

## Sav Card – Key Facts Statement (KFS)

*This Key Facts Statement (“KFS”) provides important information about the Sav Card, including its features, fees, usage limits, rewards, and your rights and responsibilities. Please read this document carefully before applying for or using the Sav Card.*

### 1. Product Overview

Section	Details
Product Name	Sav Card
Product Type	Prepaid Card (Virtual & Physical)
Purpose of Card	The Sav Card is for personal use only and must not be used for business or commercial expenses.
Product Features	<p>The Sav Card is an open-loop prepaid card used for making purchases and for cash withdrawals worldwide subject to Visa capabilities and network.</p> <ul style="list-style-type: none"><li>• The card can be topped up through supported payment methods and is also enabled for usage on Apple Pay and Google Pay for seamless digital transactions.</li><li>• The Sav Card can only be issued to UAE residents over the age of 18 with a valid Emirates ID.</li><li>• The Sav Card can be availed by application on the Sav App.</li></ul>
Issuer	The Sav Card is issued by NymCard Payment Services LLC under license from Visa Inc.
Card Network	VISA
Program Manager	The Sav Card is arranged and provided by NymCard Payment Services LLC pursuant to a license by the Central Bank of the UAE under RPSCS Reg. No. 08.01.02.001.2022.02.
Platform Provider	Sav Technologies Limited (“Sav”) facilitates the user experience and provides platform functionalities for the Sav Card.
Regulatory Status	Sav is regulated by the Dubai Financial Services Authority (DFSA) under a Category 4 license with Retail Client Endorsement. Sav is not a bank and does not independently provide regulated financial services. All regulated products are offered through licensed institutions in compliance with DFSA and/or CBUAE regulations.
Card Management	<ul style="list-style-type: none"><li>• Card controls: You can activate, freeze, or unfreeze your card directly in the Sav App.</li></ul>

	<ul style="list-style-type: none"> <li>• Transaction Alerts: Real-time notifications are sent for all card transactions.</li> <li>• Spend Insights: The MyMoney dashboard within the Sav App provides real-time spending visualizations and insights.</li> <li>• Statements: Statements for the last six months are available for download from the Sav App. These are generated based on processing logs from NymCard.</li> </ul>
Usage Limits	<p>The usage limits are governed by NymCard's program rules and Sav platform controls:</p> <ul style="list-style-type: none"> <li>• Daily ATM withdrawals: AED 10,000</li> <li>• Daily POS/online spend: AED 20,000</li> <li>• Daily Transaction Limit: 20</li> <li>• Monthly Spend Restriction: AED 100,000</li> </ul>
Top-up	<ul style="list-style-type: none"> <li>• Sav Card can be topped up from the Sav App by funds from the customer's own account.</li> <li>• Sav uses licensed Payment Initiation Service (PIS) providers and payment processors, such as Lean, to facilitate secure account connectivity and top-up functionalities.</li> <li>• When you top up the Sav Card, funds are transferred from your bank account to a client money account managed by licensed partners. Sav does not hold customer funds directly.</li> <li>• Top-ups may take up to 36-72 working hours to reflect in your Sav Card balance. Settlement and reconciliation are managed by NymCard.</li> </ul>
Liability in Case of Fraud or Unauthorized Transactions	<p>If there are any unauthorized transactions, the customer has to notify NymCard promptly and not more than six months after the transaction debit date.</p> <p>The customer is liable for all losses if they:</p> <ul style="list-style-type: none"> <li>• Acted fraudulently;</li> <li>• Didn't use the Sav card in accordance with the Cardholders Terms and Conditions;</li> <li>• Didn't notify NymCard promptly on becoming aware of the loss, theft, or misuse of their Sav card; or</li> <li>• Didn't keep their personal security details safe.</li> </ul> <p>If the customer is not liable for the unauthorized transaction, then they will receive a refund from NymCard.</p>
Data Privacy & Protection	<p>Sav complies with the DIFC Data Protection Law when collecting, processing and protecting personal data. Data may be processed outside the UAE with appropriate security measures in accordance with applicable regulations.</p> <p>NymCard may also collect and process your personal data to provide services to you. NymCard complies with UAE Federal Decree-Law No. 45/2021, CBUAE Circular No. 8/2020, and ADGM Data Protection Regulations 2021 when collecting, processing, and protecting personal data.</p>

