

Schedule of Fees & Charges

Deem Credit Cards

| | Titanium | Platinum | World |
|---|---|--|--|
| Annual Membership Fee for Primary card | 210 AED <i>(Equivalent to AED 200 + 5% VAT)</i> | 315 AED <i>(Equivalent to AED 300 + 5% VAT)</i> | 525 AED <i>(Equivalent to AED 500 + 5% VAT)</i> |
| Annual Membership Fee for Supplementary Card(s) | Free up to 5 supplementary | | |
| Interest rate per month as of October 22, 2022 (retail transactions)* | Up to 3.99% | Up to 3.99% | Up to 3.75% |
| Interest rate per month as of December 31, 2021 (cash transactions)* | 3.75% | | |
| Due Date | Due date for repayment is 21 days after the statement date, therefore making your transaction interest free up to a maximum of 51 days from the date of the transaction. Thereafter, an interest charge (cash/retail transactions) is applied to your account if the full balance (including previous interest) is not paid by each payment due date. | | |
| Cash Advances (% of credit limit) | up to 50% | | |
| Minimum Payment Due | 5% of outstanding + Full VAT + Full Monthly EPP instalment (if applicable) + full monthly insurance premium (if applicable) + over limit amount if customer paid all minimum dues till the cycle or AED 100 whichever is higher. | | |
| | 5% of outstanding + Full VAT + Full Monthly EPP instalment (if applicable) + full monthly insurance premium (if applicable) + overdue + over limit amount if customer not paid previous cycle minimum dues or AED 100 whichever is higher. | | |

Additional fees & charges applicable to Credit Cards:

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| Cash Advance Fee | 3.15% of cash advance amount or AED 105, whichever is higher <i>(Equivalent to 3% of cash advance amount or AED 100, whichever is higher + 5% VAT)</i> |
| Processing Fee for Foreign Currency / Overseas Transactions | 3.14% of transaction amount <i>(Equivalent to 2.99% of transaction amount + 5% VAT)</i> |
| Over Limit Charge | AED 341.25 <i>(Equivalent to AED 325 + 5% VAT)</i> |
| Late Payment Charge | AED 241.5 <i>(Equivalent to AED 230 + 5% VAT)</i> |
| Processing Fee for Revolving Balance Transfer | Up to 4.20% of balance transfer amount <i>(Equivalent to up to 4% of balance transfer amount + 5% VAT)</i> |
| Card Replacement Fee | AED 78.75 <i>(Equivalent to AED 75 + 5% VAT)</i> |
| Retrieval of Sales Copy (available only up to the last 3 months) | AED 26.25 <i>(Equivalent to AED 25 + 5% VAT)</i> |
| No Liability Certificate | AED 52.5 <i>(Equivalent to AED 50 + 5% VAT)</i> |
| Liability Letter | AED 52.5 <i>(Equivalent to AED 50 + 5% VAT)</i> |
| Fee for Credit Balance refund | AED 26.25 <i>(Equivalent to AED 25 + 5% VAT)</i> |
| E-statement | Free within the agreed cycle |
| Paper statement | Free within the agreed cycle |
| Deem Double Secure | 1.04% of monthly outstanding balance <i>(Equivalent to 0.99% of monthly outstanding balance + 5% VAT)</i> |

Easy Payment Plans (Transaction EPP, Balance Conversion EPP, Easy Cash EPP, Balance Transfer EPP)

| Fee Type | Fees |
|--------------------|---|
| Interest* | Up to 1.99% monthly on flat rate <i>(Equivalent to up to 41.51% p.a. reducing balance rate)</i> Transaction EPP at participating merchants may be offered at 0% interest |
| Processing Fees | Up to 4.20% of transaction amount <i>(Equivalent to up to 4% of transaction amount + 5% VAT)</i> Transaction EPP at participating merchants may be offered with a flat processing fee |
| Early Closure Fees | 1.05% of remaining principal balance or AED 262.5, whichever is higher <i>(Equivalent to 1% of remaining principal balance or AED 250, whichever is higher + 5% VAT)</i> |

