

Wio Business Key Fact Statement

Jan 1st 2025



Product Name	Current account
Wio product	<p>Current account & Saving Spaces are offered for banking transactions. The Current account includes a Cheque book, Debit Cards and Virtual Cards. Saving Spaces are offered without a cheque book and a debit card.</p> <p>More details on features and services are available on www.wio.io.</p>
Customer Type	SME & Freelancer
Things to note	<p>No interest is offered on Current account.</p> <p>No interest is offered on balances in Saving Spaces for customers in Wio Essential Plan.</p> <p>Interest of 1% per annum is offered on balances in Saving Spaces for Wio Grow Plan only.</p> <p>Currently two subscription plans are available. Review its features on wio.io before opening an account.</p>
Product name	Current account
Product feature	<p>Offered in AED, USD, EUR and GBP currency (maximum 3 Accounts per currency). Debit card and cheque book offered in AED only. You can create unlimited virtual cards (AED only) to better manage your company expenses.</p>
Minimum balance	<p>No minimum balance is required.</p>
Interest Rate	<p>Not applicable</p>
Product Name	Saving Spaces (AED)
Features	<p>These are spaces within the Current account that help save for short- and long-term goals.</p>
Minimum Balance	<p>No minimum balance is required.</p>
Interest Rate	<p>No interest is offered on balances in Saving Spaces for customers in Wio Essential Plan. Interest of 1% per annum is offered on balances in Saving Spaces for Wio Grow Plan only.</p>
Things to note	<p>Saving Spaces don't have a separate Account Number and can't be used for external transfers and credits. Saving Spaces can be created after opening the Current Account. Wio may change the interest rate for Savings Spaces with 30 (thirty) days prior notice.</p>
Product Name	Fixed Savings Spaces
Product Description:	<p>This product is a Fixed Saving Space account into which customers deposit an amount of money for a fixed term, at an agreed rate of interest. At the end of</p>

	the term or maturity of the deposit, customers receive the principal amount they have invested along with the interest accrued. The principal amount along with the interest earned is credited to the customer's Current Account on maturity.
Features	<ul style="list-style-type: none"> Fixed Saving Space account is available in AED only No minimum deposit amount is required Choice of fixed terms available are 1 month (30 days), 3 months (90 days), 6 months (180 days) and 12 months (360 days) Applicable rates are based on tenor and amount of the deposit available in the Wio Business app Interest is paid at maturity There is no limit on the number of Fixed Saving Spaces customers can open.
Eligibility	Fixed Saving Space accounts are available on the Wio Business Grow plan only.
Interest calculation and payment	<p>Interest is accrued daily and is paid at maturity. The interest rate applicable on the deposit will not change during the term of the customer's Fixed Saving Space Account. For a new Fixed Savings Space, the offered interest rate will be displayed in the App.</p> <p>The principal amount along with accrued interest will be deposited into the designated Current AED Account.</p> <p>Customers cannot add additional funds to a Fixed Saving Space account during the term of the deposit.</p>
Premature withdrawal of the deposit	Customers are allowed to make partial or full withdrawals at any time. A penalty will apply for any partial withdrawals or early closures. The details will be provided upon creation of the Fixed Saving Space and can be checked in the App at anytime.

Sample illustration

The example given below and the interest rates shown are for illustrative purposes only.

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

Fixed Saving Space that reaches maturity with premature partial withdrawal:

Interest payout at the time of partial withdrawal

Original Deposit Amount (A)	Deposit Term (B)	Rate of Interest (C)	Rate for premature withdrawal (D)
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AED 100,00	6 months (180 days)	4% interest p.a.	3.5% interest p.a.
Premature Withdrawal Amount (E)	Premature Withdrawal Term (F)	Premature Withdrawal ($G=E \times F \times D / 360$)	Premature withdrawal payout (F + G)
AED 10,000	60 days from opening of Fixed Saving Space	AED 58.3	AED 10,058.3

Interest payout at the time of maturity

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

Additional Information

- The Bank reserves the right to amend its Terms and Conditions.
- The Bank's Terms and Conditions (including any relevant applications and documents) shall be read and implemented in line with this KFS.

Product Name

Debit Card

Features

Offered in AED currency.

Daily Cash Withdrawal Limit:

AED 50,000.

Total Daily Transaction Limit:

AED 125,000. This includes card 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.
An AED limit and a card expiry date can be set up on each card.

Total Daily Virtual Card Transaction limit

Only applicable on e-commerce and POS transactions wherever Apple Pay or Google Pay is accepted. AED 125,000 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.

Product name

Online transfers

Features

Daily transaction limit for local and international transfers is AED 750,000 for all available currencies. This means that a single transfer cannot exceed AED 750,000, and the total sum of all transfers within one day 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.

For all fees and charges for transfers, refer to our Price Plan:

<https://www.wio.io/Business-fees.pdf>

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

The monthly subscription fee is waived for the first month, which means the first monthly fee is charged one month after account approval.

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

Warning

Transactions in a foreign currency will be subject to Foreign Exchange Transaction Fee. Please refer to the Fee Schedule for more details: <https://www.wio.io/Business-fees.pdf>

Warning

Transfer between accounts in different currencies will be subject to exchange rates.

Warning

In case you fail to fulfil your obligations as per Wio's terms and conditions, there will be consequences including but not limited to penalties.

Warning

You are required to provide Wio with copies of your updated documents at all times. Not providing these documents might result in your account being blocked or closed, and other further actions.

Customer Care

You can contact us through Wio Care on [600500946](tel:600500946) and on email at care@wio.io for any assistance. Please visit the support page on the [wio.io](https://www.wio.io) website for more information.

If you still believe that you have not been treated correctly, you can contact Sanadak, the UAE's Ombudsman Unit, by accessing this link www.sanadak.gov.ae.

Terms

- **Introduction:** The Wio Bank PJSC Standard Terms and Conditions (Standard T&Cs) applies to our products and our services. You can access them on the Wio App and website. Please take your time to 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 Standard T&Cs, you're allowing us to use your information as per our Privacy Policy. Click here for more information.
- **Digital Banking:** We're an entirely digital bank. This means we have no branches. The Wio App will be the most important communication channel to contact us, request our products, and use our services.
- **Communication:** Keep in mind that any time we communicate with you (about your account, any changes we make to our services, or other matters), we'll only do so through our secure channels.
- **Cheques:** We're 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 from you any unused cheques, and report your name and returned cheque details to the Central Bank of the UAE, the Etihad Credit Bureau or any other competent authority, without any notice to you or any liability on us.
- You can close the account(s) opened at any time with no closure fees being levied. Please contact customer care for account closure.

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:** 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

Wio Bank PJSC is incorporated under the laws of Abu Dhabi, United Arab Emirates.

Address: Etihad Airways Centre, 5th Floor, Abu Dhabi, UAE. Wio Bank is licensed and regulated by the Central Bank of the UAE.

This Key Facts Statement is subject to Consumer Protection Regulation and accompanying Standards.

For any complaints or feedback, please WhatsApp or call us on 600 500 946, or email us at care@wio.io.