

# Key Facts Statement (KFS)

Details		
Criteria	Type of customer	Wallet
	Minimum limit	0
	Maximum limit	500 OMR
Document Required	<ul style="list-style-type: none"> <li>KYC</li> </ul>	
Product Features	<ul style="list-style-type: none"> <li>Add Money</li> <li>International Remittance</li> <li>Local Money Transfer</li> <li>Bill Payment</li> <li>Mobile Top Up</li> <li>Pay at Merchants</li> </ul>	

Fee & Charges			
Service Name	Fee		
Add Money	OMR 0.00		
Bill Payment	OMR 0.00		
Mobile Recharge	OMR 0.00		
Wallet Statement	OMR 0.00		
Local Transfer / P2P	OMR 0.100 + 5% VAT		
International Remittance			
Receiving Country	From Slab	To Slab	Fee in OMR
India	5	500	1.00 + 5% VAT
Philippines	5	500	1.00 + 5% VAT
Indonesia	5	500	1.00 + 5% VAT
Egypt	5	500	1.00 + 5% VAT
Malaysia	5	500	1.00 + 5% VAT
Bangladesh	5	500	1.00 + 5% VAT
Pakistan	0 40.01	40 500	1.00 + 5% VAT 0.00

Thailand	5	500	1.00 + 5% VAT
Sri Lanka	5	500	1.00 + 5% VAT
Nepal	5	500	1.00 + 5% VAT
Tanzania	0	200	2.00 + 5% VAT
	200.01	400	3.00 + 5% VAT
	400.01	600	4.00 + 5% VAT
Tunisia	0	200	2.00 + 5% VAT
	200.01	400	3.00 + 5% VAT
	400.01	600	4.00 + 5% VAT
Kenya	0	200	2.00 + 5% VAT
	200.01	400	3.00 + 5% VAT
	400.01	600	4.00 + 5% VAT
Morocco	0	200	3.00 + 5% VAT
United Arab Emirates	0	2800	2.50 + 5% VAT
Ghana	0	200	2.00 + 5% VAT
	200.01	400	3.00 + 5% VAT
	400.01	600	4.00 + 5% VAT
Jordan	0	500	2.00 + 5% VAT
Lebanon	0	400	3.00 + 5% VAT
	400	800	6.00 + 5% VAT
Ethiopia	0	200	2.00 + 5% VAT
Palestine	0	200	0.50 + 5% VAT
Qatar	0	200	3.50 + 5% VAT
Australia, Belgium, Switzerland, Germany, Spain, Finland, France, United Kingdom, Italy, Luzembourg, Netherlands, Norway, Portugal, Singapore	0	100	3.50 + 5% VAT
	100.01	200	4.50 + 5% VAT
	200.01	300	5.50 + 5% VAT
	300.01	400	6.50 + 5% VAT
	400.01	500	7.50 + 5% VAT
Bahrain,Canada,China,Kuwait, Saudi Arabia, Hong Kong	0	100	3.50 + 5% VAT
	100.01	200	4.50 + 5% VAT
	200.01	300	5.50 + 5% VAT
	300.01	400	6.50 + 5% VAT
	400.01	500	7.50 + 5% VAT
United States	0	100	3.50 + 5% VAT
	100.01	200	4.50 + 5% VAT
	200.01	300	5.50 + 5% VAT
	300.01	400	6.50 + 5% VAT
	400.01	500	7.50 + 5% VAT

## **Disclaimers**

- (a) The Service is provided on an “as is” basis without any representations of any kind whether express or implied as permitted by law. Your use of the Service is at your own risk.
- (b) We will use Commercially Reasonable Efforts to ensure that the Service is secure and cannot be accessed by unauthorised third parties.
- (c) We shall not be liable or responsible to you or to any third parties for any losses, damages, costs or expenses suffered by such person(s) arising out of or in connection with the rejection of your application or its non-acceptance or use, withdrawal, restriction, cancellation or termination of the Service resulting from or in consequence of any act or omission by us except in the case of our willful default or gross negligence.
- (d) We shall not be responsible for any Transactions carried out by you through the Service. We will use our Commercially Reasonable Efforts to assist you with any error or mistake made in effecting any Transaction. However any dispute between you and the transacting party must be resolved by you and such party.
- (e) We shall not be liable for acting on a confirmation sent by you using your registered device. Such confirmation shall be deemed irrevocable and binding on you upon receipt by us notwithstanding any error, fraud, forgery, negligence, lack of clarity or misunderstanding in respect of the terms of such confirmation.
- (f) Apart from liability that we cannot exclude by law, we will not be liable for any losses you suffer as a result of using the Service, including losses arising from:
- (i) a mistake you have made in your transfer instructions.
  - (ii) any fraud committed by another Mobile Wallet customer or third party, unless caused by us.
  - (iii) any delays or losses arising from a failure of the Network.
  - (iv) our inability to provide the Service due to Force Majeure or other events beyond our reasonable control.

