Wio Business Key Fact Statement (KFS)

Effective August 2025

Wio Business

This KFS is for a bank account for SMEs and freelancers. It outlines product features, interest rates, and key fees and charges.

Product Name	Current account
Features	Current account is a transactional account for everyday banking needs which can be used for making deposits, withdrawals, payments and money transfers. Current account is offered in AED, USD, EUR and GBP. The Current account includes a Cheque book. Debit Cards and Virtual Cards are available if the signatory can operate the account singly. No cheque book will be issued for USD, GBP or EUR Accounts. Account statements for a selected period can be downloaded directly from the app for no charge. Local (within UAE) and international transfers (inward and outward) are available on AED, USD, EUR, and GBP Current Accounts. International transfers fees may apply.
Minimum balance	No minimum balance is required.
Things to note	Currently two subscription plans are available: 'Essential' for AED 99 per month and 'Grow' for AED 249 per month. Kindly review its features on www.wio.io/business before opening an account. No interest is offered on Current account.
Product Name	Saving Space
Features	These are spaces within the Current Account designed to save money for both short and long-term goals. Funds in Savings Spaces will not be debited (for card usage or direct debits except repayment of Wio credit facilities) unless transferred back to the Current Account. Fees and charges applicable to customers' products may be deducted by Wio from a Savings Space (if there is insufficient balance in the Current Account). Saving space is offered in AED currency only.
Minimum balance	No minimum balance is required.
Interest rate	Essential plan: No interest is paid on balances in Saving Space(s). Grow plan: Interest is paid at the rate of 1% per annum, calculated daily and credited on the first of every month.
Things to note	Saving Space does not have a separate account number. Only internal transfers to and from Current account are allowed. Saving Space(s) can be created after opening the Current Account. Customers can create unlimited number of Savings Spaces.

Product Name	Fixed Saving Space
Features	Fixed Saving Space is a fixed term deposit product where customers deposit money at an agreed rate of interest until a specific date ("Maturity"). At the end of the term or Maturity, customers receive the principal amount they have invested along with the accrued interest. The principal amount along with the interest earned is credited to the customer's Current account on Maturity.
Things to note	• No minimum deposit amount is required. • Available terms are 1 month, 3 months, 6 months and 12 months. • Applicable interest rates are based on tenure and are available in the Wio Business mobile app • Interest is paid at maturity. • Unlimited number of Fixed Saving Spaces can be opened. • Customers may withdraw funds from a Fixed Savings Space (totally or partially) prior to Maturity. If a penalty applies, it will be informed on Wio App at the time of creating the Fixed Savings Space.
Eligibility	Fixed Saving Space is only available to customers subscribed to the Grow plan. Customers on the Essential plan will need to upgrade to Grow to access this product. To learn more about plan features and pricing, please visit https://wio.io/business
Interest calculation and payment	Interest is accrued daily. The principal amount along with accrued interest will be paid at maturity and deposited into the Current account (AED). The interest rate applicable on the deposit will not change during the term of the Fixed Saving Space. For a new Fixed Saving Space (or its renewal), the offered interest rate will be displayed on Wio app. Customers cannot add additional funds to an existing Fixed Saving Space during the term of the deposit.
Premature withdrawal of the deposit	Customers may request a partial or full withdrawal from a Fixed Saving Space at any time before maturity. However, an early withdrawal penalty will apply. This may include loss of interest earned and other charges, depending on the time and amount withdrawn. The specific terms and conditions related to premature withdrawal will be displayed in the Wio Business app before confirming the deposit, and can be reviewed at any time in the Wio Business app.
Sample illustrations	The examples given below and the interest rates shown are for illustrative purposes only.

Illustration 1: Fixed Saving Space that reaches maturity with no premature withdrawal:

Original Deposit Amount (A)	Deposit Term (B)	Rate of Interest (C)	Interest Amount (D=A*B*C/360)	Maturity Amount (A + D)
AED 100,000	6 months (180 days)	4% interest p.a.	AED 2,000	AED 102,000

Illustration 2: Fixed Saving Space that reaches maturity with premature partial withdrawal:

Original Deposit Amount (A)	Deposit Term (B)	Rate of Interest (C)	Rate for premature withdrawal (D)
AED 100,000	6 months (180 days)	4% interest p.a.	3.5% interest p.a.

Interest payout at the time of partial withdrawal:

Partial Withdrawal Amount (E)	Partial Withdrawal Term (F)	Partial Withdrawal Interest (G=E*F*D/360)	Partial withdrawal payout (E + G)
AED 10,000	60 days after opening of Fixed Saving Space	AED 58.33	AED 10,058.33

Interest payout at the time of maturity

Remaining Deposit Amount (H)	Deposit Term (B)	Rate of Interest (C)	Interest Amount (E=B*C*H/360)	Maturity Amount (H+E)
AED 90,000	6 months (180 days)	4% interest p.a.	AED 1,800	AED 91,800

