will be advised the applicable rate at which Gold Loan facility is being offered to you.
- In the event that the Customer fails to meet the agreed terms and conditions, Finance House reserves the right to terminate the relationship, restrict the Customer's accounts, apply fees or charges in accordance with the signed terms and conditions, apply a penalty, or submit adverse reports to the credit agency. Additionally, you may also be exposed to other Risks and Consequences stated in this KFS.

### YOU MUST KNOW:

**Cooling Off Period:** is defined as a period after a contract is agreed during which the customer can cancel the contract without incurring a penalty. Finance House provides a 'Cooling Off Period' of 5 complete business days from the date of signing this KFS for you to decide in continuing to proceed with your card application. Customers have the right and may waive cooling-off period of complete 5 business days by signing a written waiver provided by Finance House. If you choose to waive your Cooling Off Option, you will be entering into this contract/agreement with immediate commitment and will be bound by the terms and conditions of the contract/agreement once signed.

**Sharing Customer Information:** Finance House takes every effort to treat its customer's personal information as highly confidential. However, there may be instances where it would be mandatory for Finance House to share your information with any competent court, regulator, or authority pursuant to any relevant law, regulation or legal process and procedure to which Finance House (including any of its branches, subsidiaries, or agents) is a subject.

**Where to apply for Gold loan:** This Gold Loan product can be applied for through the following channels:

1. FH Digital – Mobile App
2. FH Branches
3. Our website
4. ETC

**How to apply:** Customers can apply for Gold Loan through Finance House mobile application under the section of Loans.

### COMPLAINTS AND SUGGESTIONS:

Raising a Complaint:	<p>You can raise/register a complaint in the following manner:</p> <ul style="list-style-type: none"> <li>· Call our 24/7 customer service number 600 511114 or email us at <a href="mailto:customerservice@fh.ae">customerservice@fh.ae</a></li> <li>· Visit us at your nearest Finance House branch and speak with our customer service representative</li> <li>· Mail us at our Complaints Management Unit, P.O. Box 7878, Abu Dhabi</li> </ul> <p>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.</p> <p>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 (<a href="http://www.sanadak.gov.ae">www.sanadak.gov.ae</a>)</p>
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**WARNINGS:**

- Margin Calls: In the event of a drop in the price of Gold and where the Loan to Value (LTV) has increased, you are required to either:
  - A. deposit additional funds with Finance House to reduce the Loan outstanding; or
  - B. pledge additional security / collateral (Gold) with Finance House to reduce the Loan outstanding.
- If you do not meet the repayments / payments on your finance on time and in full, your account will go into arrears. This may affect your credit rating, which may limit your access to finance/ financing in the future from any Financial Institution in the UAE.
- In the event that you do not meet the repayments / payments on your finance on time and in full or in the event that you fail to reduce the Loan to Value (LTV) where required (i.e. deposit additional funds or pledge additional Gold), Finance House may enforce and sell the pledged assets. You will remain liable for any outstanding debt (inclusive of accrued interest, fees including legal and other fees, selling and any other costs) after consideration of the proceeds of any sale.
- You may have to pay penalties if you settle the Loan early (i.e. pre-payment).
- Part redemption of items pledged will not be permitted.
- You are required to provide Finance House with up-to-date information of your contact details. In such instances, you will be required to notify Finance House in case where your contact details change. Finance House will not be responsible for any consequences that may arise due to failure to update your records.
- You are required to provide Finance House with copies of your updated documents at all times (Emirates ID, Passport, Visa, Trade License, etc.). Not providing these documents might result in charges, transactions being restricted, account being blocked, or account being closed.
- All fees/ charges must be paid either through your account with Finance House or by making payment at the counters of Finance House. You should not hand over cash to any of our staff other than a teller at the counter.
- 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. Finance House may reserve the right to take legal action against you for breaching contractual or financial terms.
- If you avail Grace period, you will still be charged interest for this period

**CUSTOMER CONSENT AND ACKNOWLEDGEMENT:**

I/We acknowledge the receipt of and understanding of this Key Fact Statement in respect of my/our request for Gold Loan.

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 is at the discretion of Finance House and is subject to its terms and conditions, which may be revised from time to time.

I/we understand and accept that my/our expressed consent is required for Finance House 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 Finance House business operations.

I/we give my/our expressed consent for Finance House to collect, process and share my/our personal information

I/we DO NOT give my/our expressed consent for Finance House to collect, process and share my/our personal information

**Cooling Off Period:**

I understand that I may reconsider and cancel this Application within five (5) business days from the date of submission, therefore and unless I notify Finance House to cancel my Application within this period or waive my 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.

I/we give my/our expressed consent to waive my/our right to the cooling period and authorize Finance House to proceed with my Application as per Finance House normal conduct of business.

I/we do not waive my/our right to the cooling-off period and understand that Finance House will proceed with my/our application only after this period has elapsed, in line with Finance House's standard business practices.

**CUSTOMER:**

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

Emirates ID: \_\_\_\_\_

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

**FINANCE HOUSE REPRESENTATIVE:**

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

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