Termination and Refund Policy	<p>Termination occurs in the following cases:</p> <ul style="list-style-type: none"> <li>• Upon expiry of the account and card issued;</li> <li>• Failure to comply with the Cardholder Terms and Conditions;</li> <li>• If the customer withdraws consent for processing personal data;</li> <li>• By Nymcard by providing two (2) months written notice; or</li> <li>• By the customer at any time by providing written notice.</li> </ul> <p>The customer can redeem the balance of any unspent funds to a UAE bank account in their name.</p>
How Sav Communicates	<p>Sav communicates with you (about your account, any changes made to Sav's services, or other matters) only through Sav's secure channels such as email, recorded telephone line</p>
Customer Support	<p>You can reach out to Sav's Customer Support for any technical issues arising from the use of the Sav platform/ App:</p> <ul style="list-style-type: none"> <li>• Email at <a href="mailto:support@sav.money">support@sav.money</a></li> <li>• Call +971 55 435 6597</li> </ul> <p>You can reach out to NymCard's Customer Support through the following ways for inquiries, complaints, or dispute resolution specific to Sav Card:</p> <ul style="list-style-type: none"> <li>• Email at <a href="mailto:support@nymcard.com">support@nymcard.com</a></li> <li>• Call 600505005 if inside the UAE or +971600505005 if outside the UAE</li> </ul>
Complaints and Resolution	<p>Sav is committed to resolving all consumer concerns promptly and transparently. If you have a complaint, please follow the process below:</p> <p>1. Complaints Related to the Sav App &amp; Card Functionalities</p> <ul style="list-style-type: none"> <li>• For issues related to the Sav mobile app, your Sav Card, or any related functionalities, please submit your complaint using the complaints form available on our website: [<a href="https://sav.money/contact-us">https://sav.money/contact-us</a>].</li> <li>• Our support team will review your complaint and provide a resolution within the timelines set out in our Complaints Policy.</li> </ul> <p>If you are not satisfied with the resolution provided or believe your issue remains unresolved, you may escalate your complaint to the Dubai Financial Services Authority (DFSA).</p> <ul style="list-style-type: none"> <li>• Email: <a href="mailto:consumerprotection@dfsa.ae">consumerprotection@dfsa.ae</a></li> </ul> <p>2. For issues specifically related to card services, including card issuance, processing, or settlement:</p> <ul style="list-style-type: none"> <li>• First, raise your complaint directly with NymCard via their support channels.</li> </ul>

	<ul style="list-style-type: none"> <li>If your complaint remains unresolved after contacting NymCard, you may escalate the matter to Sanadak (UAE Ombudsman Unit): <a href="http://www.sanadak.gov.ae">www.sanadak.gov.ae</a></li> </ul>
Applicable Terms and Conditions	<p>Sav's Standard Terms and Conditions apply to Sav's products and services. You can access them on the Sav App or website. Sav may make changes to the Standard Terms and Conditions or the Schedule of Charges and will endeavour to provide you with at least thirty (30) business days written notice in the case of any material changes.</p> <p>NymCard's Cardholder Terms and Conditions apply to the Sav Card and can be accessed on the Sav App or website. NymCard may make changes to the Cardholder Terms and Conditions and will do their best to notify you of changes at least two (2) months prior.</p> <p>Sav encourages you to review the applicable terms and conditions fully before requesting the Sav Card.</p> <p>By accepting Sav's Standard Terms and Conditions, you're allowing Sav to use your personal information as per Sav's Privacy Policy (available on the Sav website and app) in accordance with applicable data protection laws and standards.</p>

## 2. Pricing and Fees

Category	Fee / Charge	Details
Virtual Card Issuance	Free	Activated instantly in the Sav App.
Physical Card Issuance	AED 31.5	Charged when ordering a physical card. The card needs to be activated prior to usage.
Card Replacement	AED 31.5	Charged for lost or damaged cards.
Top-Up Fee	AED 1	Per in-app bank transfer.
Domestic Transactions	Free	No fees for AED-denominated purchases.
International Transactions	2.3% – 2.8%	Fee depends on your subscription tier.

