

## Al Awwal Saving Certificate – Terms & Conditions

### Salient Feature of the Certificates

1. UNB Al Awwal saving certificates (the “Certificate”) are open ended certificates.
2. “Applicant” means the individual, Corporate or other entity purchasing the Certificate from the bank/ or any other distribution channel.
3. “Beneficiary” means the individual in whose name the Certificate has been issued by the bank/ any other distribution channel.
4. The Certificate will be Dirham denominated or any other. The Certificate will be issued in the denomination of AED 100/-, 200/-, 500/-
5. Minimum amount of Certificate will be equivalent to one unit of Certificate for respective denomination and maximum amount as per product manual.
6. The Certificate will mature periodically. First maturity date will fall seven days from the issuance date, and the Certificate will be renewed automatically on the maturity date for the same period. The bank reserves the right to change this in the future.
7. The Certificate is non-negotiable and non-transferable; these can be pledged to UNB only as per terms and conditions of the bank.
8. The Certificate can be purchased from any branch across the UAE or through any of the alternative distribution channels including exchange house.

### Issuance of the Certificates

1. All UNB branches and alternative channels including exchange houses will issue the Certificates after obtaining duly filled application for the Certificate.
2. The Certificate can be issued to GCC Nationals and holders of valid UAE Visa for Residence, Visit or Transit or any other individuals with valid UAE entry permit
3. The Certificate can be issued against Cash, Cheque and Account Debit. In case of Cheque the Certificate will be issued only after realization of the Cheque.
4. The Certificate will be issued to individuals only. However, the Certificate can also be issued in joint names. Certificates will not be issued to corporate and other entities.
5. Companies or individuals excluding minors can purchase the Certificate as a gift for other individuals. However, the beneficiary of the Certificate can only claim the Certificate value and the prize.

### Eligibility Criteria for the Prize Draw

1. The Certificate will be eligible to enter the Bank’s draws as per product features.
2. The bank reserves the right to change frequency of draws and prize money.
3. The winners will be picked by the computerized system at random from the total number of active and valid units of the Certificates held on the day of draw.
4. Winning prize amount of Al Awwal draw for defaulted customers will be cancelled by the bank (defaulted meaning with one or more overdue payment).
5. Original Certificates or e-Certificates must be presented to claim the prize money. The prize money will be paid to the beneficiary based on proper identification.
6. Encashment of Certificate before draw date will remove Certificate numbers from subsequent draw.
7. It is the sole responsibility of the Certificate holder to ensure the Certificates purchased under different reference numbers are consolidated under one reference number (inform the bank of previous purchases).
8. All winners will be informed of their winning by the bank. The winning numbers will be available to the public through branches, call center or any other medium as per the discretion of the bank.
9. In case the winning certificate is purchased as a gift for other individual (3rd party), the bank will inform the beneficiary only without any obligation to inform the applicant about the winning prize.
10. The eligibility criteria for entering Al Awwal draw and the draw details are available at branches, call center and website.
11. If the draw date falls on Friday or Saturday or bank holiday, then the draw will be conducted on the subsequent working day.

#### Encashment of the Certificates

1. The Certificate can be encashed at anytime during banking hours from any UNB branch in the UAE after elapse of the lock in period (not allowed through exchange house).
2. The lock-in period will be set according to the amount invested in Al Awwal Certificates as per product manual and could be changed or revised by the bank at its own discretion without informing the customer.
3. Encashment of the certificate before lock in period will be subject to a penalty of .... % of the amount withdrawn.
4. E-certificates purchased through 3rd party will have a lock in period of 7 days only, and will be encashed through UNB branches only.
5. The Certificate can be encashed only upon submission of original Certificate or e-Certificate.
6. To encash the Certificate, the beneficiary of the Certificate must sign on the reverse side of the original Certificate or e-Certificate.
7. The amount of the Certificate will be paid after satisfactory verification of signature and identification of the person in whose name the Certificate was issued.
8. The guardian or parents can purchase the Certificate in the name of a "Minor".
9. Encashment of the Certificate issued in the name of a "Minor" and prize money, if any, may be made to the guardian/parent or minor upon attaining majority.
10. If the Certificate is issued in joint names (joint beneficiaries), either of the beneficiaries can encash the Certificate and claim the prize money. The Certificate value and prize money if any will be paid after satisfactory verification of identification of the beneficiary who is presenting the Certificate for encashment. The bank will not be responsible in any manner for any dispute between the joint holders in this regard.
11. If the customer is not a resident of UAE, the request for encashment and/or claim for prize money should be submitted through a first class bank and amount will be paid to that bank only.
12. Partial repayment of Certificates will be allowed. In such a case, new Certificates will be issued for the remaining number of units.

