

KEY FACTS STATEMENT VALUE ADDED SERVICES (VAS)

KEY PRODUCTS & SERVICES

Redha Al Ansari Exchange offers wide array of convenient services. Facilitates fast and easy way of sending money. We offer the following range of Value-Added Services (VAS) products to ensure the fastest, safest, and most reliable services across the country and globe through retail branches and via our digital channels:

- Money Transfer (Banks)
- Money Transfer (Exchange houses)
- Utility Payments
- Mobile Top-Up
- Wallet Transfer
- Bill Payments

Money Transfer (Banks)

	United Arab Emirates	International
Payout Currency	AED	Multiple Currency
System type	RAE-world	Multiple system
Delivery Timelines	Instant	Within ٢٤ to 48 Hours
Send Commission / Charges	AED 25	Min: AED 15 Max: AED 40.25
Refund	Zero charges	Start from AED 0 up to fees & FX Refund Rate
Amendment	From 0 AED up to transaction fees	From 0 AED up to transaction fees

Money Transfer (Exchange Houses)

	United Arab Emirates	International
Payout Currency	N/A	Multiple Currency
System type	N/A	Multiple system
Delivery Timelines	N/A	1 working day
Send Commission / Charges	N/A	Min: AED 15 Max: AED 25
Refund	N/A	No fees only FX Refund Rate
Amendment	N/A	From 0 AED up to transaction fees

Swift Remittance Transfer

	United Arab Emirates	International
Payout Currency	N/A	Multiple Currency
System type	N/A	Multiple system
Delivery Timelines	N/A	Within 3 working days
Send Commission / Charges	N/A	Min: AED 28.75 Max: AED 207
Refund	N/A	No refund fees only Correspondent deduction and FX Refund Rate.
Amendment	N/A	No amendment service

UTILITY PAYMENTS (DU/ETISALAT/SEWA)

	United Arab Emirates	International
Payout Currency	AED	Multiple Currency
System type	RAE-world	Multiple system
Delivery Timelines	Instant	Instant / Within 2 working days
Send Commission / Charges	AED 2.25	Min: AED 15 Max: AED 40
Refund	Zero charges	No fees only refund FX Refund Rate
Amendment	From 0 AED up to transaction fees	From 0 AED up to transaction fees

MOBILE TOP-UP

Country	United Arab Emirates	International
Payout Currency	AED	Multiple Currency
System type	RAE-world	Multiple system
Delivery Timelines	Instant	Instant
Send Commission / Charges	AED 0 [Zero]	Min: AED 0 [Zero]

WALLET TRANSFER

Country	Payout Currency	Mode	Type of Charge	Delivery Timelines	Send Commission Or RAE Charges
Philippines, Bangladesh, Pakistan, Nepal, Sri Lanka, African countries	Multiple Currency	Through Integration	On Remitter	Instant	Min: AED 15 Max: AED 40.25

BILL PAYMENT (CREDIT CARD/PAG-IBIG/SSS/PHILHEALTH)

Country	Payout Currency	Mode	Type of Charge	Delivery Timelines	Send Commission Or RAE Charges
United Arab Emirates	AED	Through Integration	On Remitter	Instant	AED 0 [Zero] Max: AED3.25
International	Multiple Currency	Through Integration	On Remitter	Instant	AED 23

National Bond Investment

Country	Payout Currency	Mode	Type of Charge	Delivery Timelines	Send Commission Or RAE Charges
United Arab Emirates	AED	Through Integration	On Remitter	Instant	AED 0 [Zero]

Payment collection (Flight ticket payment)

Country	Payout Currency	Mode	Type of Charge	Delivery Timelines	Send Commission Or RAE Charges
United Arab Emirates	AED	Through Integration	On Remitter	Instant	AED 100

GOVERNMENT PAYMENT COLLECTION

Country	Payout Currency	Mode	Type of Charge	Delivery Timelines	Send Commission Or RAE Charges
United Arab Emirates	AED	UAE Central Bank	On Remitter	Instant	AED 20

Redha Al Ansari Exchange LLC is licensed by Central Bank of the UAE. This Key Facts Statement is a UAE Central Bank directive under the Consumer Protection Regulation and accompanying Standards.

TERMS AND CONDITIONS /ALERTS:

- ❖ Please note that additional fees/backend charge may be imposed by the corresponding bank, financial institution, or entity providing financial services to the beneficiary of remittances.
- ❖ Penalties and fees may be incurred if the customer fails to furnish accurate or complete information for remittances.
- ❖ This service is subject to fluctuations in foreign currency exchange rates.
- ❖ The actual duration for completing a transaction may deviate from estimates due to increased scrutiny of transactions by the corresponding bank, financial institution, or entity providing financial services to the beneficiary of remittances.
- ❖ Once currencies are exchanged, they will be bought/sold solely at our prevailing buying/selling rate.
- ❖ Refunds for canceled or rejected drafts, transfers, or any other remittance transactions returned unpaid, for any reason, will be issued at our prevailing buying rate OR at the rate at which the transaction was initiated, whichever is lower.
- ❖ Re-issuance or replacement of remittance transactions for any reason is subject to applicable charges and rate variances.
- ❖ The cooling-off period does not apply to Redha Al Ansari Exchange products and services. Customers have the right to terminate contracts in accordance with Redha Al Ansari Exchange's specified terms and conditions at their discretion at any time.
- ❖ Redha Al Ansari Exchange reserves the right to amend the special features and terms and conditions for our products and services (including partially or fully) with prior notification via website, email, or SMS.