The Key Facts Statement (KFS) for Jaibi services is a summary document that provides essential information about the Services provided (as defined below).

Jaibi is a digital wallet operated by Al Ansari Digital Pay L.L.C. ("Jaibi", "we", "us", "our"), a company duly incorporated under the laws of the UAE and licensed and regulated by the Central Bank of the UAE, operating under the trademark "Jaibi". Jaibi is a mobile wallet designed with the unbanked and underbanked 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, Jaibi empowers users with the tools to make informed financial decisions, providing easy access to funds and transaction history.

Jaibi – P2P and P2M Services	
Product description	Jaibi is a mobile digital wallet solution, which enables users to store funds and make payments digitally.
Eligibility	• UAE Resident • No maximum age restrictions • Residents 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 Jaibi 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 Jaibi registered users using Mobile Number (Wallet to Wallet Transfer).	No Charge
QR Payment	Wallet to Merchant (P2M)	Jaibi user can pay to merchants through Jaibi Mobile App via QR Scan Code.	No Charge

Important Notice:

- Please read the Terms & Conditions, Privacy Policy alongside this Key Facts statement.
- Jaibi 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 is 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 affect the payment or claim a refund. In such cases, Jaibi will not bear any responsibility.

1. Jaibi 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 jaibi services from time to time. You will be notified via email or push notification on the AAW App, or our website (www.jaibi.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 60 calendar days prior to the changes taking effect. Other updates will become effective immediately upon notification.		

2. Access restriction, Holds & Delays of Funds:

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

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

a. The required information to process the transaction and/or any additional information we have requested about the transaction hasn't been provided.
b. The applicable laws prohibit the transaction from being processed.
c. The transaction is suspected of being fraudulent or related 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 (service provider) prevents us from making the payment.

1. 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.

2. 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 Jaibi account. 60 calendar days' notice of account closure will be provided via SMS, email or push notifications through the Jaibi App.

5.2 You may request to close your Jaibi account at any time and for any reason by contacting us through our Contact Page or via the Jaibi 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@jaibi.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 Jaibi account has been closed.

5.5 Upon closing your Jaibi 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 Jaibi 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 Jaibi 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 Jaibi, subject to applicable laws), your account will be considered Inactive. Dormancy after 3 years of inactivity as per CBUAE regulations you will be notified, and we may reject transactions or restrict access to the dormant account. Please contact us via the Jaibi App, our Customer Support, or email us at support@jaibi.com to reactivate your dormant account or claim funds.

3. Deactivate Account:

If the customer selects "Deactivate Account," a confirmation pop-up will appear asking whether the customer wishes to proceed with deactivation or keep the account active. The customer cannot deactivate the account if there is any remaining balance in the wallet. Once the deactivation request is submitted, the customer will receive a confirmation message stating that the deactivation request has been successfully received and is under review. The account will remain active until the deactivation process is completed. Upon successful completion of the required verification and deactivation process, the account will be permanently deactivated, and

the customer will receive a notification confirming the deactivation. Thereafter, the customer will no longer be able to access or use the account or its associated services.

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@jaibi.com or by calling our call center at **600506005**.