

Please read this document carefully for your understanding of some of the important services offered by Habib Bank AG Zurich UAE (hereinafter referred to as "The Bank").

### 1) Demand Drafts

- 1.1) Customer can apply for Demand Draft issuance from an active Habib Bank AG Zurich account (HBZ account). These are issued in foreign currency only.
- 1.2) Issuance of Demand Draft can be done from foreign currency account with same currency of the Draft request to be issued or from other AED/Currencies account with an equivalent exchange rate applied as of date of execution.
- 1.3) Demand Drafts requires a form to be duly filled and signed by the Customer and presenting a valid identity for identification or can be done via Bank's Web banking (HBZweb) or Mobile application (HBZapp).
- 1.4) Demand Draft/s are valid for 6 months from the issuing date.
- 1.5) Pricing:

PARTICULARS	CHARGES
Electronic request placed via HBZweb banking	AED 50/- plus courier charges (for delivery) of AED 16/-
Manual request submitted in the Branch	AED 75/-
Cancellation of Demand Draft issued	AED 50/-

- 1.6) The Demand Draft will be posted to your registered postal address or as per your request on the HBZweb.

#### WARNINGS

- » The customer must ensure the availability of clear funds including for charges at the time of request for Demand Draft.
- » If Demand Draft is not presented within 6 months from the issue date, the Draft will be become stale.
- » Cancellation of Demand Draft requires the original instrument to be submitted to the Bank. Absence of original instrument requires marking stop payment and it is subject to charges.
- » The customer understands that Demand Draft issuance requires immediate issuance and hence the customer agrees to waive the Cooling-off option for the transaction to be completed.

### 2) Pay Orders

- 2.1) Customer can apply for Pay Order issuance from an active HBZ account. These are issued in AED only.
- 2.2) Issuance of Pay Order can be done from your AED/other currency account with equivalent exchange rate applied as of date of execution.
- 2.3) Pay Order requires a form to be duly filled and signed by the Customer and presenting a valid identity for identification or can be done via HBZweb banking.
- 2.4) Pay Order/s are valid for 6 months from the issuing date.
- 2.5) Pricing:

PARTICULARS	CHARGES
Electronic request placed via HBZweb banking	AED 50/- plus courier charges (for delivery) of AED 16/-
Manual request submitted in the Branch	AED 75/-
Cancellation of Demand Draft issued	AED 50/-

- 2.6) The Pay Order will be posted to your registered postal address or as per your request on the HBZ web.

#### Warning:

- » The customer must ensure the availability of clear funds including for charges at the time of request for Pay Order.
- » If Pay Order is not presented within 6 months from the issue date, the Pay Order will be become stale.
- » Cancellation of Pay Order requires the original instrument to be submitted to the Bank.
- » The customer understands that Pay Order request requires immediate issuance and hence the customer agrees to waive the Cooling-off option for the transaction to be completed.

### 3) Outward Remittances - AED Funds Transfer Through Funds Transfer System (FTS/IPI)

- 3.1) Customer is eligible to apply for FTS/IPI from their active HBZ account to any 3rd party.
- 3.2) FTS/IPI requires a form to be duly filled and signed by the Customer and presenting a valid identification document; or can be done via HBZweb banking.
- 3.3) The execution of the FTS requires enough funds for the transfer and applicable charges in the account on the date of execution.
- 3.4) There are 2 options within FTS:
  - » Immediate Payment Instruction (IPI) for amounts less than or equal to AED 25,000;
  - » Normal Funds Transfer for amounts greater than AED 25,000. Only account holders can send payments under IPI option where beneficiary will have faster access to funds.
- 3.5) The customer can place FTS cancellation request, prior to transaction being processed and executed by visiting the Branch in person. The Bank cannot confirm the cancellation request upon receipt, the request shall be processed only on best endeavour basis.
- 3.6) The FTS can be recalled after execution but receipt of funds back will be subject to other Bank's approval and internal processes.
- 3.7) FTS request can be placed through the following channels - Branches and Bank's Web banking (HBZweb) or Mobile application (HBZapp).
- 3.8) Pricing:

