



Key Fact Statement

Your myZoi Account

Thanks for considering myZoi for your financial needs. Please read and understand myZoi's key product features before you start opening your myZoi Account.

A. Product Details

myZoi Services

myZoi is a digital wallet solution that provides you with a myZoi Account. With this Account, you can receive your salary, withdraw cash, make payments using your payment card, and send money to other validated myZoi users.

Applicable for

Employed individuals aged 18 years or above with a valid Emirates ID

Minimum salary requirement

No minimum salary requirement

Minimum balance to be maintained

No minimum balance requirement

Profit rate

Not applicable

Account statement

Monthly account statement can be downloaded through the myZoi Mobile App

B. Key Fees and Charges

ATM Cash withdrawal through payment card - Standard Chartered Bank's ATMs
- Free

ATM Cash Withdrawal Decline Fee at all UAE ATMs (for insufficient funds)
- ₪ 2.10

🌙 Cross border fund transfer to Pakistan (for transfers above ₪ 375)
- Free

💬 SMS alerts for transactions
- Free

🔄 Local transfer to myZoi customer
- ₪ 0.50

ATM Cash withdrawal through payment card - ATMs of banks other than Standard Chartered Bank
- ₪ 2.10 per withdrawal

🏛️ Balance enquiry
- Free through myZoi app
- ₪ 2.10 through ATMs

↔️ Cross border fund transfer to Pakistan (for transfers equal to or below ₪ 375) and other countries.
- Up to ₪ 12.60

📅 Monthly account statement
- Free via the myZoi Mobile App

🔄 Local transfer to non- myZoi customer
- ₪ 1.00



Card replacement fee for lost/stolen cards

- Up to ₪26.25

Please visit our website for the comprehensive list of fees and charges: <https://myzoi.com/fees/>. All fees and charges listed are inclusive of 5% Value Added Tax (where applicable).

C. Account and Transaction Limits



Maximum account balance

- ₪ 50,000



Cross border fund transfer - daily total transaction limit

- ₪ 25,000 total per day



Local transfer: per transaction limit

- ₪ 500/ transaction



POS Payment through payment card - per transaction limit

- ₪ 3,000 per transaction

- ₪ 500 contactless per transaction



Total number of Request To Pay (RTP) sent regardless of recipient

- 5 per customer



Number of new Request To Pay (RTP) notifications received regardless of sender

- 5 new notifications



Local transfer to non-myZoi Customer

- ₪ 5,000 per transaction



Cash withdrawal through payment card - per transaction limit

- ₪ 5,000 per transaction



Cross border fund transfer - per transaction limit

- ₪ 5,000 per transaction per beneficiary



Local transfer: daily total transaction limit

- ₪ 5000 total per day



Maximum card usage per day - daily total usage limit

- ₪ 5000 total per day



Number of Request To Pay (RTP) sent to the same recipient

- 3 per beneficiary



Number of Request To Pay (RTP) sent from the same sender (per customer)

- 3 per sender

D. Additional Information



1. We reserve the right to change myZoi's Terms and Conditions at any time, by providing you with 60 calendar days' notice. Your continued use of the Services signifies your acceptance of our updated or modified Terms and Conditions.
2. You have the right to a cooling-off period of 5 business days (the "Cooling-off Period"). The Cooling-off Period is the period after you successfully register for the Services that allows you to reconsider applying for the Services and to withdraw your registration without suffering any costs, obligations, or inconvenience.
3. You can contact myZoi for any enquiries, assistance, and complaints related to myZoi services by calling our dedicated call centre at **800 69964** within UAE (free-of-charge) or **+971 800 69964** outside of UAE (charge applicable) or by emailing us at ask@myzoi.com or by requesting a call back through the myZoi Mobile App.

4. You may submit instructions for a Fund Transfer from your Account to your beneficiary by logging into your Account from the Mobile App. All instructions to make a Fund Transfer from your Account shall be binding on you and cannot be reversed.
5. For Fund Transfers via the cash pay-out channel, if the Beneficiary of a fund transfer is unable to withdraw the funds within the timeframe specified on the Mobile App, myZoi will cancel the cross-border fund transfer. After cancelling, myZoi shall proceed to initiate the requisite protocols to reimburse the transferred sum to the sender.
6. Please keep your payment card, payment card PIN, and password for the myZoi Mobile App safe at all times and do not share these with anyone. You must notify us by calling our call centre immediately if any of these gets stolen or compromised in any way.
7. We may close your account by giving 60 calendar day's notice in case of any of the following scenarios:
 - a. if you leave your employment and your new employer doesn't make salary payment through myZoi; or
 - b. if you stop receiving salary to your myZoi account; or
 - c. if you are no longer a UAE resident
8. You understand that we may suspend or terminate your Account or your use of the Services at any time without notice, if we suspect that any information / documents / authorisation that you have provided are untrue, inaccurate, not current, or incomplete or if you are found to be in breach of any of the Terms and Conditions.
9. Following the closure of your Account, all undisputed amounts in your Account will be refunded to you. In the event that an unclaimed balance remains subsequent to your Account's closure, you will need to contact us to initiate a request for fund withdrawal.

myZoi Financial Inclusion Technologies L.L.C is licensed by the Central Bank of the United Arab Emirates.

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