

The Key Fact Statement (KFS) for Al Ansari Digital Pay services is a summary document that provides essential information about the Services provided (as defined below).

Al Ansari Wallet (“**AAW**”), developed by Al Ansari Digital Pay LLC (“**AADP**”), a subsidiary of Al Ansari Financial Services PJSC, licensed and regulated by the Central Bank of the UAE (CBUAE), registered office address is Al Ansari Business Center, P.O. Box 6176, Dubai, United Arab Emirates, is a digital wallet designed with the unbanked user in mind, offering a secure, user-friendly environment for seamless peer-to-peer transfers, international remittances, merchant payments, bill payments, and a range of digitally enabled services. Fueled by a commitment to financial inclusion and the government’s ‘cashless society’ initiative, Al Ansari Wallet empowers users with the tools to make informed financial decisions, providing easy access to funds and transaction history. This wallet is not just a platform but a testament to Al Ansari Financial Services’ dedication to leveraging state-of-the-art technology for essential financial services, ensuring a secure and efficient platform for the evolving needs of its users.

Al Ansari Wallet – P2P and P2M Services	
Product description	AAW is a mobile digital wallet solution operated by AADP which enables users to store funds and make payments digitally.
Eligibility	<ul style="list-style-type: none"> • UAE Resident • No maximum age restrictions. • Resident should be above 18 years
Currency	AED (United Arab Emirates Dirhams)
Wallet to Wallet Transfer (P2P)	Allows individuals to send and receive funds using their wallet account number.
Wallet to Merchant (P2M)	Accepts payments at any merchant locations. (under NI)

Schedule Of Charges			
Services Type	Service Name	Description	Service Charges
Opening Account	Opening Account	Open Al Ansari Wallet Account	No Charge
Low Balance fees	Low Balance fees	No Minimum balance to be maintained	No Charge
Send Money	Wallet to Wallet Transfer (P2P)	Money can be transferred within Al Ansari wallet registered users using Mobile Number (Wallet to Wallet Transfer).	No Charge
QR Payment	Wallet to Merchant (P2M)	Al Ansari Wallet user can pay to merchant through Al Ansari Wallet Mobile App via QR Scan Code.	No Charge

Important Notice:

- Please read the Terms & Conditions, Privacy Policy alongside this Key Fact statement.
- AAW customers must maintain a sufficient balance before using any services. Insufficient funds in the wallet may result in the failure of the transaction.
- By availing products and services, the customers agree to waive their cooling-off period for immediate commitment.
- All types of transactions conducted by the customers are subject to applicable laws and regulations in the UAE as well as the rules and regulations of the Central Bank of the UAE. All customer information and supporting documents must be provided as per these laws and regulations. The transaction may be blocked by any party involved if it’s found suspicious. The sender and beneficiary will be fully responsible for providing necessary evidence and clarification regarding any query, including the source of funds, to prove the legitimacy and legality of the information and funds involved, as well as any follow-ups required with the concerned authorities to effect the payment or claim a refund. In such cases, Al Ansari Digital Pay LLC will not bear any responsibility.

1. Deactivate Account:

If the customer clicks on “Deactivate account”, a confirmation pop-up will appear asking the user if he/she wants to deactivate the account or wants to stay active. The user cannot deactivate the account if there is any balance available in the wallet. After submitting the request, the user is shown a message confirming that account deletion was requested.

2. Al Ansari Wallet Limits:

Transaction Type	Parameters (AED)	Limit (AED)
Wallet balance	Monthly	25,000
Wallet to Wallet Transfer (P2P)	Per Transaction	1,500
	Daily	5,000
	Monthly	10,000
	Max count Daily	Not applicable
	Max count monthly	Not applicable
Merchant Payments (P2M)	Per Transaction	2,500
	Daily	2,500
	Monthly	20,000
	Max count Daily	Not applicable
	Max count monthly	Not applicable

We have the right to update these Terms or modify the AADP/AAW services from time to time. You will be notified via email or push notification on the AAW App, or our website (www.alansariwallet.com) in addition to that, a pop-up message will be sent to you, where your consent will be recorded. Any changes that limit your rights or increase your obligations, we will notify you at least 30 calendar days prior to the changes taking effect. Other updates will become effective immediately upon notification.

3. Delays, refusals of your AAW:

Account and transaction activity that appear suspicious or illegal is reviewed in accordance with our regulatory AML requirements.

For all AAW services, we reserve the right to delay and investigate the processing of a transaction (including holding any funds) if:

- The required information to process the transaction and/or any additional information we have requested about the transaction hasn't been provided.
- The applicable laws prohibit the transaction from being processed.
- The transaction is suspected of being fraudulent or related to any criminal activity.
- The terms and conditions are breached in any way, or processing the transaction would result in such a breach.
- A third party (service provider) prevents us from making the payment.

4. Refunds

Important Notice: Refund against cancellation of Transfers or any other Remittance transaction returned unpaid for any reason will be refunded to the sender at the prevailing market buying rate or transaction rate, whichever is lower, excluding the sending charges, any deductions from the beneficiary bank or merchants or processor, cancellation fees and any other expense incurred as a result. In such cases, confirmation of non-payment and cancellation of the original instruction is required from our correspondent bank/agent/merchants/processor before a refund can be issued. Refunds will be credited to the customer's wallet only.

5. Termination And Closing Your Al Ansari Digital Pay Account:

- 5.1 We reserve the right, at any time and for any reason, to close your AAW account. 60 calendar days' notice of account closure will be provided via SMS, email or push notifications through the AAW App.
- 5.2 You may request to close your AAW account at any time and for any reason by contacting us through our Contact Page or via the AAW App. A final account statement will be issued within seven business days of receiving your request and upon closure of your account. Alternatively, you can email us at support@alansariwallet.com.
- 5.3 If there are remaining funds in your account, you will need to use the balance or withdraw the cash at any Al Ansari Exchange branch.
- 5.4 These Terms will automatically end once your AAW account has been closed.
- 5.5 Upon closing your AAW account, you will receive written confirmation that your account has been closed or deactivated.
- 5.6 If you owe any outstanding balances, we reserve the right to keep your AAW account open until the amount is recovered or settled.
- 5.7 If you lose access to your mobile phone or if your mobile number is reassigned to another user, your AAW account will be deactivated. To regain access, you will be required to provide an original Emirates ID and a valid mobile number.
- 5.8 If no transactions are made on your account for one year (or a period specified by AADP, subject to applicable laws), your account will be considered dormant. You will be notified, and we may reject transactions or restrict access to the dormant account. Please contact us via the AAW App, our Customer Support, or email us at support@alansariwallet.com to reactivate your dormant account or claim funds.

The customer agrees to and acknowledges the product/service feature, pricing, and fees as detailed in the Key Facts Statement.

Any complaints, queries, feedback on our services, or reports of fraud incidents can be raised via our official email address, support@alansariwallet.com or by calling our call center at 600506005.