Account Statement Fee

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|---|--|
| Online Statements (self-service through Deem Online) | FREE (unlimited) |
| Consolidated statement by email | FREE (once a month) |
| SMS transaction alerts with account balance | FREE |
| Account balance and statement on Deem Mobile App (self-service through Deem Mobile App) | FREE (unlimited) |
| Request for additional physical or email statement through the Deem Customer Care Centre or email | AED 26.25 <i>(Equivalent to AED 25 + 5% VAT)</i> |

Fixed Deposit

Premature withdrawal charges

The depositor will receive interest at 1% below the applicable rate for the actual term / period for which the deposit is held by it, as per the applicable deposit interest rate for such tenor prevailing at the commencement of the deposit.

Labour Guarantee

(As stipulated by the Ministry of Finance)

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|--------------------|---|
| eGuarantee Charges | AED 25 per employee* |
| eDirham Fee | AED 3 per guarantee issued for up to a limit of 99 employees* |

Miscellaneous

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|--|---|
| Electronic funds transfer fee | AED 5 <i>(Equivalent to AED 4.76 + 5% VAT)</i> |
| Charge for delayed submission of renewed trade licenses* | AED 210 for every month of delay <i>(Equivalent to AED 200 + 5% VAT)</i> |

*Note: i) This monthly fee is applicable if document not submitted within 60 days of expiry of the most recent valid trade license;
ii) This monthly fee applicable will be deducted from the underlying deposit amount and accrued interest, if applicable

Note: All charges indicated with * are not subject to Value Added Tax as per applicable regulations.

All interest, fees and charges are as per Central Bank regulations and at the discretion of Deem where applicable. For the current Terms & Conditions, please visit our website www.deem.io/terms. Should you require more information, please contact our 24-hour Deem Customer Care Centre on 600 525550.

Personal Loan

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|--|---|
| Interest rate** | From 15.99% to 39.99% p.a. |
| Processing Fee | 1% of loan amount, minimum AED 500, maximum AED 2,500 <i>(Equivalent to 0.95% of loan amount + 5% VAT, minimum AED 500, maximum AED 2,500)</i> |
| Early Settlement of Loan | 1.05% of remaining balance, maximum AED 10,000 <i>(Equivalent to 1% of remaining balance + 5% VAT, maximum AED 10,000)</i> |
| Loan Rescheduling Fee | AED 105 <i>(Equivalent to AED 100 + 5% VAT)</i> |
| No Liability Certificate | AED 63 <i>(Equivalent to AED 60 + 5% VAT)</i> |
| Liability Letter | AED 63 <i>(Equivalent to AED 60 + 5% VAT)</i> |
| Partial Payment Charges | 1.05% of partial payment, maximum AED 10,000 <i>(Equivalent to 1% of partial payment + 5% VAT, maximum AED 10,000)</i> |
| Loan Top-Up | 1% of loan amount, minimum AED 500, maximum AED 2,500 <i>(Equivalent to 0.95% of loan amount + 5% VAT, minimum AED 500, maximum AED 2,500)</i> |
| Delayed Payment Penal Interest Charges | 2.1% of the delayed amount, minimum AED 52.50, maximum AED 210 <i>(Equivalent to 2% of the delayed amount, minimum AED 50, maximum AED 200, + 5% VAT)</i> |
| Loan Cancellation Fee | AED 105 <i>(Equivalent to AED 100 + 5% VAT)</i> |
| Deem Credit Life Plus | AED 22.05 <i>(Equivalent to AED 21 + 5% VAT)</i> <i>(Applicable on loans booked from August 1, 2018)</i> |

**Note: i) Interest is calculated on the monthly reducing balance of the loan.
ii) Pricing may vary depending on facility and subject to credit approvals.
iii) The actual interest rate the customer will be eligible for within the range will be determined by a holistic credit evaluation and customer risk profile.

