



# Banking Fees & Service Charges

VI / 08 / 2020

SIMPLY SMARTER

Visit [www.kfh.bh](http://www.kfh.bh)

 @kfh.Bahrain

بيت التمويل الكويتي  
**Kuwait Finance House**

البحرين ش.م.ب (م) B.S.C.(c)



Licensed as an Islamic Retail Bank by the Central Bank of Bahrain

No.	Service Type	Standard Charges	Private Banking / Wealth Management
1	<b>Electronic Account**</b> Minimum Balance to open the account BD 20	BD 1.050 <sup>1</sup>	Free
2	<b>Current Account**</b> Minimum Balance to open the account - Bahraini Dinars BD 100 - US Dollars, Sterling Pounds, or Euro equivalent to BD 100	If minimum Balance is not maintained: BD 5.250 <sup>1</sup> or equivalent in foreign currency	Free
	<b>Cheque Book Issuance</b> - 50 Leaves	BD 4.200 <sup>1</sup>	Free
	- 25 Leaves	BD 2.100 <sup>1</sup>	Free
	<b>Stop Payment of Cheques</b> As stipulated by Bahrain Commerce Law	BD 5.250 <sup>1</sup> per cheque	BD 5.250 <sup>1</sup> per cheque
3	<b>Investment Saving Accounts**</b> Minimum Balance to open the account - Bahraini Dinars BD 20 - US Dollars Equivalent to BD 20 - Euro Equivalent to BD 20 - Sterling Pounds Equivalent to BD 20	BD 1.050 <sup>1</sup> BD 1.050 <sup>1</sup> or Equivalent BD 1.050 <sup>1</sup> or Equivalent BD 1.050 <sup>1</sup> or Equivalent	Free Free Free Free
4	<b>ATM Cards and PIN</b> <b>First Issue of ATM Card &amp; PIN</b>	Free	Free
	<b>Replacement of ATM Card due to</b> - Lost/Damaged Card	BD 5.250 <sup>1</sup>	Free
	- Lost PIN	BD 2.100 <sup>1</sup>	Free
	<b>Cost of using ATM Card</b> - KFHBahrain ATMs	Free	Free
	- Benefit Network	Free	Free
	- GCC Net	BD 1.050 <sup>1</sup> per transaction	BD 1.050 <sup>1</sup> per transaction
	- ATM outside GCC countries	BD 2.100 <sup>1</sup> per transaction	BD 2.100 <sup>1</sup> per transaction
	<b>Foreign exchange transaction</b> - POS outside Bahrain and GCC Network	2.887% <sup>1</sup> of the amount	2.887% <sup>1</sup> of the amount
	- Withdrawal from ATMs located outside Bahrain and GCC countries	2.887% <sup>1</sup> of the amount	2.887% <sup>1</sup> of the amount
** Minimum balance charges will be calculated based on the monthly weighted average balance. Orphans, widows, pensioners, individuals receiving social subsidies from the Ministry of Labour & Social Affairs, students and Bahraini nationals with a monthly salary below BD 250 are exempt from Minimum balance charges provided their subsidy/salary is credited into their KFHB account. Accounts linked to financing facilities are also exempt from the charges.			

No.	Service Type	Standard Charges		Private Banking / Wealth Management	
		Principal Card (Monthly)	Additional Card	Principal Card (Monthly)	Additional Card
5	<b>Credit Card</b>	<b>Annual Service Charges</b>		<b>Annual Service Charges</b>	
	Classic	BD 20 <sup>2</sup>	Free	BD 20 <sup>2</sup>	Free
	Gold	BD 100 <sup>2</sup>	Free	BD 100 <sup>2</sup>	Free
	SmartPay	BD 200 <sup>2</sup>	Free	BD 200 <sup>2</sup>	Free
	Signature	BD 300 <sup>2</sup>	Free	BD 300 <sup>2</sup>	Free
	<b>Other Charges</b> Replacement of lost/stolen/damaged card	BD 5.250 <sup>1</sup>	BD 5.250 <sup>1</sup>	BD 5.250 <sup>1</sup>	BD 5.250 <sup>1</sup>
	Copy of statement per page Request	Free	Free	Free	Free
	New PIN code request	BD 2.100 <sup>1</sup>	BD 2.100 <sup>1</sup>	BD 2.100 <sup>1</sup>	BD 2.100 <sup>1</sup>
	Cash advance fees per withdrawal* <i>* Maximum withdrawal limit is 20% of the total limit.</i>	BD 4.200 <sup>1</sup>	BD 4.200 <sup>1</sup>	BD 4.200 <sup>1</sup>	BD 4.200 <sup>1</sup>
	<b>Foreign exchange transaction</b> - POS outside Bahrain	2.15% <sup>1</sup> Per transaction		2.10% <sup>1</sup> Per transaction	
	- Cash advance withdrawal from ATMs outside Bahrain	2.15% <sup>1</sup> Per transaction		2.10% <sup>1</sup> Per transaction	
6	<b>WorldPay</b> - Issuance Fee	BD 3.150 <sup>1</sup>		BD 3.150 <sup>1</sup>	
	- Renewal Fee	Free		Free	
	- New PIN Code Request	BD 2.100 <sup>1</sup>		BD 2.100 <sup>1</sup>	
	- ATM Cash Withdrawal in Bahrain	Free		Free	
	- ATM Cash Withdrawal outside of Bahrain	Free		Free	
	- Replacement of lost/stolen/damaged card	BD 5.250 <sup>1</sup>		BD 5.250 <sup>1</sup>	
	- Copy of statement per page request	Free		Free	
	<b>Foreign exchange transaction</b> - POS outside Bahrain	Free		Free	
	- Cash advance withdrawal from ATMs outside Bahrain	Free		Free	