PARTICULARS	CHARGES
Electronic request placed via HBZweb banking	AED 1/-
Manual request submitted in the Branch	AED 5/-

#### WARNING

- » Local Funds Transfer are credited to beneficiary account based on the IBAN provided. Please ensure that the IBAN provided is correct. The purpose code is a mandatory requirement, please visit HBZweb or HBZapp for details.
- » In some instances, FTS can be processed only after additional information is provided as requested by the Bank. In exceptional cases, the Bank can deny processing the Transfer request without providing any reason whatsoever.
- » The customer understands that FTS requires immediate processing and hence the customer agrees to waive the Cooling-off option for the transaction to be completed.

## 4) Outward Remittance - Foreign Currency Funds Transfer

- 4.1) Customer is eligible to apply for Foreign Currency Funds Transfer from their active HBZ account to any other account within or outside UAE.
- 4.2) The Foreign Currency Funds Transfer requires a form to be duly filled and signed by the Customer and presenting a valid identification document; or can be done via HBZweb banking.
- 4.3) The execution of the Foreign Currency Funds Transfer requires enough fund for the transfer and applicable charges in the account on the date of execution.
- 4.4) Foreign Currency Funds Transfer can be done from your AED/other currency account with equivalent exchange rate applied as of date of execution.
- 4.5) The customer can place Foreign Currency Funds Transfer cancellation request, prior to transaction being processed and executed by visiting the Branch in person. The Bank cannot confirm the cancellation request upon receipt, the request shall be processed only on best endeavour basis.
- 4.6) The Foreign Currency Funds Transfer can be recalled after execution but receipt of funds back will be subject to other Bank's approval and internal processes.
- 4.7) Foreign Currency Funds Transfer request can be placed through the following channels - Branches and Bank's Web banking (HBZweb) or Mobile application (HBZapp).
- 4.8) Pricing:

PARTICULARS	CHARGES
Foreign Currency Funds Transfer initiated via HBZweb	AED 30/-
Foreign Currency Funds Transfer initiated manually	AED 75/-

### Warning:

- » Foreign Currency Funds Transfer are credited to beneficiary account based on the IBAN provided. Please ensure that the IBAN provided is correct. The purpose code is a mandatory field, please visit HBZweb or HBZapp for details.
- » There is reliance on the Bank's Correspondent Bank network for the Foreign Currency Funds Transfer process and there could be delays in credit to the final beneficiary.
- » In some instances, Foreign Currency Funds Transfer can be processed only after additional information is provided as requested by the Bank. In exceptional cases, the Bank can deny processing the Foreign Currency Funds Transfer request without providing any reason whatsoever.
- » The customer understands that Foreign Currency Funds Transfer requires immediate processing and hence the customer agrees to waive the Cooling-off option for the transaction to be completed.

## 5) Foreign Currency Exchange Transactions

Foreign Currency Exchange Transactions i.e. Buy or Sell of one currency against another is based on an agreement to buy or sell and is executed immediately.

- 5.1) Customer transaction request for Buy or Sell of one currency vs. another will be processed based on rack rate or any other agreed rate applicable for the transaction on the date of the transaction.
- 5.2) Physical foreign currency deposit : This service is available only at Bank's Deira branch. Physical currency equivalent to USD 10,000 is the maximum deposit limit accepted per customer per month. The customer is required to submit a form including providing source of funds against the deposit. This is limited to USD, GBP and EUR currencies only.
- 5.3) Physical foreign currency withdrawal : This service is available only at Bank's Deira branch. Physical currency equivalent to USD 10,000 per month is the maximum withdrawal limit accepted per customer per month. This is limited to USD, GBP and EUR currencies only.
- 5.4) Pricing: Foreign Currency will be exchanged according to the rate of exchange prevailing in the same day.

