

KEY FACTS STATEMENT (KFS)

Ziina Payment LLC

Licensed and regulated by the Central Bank of the UAE

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Important: This document summarizes the key features, fees, and risks of the Ziina ecosystem. It is structured into three sections: **Ziina Personal Account**, **Ziina Paid Plans** and **Ziina Business Account**. Read this in line with the [General Terms & Conditions](#).

KFS Summary (Quick View):

Ziina Personal Account: Wallet (stored value), P2P transfers, Ziina Card (virtual), top-ups (bank transfer / card), and cash out to UAE bank accounts. Key limits apply (wallet balance, inflows/outflows).

Ziina Plans: Lite (free) and Violet (paid) affect currency exchange fees and benefits; Violet renews automatically unless cancelled.

Ziina Business Account: Merchant payment acceptance tools; pricing is transaction-based; settlements and chargeback/refund rules apply.

Key Warnings: Transfers can be irreversible; keep documents updated; protect credentials; subscription renewal may impact access to benefits.

Support & Complaints: Contact Ziina support; if unresolved you may escalate to Sanadak (UAE Ombudsman).

1. Ziina Personal Account

Product Name	Ziina Personal Account
Product Description	The Ziina Personal Account is a regulated digital wallet that allows you to store funds, send and receive money, and make payments within the UAE, subject to applicable limits and terms.

Features	<p>Personal Wallet: Hold funds, receive money, and withdraw funds to a linked bank account.</p> <p>Peer-to-Peer (P2P) Transfers: Send money to other Ziina users in the UAE using a UAE mobile number without the need for an IBAN. .</p> <p>Ziina Card: A virtual Visa card linked to your wallet balance, which can be added to Apple/Google Wallet for online and in-store payments.</p>
Eligibility	Available to UAE Residents aged 18 and over with a valid Emirates ID and UAE mobile number.
Currency	United Arab Emirates Dirham (AED)
Minimum balance	No minimum balance is required to open or maintain the account.
Transaction Limits	<ul style="list-style-type: none"> • Maximum Wallet Balance: 18,000 at any time. • Cash Out (Withdrawal): Up to AED 18,000 per withdrawal request. • Monthly Inflow Limit: Up to AED 50,000. • Monthly Outflow Limit: Up to AED 25,000.
Fees	<ul style="list-style-type: none"> • Account Opening: Free • Receiving Money: Free from any source • Sending Money: <ul style="list-style-type: none"> ○ Sending money from your Ziina balance to another personal or business account is free. ○ 2.9% + AED 1 per transaction when sending using a UAE debit card, credit card, or international payment method (including Apple Pay or Google Pay) • Cash Outs (Withdrawals to Your Bank): AED 1 per withdrawal request, plus any bank-imposed charges • Card Top-Ups: <ul style="list-style-type: none"> ○ Non-Violet Users: 2.5% fee per top up ○ Violet Users: 1% fee per top up up to AED 5000 per billing cycle, then 2.5% thereafter

	<p>All fees are subject to 5% VAT, applied to the fee amount only (not the transaction value).</p> <p>For the most up-to-date fee information, please visit https://ziina.com/fees</p>
Things to note	<ul style="list-style-type: none"> You must keep your personal information and identification documents up to date. If your Emirates ID expires or required documents are not provided when requested, your account may be restricted until updated. If you suspect an unauthorized transaction: Freeze your card immediately in the Ziina app and contact Ziina support as soon as possible via in-app chat, email, or WhatsApp.

2. Ziina Paid Plans

Product Name	Ziina Lite (Standard Plan)
Plan Description	Ziina offers optional plans that apply to personal accounts. These plans may affect applicable fees, foreign exchange benefits, and access to additional features. Full details are set out below.
Features	<p>Standard Access: Full access to Personal Wallet and P2P transfers, and the standard virtual Ziina Card.</p> <p>Currency Exchange Benefit: Fee-free currency exchange on eligible card transactions, up to AED 3,000 per calendar month, with no additional conversion fee charged by Ziina.</p>
Subscription Fee	Free.
Interest Rate	No interest or profit is paid on wallet balances.