ATM Withdrawals	UAE: AED 2.1 GCC: AED 11 Non-GCC: AED 21	ATM operator fees may apply.  Standard customers are eligible for the following benefit every month: <ul style="list-style-type: none"> <li>1 free withdrawal from a Mashreq UAE ATM.</li> </ul> Pro customers are eligible for the following benefits every month: <ul style="list-style-type: none"> <li>5 free withdrawals from a Mashreq UAE ATM, and</li> <li>2 free withdrawals from a non-Mashreq UAE ATM.</li> </ul>
Dynamic Currency Conversion	Pass-through	Charged if a transaction is settled in a non-AED currency.
Inactivity Fee	Free	No fee for inactivity.
Account Closure	Free	Remaining balance refundable to a UAE bank account.
Subscription Fee	Standard: Free Pro: AED 99 – 149 per month	Based on plan selection.
Additional Notes: <ul style="list-style-type: none"> <li>International spends may incur FX markups and additional merchant fees.</li> <li>ATM operators abroad may charge DCC fees if you choose to settle in a non-AED currency.</li> <li>Hotels, rental agencies, and fuel stations may hold amounts higher than the purchase price.</li> <li>Sav or NymCard may suspend cards in cases of suspected fraud, AML/KYC breaches, or regulatory non-compliance.</li> </ul>		

### 3. Plans and Benefits

Sav offers two plan types - Standard and Pro - designed to suit different spending needs. Both plans provide access to the Sav Card's core features, along with promotional benefits such as cashback and rewards, which may be revised, suspended, or withdrawn.

Plan Type	Monthly Fee	Cashback Rate	Monthly Cashback Cap	Minimum Spend Requirement	Additional Benefits
Standard	Free	5%	AED 125	AED 2,000	Access to essential Sav Card features

Pro	AED 99 – 149	5%	AED 750	AED 1,000	Advanced App features, discounted fee.
<ul style="list-style-type: none"> <li>Please ensure that you read the Terms and Conditions pertaining to the Pro Subscription before subscribing. These can be found <a href="#">here</a>.</li> <li>Sav may modify or terminate the cashback campaign at any time with prior notice.</li> <li>Abuse or misuse of the cashback campaign may result in forfeiture of rewards and termination of the Sav Card.</li> </ul>					

#### 4. Consumer Rights and Responsibilities

Area	Your Rights	Your Responsibilities
Unauthorized Transactions	You may dispute unauthorized transactions within six months and will receive a refund if you are not at fault.	Keep your Sav Card, PIN, app credentials, and personal security details secure.
Dispute Resolution	You may raise disputes via Sav Support or NymCard Support.	Provide all requested supporting documents promptly.
Data Protection	You have the right to access, correct, and request deletion of your data.	Ensure your information is always updated in the Sav App.
Card Closure	You may close your Sav Card at any time and redeem any remaining balance.	Use your Sav Card in compliance with the Cardholder Terms and Conditions.

Sav Technologies Limited (“Sav”) is regulated by the DFSA under a Category 4 license for advising on financial products, arranging deals in investments, advising or arranging on money services, and arranging credit and advising on credit with Retail Client Endorsement.

Certain features offered via the Sav App — such as financial visualization tools, spending goal tracking, and partner discovery — are technology services and are not regulated financial activities. These tools do not constitute financial advice, arrangement, or recommendation.