

Sav Pro Subscription Terms & Conditions

Welcome to Sav Pro! As a Sav Pro user you will get to enjoy exclusive rewards and benefits that make your journey even more rewarding. We've kept these Terms and Conditions simple, and to our best-efforts jargon-free.

These Terms and Conditions set out the rules which users must follow when subscribing to the Sav Pro Plan. This should be read in conjunction with our [Standard Terms and Conditions](#), [Card Member Terms and Conditions](#), and the Terms and Conditions of any associated campaigns.

Please read these Terms and Conditions carefully. By subscribing to the Sav Pro Plan, you agree that you have read, fully understood, and acknowledged these Terms and Conditions.

If you have any questions and cannot find the answer here, or you would like a free copy of these terms and conditions, please reach out to us at support@sav.money. Support is available between 9 AM and 6 PM (UAE Time).

A. Governance of the relationship

Our relationship with you, the user, is regulated by the following:

- a. Standard Terms:** These are the foundational terms that govern the general use of our services.
- b. Card Member Terms and Conditions by Nymcard:** Specific terms applicable to prepaid cards arranged, issued and managed by Nymcard pursuant to their license with CB UAE, and its vendors.
- c. Additional Terms:** These include terms related to specific services, third-party providers, and rewards, or third-party services, which will be communicated to you as applicable.

It is crucial that you thoroughly read and understand the Standard Terms, the Card Member Terms and Conditions, and any Additional Terms related to the services you choose to use, especially those associated with Sav Pro.

1. Electronic Contracting :

- a. Acceptance via Electronic Means:** You agree to accept terms and provide instructions electronically. These electronic contracts are equally binding as if signed in hard copy.

- b. **Additional Consent:** For certain services, you may need to complete extra steps or provide additional electronic consent, which is also binding.

2. Acceptance of Terms

- a. **Application and Transaction Implications:** By applying for Sav Pro, conducting transactions, or using any services, you are deemed to have accepted both the Standard Terms and any relevant Additional Terms.
- b. **Conflict Resolution:** In the event of any conflict between Standard Terms and Additional Terms, the latter will take precedence.

3. Changes to Terms

- a. **Amendments:** We reserve the right to modify or replace the Standard Terms and Additional Terms at any time. These changes will be communicated through our Notification Channels and will become effective as specified.

4. Service Provision and Availability

- a. **Digital Platform Delivery:** Services are provided through digital platforms, including approved third-party platforms, subject to Additional Terms.
- b. **Availability:** Our services may occasionally be unavailable for maintenance or other reasons and may not be accessible 24/7.
- c. **C.Discretion and Eligibility:** Service availability is at our discretion and subject to eligibility criteria and additional information requirements.
- d. **User Compliance:** You are required to complete, submit, and accept all necessary forms, mandates, documents, and agreements for service provision.
- e. **Service Refusal:** We reserve the right to refuse, suspend, or withdraw a service without providing a reason.

B. Subscription and Subscription fee:

Sav Technologies Limited (Sav), including its freemium versions Sav Standard (free) and Sav Pro (paid), is not a bank, financial institution, arranger, provider, or custodian of users' balances or any financial services. It is a technology platform aimed at encouraging savings behavior and responsible spending habits.

- a. **Sav Standard (Free):** This version is available at no cost to the user. It provides essential features suitable for everyday spending and personal finance management.
- b. **Sav Pro (Paid):** Sav Pro is a premium version offering enhanced features and additional rewards, tailored for users seeking more from their savings and spending experience.

"Subscription Fee" means the fees that are required to be paid by you to us on a monthly and/or annual basis for the duration of the subscription period.

Subscription is renewed either monthly or annually, based on the selected subscription package, on the same date and will not be renewed without the user's consent.

We reserve the right to change the pricing of the subscription. We will inform you fifteen (15) days in advance to get your consent.

Rewards Definition: The rewards offered as a part of Sav Pro are promotional in nature and associated with customers reaching pre-defined saving and spending milestones. It should not be construed as interest or any other benefits associated with banking.

