KEY FACTS STATEMENT
NBF CREDIT CARD
THIS IS NOT AN OFFER OF CREDIT OR CONTRACT

Important: This document provides a high-level summary of the key features, costs, obligations and risks of the product and serves as an acknowledgement of receipt. It is not intended to create, amend or replace any legal rights or obligations between the parties. The Customer should carefully review the Bank's General Terms and Conditions, product-specific Terms and Conditions before applying.

The Customer is responsible for obtaining independent legal, financial, tax and accounting advice before entering any financing arrangement with the Bank. The Bank does not provide legal, tax or financial advice through this Key Facts Statement.

1. Product Overview

The NBF Business Credit Card is a charge credit facility designed to support the day-to-day operational and business expenditure requirements of SME customers. The card enables authorized cardholders to make purchases, settle business expenses, conduct online transactions, and access cash advances (where permitted) within an approved credit limit assigned by NBF. The facility provides flexibility in cash flow management by allowing customers to repay either the full outstanding balance, subject to the applicable Terms and Conditions. The Business Credit Card can be used locally and internationally at merchants and service providers that accept the relevant card network.

2. Eligibility

UAE-registered business and maintain an active NBF Business Banking relationship. Eligibility is subject to the successful completion of NBF's credit assessment, Know Your Customer (KYC) and documentation requirements, satisfactory financial standing and repayment capacity, and compliance with applicable laws, regulations and NBF credit policies.

3. Key Features and Services

- Charge card credit facility with an approved credit limit determined by NBF.
- Local and international acceptance at participating merchants and service providers.
- Contactless payment capability where supported.
- Online, retail, and recurring payment functionality.
- Interest-free grace period on eligible retail transactions where applicable and subject to full settlement of outstanding balances.
- Business expense management and expenditure tracking.
- Detailed monthly card statements and transaction reporting.
- Ability to issue additional cards to authorized employees, subject to Bank approval.
- Online servicing and account management through NBF's digital channels.
- Fraud monitoring and transaction security controls.
- Customizable spending limits and controls, where available.
- Emergency card replacement and support services, subject to applicable fees and eligibility.

4. Processing Time and Documents Required

Your credit card will be issued within 3 business days subject to the receipt of complete and accurate documentation. Additional days may be required to comply with regulatory requirements and bank's internal verification requirements.

Indicative documents and information
Valid identification documents including passports and Emirates IDs.
The Bank may request additional documents or information, as required, to comply with applicable laws, regulations, and internal policies. The Customer will be informed of the status of the application at relevant stages and of the final decision.

5. Fees and Charges

Fees / Charges	
Annual Membership Fee (Platinum / Infinite)	Đ 400/ Đ 750
Card Issuance Fee	Free
Finance / Profit Charges	Retail spend – 2.25% and Cash spend – 3%
Late Payment Fee	Đ 200
Cash Advance Fee	4% or min Đ 50
Card Replacement Fee	Đ 100
Foreign Currency Markup Fee	2.5% per transaction
Credit card - Manual statement	Đ 100
VAT	Applicable at prevailing UAE statutory rate

Fees for other products and services not specifically listed in this KFS will apply in accordance with NBF's applicable Schedule of Charges. Please refer to **Schedule of Charges**.

6. Key Terms and Conditions

- The Business Credit Card is a borrowing facility and must be used responsibly.
- A payment amount must be paid by the due date shown on the statement.
- Interest or finance charges may be applied to outstanding balances that are not paid in full by the payment due date.
- Cash advance transactions may attract fees and finance charges from the transaction date.
- The approved credit limit may be reviewed periodically and may be increased, reduced, suspended, or cancelled at NBF's discretion subject to applicable regulations.
- The Customer is responsible for all transactions conducted using the card and associated security credentials.
- Lost, stolen, or compromised cards must be reported to NBF immediately.
- Foreign currency transactions may be subject to exchange rate conversions and additional charges.
- NBF may amend the features, fees, charges, terms and conditions of the Credit Card where permitted under applicable laws and regulations. NBF will provide the Customer with at least 60 days' prior written notice before implementing such changes, unless a shorter period or immediate implementation is permitted or required by applicable laws or regulations.
- Credit card may be restricted or closed if terms and conditions are not met. The card remains the property of NBF and may be recalled or blocked by the Bank in accordance with the applicable Terms and Conditions **NBF.ae.**
- The facility is governed by NBF's Business Credit Card Terms and Conditions.

7. Customer Rights

- Right to receive clear information regarding fees, finance charges, interest rates, and card features before using the product.
- Right to receive periodic card statements showing transactions, fees, charges, and outstanding balances.
- Right to dispute unauthorized or incorrectly processed transactions in accordance with the applicable card scheme rules and NBF procedures.
- Right to receive at least sixty (60) calendar days' prior written notice of material changes to fees or Terms and Conditions, where required by applicable regulations.
- Right to submit complaints through NBF's complaints handling channels.

8. Cooling-off Period

You have five (5) business days from the date you sign the application or offer letter to review your decision and cancel the product. The Bank will not proceed with the product until this period ends, unless you choose to waive your right to the cooling-off period. If you wish to cancel during this period, please notify the Bank.

The cooling-off provisions set out herein shall apply only to the extent required under applicable laws and regulations and subject to the Customer's eligibility thereunder. Where the Customer is not entitled to a statutory cooling-off period, the Bank may process and make available the Facility in accordance with the applicable facility documentation.

9. Key Risks

- Failure to repay outstanding balances on time may result in finance charges, late payment fees, and increased borrowing costs.
- Maintaining unpaid balances over an extended period may lead to significant debt accumulation and card block.
- Cash advance transactions typically incur immediate charges and may not benefit from any interest-free period.
- Unauthorized transactions resulting from theft, loss, phishing attacks, or compromised card credentials may lead to financial loss.
- Foreign currency fluctuations may increase the value of transactions conducted abroad.
- Changes in the Customer's financial condition may result in a reduction, suspension, or cancellation of the approved credit limit.
- Delays in dispute resolution or chargeback investigations may temporarily affect access to credit limits or available balances.

10. Warnings

- If you do not meet the repayments on your credit card, your account will go into arrears and incur late payment fees. This may affect your credit score, which may limit your ability to access financing in the future.
- You are required to always provide the Bank with copies of your updated documents. Not providing these documents might result in the charges, transactions being restricted, account being blocked, or account being closed.

11. Customer Support

Do not hesitate to reach out to National Bank of Fujairah through the following channels:

Call Centre: **600565551**
Address: Your nearest NBF Branch, please **click here** for the location

We will seek to address your complaint within two clear business days of receipt and advise if this time is not able to be met.
Full details of how we address your complaints are contained in our Customer Charter published on our website.

12. Acknowledgement

We acknowledge that this Key Facts Statement is provided for disclosure purposes only and does not constitute, amend or replace any agreement with the Bank. The rights and obligations of the parties shall be governed exclusively by the relevant documents and other contractual documentation executed with the Bank.

Customer Name	Date
Company Stamp	**Customer Signature**