



Key Facts Statement (KFS) Universal Account – Individuals

This document explains the key details of the United Bank Limited UAE (UBL) Universal Account, covering its features, eligibility criteria, fees and charges, and related terms and conditions. All deposit accounts are subject to UBL UAE's [Terms & Conditions](#) Governing Bank Account for Consumer Banking Products, along with the latest [Schedule of Charges \(SOC\)](#), both available on the [UBL UAE website](#).

The Universal Account is an AED-denominated current account offering essential day-to-day banking services, including salary credits, ATM withdrawals, POS payments, domestic and international fund transfers, and bill payments.

Customer Eligibility/Documents Required:

- Must be a UAE legal resident aged 18 years or above.
- Monthly income must not exceed AED 5,000.
- Must not hold any other current or savings account in the UAE.
- Must provide a valid Emirates ID.
- Must provide proof of income (e.g., salary certificate) and proof of residential address (e.g., tenancy contract).

* Additional documents may be required in accordance with the Bank's applicable policies, procedures, and regulatory requirements.

Product Features, Charges and Limitations:

Product Features	Universal Account
Account Ownership	One Universal Account per Emirates ID; Joint accounts and Third Party Mandates are not permitted
Account Currency	UAE Dirhams (AED).
Debit Card	Free
Cheque Book	Not available
Banking Channels	Internet Banking, UBL UAE Digital app, and 24/7 Phone Banking
Minimum Balance Requirement	None
Account Maintenance Charge	None
Balance Inquiry at UBL ATMs	Free
Cash Withdrawal/Deposit at UBL ATMs	Free
Transactions at non-UBL ATMs	As per the applicable Schedule of Charges
Credit Limit	AED 10,000 per month
Debit Limit	No overall limit for Domestic Transfers; International Transfers are limited to AED 15,000 per quarter

This is not a complete list of fees and charges. Full details are available in the [SOC](#). International transfers may be affected by exchange rate fluctuations. Correspondent & Receiving banks may apply additional fees when processing such transactions.

Warnings:

Key Customer Responsibilities and Obligations

The Terms and Conditions governing your agreement with the Bank — provided for your review before signing — outline your responsibilities and the Bank's obligations. Key obligations related to this product include:

- You must provide updated identification and relevant documents at all times.

- Keep your personal details up to date, including (but not limited to): Passport details/Residency status and Visa/Tax status/ Emirates ID/ Residential address/ Employment and Income details/ Mobile number and email. Failure to update your contact or identification information may result in restrictions on your account.
- Ensure the accuracy of your tax details. Incorrect tax reporting may result in fines of up to AED 20,000 by the UAE Central Bank.
- Please ensure you keep your debit cards, PIN, online-banking credentials and other access mechanisms safe at all times, to guard against misuse or fraud by others.
- You must check and verify the accuracy of any account / transaction statements sent to you and reach out to us in case of any inconsistency within 30 days.
- The Bank will never request confidential or security details via email. Any email links will only lead to information pages. Report suspicious emails to: contactubl@ublint.com.
- You are expected to comply with the Bank's Terms and Conditions throughout your relationship. Non-compliance may result in account restrictions, blocking, or closure.
- This is not a full list of your obligations. Please refer to the Terms and Conditions. Ongoing compliance is required to avoid account restrictions and meet regulatory requirements. Additional services may have separate Terms and Conditions.
- The Bank reserves the right to close the account at its sole discretion, with prior notice and without providing any reason.

Fees, Penalties, and Remittance Conditions

- Remittance Conditions: Fees or charges may apply for errors or omissions in remittance instructions, such as incorrect beneficiary or account details.
- International remittances may incur additional fees from correspondent or receiving banks involved in the transaction.

Account Conduct and Closure Conditions

- The Bank may close your account if account conduct is found to be unsatisfactory, in line with the Bank's Compliance Policy and UAE Central Bank regulations with prior notice.
- A customer must not have any other bank account within UAE to be eligible for Universal Account. To open any new account, the existing Universal Account must first be closed.
- In line with CBUAE's regulations governing Universal Accounts, Bank may close your account, or change type of account to another Current Account if your monthly income exceeds AED 5,000/-.

Foreign Exchange and Currency Risk

- Foreign exchange rates are subject to market fluctuations, which may affect the value of your transactions. Currency conversions may result in gains or losses, especially when making payments in foreign currencies. UBL UAE does not guarantee better exchange rates than those offered by other financial institutions at the time of your transaction.

Ending Your Agreement

- You may close your account at any time; however, applicable fees may apply. Please refer to the Fees and Charges section of the [Schedule of Charges \(SOC\)](#) for details.
- Any outstanding dues must be cleared before closure.
- To initiate closure, please visit your nearest branch and submit a formal request.

Confidentiality and Security

- The Bank follow strict data protection and security protocols to safeguard your personal information.
 - Access to your data is limited to authorized Bank/Outsourced employees who require it to provide services or respond to your queries.
 - All staff are bound by confidentiality obligations and are required to respect your privacy at all times.
 - The Bank may disclose your information to law enforcement agencies, courts, or regulators if required by law.
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Changes to Terms and Conditions & Fees

This Key Facts Statement should be read in conjunction with the UAE “[Terms & Conditions Governing Bank Account](#)” for Consumer Banking Products & [Schedule of Charges \(SOC\)](#) and any relevant applications and documents. The Bank may amend its “[Terms & Conditions Governing Bank Account](#)” for Consumer Banking Products (including any relevant applications and documentation) by providing you notice in line with applicable law. You will receive at least 60 days' prior notice via SMS or email before changes take effect, unless a shorter notice is required by law or regulation.

How to register a Complaint?

- By Email: Write to us at contactubl@ublnt.com
- By Phone: 24/7 Phone Banking service 600 533335 (within UAE) or +971 600 533335 (outside UAE)
- By Post: Write to us - Complaint Management Unit, United Bank Ltd., P.O. Box 35170, Dubai, UAE

If you are not satisfied with our response to your complaint, you have the right to refer your complaint to the:

UAE Ombudsman – Sanadak

Sanadak Website: www.sanadak.gov.ae

Sanadak toll free number: 800SANADAK (8007262325)

Account Number: _____

Customer Signature: _____