## **Terms of Service**

- A. You agree that the Pay+ will be required to register your wallet account with Central Bank of Oman and associate/link it the mobile number provided as part of your “KYC” information.
- B. You agree that usage of the Wallet service, will represent your acceptance of this Terms and Conditions, and that continued use of wallet system after revisions to this Terms and Conditions shall constitute your agreement to such revised terms and any applicable posted guidelines or rules.
- C. Unless explicitly stated otherwise, any new features that augment enhance or otherwise change Mobile Payments System shall be subject to this Terms and Conditions.
- D. Pay+ reserves the right at any time to modify or discontinue, temporarily or permanently, payment using Mobile Payments System services.
- E. Pay+ shall not be responsible for interception/ misuse of Mobile Payments System. Pay+ is not liable if the Authentication and customer's registered device fall into wrong hands due to any reason whatsoever
- F. Pay+ shall not be liable if a transaction through Mobile Payments System does not materialize or

is delayed or is incomplete due to any reason whatsoever

G. Except as otherwise provided by Applicable Law or Terms and Conditions applicable to the Wallet Account, you understand that you are financially responsible for all uses of the Mobile Payments System payment services by you and those authorized by you during the registration and payment.

H. Misuses of Mobile Payments System service: You acknowledge that if any third person obtains access to your Wallet application or your registered device, such third person would be able to carry out transactions. You shall be responsible for all transactions carried through Mobile Payments System on your account.

I. Internet Frauds: The Internet per se is susceptible to a number of frauds, misuses, hacking and other actions, which could affect use of Mobile Payments System service. Whilst the Bank shall aim to provide security to prevent the same, there cannot be any guarantee from such Internet frauds, hacking and other actions, which could affect the use of the Mobile Payments System.

J. Technology Risks: It may also be possible that the Banking Application may require maintenance and during such time it may not be possible to process the request of the Customers. This could result in delays in the processing of Instruction or failure in the processing of instructions and other such failures. You understand and acknowledge that the Bank disclaims all and any liability, arising out of any failure or inability by the Bank to honor any customer instruction.

K. Limits: You are aware that Pay+ may from time to time impose maximum and minimum limits on the Mobile Payments System payment. You realize, accept and agree that the same is to reduce the risks on you. You shall be bound by such limits imposed and shall strictly comply with them.

L. Authentication: You are aware that the Pay+ allows you to keep yourself logged in, in order to do the payments (to other mobile numbers, Alias or QR Codes) without needing to login to the Pay+ Application every time. You realize, accept and agree that such relaxation in Authentication is provided by Pay+ is to simplify your payment process. Pay+ does not enforce to use this feature and enabling this feature is completely at your own discretion. By allowing such payments, you accept that Pay+ is not responsible or liable for any fraud or misuse that may be caused due to allowing of payment without login each time.

M. Transaction Authorization: You are aware that the Pay+ allows you to do the payments (to other mobile numbers, Alias or QR Codes) without needing to enter One Time Password(OTP) if the transaction amount is up to OMR 10, Pay+ at its discretion may change this amount at any time without sending any notice. You realize, accept and agree that such relaxation in Transaction Authorization is provided by Pay+ to simplify your payment process. By allowing such payments without OTP, you accept that Pay+ is not responsible or liable for any fraud or misuse that may be caused due to allowing of payment without login each time.

N. You are aware that Pay+ allows you to receive payments using QR Code, Mobile Number or Alias that has been associated/linked to your account/wallet. If you link your mobile number with account or wallet with some other bank/PSP, the account/wallet associated with the same mobile number at Pay+ will be automatically dissociated/delinked.

O. Indemnity: You shall indemnify Pay+ for and against all losses and damages that may be caused to NBO or Ooredoo as a consequence of breach of any of the Terms and Conditions governing the use Mobile Payments System services.

P. Refund Policy: All payments made using Pay+ App are final with no refund or exchange

permitted. You are responsible for the mobile number or Alias Name or QR Code or Bill Details and all charges that result from those purchases. Pay+ is not responsible for any purchase or payment to incorrect mobile number or Alias Name or QR Code or Bill Details. However, if you dispute a transaction performed by You on the Pay+ App, then You shall inform us by tapping on the dispute icon next to the transaction details in Pay+ App. Pay+ will investigate the incident and, if it is found that money was indeed charged to Your wallet account without delivery of the required service, then You will be refunded the money within 180 days from the date of receipt of Your dispute. All refunds will be credited to Your wallet account.