Limited Period Offer: The rewards associated with Sav Pro are subject to change. The current reward scheme is valid until 31st January 2025. The terms and conditions governing rewards and cashback are outlined in the following T&Cs and are updated monthly.

1. Subscription Fees:

- a. **Monthly and Annual Subscription:** Sav Pro is available for a subscription fee of AED 99 per month or AED 1100 per annum. The user can choose between these two pricing options based on their preference. The Pro subscription is valid for a 'Subscription Month', which runs from the 1st day to the last day of the same calendar month in which the subscription is purchased. For example, if the Pro version is purchased on 17th December, the Subscription Month will be from 1st to 31st December.
- b. **Renewal policy:** Subscriptions are set to renew either monthly or annually, based on the user's chosen package. Renewals will occur on the same date each period and will be subject to auto renewal as outlined in the subsequent clause. Pro users are eligible for Pro rewards and campaigns during their Subscription Month, regardless of the purchase date within that month. However, to remain eligible for rewards in any subsequent month, the subscription must be renewed at least once during the new calendar month.
- c. **Price Change Rights:** We reserve the right to modify the subscription pricing. Any such changes will be communicated to the user at least fifteen (15) days in advance, requiring user consent to take effect.

2. Processing of your subscription: The Sav app is free to use. However, you may wish to make use of Sav's subscription service where you are provided with additional features, such as added category agnostic rewards. The features available under subscription are subject to constant revision. We will use

reasonable endeavours to process your subscription promptly. We do not guarantee that your subscription will be activated by any specific time. You will not be provided with access to Sav subscription service until we have successfully verified your payment and contact details. You will receive email confirmation when your subscription has been accepted. Your continued use of our Website and input of any information during checkout would be considered as Your authorization for us to share any/all information registered by You with our respective third-party payment facilitator. We reserve the right, at any time, to add or remove our existing third-party payment facilitator or include additional third-party payment facilitators without prior notice, which may be subject to additional terms and conditions.

- a. Sav shall not be held liable for the safety and security of your payment information once you have been redirected to the respective third-party payment facilitators' webpage in order to complete your purchase. Your use of our respective third-party payment facilitator is subject to the compliance of their policies and terms and conditions.
- b. Sav will not be held liable for any issues arising out of the payment process using the respective third-party payment facilitator once you have been redirected to their page in order to complete the payment. If the payment for the subscription has been settled in full via Payment Aggregators.
- c. Customers shall receive a confirmation e-mail immediately after they have made an Order. For any issues with regards to the subscription and/or payment process, please contact us at support@sav.money for us to assist you better

3. Auto-renewal: Unless specifically stated in any subscription offer, if you chose an auto renew option for your subscription, you agree that at the end of the initial subscription period (and of each renewal period thereafter), your subscription will automatically renew for the same subscription period at the then prevailing Subscription Fee, which may be amended from time to time. If you do not choose an auto-renewal payment option, we may contact you at the end of the subscription period with an offer to renew your subscription.

4. Cancellation: Upon cancellation of your subscription, the Pro plan will remain active, and you will continue to receive all associated benefits until the end of the current subscription cycle. After the subscription cycle concludes, your Pro plan will automatically terminate, and no further charges will be applied. Following the termination of the Pro plan, you will revert to the benefits of the Sav Standard plan.

5. Charges: Sav will have the right to levy such fees and charges ("Fees") (in the

manner determined by Sav) in relation to any service offered by Sav pursuant to this Agreement as prescribed by Sav from time to time. All Fees will be detailed within the Fees Schedule on the App.

