

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

Inactivity Fee

Fees applicable after 3 months of no activity i.e debit/ credit transactions. The fees will be charged upto 6 months

Profit rate

Not applicable

Account statement

Monthly account statement can be downloaded through the myZoi Mobile App

B. Account Fees and Limits

 SMS alerts for transactions • Free	 Salary Account- Maximum account balance • ₪ 50,000
 Monthly account statement • Free via the myZoi Mobile App	 General Account- Maximum account balance • ₪ 25,000

C. Cross Border Fund Transfer

Fees and charges

 Cross border fund transfer fees • All countries : upto ₪ 21.00 (except Pakistan)	 Pakistan Cross border fund transfer fees • For transfers above ₪ 750.00 : FREE • For transfer ₪ 750.00 and below : upto ₪ 21.00
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Account and Transaction limit



Cross border fund transfer - daily total transaction limit

- ₪ 25,000 total per day



Cross border fund transfer - per transaction limit

- ₪ 5,000 per transaction per beneficiary

D. Card (VISA & Jaywan)

Fees and charges

***SCB stands for Standard Chartered Bank*



Cash withdrawal

- All SCB UAE ATMs : FREE
- Any other UAE ATMs : ₪ 2.10/ withdrawal



Balance enquiry

- myZoi app and SCB UAE ATMs: FREE
- Any other UAE ATMs: ₪ 2.10



Cash withdrawal decline fee at all UAE ATMs (for insufficient funds)

- ₪ 2.10



Online purchase transactions

- VISA card: Free
- Jaywan card: Not available



Card replacement fee

- ₪ 26.25



Fee for Funding other UAE Wallets via myZoi card:

- ₪ 4.99

Account and Transaction Limit



POS payment transaction limit

- All Cards: ₪ 3,000 per transaction
- VISA Card: ₪ 500 contactless/ transaction
- Jaywan Card: ₪ 200 contactless/ transaction



Total card transaction limit per day

- VISA Card: ₪ 15,000 total per day
- Jaywan Card: ₪ 5,000 total per day



Cash withdrawal transaction limit

- VISA Card: ₪ 15,000 per transaction
- Jaywan Card: ₪ 5,000 total per transaction



Total card transaction limit per month

- ₪ 25,000 per month (Jaywan card only)



Online purchase transaction limit

- ₪ 5,000 per transaction (VISA card only)

Please find the nearest Standard Chartered Bank ATM available for fee-free withdrawals by MyZoi customers [here](#)

Please find the nearest SCB ATMs equipped with accessible infrastructure to serve people of determination below:

1. SC Tower EBU - ATM Supported by Visually Impaired customers

SC Tower EBU Emaar Square, Down Town Burj Khalifa, Dubai

Clients must bring 3.5 mm wired headphones to use the Talking ATM facility

2. Al Ain Branch - ATM Supported by Visually Impaired customers

Al Ain Branch Main Street, opposite to Hayat Centre, Al Ain

Clients must bring 3.5 mm wired headphones to use the Talking ATM facility

E. Local Transfers

Fees and charges



Local transfer to myZoi customer

- ₪ 0.50



Local transfer to non- myZoi customer

- ₪ 2.00

Account and Transaction limit



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

- 5 per customer



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

- 3 per beneficiary



Local transfer: per transaction limit

- ₪ 500/ transaction



Local transfer: daily total transaction limit

- ₪ 5,000 total per day



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

- 5 new notifications



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

- 3 per sender



Local transfer to non-myZoi Customer

- ₪ 5,000 per transaction

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).

F. Add Money into Account

Fees and charges



Add money via debit/prepaid card

- ₪ 1.99 + 1% of top-up amount



Add money via credit card

- ₪ 3.99% + 3% of top-up amount

Account and Transaction limit



Maximum daily transaction

- ₪ 5,000 per day



Maximum per transaction limit

- ₪ 5,000 per transaction

G. 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.

Internal

3. Your account will be considered a salary account if your employers have arrangements in place to obtain payroll services from myZoi; and it will be considered a general account if your employers are corporate customers of a Licensed Financial Institution having formal arrangement with myZoi or you have opened an Account in any other circumstance. Based on the nature of the account held by you, we may limit or restrict the Services available, and may make them contingent on provision of further information from you.
4. You may contact myZoi for any enquiries or complaints by calling our dedicated call center number (toll free) 800 69964 or by emailing us at ask@myzoi.life. For further information, please visit our website: <https://www.myzoi.com/complaints-process/>

We are committed to resolving all complaints fairly and to our customers' satisfaction. If you remain dissatisfied with the outcome of your complaint or the way it was handled, you may escalate the matter to Sanadak, the independent Ombudsman Unit for consumers. Please visit: <https://www.sanadak.gov.ae/en/make-a-complaint/>
5. 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.
6. 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.
7. When you raise a dispute in respect of your Payment Card, the dispute process may involve myZoi, the merchant, the acquiring bank, Visa /Mastercard or Jaywan Card, and other relevant parties.
 - The card scheme investigation period may generally range from 45 to 180 days, depending on the dispute type and complexity. Some cases may take longer where additional information, representation, arbitration, or responses from external parties are required.
 - myZoi will acknowledge your complaint within 2 business days. myZoi will provide a final written resolution or an appropriate status update within 30 business days of receiving the complaint.
 - We will provide meaningful progress updates where the investigation remains open and will explain any material delay. The 30-business day complaint response requirement does not necessarily mean that the underlying card scheme recovery process will be completed within 30 business days.
8. 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.
9. 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
10. If you complete onboarding via the Mobile App on or after 10th July 2026, you confirm that, at the time of opening your Account and at all times thereafter, you do not hold any other active current or savings account with any bank in the UAE. myZoi may, at its discretion and upon prior notice, suspend or close your Account if this is not the case.
11. 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.
12. 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.