Additional information	Wio Business Standard Terms and Conditions for Accounts (including any relevant applications and documents) shall be read in line with this KFS.
Product Name	Debit Card
Features	Offered in AED currency Debit Cards are available if the signatory can operate the account singly.
Daily cash withdrawal limit	AED 50,000
Daily cash deposit limit:	AED 300,000
Total daily transaction limit:	AED 200,000. This includes cash withdrawal and card transactions.
Product Name	Virtual Debit Cards
Features	Available in AED currency. Virtual cards can be set up instantly in the Wio Business app and be used to manage business expenses. They can be used for e-commerce and POS transactions wherever Apple Pay or Google Pay is accepted. A spending limit and a card expiry date can be set up on each card. Virtual Cards are available if the signatory can operate the account singly.
Total daily transaction limit	AED 200,000 or the limit set on the card, whichever is lower.
Things to note	A maximum of 10 Virtual cards can be created per day. A maximum of 99 Virtual cards can be active at a time.

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Product name	Online transfers
Features	Money transfers to or from a current account (either in AED, USD, EUR, GBP) can be done within the UAE or internationally from the Wio Business app. Prevailing foreign exchange rates will apply in case of currency conversion. For all fees and charges for transfers, refer to our Fee Schedule.
Daily transfer limit	Daily transaction limit for local and international transfers is AED 750,000 for all available currencies (USD, EUR, GBP). For example, a single transfer cannot exceed AED 750,000, and the total sum of all transfers within one day also cannot exceed AED 750,000. This limit may be increased based on customer request and business activity review. Wio Bank reserves the right to reduce the limit in accordance with internal policy.

Subscription Plan	Monthly fee
Wio Essential	AED 99 per month
Wio Grow	AED 249 per month

The first month upon joining Wio Business is free. Your first subscription fee will be charged one month after account approval.

Example:
Account Approval Date: June 30th
First Billing Date: July 30th

Note: Monthly subscription fees are billed in full and are not pro-rated. If you upgrade, downgrade, or close your account mid-cycle, no partial refunds will be applicable.

Customer Care

You can contact us through Wio Care via WhatsApp or call us at 600500946
Please visit the support page on wio.io for more information.

If you are not satisfied with the resolution provided or believe your issue remains unresolved, you may escalate your complaint to Sanadak, the UAE's Ombudsman Unit, by visiting www.sanadak.gov.ae.

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Terms

- Introduction: Wio Bank Standard Terms and Conditions for Accounts (Standard T&Cs) applies to our products and our services. You can access them on the Wio App and website. Please read them fully before requesting this product.
- Amendments: We may make changes either to our fees or our terms and conditions with 60 (sixty) calendar days prior notice.
- Data Protection and Confidentiality: By accepting the Wio Bank Standard T&Cs, you're allowing us to use your personal information as per our Privacy Policy which is available on www.wio.io/privacy-policy. Your data will be treated as stated in Wio Bank's Data Privacy Policy in accordance with Applicable UAE data protection laws and standards.
- Digital Banking: Wio is a fully digital bank and does not have physical branches. The Wio mobile and web banking app are your primary channels to access services, request our products, and manage your account.
- How We Communicate: Keep in mind that any time we communicate with you (about your account, any changes we make to our services, or other matters), we will only do so through our secure channels.
- Cheques: We are entitled to impose charges on cheques which are returned unpaid. If cheques are returned due to insufficient funds in your current account, we may do the following: close the relevant current account, collect any unutilized cheque book, and report the returned cheques to the Central Bank of the UAE, the Etihad Credit Bureau or any other competent authority, without any prior notice.
- Closing the Account: You can close the account(s) opened at any time with no closure fees being levied.

Warning

Transactions in a foreign currency will be subject to Foreign Exchange Transaction Fee. Please refer to the Fee Schedule for more details

Warning

Customers are required to provide Wio with copies of their updated documents and contact details at all times. Failure to do this may result in charges, restrictions to banking services, accounts being blocked or closed, and further actions.

Warning

In the event of failure to meet Wio's Terms and Conditions, there will be consequences which may include restriction, blockage or closure of the Bank account.

Warning

Wio may apply any credit balance which is held with the Bank under Customer's name in any account towards the repayment of any indebtedness or amounts due.

Warning

Wio reserves the right to close a bank account if at least 4 (four) cheques are returned unpaid due to insufficient balance within a period of one year.

Warning

If your account carries a zero balance with no activity or remains inactive for 90 consecutive days, Wio may block or close the account in line with internal policy and regulatory guidelines. Advance notice will be provided before any such action is taken.

Important information

- Your details: It is your responsibility to provide us with accurate and up to date information regarding your email address, contact and other company information we keep in our records. Not providing this information may result in your account being restricted or closed and additional charges may be incurred by you.
- Reasons why we may suspend your account
  - You don't provide us with additional information we ask for to verify your identity
  - We know we or suspect that your security credentials are no longer secure and confidential
  - You breach any of the obligations set out in our Standard Terms
  - We are required to do so by the law, the UAE Central Bank or a court order
  - You pass away
- Cheques: <u>All provisions governing the issuance, management, and use of cheques are outlined in detail within our applicable Terms and Conditions, which shall apply and be binding in all related matters</u>