<sup>1</sup> Fees & Charges are inclusive of 5% VAT - <sup>2</sup> Not subject to VAT

No.	Service Type	Standard Charges	Private Banking / Wealth Management
7	<b>Deposit of Demand Drafts</b> - in the same currency of the account	BD 5.250 <sup>1</sup> for collection	BD 5.250 <sup>1</sup> for collection
	- in a currency other than that of the account	Applying the respective currency exchange rate + BD 5.250 <sup>1</sup> for collection	Applying the respective currency exchange rate + BD 5.250 <sup>1</sup> for collection
8	<b>3rd Party Fees</b> - Auto Finance (Murabaha only)*	BD 105 <sup>1</sup>	BD 105 <sup>1</sup>
	- Tamweely Personal Finance*	BD 135 <sup>2</sup>	BD 135 <sup>2</sup>
	- Real Estate Finance*	-	-
	- Joint Housing Finance with ESKAN Bank*	BD 210 <sup>1</sup>	BD 210 <sup>1</sup>
	<i>* Not paid to KFH-Bahrain and used for processing the transaction.</i>		
9	<b>Cash Deposits</b> - Deposits of BD in a foreign currency account	Exchange rate shall apply <sup>2</sup>	Priority exchange rate shall apply <sup>2</sup>
	- Foreign currency other than the account currency	Apply the respective currency buying rate to convert to BD and apply the selling rate to convert to foreign currency <sup>2</sup>	Apply the respective Priority currency buying rate to convert to BD and apply the Priority selling rate to convert to foreign currency <sup>2</sup>
10	<b>Withdrawals</b> - Withdrawals in BD from foreign currency account	Apply the respective currency buying rate <sup>2</sup>	Apply the respective currency buying rate <sup>2</sup>
	- Cash withdrawal over the counter less than BD 500 (excluding current accounts)	BD 1.050 <sup>1</sup>	BD 1.050 <sup>1</sup>
	- Withdrawals in the currency of the account	Apply the respective currency buying rate to convert to BD and apply the selling rate to convert to foreign currency <sup>2</sup>	Apply the respective Priority currency buying rate to convert to BD and apply the Priority selling rate to convert to foreign currency <sup>2</sup>
	- Withdrawals from the account to effect remittances through Pay Orders / Drafts / Telex Transfers	Remittances charges shall apply + 5% VAT	Priority remittances charges shall apply + 5% VAT
11	<b>Dishonored Cheque</b> - Refer to drawer - Not arranged for - Re-presenting the cheque - Insufficient Funds	BD 14 or its equivalent of the currency of the account per cheque <sup>2</sup>	BD 14 or its equivalent of the currency of the account per cheque <sup>2</sup>

<sup>1</sup> Fees & Charges are inclusive of 5% VAT - <sup>2</sup> Not subject to VAT

