

The Key Fact Statement (KFS) for Al Ansari Wallet services is a summary document that provides essential information about the service.

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), is a mobile 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 UAE 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 (AAW)	
Product description	AAW is a mobile wallet solution developed by AADP which enables users to store funds and make payments digitally for their remittances.
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)
Load/Top-up options to Wallet	<ul style="list-style-type: none"> • Load wallet by paying cash (AED) at any Al Ansari Exchange branch. • Transfer the funds from local bank account to Al Ansari Digital Pay account. • By transferring money from your Al Ansari Exchange WPS salary card.
Services Provided	Remittance Services, Bill Payments, Cash In/Out (Please refer the related Key Fact Statements for each services)
Payment options for Remittances	Through Wallet balance only.
Al Ansari Wallet Account Opening Fee	No Charge
Low Balance Fee	No Charge
Al Ansari Wallet Account Closure Fee	No Charge

Important Notice:

- Please read the Terms & Conditions and the Privacy Policy alongside this Key Fact Statement.
- AAW customers must maintain a sufficient balance before using any service. 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 conduct by the customers are subject to applicable laws and the regulations in the UAE a well as the rules and regulation of the Central Bank of the UAE. All customer information and supporting documents must be provided as per these laws and regulation. The transaction may be blocked by any party involved if it's found suspicious. The sender and beneficiary will be fully responsible for providing the 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 relevant authorities to effect the payment or claim a refund. In such cases, Al Ansari Digital Pay LLC will not bear any responsibility.

1. Al Ansari Wallet Limits:

Transaction Type	Parameters (AED)	Limit (AED)
Wallet balance	Monthly	25,000
Cash In - Payments from All channels (Add Money through Agents)	Per Transaction	5,000
	Daily	10,000
	Monthly	25,000
	Yearly	300,000
Top Up using Debit Card/Prepaid Cards (Customer can add up to 3 cards only)	Per transaction	5,000
	Daily	10,000
	Monthly	25,000
	Maximum count daily	5
	Maximum count monthly	50
Cash Out - Cash withdrawal at Al Ansari Exchange Branch counters	Per Transaction	5,000
	Daily	10,000
	Monthly	25,000
	Max count Daily	Not applicable
	Max count monthly	Not applicable
Wallet to Wallet Transfer (Domestic Fund Transfer)	Per Transaction	1,500
	Daily	5,000
	Monthly	10,000
	Max count Daily	Not applicable
	Max count monthly	Not applicable
Merchant Payments	Per Transaction	2,500
	Daily	2,500
	Monthly	20,000
	Max count Daily	Not applicable
	Max count monthly	Not applicable
Cross Border Fund Transfer (Remittance)	Per Transaction	10,000
	Daily	10,000
	Monthly	25,000
	Max count Daily	Not applicable
	Max count monthly	Not applicable
We may update these terms or modify the AAW services from time to time. You will be notified via email or push notification on the AAW App, or on our website (www.alansariwallet.com) in addition to that, a pop-up message will be sent to you, where your consent will be recorded. In case of any changes that limit your rights or increase your obligations, you will be notified at least 30 calendar days prior to the changes taking effect. Other updates will become effective immediately upon notification.		

2. 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.

3. Delays, refusals of your Al Ansari Wallet:

Account and transaction activity that appear suspicious or illegal is reviewed in accordance with our regulatory Anti-Money Laundering (AML) requirements.

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

- a. The information required to process the transaction, or any additional information we've requested about the transaction, hasn't been provided.
- b. Applicable laws prevent the transaction from being processed.
- c. The transaction is suspected of being fraudulent or linked to any criminal activity.
- d. The terms and conditions are breached in any way, or processing the transaction would result in such a breach.
- e. A third party (such as a service provider) prevents us from making the payment.

4. Refunds

Important Notice: Refunds for Cancelled Transactions

- a. If any transaction is cancelled and returned unpaid for any reason, the refund to the sender will be calculated at the prevailing market buying rate or the transaction rate, whichever is lower. This refund will exclude any sending charges, deductions made by the agent, cancellation fees, and any other associated expenses. Before a refund can be issued, we require confirmation of non-payment and cancellation of the original transaction from our agent. All refunds will be credited to the customer's wallet.
- b. There will be no fees for chargebacks and refunds on Top Up using Debit Card/ Prepaid Card.

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

- a. We reserve the right to close your AAW account at any time and for any reason. We will provide 60 calendar days' notice of account closure via SMS, email, or push notifications through the AAW App.
- b. 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.
- c. If there are funds remaining in your account, you'll need to use the balance or withdraw the cash at any Al Ansari Exchange branch.
- d. These Terms will automatically end once your AAW account has been closed.
- e. Upon closing your AAW account, you will receive written confirmation that your account has been closed or deactivated.
- f. If you owe any outstanding balances, we reserve the right to keep your AAW account open until the amount is recovered or settled.
- g. 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'll need to provide an original Emirates ID and a valid mobile number.
- h. 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'll be notified, and we may reject



Key Facts Statement

Al Ansari Wallet

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 features, 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 at support@alansariwallet.com or by calling our call center on 600506005.