Things to note	<p>Currency Exchange Limit: Once the monthly fee-free currency exchange limit is reached, a 0.5% fee per transaction will apply to additional international card transactions.</p> <p>Some merchants may apply their own currency conversion or Dynamic Currency Conversion (DCC) fees, which are outside Ziina's control.</p>
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Product Name	Ziina Violet (Premium Membership)
Plan Description	Ziina Violet is a paid membership that offers enhanced currency exchange benefits and access to additional features and lifestyle benefits.
Features	<p>Violet Card: An exclusive virtual card linked to your Ziina wallet, available for online and in-store payments via supported digital wallets.</p> <p>Lifestyle Benefits: Access to a curated selection of offers and discounts from participating merchants across dining, delivery, mobility, wellness, and digital services. The list of participating merchants may change from time to time.</p> <p>Balance Boost (Cashback): Earn automatic cashback on eligible purchases made with participating merchants. Cashback is credited directly to your Ziina wallet in accordance with applicable terms and conditions.</p> <p>Details of current benefits are available at: https://ziina.com/personal/plans/violet</p> <p>Currency Exchange Benefit: Fee-free currency exchange on eligible card transactions, up to AED 20,000 per calendar month, with no additional conversion fee charged by Ziina.</p>
Subscription Fee	<p>Monthly pricing: AED 100 (including VAT) Annual pricing: AED 996 (including VAT)</p> <p>No minimum wallet balance is required, provided the subscription fee is paid when due.</p>

<p>Things to note</p>	<p>Currency Exchange Limit: Once the monthly fee-free currency exchange limit is reached, a 0.5% fee per transaction will apply to additional international card transactions.</p> <ul style="list-style-type: none"> • Some merchants may apply their own currency conversion or Dynamic Currency Conversion (DCC) fees, which are outside Ziina's control. <p>Auto-Renewal: Your Violet membership renews automatically at the end of each billing period. If your wallet balance is insufficient to cover the subscription fee, you authorise Ziina to top up your wallet using your designated payment method. If payment is not completed when due, Ziina may suspend or terminate access to Violet benefits without further notice.</p> <p>Perk Expiry: Any unused or unclaimed benefits or Boosts may expire at the end of the billing cycle and will not be carried over into future periods.</p> <p>Cancellation: You may cancel your Violet membership at any time. After cancellation, access to Violet perks will remain available until the end of your current billing period. Unused perks do not carry over to future periods.</p> <p>Monthly Plan: If you cancel your monthly plan, your membership will remain active until the end of your current billing month. The monthly fee for the current billing period is still payable and will not be refunded.</p> <p>Annual Plan: If you cancel within 7 calendar days of your start date, you will receive a refund for the remaining 11 months, provided no benefits have been redeemed. After this period, annual plans are non-refundable.</p>
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3. Ziina Business Account

Product Name	Ziina Business Account
Product Description	The Ziina Business Account enables eligible businesses and freelancers to accept digital payments from customers through a range of in-person and online payment tools, subject to verification, applicable limits, and terms.
Features	<p>Tap to Pay: Accept contactless payments directly on an iPhone or Android device by turning it into a payment terminal, no additional hardware required.</p> <p>Payment Links (ZiiLink): Generate secure payment links sent via SMS, WhatsApp, or Email.</p> <p>Online Payment Gateway: Accept payments on your website using supported e-commerce platform integrations.</p> <p>ZiiBoard: A custom keyboard extension to generate and paste payment links inside chat apps like WhatsApp.</p> <p>Invoicing: Create customized payment links to collect customer details, including contact information, delivery addresses, and other required fields.</p> <p>Team Management: Add multiple employees to your Ziina account with configurable permission settings, allowing for controlled access and role-based functionality.</p>
Eligibility	<p>Ziina offers Personal and Professional accounts. Professional accounts are intended for individuals and businesses who wish to accept payments for commercial or professional activities. You must guarantee that you comply with UAE law.</p> <p>You may open a Ziina Professional account and begin using certain features before completing full business verification, subject to Ziina's onboarding and risk-based requirements.</p> <p>To access all business features, including receiving payments without restrictions, your professional activity must be verified and</p>