#### Al Awwal Gold Saving Certificates

1. The Certificate will be entitled to earn returns if the minimum amount specified by the bank is maintained during a specific period as specified by the bank.
2. The returns will be applied as per rules of the bank at the end of each month only, or at maturity.
3. If Certificates are en-cashed during a period specified by the bank as per product manual, no returns will be paid.
4. After the above period has elapsed total accrued returns for the period will be paid if the minimum Certificates amount specified by the bank was maintained.
5. The returns will be calculated on the minimum monthly balance.
6. The bank reserves the right to change or revise or cancel the interest rate as per the bank discretion without informing the customer.

#### General

1. The bank reserves the right to charge for issuance or encashment of the Certificate.
2. The bank reserves the right to modify any charges whether for issuance or encashment of the certificate in the future.
3. The bank reserves the right to forfeit the prize money if not claimed within six months from the date of announcing the winning number.
4. The bank reserves the right to send any correspondence, Cheque and other documents through ordinary mail and will not be responsible for loss or damage arising thereof.
5. The bank reserves the right to discontinue the Certificate scheme upon giving one month notice and in that case money will be refunded to customers.
6. The terms and conditions shall be governed, construed and interpreted in accordance with the UAE law. The jurisdiction of UAE civil courts shall apply in case of dispute in relation to the Certificate.
7. Granting of any credit facility against lien on the Certificate will be subject to specific approval by the bank's management.

8. The bank reserves the right to apply in whole or part of the Certificate value towards settlement of any outstanding liabilities of the Certificate holder towards the bank on any other account in respect of any other facility.
9. In the event of the Al Awwal Certificate being gifted, the applicant relinquishes all the rights and benefits of the Certificate in favor of the beneficiary (ies) and all terms and conditions agreed to by the applicant will be unconditionally binding on the beneficiary.
10. In case of loss of the Al Awwal Certificate by the applicant/beneficiary a duplicate Certificate can be issued after obtaining indemnity and it will be subject to charge as per the bank's tariff.
11. The bank reserves the right to change any of the terms and conditions at any time and will at its sole discretion without informing the customers.
12. UNB staff is not eligible to invest in Al Awwal Savings Certificate.
13. Customers who purchase Al Awwal Saving Certificate through 3rd party distribution channel authorizes UNB to send e-certificate to customers' e-mail, in addition to an SMS sent to his mobile confirming purchase details without any responsibility from the banks side.
14. Customers can at any time contact UNB's call center 600-566 665, provide the application number and some personal verification information and will be able to get full investment details.
15. For every purchase done through 3rd party distribution channel, e-Certificate will be e-mailed to customer within two working days and customer will be eligible for the regular draw as per eligibility conditions.
16. If for any reason a customer was granted two ID numbers at UNB, customers authorizes UNB to club the two into one ID and unify the accounts under.
17. Customer will take full responsibility that the documents provided upon time of purchase presented for verification at 3rd party distribution premises are genuine and officially updated with all information upon full responsibility of the client himself.
18. In Case the bank does not receive the required documents (Emirates ID or Passport copy with copy of a valid residence visa, application form duly signed by customer) from 3rd party within 5 working days from the date of purchase, then the bank reserves the right to cancel the certificate / application.
19. Customer undertakes to provide all required information as per field required in the application form and update this information regularly if one or more changes occurred to it or if required by the Bank.
20. If for any reason, vital information is missing from the application form, and the certificate is already issued, the bank have the right to cancel the certificate and refund the money to the client without the application fees.
21. In case of unavailable or wrong e-mail address and mobile number the bank has the right to reject the application
22. In case of valid mobile number and no valid e-mail, then the certificate will be issued and only SMS will be sent to customers' mobile number and customer can pass at his convenience to any UNB branch to print the certificate for his reference.
23. In case of valid e-mail and invalid mobile number, the certificate will be issued and e-certificate will be sent by e-mail provided that the customer is informed of his personal & legal responsibility towards UNB to update his personal information once needed.
24. It is the sole responsibility of the customer to provide updated and correct data and the bank reserve the right at its own discretion to cancel any issued certificate in case of doubt.
25. Customer confirms that the money used to purchase Al Awwal is from legitimate source.
26. UNB and exchange house partners have the right to block the funds transferred or under custody in the case of any suspicion of money laundering or financing terrorism or terrorist organizations.
27. UNB have the right to liquidate the Certificate and transfer the funds under custody in the case it was required by judicial order or decision, governmental entity with jurisdiction or governmental regulation or rule of any competent court or any competent authority.
28. UNB is not in any way responsible for any juridical conflict that may arise between the customer and 3rd party distribution channel concerning sales of Al Awwal saving certificates.
29. UNB is not in any way responsible for fraud / mistake transactions done by 3rd party distribution channel or by customer whether intentional or not.
30. Bank reserves the right to change/ amend/ delete any of the above clauses at any date at his sole discretion without any obligation to inform the customer or any other party.

