

# Key Facts Statement (KFS)

## Overdraft

This KFS provides you the key features and indicative information about fees and charges of this Product.

The Bank's Facility Offer Letter and all other related documents executed by you contain the final terms of this Product.

An Overdraft (OD) is an on-demand credit facility designed to meet day-to-day operational activities of the business, including purchase of raw materials and expenses. It is an account with an agreed-upon credit limit up to which the customer can draw cash. Interest is charged only on the amount utilized by the customer.

### Product details



- **Eligibility:**  
Entities licensed to operate in Sultanate of Oman



- **Currency:**  
Omani Rials



- **Payment:**  
On demand



- **Security:**  
Fully secured with realizable security, duly documented and enforceable without depending on your consent. OD on clean basis or partial collateral to be considered subject to financial visibility and cash flow of the business on exceptional basis, at the Bank's discretion on specific facility terms and conditions.



- **Rates:**  
As per offer letter



- **Collateral:**  
Collateral lodged with the Bank should be adequately documented and un- conditionally enforceable by the Bank in the event of default.



- **Processing Fees:**  
As per the Facility Offer Letter, All charges, commissions and fees are inclusive of Value Added Tax (VAT) and/or other similar tax.

### Additional Information

- The Bank may from time to time, and at its sole discretion make changes to the Terms and Conditions pertained to this Product. Without prejudice to the [on-demand/uncommitted] nature of this product, where required by applicable law such changes will be communicated to you with a 60-day prior notice and/or as mutually agreed in the Offer Letter signed by you.
- The facility limit, terms and conditions will be approved by the Bank on a case-to-case basis and limit will be offered subject to completion of standard security documentation.
- The Bank, without referring to the customer, may debit the customer's accounts with any charges, expenses, or commission payable against the banking services rendered in accordance with the approved and announced banking charges and commissions.
- The Terms and Conditions (including any relevant applications and documents) shall be read and implemented in line with this KFS.
- You can contact the Bank for any enquiries, assistance or complaints at any of its branches or by visiting its website.
- You are required to provide necessary information/ documents 60 days ahead of your facility renewal date in order to ensure timely renewal of facility on an annual basis, OD limit renewal and terms of renewed facility are subject to Bank's approval.
- Facility terms and conditions will be detailed via separate Bank's standard Facility Offer Letter (FOL) issued to you which needs to be duly accepted prior to availing the facility. Further clarifications on Terms and Conditions can be discussed with your Relationship Manager prior to accepting the FOL
- You should be aware that the Product is an uncommitted finance facility provided at the Bank's discretion.
- As such the OD is payable on-demand and can be amended or cancelled at any time. The Bank can also vary the pricing applicable to the Product at any time.
- Facility covenants, T&Cs should be adhered to and timely submission of information throughout the facility tenor to avoid cancellation of limit, which may subsequently affect your credit score with regulatory
- authorities/ credit agencies, impacting your access to future financing
- The renewal of terms and conditions might be different and subject to Bank's discretion
- The customer is required to provide the Bank with copies of his/her updated documents at all times (Civil ID/ Residence ID, Commercial Registration, Oman Chamber of Commerce and Industry membership, Passport, Visa, etc.); as not providing these documents might result in the charges, transactions being restricted, account being blocked.



## How to Raise Complaints

If you are not satisfied with our services, you can raise complaints via the following channels:

- Visit your nearest BankDhofar branch
- Contact our 24X7 Call Centre on **(+968) 24791111**.
- Email us on **Care@BankDhofar.com**
- Send us a direct message

<https://www.bankdhofar.com/contact/>

If you don't hear from us within 5 working days, you can escalate your complaint to Iman Al Amri - Customer Feedback - on **(+968) 22652010** during working hours (Sunday to Thursday 8:00 am – 2:00 pm).

## I Acknowledge Receiving and Understanding this Key Fact Statement

Customer Name

ID/ Passport Number

Date

Signature