No.	Service Type	Standard Charges	Private Banking / Wealth Management
12	<b>Electronic Funds Transfer System (EFTS)</b>		
	<b>Fawri+</b> - 30 seconds single transfer to any other Bank Account in Bahrain - (Max. BD 1,000/- per Account per day) <sup>2</sup>		
	- Up to BD 100/-	Free	Free
	- More than BD 100/-	105 Fils <sup>1</sup>	105 Fils <sup>1</sup>
	<b>Fawri</b> - Single or Bulk Transfer to any other Bank Account in Bahrain within few hours during the business day	105 Fils <sup>1</sup>	105 Fils <sup>1</sup>
<b>Fawateer</b> - A one stop shop for bill enquiries and payments, where customers can view their outstanding bills of multiple billers in Bahrain and pay them all immediately in a single click.	Free	Free	
13	<b>Outward Remittances</b>		
	- Demand Drafts	BD 2.100 <sup>1</sup>	BD 1.050 <sup>1</sup>
	- Cancellation and re-issue	BD 3.150 <sup>1</sup>	BD 1.050 <sup>1</sup>
	- Cancellation and refund	BD 3.150 <sup>1</sup> + buying rate	BD 1.050 <sup>1</sup> + buying rate
	- Modifications of outward remittances instructions by Telex or Swift	BD 5.250 <sup>1</sup>	BD 5.250 <sup>1</sup>
- Stop payment / modifications of drafts by Telex or Swift	BD 5.250 <sup>1</sup>	BD 5.250 <sup>1</sup>	
14	<b>Telegraphic Transfer Swift</b>		
	- Within Bahrain - KFHB Branches Outside Bahrain	420 Fils <sup>1</sup> BD 3.150 <sup>1</sup>	420 Fils <sup>1</sup> Free
	- Within GCC	BD 5.250 <sup>1</sup>	BD 3.150 <sup>1</sup>
	- Others	BD 5.250 <sup>1</sup> + Correspondent bank charges (if any)	BD 5.250 <sup>1</sup> + Correspondent bank charges (if any)
- Telex Transfer Inquiry	BD 2.100 <sup>1</sup>	Free	

<sup>1</sup> Fees & Charges are inclusive of 5% VAT - <sup>2</sup> Not subject to VAT

No.	Service Type	Standard Charges	Private Banking / Wealth Management
15	<b>Miscellaneous</b>		
	Standing Order Instructions:		
	- Internal Account	Free	Free
	- Charity Funds Accounts	Free within the Bank	Free within the Bank
	- Within Bahrain	BD 2.100 <sup>1</sup> + Remittance charges	BD 1.050 <sup>1</sup>
	- GCC Countries	BD 2.100 <sup>1</sup> + Remittance charges	BD 3.150 <sup>1</sup>
	- Other Countries	BD 2.100 <sup>1</sup> + Remittance charges	BD 5.250 <sup>1</sup>
	- Postpone S/O	BD 2.100 <sup>1</sup>	Free
	- Fees for insufficient funds	Free	Free
	Release Letter:		
	- Within 6 months	Free	Free
	- After 6 months	BD 5.250 <sup>1</sup>	Free
	Certificate of Balance / Outstanding Letter		
	- Once a year	Free	Free
	- More than once	BD 10.500 <sup>1</sup> each	Free
Under Formation Letter Fee	BD 10.500 <sup>1</sup>	Free	
Issue of Pay Order	BD 3.150 <sup>1</sup>	Free	
Pay Order Cancellation	Free	Free	
Cancellation of Profit-Sharing Investment Account (PSIA) before Maturity	BD 10 <sup>2</sup>	Free	
Mailing Cheque Book	BD 2.100 <sup>1</sup>	Free	
Audit confirmation letter	BD 15.750 <sup>1</sup>	BD 15.750 <sup>1</sup>	
Installment Deferment*	BD 10.500 <sup>1</sup> - Per installment	Free	
Copies of Bank statement:			
- Personal Accounts:			
- First 2 requests	Free	Free	
- Third request onwards	315 Fils <sup>1</sup> Per Page (Max BD 5.250 <sup>1</sup> )	Free	
- Corporate Business Accounts	BD 1.050 <sup>1</sup> Per Page (Max BD 10.500 <sup>1</sup> )	Free	
<i>*Terms and conditions apply</i>			
Copies of Cheque / Invoices			
Up to 1 year	Free	Free	
1-3 years	Free	Free	
Copies of Cheque / Invoices 3 to 10 years	Free	Free	
16	<b>Employer Salary Charges</b>		
	Internal Transfers	Free	Free
	External Transfers	5 Fils <sup>1</sup> Per IBAN	5 Fils <sup>1</sup> Per IBAN

<sup>1</sup> Fees & Charges are inclusive of 5% VAT - <sup>2</sup> Not subject to VAT

No.	Service Type	Standard Charges	Private Banking / Wealth Management
17	<b>Insurance</b> - Tamweely Personal Finance - Auto-Finance - Real Estate Consumer Finance	Free Free At Cost	Free Free At Cost

## Profit Allocation Schedule for Unrestricted Mudharaba Investment Accounts

The Bank will share any profit that may be generated from the general financing portfolio. This profit will be distributed according to the investment period. The schedule below illustrates types of Unrestricted Investment Accounts and the Bank's profit share as "Mudharib".