- 6. Third Party Costs:** You note that Sav may incur the costs, fees, charges and/or expenses of third parties in the delivery of the services to you. Such costs, fees, charges and/or expenses will be governed by the terms and conditions of such third parties.
- 7. Subscription Payment:** Any payments due to us under this Agreement will be paid in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of Tax as required by law). If you are required by law to deduct or withhold Tax you will pay to us additional amounts as may be necessary to ensure that we receive a net amount equal to the full amount we would have received had such payment not been subject to a deduction or withholding of Tax.
- 8. Notice Period:** Sav may, in its sole discretion, amend the Subscription Fee and/ or any other Fees payable by you upon fifteen (15) days prior notice.
- 9. Amendments:** For the avoidance of doubt, any amendment to the Subscription Fees will be deemed material. If you do not close your accounts prior to the date on which you are notified that the changes will come into effect, you will be deemed to have agreed to the changes and they will apply to your account. Any other amendment must be agreed over email with support@sav.money . Unless otherwise agreed, an amendment will not affect any outstanding order or transaction or any legal rights or obligations which may already have arisen.
- 10. Charges and Fee for subscription:** The Fee Schedule is available on our Mobile App and clearly communicated on multiple pages before you subscribe to any paid services. You will be liable for and must pay all charges and fees applicable to the services availed.
- a. We may at any time vary the charges and fees by notice to you through the notification channels which include the Website, Mobile App or email. .
 - b. We are authorised to debit any account for the amount of any Charges and Fees (including any service charge) and any applicable taxes, duties, expenses, legal charges, and rewards and cash incentives in debit balance (whether authorized or not).
- 11. Notifications:** In respect of any notification or communication to you, we may use the notification channels (Website, Mobile App, email) or such other forms of

notification used by us from time to time. In respect of any notification or communication to us, you must send through the Website, Mobile App, by calling on +971554356597 or emailing at support@sav.money.

C. Sav Pro Rewards:

By subscribing to Sav Pro, users gain access to the following rewards programs and subscribing to Sav Pro constitutes acceptance of the specific Terms and Conditions associated with these rewards programs.

Cashback Campaign: Earn **5% cashback** on qualifying spends made using the Sav card.

Payday Rewards: Receive rewards for topping up your Sav card during designated Payday campaign periods.

1. Cashback Campaign

- a. Calculation of 5% Cashback:** The monthly 5% cashback is calculated on qualifying spends made during the applicable calendar month. Cashback is capped at **AED 750** per month.
- b. Qualifying Spends:** Qualifying spends include e-commerce transactions and retail point-of-sale (POS) payments, including those made through Apple Pay, Google Pay, and other card payments. Excluded transactions include but are not limited to:
 - i) Wallet transfers
 - ii) Peer-to-peer transfers
 - iii) ATM withdrawals
 - iv) Investments
- c. Disqualification:** Sav reserves the right to mark whether a transaction is a qualifying purchase transaction or not. No counterclaims for the same will be considered.
- d. Rewards Counted Towards Cashback:** Amounts earned through scratch cards or money missions during the calendar month will be included in the cashback calculation. However, rewards earned through the Payday Rewards program or referral bonuses will not be included.
- e. Minimum Spend Requirement:** To qualify for cashback, users must have a minimum overall spend of **AED 1,000** between the 1st and last day of the calendar month.
- f. Credit of 5% Cashback:** Cashback rewards will be credited to the user's Sav card on the **10th of the second month following the qualifying month.**
 - i) Example:** If you subscribe to the Pro plan on **15th January**, your qualifying spends during **1st–31st January** will be eligible for cashback, which will be credited to your Sav card on **10th March**.

2. Payday Reward

- a. **Recurring Campaign:** Payday Rewards are recurring campaigns that reward Pro users for topping up their Sav card during specific campaign periods.
- b. **Campaign-Specific Terms:** Each Payday Rewards campaign has its own Terms and Conditions. Users are advised to refer to the applicable campaign T&Cs for detailed information.

