

Key Facts Statement – Safe Deposit Lockers

Description

UBL Safe Deposit Lockers are ideal to safely and securely store your important documents and valuables. Safe deposit lockers facilities are available at our Gold and Diamond Park Branch in Dubai and the Muroor Branch in Abu Dhabi.

You must be an existing UBL UAE account holder to be eligible for the locker.

Eligibility

- Must be an existing UBL UAE account holder.
- Must be a UAE resident
- Refundable security deposit of AED 2,000 per locker

Documents Required

- Original Passport with Residence Visa page
- Original Emirates ID

Key Features

- Safe and secure locker facility
- Available in three sizes – Small, Medium & Large

All locker applications are subject to management approval and locker availability.

For full details on the applicable terms, please refer to the Terms and Conditions available on our website.

Fees and Charges (as per April 2022 Schedule of Charges. SOC is subject to change from time to time)

Features	Safe Deposit Lockers
Refundable security deposit	AED 2,000/-
Small Locker (Per annum)	AED 500/-
Medium Locker (Per annum)	AED 750/-
Large Locker (Per annum)	AED 1,000/-

Product Limitations

- The Locker can only be accessed by the locker owner.
- The Locker owner must carry valid ID.
- The Locker can only be accessible during the respective Branch working hours.
- You have to be an existing UBL UAE account holder.
- You have to be resident in the UAE.
- You have to be 18 years or older.
- You will need to submit a copy of your valid Passport, Emirates ID and residency VISA as applicable.

Product Risks

- Locker ownership is dependent on having an existing UBL UAE account.
- If the UBL UAE bank account is to be closed, all items within the locker must be claimed and emptied before the bank account can be closed.
- In the unforeseen event that the locker needs to be physically relocated, the bank will make all efforts to contact its owner through all the available contact details provided to the bank, in order to inform the locker owner accordingly.

Primary Obligations

The Terms and Conditions applicable to your Agreement with the Bank, which will be provided to you for review before you sign, set out the terms of the contract between us including your obligations to us and ours to you. In this section we describe the primary obligations applicable to this Product.

- In our emails, we will never ask you for confidential information or to confirm your security details. Links within our emails will only take you to information pages. Please forward any suspicious emails to: contactubl@ublint.com.
- You should constantly update your information with the bank, including but not limited to updating your Passport Details, Residency Status, Tax Status, Residency VISA, Emirates ID, Residential Address, Employment Details, Mobile Number and E-mail.
- Failure to update your information or contact details may result in restrictions being placed on your bank account.
- 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.

This is not a comprehensive list of your obligations, for full details refer to the Terms and Conditions. You will be expected to meet all of your obligations throughout the duration of your Agreement to ensure that no restrictions gets added on your account and you continue meeting all regulatory and legal requirements (see Fees and Charges and Key Risks sections). Any service that you choose to apply or utilize at a later stage may be subject to additional Terms and Conditions that you will need to read and accept before applying for the service.

Ending the agreement

You may end your agreement with us by closing your account, at any time but there may be fees to pay (see above Fees and Charges). You must also pay any money owed to the Bank before closing your account. If you do wish to end your agreement you should visit the Branch to submit the closure request.

Confidentiality and Security

The Bank maintains strict policies and security controls to assure that Customer information in Bank's systems and controls are protected. The Bank employees and contractors are only permitted access to Customer information that they may need to perform their jobs and to provide services to you. Our employees and contractors have access to such Customer information as necessary to conduct a transaction or respond to your inquiries. All employees and contractors of the Bank are required to respect Customer privacy.

Changes to Terms and Conditions & Schedule of Charges

We reserve the right to make changes to your agreed Terms and Conditions after you have signed and to the Schedule of Charges. We will always give you at least 60 days' notice by SMS or email before we make a change unless the change is required by law or regulation to take effect sooner.

How to register a Complaint?

By Email: Write to us at contactubl@ubl.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 Central Bank. You may also contact the UAE Central Bank, if we have not registered your complaint or provided you with a final response within 30 calendar days of receipt.

UAE Central Bank - Online: Visit <http://www.centralbank.ae/>

UAE Central Bank - Fax: Send a fax to +971 2 6916004

UAE Central Bank - Branches: You may also submit complaints at any of the UAE Central Bank branches:

Central Bank branch	Location
Abu Dhabi	King Abdulla Bin Abdulaziz Al Saud Street, Al Bateen Area
Dubai	Al Gubaibah Street, Al Gubaibah Area
Sharjah	King Abdulaziz Street, Abu Shagara Area
Ras Al Khaimah	Al Muntaser Street, Al Nakheel Area
Fujairah	Hamad Bin Abdulla Street, Mraisheed Area
Al Ain	Ali Bin Abi Taleb Street, Oud Altuba Area