### BANK'S MUDHARIB PROFIT SHARE

Account Type	EUR	GBP	USD	BHD
Saving	95%	95%	95%	95%
VIP Saving	95%	95%	90%	85%
Libshara			95%	95%
1 Month Mudharaba Investment Account	85%	85%	70%	60%
3 Months Mudharaba Investment Account	70%	70%	60%	50%
6 Months Mudharaba Investment Account	60%	60%	50%	40%
1 Year Mudharaba Investment Account	50%	50%	40%	30%

NOTE: ALL DISABLED CLIENTS ARE WAIVED FROM ALL BANKING FEES & CHARGES.

<sup>1</sup> Fees & Charges are inclusive of 5% VAT - <sup>2</sup> Not subject to VAT

The service charges described herein are subject to KFH-Bahrain terms and conditions which may change from time to time at the discretion of KFH-Bahrain.



Call Centre: **7777 7777**



Website: **www.kfh.bh**



Online Banking: **www.kfhonline.com**

## COMPLAINTS & DISPUTES HANDLING PROCEDURE:

It is the policy of the Bank to ensure that all complaints are fully resolved in a timely and equitable manner. Therefore, the Bank has appointed a senior and independent member of the management team to act as the Complaints officer. All written complaints received by the Complaints officer will be acknowledged in writing within 5 working days. Thereafter, the Complaints officer will fully investigate the matters raised in the complaint and seek responses from the concerned departments. Having made the appropriate enquiries, the Complaints officer will make a determination and respond to the complainant within 4 weeks of the date of the initial written complaint. In the event that a satisfactory resolution of the complaint cannot be arrived at, the Complaints Officer will outline the options that are open to the complainant.

If you wish to file a complaint you can:

- **Call us** on our 24 Hour Call Centre on +973 77 777 777
- **Email us** on [complaints@kfh.com.bh](mailto:complaints@kfh.com.bh)
- **Write to us at:**
  - The Complaints Officer
  - Kuwait Finance House-Bahrain
  - West Tower, Bahrain World Trade Centre
  - P.O. Box 2066, Manama, Kingdom of Bahrain

There are also various other channels in place to assist in receiving feedback from our customers including our website and suggestion boxes at each of our branches and Automalls.

<sup>1</sup> Fees & Charges are inclusive of 5% VAT



## KFH-Bahrain Consumer Finance Disclosure Model

As part of Central Bank of Bahrain's Public Disclosure requirements, (BC-4.2.10); KFHB-Bahrain ("KFHB") has incorporated a scenario using the Annual Percentage Rate (APR) methodology for a consumer finance at KFHB. The sample below is illustrated for an Auto-Murabaha finance of BD 10,000 on a 7 year term and for a residential Real Estate financing of BD 100,000 on a 25 years term.

APR Calculation Methodology - Retail Banking		
* Amounts in Bahraini Dinars		
Particulars	Real Estate	Auto Financing
Finance Amount	100,000	10,000
Administration Fee*	Not applicable	105 <sup>1</sup>
Evaluation Fee**	50	-
Takaful Amount (Life insurance)	5,100	-
Maximum Repayment Tenor (Years)	25	7
Annual Nominal Profit Rate	6.00%	6.00%
Annual Percentage Rate	6.28%	6.35%
Monthly Installment	661.301	147.786
Early Settlement Charges***	BD 200 or 0.75% of outstanding principal whichever is lower.	BD 100 or 1% of outstanding principal whichever is lower
Notes		
<ul style="list-style-type: none"> <li>• The customer is required to provide a life insurance policy for any financing exceeding BD 150,000.</li> <li>• In a Real Estate Financing, the customer will pay the fee charged by the Survey and Land Registration Bureau of the Kingdom of Bahrain.</li> <li>• Any partial or full early repayment will be subject to the Central Bank of Bahrain's regulations and the signed contract/agreement.</li> <li>• The customer will be provided with 30 days notice of any change in financing rates or charges, as applicable.</li> <li>• The above example applies to residential Real Estate &amp; Auto financing for personal use only.</li> </ul>		
* Not paid to KFHB and used for processing the murabaha.		
** Subject to change based on property type.		
*** As Per Central Bank Of Bahrain Rules & Regulations.		

For more information, kindly refer to our friendly Customer Service Representatives.