

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 Cartnet Platinum Credit Card offered by Finance House a 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 for you ("you", "Consumer" or "Customer") compare this product with similar products offered by other Financial Institutions.

## WHAT IS CARTNET?

Credit Card is a cashless payment instrument allowing cardholders to pay for purchases or do cash withdrawals and pay back to Finance House by the payment due date mentioned in the monthly credit card statement. Finance House offers Card variants to suit your requirement and offer lifestyle benefits, reward programs and facilities such as Instalment Payment Plan, Cash Advance & Cash Out ..etc, depending on the card product availed or issued to you

## PRODUCT FEATURE:

Product Name:	Cartnet Platinum Credit Card
Currency:	₪ (UAE Dirham)
Credit card limit:	Max Limit ₪50K or no more than 2 times Salary

## FEES AND CHARGES:

Registration Fee:	Free
Principal Card Annual Fee:	Free
Supplementary Card Annual Fee:	Free
Retail & Cash Interest Rates:	· Retail - 3.65% per month (43.8% Anually) · Cash - 3.50% per month (42% Anually)
Retail & Cash Interest Rates (in case of non payment)	· Retail - 3.72% per month (44.64% Anually) · Cash - 3.55% per month (42.6% Anually)
Instalment Payment Plan Interest Rate Balance Transfer & Easy Cash	Starting from 1.25% per month
Early Settlement of IPP Instalment Payment Plan	₪ 100 + (remaining interest according to the tenor period)
Cash Advance Fee: (ATM)	3.0% of the Cash withdrawal Amount or ₪ 200, whichever is higher
Cash Out Processing Fee:	Free
Cash Out Interest Rate:	3.65%
Cash Withdrawal Limit:	Up to 90%
Cash out Interest Rate in case of non-payment:	3.72%
Foreign Currency Transaction Fee:	2.85%
Credit Shield Fee:	1.04% per month on the Outstanding Amount
Cheque Return Fee:	₪ 300
Late Payment Fee:	₪ 230
Over Limit Fee	₪ 300
Sales Receipt Copy (Credit Card Transaction Slip)	₪ 65
Clearance Letter:	₪ 50
Liability Letter:	₪ 50
Card Replacement Fee:	₪ 75
Overseas Cheque Fee:	₪ 75 (in addition to actual cost)
Duplicated Statement:	₪ 45 (per monthly statement)

- Charges for services, which are not included in this guide, are available upon request.
- For tenure Instalment Payment Plan 3 to 36 months
- Terms and Conditions apply. More info call 600 511114
- All fees mentioned above and on [www.fh.ae](http://www.fh.ae) are exclusive of Value Added Tax (VAT).
- All fees & charges are in UAE Dirhams unless specified otherwise
- Monthly interest will be charged when you do not pay the total outstanding due in full on or before the payment due date. If you choose to make a part payment, and use the card for new transactions, the interest free period on new transactions will stand forfeited.
- 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

## SUMMARY OF KEY TERMS AND CONDITIONS:

- a. The Customer alone shall be responsible for the correctness of the information and data that are provided to prepare this Key Fact Statement. Customers are responsible for:
  - Keeping their financial correspondence secure for future reference.
  - Verifying the accuracy of any account / transaction statements sent to them; and
  - Confirming to Finance House, their contact information and identification when changes occur through Finance House branches and Call Centre and FH Personal App only. Requests for subsequent confirmation of Information from Finance House will be executed in a secure manner.
- b. Finance House reserves the right to revise fees, charges, and rewards, as well as terms and conditions, at any time by providing sixty (60) days prior notice. Additionally, you will be informed about charges/Interest rate currently applicable before you place a request for instalment plans.
- c. Detailed Terms & Conditions are available on the Finance House website at the following link: <https://www.financehouse.ae/wp-content/uploads/2021/11/Platinum%20T&Cs.pdf> Finance House reserves the right to change the Terms & Conditions, with a 60-days prior notice to customer.
- d. 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.
- e. Monthly interest will be charged when you do not pay the total outstanding due in full on or before the payment due date. If you choose to make a part payment, and use the card for new transactions, the interest free period on new transactions will stand forfeited. It is advisable to always make monthly payments greater than the minimum amount requested according to the last statement issued by Finance House to replenish your Wakala account (available balance to use). This is because making only the minimum payment will mainly cover the fees and charges on the card, leaving only a small portion as an available balance to use.
- f. Any transaction which would result in the credit limit on your card being exceeded may be rejected.
- g. Customers can opt-out of the Credit Shield by calling the helpline.
- h. Customers may access their periodic transaction account statements through channels made available by Finance House, including the FH Personal App and the customer service helpline.
- i. Finance House has a strict policy of keeping customer information secure. Refer to <https://www.financehouse.ae/en/privacy-policy/> for more information.