3. General Rewards Conditions

- a. **Uniformity of Rewards:** All Sav Pro users receive the same rewards rate and benefits under this program.
- b. **Cancellation of Subscriptions:** Accrued rewards will be credited prior to account closure. No further rewards will be earned post-closure of the subscription.
- c. **Restriction on Multiple Accounts:** Users are limited to a single Sav account. Multiple accounts per individual are not permitted.
- d. **Usage of Sav Pro for Rewards:** Users may choose to focus exclusively on the rewards features or explore other financial tools available within the Sav Pro subscription.
- e. **Withdrawal of Rewards Earnings:** Rewards earnings can be withdrawn at any time, along with the available t spend balance in the user’s account.

Below is a detailed comparison of the features offered in the Standard (free) and Pro (paid) versions of Sav.

Primary Benefits	Sav Standard Free for life	Sav Pro. AED 99 (incl. of VAT)
Cashback, Rewards and Analytics		
5% Cashback on all purchases via Sav card	Yes. Min. spend AED 2000 in calendar month	Yes. Min. Spend AED 1,000 in calendar month
Max cashback monthly on transactions with Sav card	AED 125	AED 750
MyMoney AI- powered analytics and insights	Yes. Connect bank accounts	Yes, connect bank accounts and credit cards

PayDay Rewards	-	Worth up to AED 1,500 every month
Referral (TnCs here)	Yes	Yes
B1 G1 at 200+ restaurants	Yes	Yes
Scratch card on every top up	Yes	Yes
Up to 50% discount on partner salons	Yes	Yes
Cashback on Gift Cards	Yes	Yes

Card and Transactions

Virtual Card	Free	Free
Physical Card	AED 31.50	Free
Contactless Payments	Free	Free
Replacement Physical Card	AED 31.50	AED 31.50
Charges per top up	AED 1.00	AED 1.00
Cash withdrawal (Mashreq Bank ATM, UAE)	1 Free per month, AED 2.1 for each after	5 free per month, AED 2.1 after

Effective from 1st January, 2025

Primary Benefits	Sav Standard Free for life	Sav Pro. AED 99 (incl. of VAT)
Card and Transactions		
ATM withdrawal limit	AED 5,000 per event, AED 10,000 per day	AED 5,000 per event, AED 10,000 per day
Cash Withdrawals (Other UAE ATMs)	AED 2.1	2 Free, AED 2.1 per withdrawal thereafter
Cash Withdrawals (GCC ATMs)	AED 11	AED 11
Cash Withdrawals (Outside UAE)	AED 21	AED 21
FX Transaction Fees	2.80%	2.30%
Digital Statements	Free	Free
Goals and other features		
Goals	Unlimited	Unlimited
Save Now, Buy Later	Yes	Yes
Shared Goals (Coming soon)	-	Yes
Smart Rules for Goals	Yes	Yes
Goals and other features		
Account deletion	Free	Free

Effective from 1st January, 2025



D. Disclaimer on rewards and incentives on Sav Pro:

- 1. 'Incentive' or 'Reward' is as Reward, Not Interest:** The rewards offered by Sav promotional in nature and associated with customers reaching pre-defined saving and spending milestones. It is crucial to understand that this incentive is in no way to be construed or interpreted as an interest rate. It differs fundamentally from interest in both nature and purpose.
- 2. Limited-Time Offer: This incentive is a time-bound offer, valid only until Jan 31st 2025. It is designed to encourage and reward users within this specific timeframe.**
- 3. Fraud or Misuse:** Sav reserves the right to withhold rewards if any fraudulent or suspicious activity is detected or there has been a breach of these Terms and Conditions. Rewards will be adjusted or revoked in case of refunds or returns of qualifying purchases. Clear proof of misuse will be communicated to the affected party.
- 4. Dispute Resolution:** If cashback eligibility is denied or disputed, you may raise a concern by calling on +971554356597 or emailing at support@sav.money.
- 5. Not a Provider of Interest:** It is imperative for users to recognize that Sav does not operate as an interest-bearing entity. The platform's incentive mechanism is designed to provide rewards, not to generate or offer interest in any form. This distinction is essential in understanding the role and function of Sav's incentives in the context of its services.
- 6. Handling of User Funds :** Sav does not earn any interest or income out of user deposits. It does not arrange or provide any financial products or money services.
- 7. Rewards:** Rewards are non-transferable, non-refundable, and cannot be exchanged for cash or other items unless otherwise stated by Sav.
- 8. Personal Data:** By applying for Sav Pro or conducting transactions, you consent to the use of your personal data for processing and delivering rewards, administering the campaign and marketing. Data will be handled in compliance with UAE's Federal Data Protection Law and Sav's privacy policy.
- 9. Card Transactions:** All transactions made using cards are governed by the 'Card

Member Terms & Conditions', terms and conditions for the prepaid card arranged/provided by Nymcard and its vendors.