### Warning:

- » The customer must ensure the availability of adequate fund at the time of executing the Foreign Currency Exchange Transactions.
- » The Foreign Currency Exchange transaction once executed – is binding and there is no option to cancel the transaction.
- » The Customer understands and agrees that, for cross currency transaction, will apply prevailing exchange rate at the time of processing transaction.
- » The Customer understands that physical currency exchange rate may differ from Bank exchange rack rate.
- » This service may be affected by changes in foreign currency exchange rates, however, the exchange rates once agreed upon between the customer and the Bank shall not be changed.
- » The customer understands that this transaction requires immediate execution and hence the customer agrees to waive the Cooling-off option for the transaction to be completed.

## 6) Teller Transactions

The Bank provides teller transaction services across its Branches during Branch operating hours. The Branch operating hours are published on our website.

- 6.1) Teller Transactions cover two basic services – Cash Deposit and Cash Withdrawal. The customer should verify the amount being deposited or withdrawn and obtain a transaction receipt confirming the same.
- 6.2) Pricing:

PARTICULARS	CHARGES
First 6 transactions per month per customer	Free
After 6th transaction / from 7th transaction onwards	AED 10/- per transaction

- 6.3) The Bank will request presentation of valid identity documents at time of transaction.

### WARNINGS

- » Once a Teller transaction is completed, it is responsibility of the customer to ensure the correct amount of funds have been transacted.
- » Teller Services have a token system and hence there could a waiting time before customer can approach the Teller counter. For added convenience, customer can transact at our CDMs 24x7 at no additional cost.
- » The customer understands that Teller Services requires immediate processing and hence the customer agrees to waive the Cooling-off option for the transaction to be completed.

## 7) Personal Information: Data Collection, Privacy and Usage

The Bank is committed to protect your account information and transaction details. It is ensured that all controls relating to personal data privacy / protection as required in relevant legislation, regulations and contractual clauses (as applicable) are in place. Further, the Bank may at its discretion and for any purpose (including for the purpose of fraud prevention, audit and debt collection, or if required by any competent government or regulatory body) share any information, details or data relating to the Customer and/or the Accounts and/or the Customers transactions with the regulators, Bank's service providers, contractors and affiliates. for further details Kindly refer to:

<https://habibbank.com/uae/downloads/DataPrivacyNotice.pdf>


## 8) Complaints & Feedback


The customer can log a complaint for any deficiency or discrepancy or any other matter through our website. The online complaint form generates an immediate reference number for tracking purposes and the Bank will endeavor to resolve the complaint within 10 Business days. The customer can also walk-in to any of the Bank's branches or call 800 HABIB (42242) or +971(4) 419 5555 (from outside UAE) and log a complaint in person or via our Call Center respectively.


If the customer is not satisfied with the response from the Bank, then the customer can escalate (with all necessary details) and address the same to the Country Manager via email at [complaints@habibbank.com](mailto:complaints@habibbank.com).


If the customer still feels the Bank has not resolved the complaint to their satisfaction, the customer has the right to further escalate by contacting Sanadak, UAE’s independent financial Ombudsman Unit. Sanadak will accept your complaint, only if the complaint was not registered by the Bank or the Bank did not provide a final response to your complaint within 30 calendar days of initial lodgement or if you are not satisfied with the resolution of your complaint.

Sanadak contact details:

 800 SANADAK (800 72 623 25)


 [www.sanadak.gov.ae](http://www.sanadak.gov.ae)


 [Info@sanadak.gov.ae](mailto:Info@sanadak.gov.ae)

 Sanadak Unit  
Emirates Institute of Finance Building, Ground Floor,  
Sultan Bin Zayed The First Street, Abu Dhabi, UAE

## 9) Multi-Channel Support

The customer can get assistance by using any of the below channels to report complaint/s, any loss or any theft related to banking products and services:

 Visit any of our branches in the UAE

 Call 800 HABIB (42242) or +971(4) 419 5555 (from outside UAE)

 Email: [csd@habibbank.com](mailto:csd@habibbank.com)

 Visit: [www.habibbank.com/uae/home/uaeSirat.html](http://www.habibbank.com/uae/home/uaeSirat.html)

## 10) Copyright

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### IMPORTANT

Please note that the Bank reserves the right to change Terms and Conditions by providing 60-days’ notice before implementing any changes.