## YOU MUST KNOW:

**Credit Card Issuance:** Means credit card issued by Finance House to a consumer (and includes primary, new, renewed and replacement cards and any supplementary card) which is used to enable credit card transactions. Finance House reserves the right to retrieve, examine and review your bank account statement and credit report to determine the eligibility and assign a suitable credit limit on the card to be issued.

**Receipt and use of the card:** By acknowledging the receipt of the card you give your irrevocable consent that you as a cardholder have read, understood, accepted, and agreed with the terms and conditions published on [www.fh.ae](http://www.fh.ae)

**Lost/Stolen Card and unauthorized transactions:** If your card is lost or stolen, or if you notice any fraudulent debits authorized or approved on your card, you are required to immediately block your card and have it replaced by calling us at 600 511114. Transactions on the lost/stolen card until the card is blocked are full liability of the cardholder.

**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.

**Cash Advance Fee from the ATM:** Finance House will charge an administrative fee while providing you with cash withdrawal facility.

**Late Payment:** Cardholder is responsible to pay the minimum amount due by the payment due date every month and in the event of cardholder's failure to pay the minimum amount due in any given month the cardholder card account will be charged an amount as per Late Payment Fee as per FEES AND CHARGES Section

**Security Cheque:** A cheque from your local bank account in the UAE, favouring Finance House as a security cheque may be required to be handed over to Finance House / its authorized representative on card issuance. If you have overdue payments towards your Finance House card, we may present the security cheque. In case your account has insufficient funds to honour the cheque, we will need to report this to the UAE Central Bank, relevant Credit Bureau and you may face criminal or civil liability under applicable laws and regulations.

**Risk of Card Compromise:** Customers should not share their card details and/or PIN with anyone. Customers should also not share the One Time Password (OTP) that is sent to them by the Finance House, while performing a financial transaction. In case, a customer's card is compromised or lost/stolen, the customer must contact Finance House immediately to block the card.

**Card Cancellation:** If the cardholder notifies Finance House that he wishes to cancel the credit card, the cardholder must pay the total outstanding balance, as it will be due once cancellation request is received and processed. To place a request for card cancellation, Customer may call Finance House Call Center 24x7 or visit any of Finance House's Branch/Sales Centre during working hours or write to customer care on [customerservice@fh.ae](mailto:customerservice@fh.ae)

**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.

## 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:

- Cartnet Platinum Credit Card offers its Cardholders a lower rate of interest as amended by Finance House from time to time (currently @ 3.65% per month). In the event when the Cartnet Platinum Credit Card holder goes overdue on card payment by 60 days past due, then the applicable interest rate shall be increased to 3.72% per month.
- You should provide Direct Debit Authority (DDA) to Finance House for Platinum Credit Card payment through duly filled and signed Direct Debit Authority (DDA) form.
- In case of Direct Debit Authority gets rejected by your bank due to signature mismatch, you will be notified to secure revised signature for DDA Activation. Until DDA is activated, Finance House will block your card temporarily.
- If you do not meet the repayment/payments due on your card on time, your outstanding with Finance House 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.
- 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, if applicable 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.
- In the event of a customer's failure to meet the Finance House terms and conditions before and during the consumer's relationships with us, Finance House may initiate appropriate action as deemed necessary consequently for non-payment or non-fulfillment of terms and conditions. The actions taken may include the following:
  - Negative rating in the AECB bureau or Central Bank.
  - Legal Proceedings via Court.
  - Collection measures including presenting security cheques for clearing and claim on guarantees.
  - Termination of the relationship.
  - Restriction of consumer's accounts.
  - Imposition of fees or charges in line with signed terms and conditions or penalties.

## CUSTOMER CONSENT AND ACKNOWLEDGEMENT:

I/We acknowledge the receipt of and understanding of this Key Fact Statement in respect of my/our request for Cartnet 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 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: \_\_\_\_\_

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

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

**FINANCE HOUSE REPRESENTATIVE:**

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

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

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