- 10. Third Party Liability:** Any issue related to Sav card functionality will be managed by NymCard, a CB UAE licensed intermediary arranging and providing Sav Cards. For disputes or escalations, please reach out to NymCard's support.
- 11. Sav Liability:** Sav is not liable for any loss, damage, or injury arising from the use or misuse of any financial or non-financial reward delivered as part of the Pro plan.
- 12. Technical Issues:** Sav will not be liable for technical errors, delays, or interruptions affecting the processing of rewards or the functioning of the platform. In such cases, affected customers are encouraged to contact Sav at support@sav.money for resolution.

By agreeing to these terms, users acknowledge the clear distinction between the incentives provided by Sav and traditional interest, and understand that these incentives should not be considered as interest rates under any circumstances.

E. Final Provisions

- 1. Changes and Amendments:** Sav Technologies Limited reserves the right to modify these Terms and Conditions at any time, with amendments effective upon notice through appropriate notification channels. Any amendments to the Subscription Fee and/ or any other Fees payable by you upon fifteen (15) days prior notice.
- 2. Service Availability:** Services may be unavailable during routine maintenance or other operational requirements. Sav reserves the right to suspend, withdraw, or refuse services at its discretion.
- 3. Contact and Communication:** For any queries, clarifications, or assistance, please reach out to us at support@sav.money. Official communication should be directed through the Website, Mobile App, or support@sav.money.
- 4. Compliance with Laws:** All parties agree to comply with applicable laws and regulations in the use of Sav Pro services.
- 5. Severability:** If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions will continue to be valid and enforceable.

6. Jurisdiction: These Terms and Conditions shall be governed by and construed in accordance with the laws of the jurisdiction where Sav Technologies Limited operates which is the DIFC.

F. Conclusion of Terms and Conditions

In conclusion, by subscribing to and using Sav Pro, you acknowledge and agree to comply with these Terms and Conditions, including the Standard Terms, the Card Member Terms and Conditions by Nymcard, and any Additional Terms as applicable. Your continued use of Sav Pro services constitutes acceptance of these terms and any changes or amendments that may be made in the future.

G. Acknowledgement and Acceptance

By subscribing to Sav Pro, you:

- a. Acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions in their entirety.
- b. Consent to electronic contracting and acknowledge that electronic agreements and instructions are binding.
- c. Accept that Sav Technologies Limited is not a financial institution but a technology platform focused on savings and responsible commerce.
- d. Understand that Rewards provided by Sav are rewards and not interest, and that they are subject to terms including a limited offer period.
- e. Agree to the processing of your subscription and the handling of your payment information in accordance with these Terms.
- f. Understand that Sav's services, including Rewards, are subject to change and may be amended with prior notice.

Your decision to continue using Sav Pro services constitutes your acceptance of these terms and any future modifications.

Sav Technologies Limited is a company registered in the Dubai International Financial Centre, Dubai, UAE, with registration number 5474.

Sav is not a bank, financial institution or a money services provider. Sav is only a technology company with a sole purpose of providing its users tools to visualise and manage their finances efficiently. Sav limits its engagement to listing licensed service providers on its website, extending APIs and technology components of such licensed providers to its users. Under no circumstances does Sav facilitate or should be seen as facilitating the decision making, advisory or arrangement of such services for the Sav App users.

For queries or concerns, feel free to reach us at support@sav.money or call us on +971554356597