	<p>approved by Ziina. This may require providing additional information and documentation, such as a valid trade licence or other business identification documents, depending on your business type and activity.</p> <p>Once fully verified, the account may be used to receive payments for goods and services in accordance with Ziina's terms, applicable laws, and regulatory requirements.</p> <p>Professional accounts must be used only for lawful professional purposes and remain subject to ongoing verification, monitoring, and compliance reviews.</p>
Currency	Settlement: United Arab Emirates Dirham (AED)
Minimum balance	No minimum balance is required to maintain a Ziina Business Account.
Transaction Limits	<p>Verified Business Accounts: No limit on monthly volume once verified, single transaction limit up to AED 90,000.</p> <p>Professional Accounts: Monthly processing volume limit up to AED 50,000 per calendar month, AED 3600 per transaction limit.</p>
Fees	<p>Receiving Payments</p> <p>When you receive payments using Ziina Business tools, the following fees apply:</p> <ul style="list-style-type: none"> Payments via Ziina balance, Tap to Pay, NFC, QR code, payment links, or via payment gateway: 2.6% + AED 1 per transaction <p>International Cards / Non-AED Currency:</p> <ul style="list-style-type: none"> An additional 1.5% per transaction applies to payments made using international cards and/or in a non-AED currency. <p>Sending Payments</p> <ul style="list-style-type: none"> Sending money from your Ziina balance to another personal or business account is free.

	<ul style="list-style-type: none"> ○ 2.9% + AED 1 per transaction when sending using a UAE debit card, credit card, or international payment method (including Apple Pay or Google Pay) <p>Cash Outs (Withdrawals)</p> <ul style="list-style-type: none"> ● Cash outs to bank account: AED 1 per withdrawal, excluding any bank-imposed charges <p>Payment Tools</p> <ul style="list-style-type: none"> ● QR Code Stand: AED 49 ● NFC Card: AED 39 for 1, AED 79 for 3 <p>Chargebacks</p> <ul style="list-style-type: none"> ● A fee of AED 98 per case applies when a customer disputes a transaction. This fee will be refunded if the dispute is resolved in your favour. <p>All fees are subject to 5% VAT, applied to the fee amount only (not the transaction value).</p> <p>For the most up-to-date fee information, please visit https://ziina.com/fees</p>
Interest	No interest or profit is paid on balances held in Ziina Business Accounts.
Things to note	<p>Refunds: Transaction fees are non-refundable if you issue a refund to a customer.</p> <p>Separation: Business funds are kept legally separate from Personal Wallet funds.</p>

4. Warnings

Account and Security	<ul style="list-style-type: none"> • Failure to comply with Ziina's terms and conditions or contractual obligations may result in account restrictions, suspension of services, or other actions as permitted by law. • Please ensure your information and documents remain accurate and up to date. Failure to provide updated information when requested may result in temporary restrictions on your account or services. • You are solely responsible for maintaining the secrecy of your login credentials. Ziina will never ask for your PIN or OTP over the phone.
Ziina Violet	<ul style="list-style-type: none"> • Ziina Violet is a paid subscription that renews automatically unless cancelled. If the subscription fee is not paid when due, access to Violet benefits may be suspended or terminated. • Cancellation of the subscription does not result in a refund except where expressly stated in the applicable terms.
Irreversible Transfers	<ul style="list-style-type: none"> • Peer-to-peer (P2P) transfers are processed immediately. Once a transfer is completed, it cannot be reversed. You are responsible for verifying recipient details before confirming any transfer.
Dual Wallets	<ul style="list-style-type: none"> • Your Personal and Business wallets are strictly separated. You cannot use Business funds to pay for Personal subscriptions or transfers directly without cashing out or transferring first.
Document Expiry	<ul style="list-style-type: none"> • Failure to update expired KYC documents (Emirates ID/Trade License) may result in account restriction.

5. Additional Information

This Key Facts Statement does not replace the full Terms & Conditions, which should be read carefully before using Ziina services.

Changes to Terms and Conditions: Ziina reserves the right to amend its terms and conditions from time to time, in accordance with applicable laws and regulations.

Notice of Changes: Where a permissible change is made to the terms and conditions for our products or services you agreed upon, or when changing our fees, Ziina will provide you with at least 60 days' prior notice before the change takes effect. Notice will be communicated through appropriate channels, such as the Ziina app, email, or other agreed means.

Customer Care:

- **Contact us:** Chat: Open the Ziina app and start a conversation with our support team, Email support@ziina.com, or WhatsApp +971 52 352 7503.
- **Regulatory Status:** Ziina Payment LLC is licensed and regulated by the Central Bank of the UAE.
- **Complaints:** If you are not satisfied with the outcome of your complaint after contacting our customer care team via chat, email, or WhatsApp, you may refer the matter to Sanadak, the UAE's Ombudsman Unit, at www.sanadak.gov.ae.