31. The Bank will make all efforts to contact the customer as per the customer details provided in the application form. In the absence of any customer response, the Bank reserves the right to take appropriate decisions depending on the situations, including forfeiting the prize amount, if any.
32. Union National Bank has entered into a tie-up with the 3rd party including Exchange Houses for customer convenience. Disputes or disagreements, if any between the customer and the 3rd party should be resolved by the 3rd party only.
33. In case no information from the Bank is received about issuance of Al Awwal certificates, the customer should contact the 3rd party directly. The customer may also contact the Bank's call center for any clarifications or support that may be required.
34. Terms and conditions are published on the website.
35. The Bank reserves the right to decline a request for issuing Al Awwal Certificates for any person at its sole discretion without having to provide any justification
36. The Bank and approved distributors may take personal data checks as it may require regarding the details provided about Certificate Holder / Applicant's identity or identity of any other person named in the application form and the source of funds invested.
37. In the case of an applicant who is a corporate entity, the applicant must provide evidence that is satisfactory to The Bank and its approved distributors that the person signing the Form(s) has the legal right and accredited authorization to do so.
38. If, at any time, any provisions of these terms and conditions is or becomes illegal, invalid or unenforceable in any respect under the law of any jurisdiction, Bank shall abide by the applicable laws and competent authorities instructions to freeze any funds in the Certificate Holder / Applicant's Account or take any action necessary if the Bank believes that funds have been obtained through illegal means or transactions.
39. The Bank may disclose any information relating to the Certificate Holder / Applicant / Beneficiary or to the Certificate Holder / Applicant / Beneficiary to any governmental or regulatory body, based on a judicial, governmental order or regulatory requirement.
40. The Certificate Holder / Applicant / Beneficiary agrees that the Bank shall abide by the applicable laws and competent authorities instructions to freeze any funds in the Certificate Holder / Applicant's Account or take any action necessary if the Bank believes that funds have been obtained through illegal means or transactions. The Bank may report any suspected or confirmed money laundering or other suspicious or illegal activities or transactions in or related to the Account to the competent authorities in United Arab Emirates.
41. The Bank shall have the right at any time and at its absolute discretion and without giving written notice to the Certificate Holder / Applicants to close the Account without giving any reason. The Certificate Holder / Applicant / Beneficiary hereby agrees that the Bank's action in closing the Account shall be effective and binding. The Certificate Holder / Applicant / Beneficiary hereby irrevocably waives in advance any right, whether legal or otherwise, that they may have against the Bank in any proceedings whatsoever to complain about the Bank's action and/or decision to close the Account."