Merchant Loan

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|--|---|
| Interest rate** | From 18% to 24% p.a. |
| Processing fees | 2.1% of loan amount <i>(Equivalent to 2% of loan amount + 5% VAT)</i> |
| Early settlement of Loan | 1.05% of remaining balance <i>(Equivalent to 1% of remaining balance + 5% VAT)</i> |
| Loan Rescheduling Fee | AED 105 <i>(Equivalent to AED 100 + 5% VAT)</i> |
| No Liability Certificate | AED 63 <i>(Equivalent to AED 60 + 5% VAT)</i> |
| Liability Letter | AED 63 <i>(Equivalent to AED 60 + 5% VAT)</i> |
| Partial Payment Charges | 1.05% of the partial payment <i>(Equivalent to 1% of partial payment + 5% VAT)</i> |
| Loan Top-Up | 2.1% of loan amount <i>(Equivalent to 2% of loan amount + 5% VAT)</i> |
| Delayed Payment Penal Interest Charges | 2.1% of the delayed amount, minimum AED 52.50, maximum AED 210 <i>(Equivalent to 2% of the delayed amount, minimum AED 50, maximum AED 200, + 5% VAT)</i> |
| Loan Cancellation Fee | AED 105 <i>(Equivalent to AED 100 + 5% VAT)</i> |

**Note: i) Interest is calculated on the monthly reducing balance of the loan.
ii) Pricing may vary depending on facility and subject to credit approvals.
iii) The actual interest rate the customer will be eligible for within the range will be determined by a holistic credit evaluation and customer risk profile.

Auto Loan

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|---|---|
| Interest rate | upto 5.00% (flat) p.a. |
| Processing fees | 1% of loan amount, minimum AED 500, maximum AED 2,500 <i>(Equivalent to 0.95% of loan amount + 5% VAT, minimum AED 500, maximum AED 2,500)</i> |
| Early settlement | 1.05% of remaining balance <i>(Equivalent to 1% of remaining balance + 5% VAT)</i> |
| NOC to traffic department | Free |
| Replacement of post-dated cheques | Free |
| Advance payment of installment | 1.05% of the advance amount <i>(Equivalent to 1% of remaining balance + 5% VAT)</i> |
| Change of due date on standing instructions | AED 26.25 <i>(Equivalent to AED 25 + 5% VAT)</i> |
| Installment deferment charges | AED 105 per deferment <i>(Equivalent to AED 100 + 5% VAT)</i> |
| Loan rescheduling fee | AED 262.5 <i>(Equivalent to AED 250 + 5% VAT)</i> |
| Late payment penal interest charges | 2.1% of the delayed amount, minimum AED 52.50, maximum AED 210 <i>(Equivalent to 2% of the delayed amount, minimum AED 50, maximum AED 200, + 5% VAT)</i> |
| Issuance of liability letter to other banks | AED 63 <i>(Equivalent to AED 60 + 5% VAT)</i> |
| Cancellation fee | AED 105 <i>(Equivalent to AED 100 + 5% VAT)</i> |

Wages Protection System

| Number of Employees | Charge per Salary Transfer File per month |
|---------------------|---|
| 1 to 25 | AED 78.75 <i>(Equivalent to AED 75 + 5% VAT)</i> |
| 26 to 50 | AED 157.5 <i>(Equivalent to AED 150 + 5% VAT)</i> |
| 51 and above | AED 262.5 <i>(Equivalent to AED 250 + 5% VAT)</i> |

| Number of Employees | Charge per Employee per month |
|---------------------|---|
| Less than 100 | AED 10.5 <i>(Equivalent to AED 10 + 5% VAT)</i> |
| 100 to 500 | AED 9.45 <i>(Equivalent to AED 9 + 5% VAT)</i> |
| 501 to 1000 | AED 7.35 <i>(Equivalent to AED 7 + 5% VAT)</i> |
| 1000+ Employees | AED 5.25 <i>(Equivalent to AED 5 + 5% VAT)</i> |

Withdrawal Charges

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|---|---|
| 1 st Withdrawal each month | Free |
| 2 nd Withdrawal Onwards From ATMs | AED 10.5 per transaction <i>(Equivalent to AED 10 + 5% VAT)</i> |
| Card Replacement Fee | AED 105 <i>(Equivalent to AED 100 + 5% VAT)</i> |
| Salary Transfer Letter | AED 105 <i>(Equivalent to AED 100 + 5% VAT)</i> |