

KEY FACT STATEMENT

MONEY TRANSFERS/REMITTANCES

This service allows you to send payments as:

- Credit to bank accounts
- Credit to mobile wallets
- Cash payout to an individual

This Key Fact Statement provides you with key service features, fees and charges for the service:

DESCRIPTION:

Redha Al Ansari Exchange specializes in secure, swift and reliable overseas funds transfers for both Individuals and Business entities.

Remittance Products/Services:

UAE Bank Accounts Transfer:	International Bank Accounts Transfers	EUR Swift:
Available for both Individual & Corporate customer	Available for both Individual & Corporate customers	Available for both Individual & Corporate customers
GBP Swift:	CAD Swift:	DKK Swift:
Available for both Individual & Corporate customers	Available for both Individual & Corporate customers	Available for both Individual & Corporate customers
SEK Swift:	CNY Swift:	CHF Swift:
Available for both Individual & Corporate customers	Available for both Individual & Corporate customers	Available for both Individual & Corporate customers
SGD Swift:	JPY Swift:	SAR Swift:
Available for both Individual & Corporate customers	Available for both Individual & Corporate customers	Available for both Individual & Corporate customers
Cash Pickup:	Transfer to Mobile Wallets:	
Available only for individual customers	Available only for Individual customers	

TRANSFER TO UAE BANK ACCOUNTS/REDHA AL ANSARI EXCHANGE BRANCHES:

Country	United Arab Emirates
Payout Currency	AED
Mode	UAE Fund Transfer System (UAEFTS) & Inter Branch transfers
Beneficiary Charges	Beneficiary bank charges (if any) will be collected from the amount transferred by Intermediary and/or Beneficiary Bank
Service Charge	Min: AED 25 + Vat Min: AED 20+ Vat Max AED 100 + Vat (Inter Branch transfers among Redha Al Ansari Exchange Branches)
Delivery	UAEFTS: Customers can sight the credit within 24 – 48 working hours Inter Branch transfers will be instant and as per the operational timings of the branches

Countries	<u>TRANSFER TO INTERNATIONAL BANK ACCOUNTS:</u>
	<ol style="list-style-type: none"> 1. Guatemala 2. Haiti 3. Honduras 4. Hungary 5. Iceland 6. India 7. Indonesia 8. Ireland 9. Italy 10. Japan 11. Jordan 12. Kenya 13. Kyrgyzstan 14. Latvia 15. Liechtenstein 16. Lithuania 17. Luxembourg 18. Macedonia 19. Mali 20. Malta 21. Mexico 22. Moldova 23. Monaco 24. Morocco 25. Nepal 26. Netherlands 27. New Zealand 28. Nicaragua 29. Niger 30. Nigeria

	31. Norway 32. Pakistan 33. Paraguay 34. Peru 35. Philippines 36. Poland 37. Portugal 38. Qatar 39. Reunion Island 40. Romania 41. Saint Barthelemy 42. San Marino 43. Saudi Arabia 44. Senegal 45. Serbia 46. Singapore 47. Slovakia 48. Slovenia 49. Somalia 50. South Africa 51. Spain 52. Sri Lanka 53. St. Martin 54. Sultanate of Oman 55. Sweden 56. Switzerland 57. Thailand 58. Togo 59. Tunisia 60. Turkey 61. Uganda 62. Ukraine 63. United Kingdom 64. United States of America 65. Vatican City State 66. Vietnam
--	---

Payout Currencies	ARS AZN BAM BDT BHD BIF BOB BRL BYN CAD CHF CLP COP CRC CZK DKK DOR EGP ETB EUR FJD GBP GEL GHS GTQ HKD HNL HRK HTG HUF IDR ILS INR IQD JDP JMD JOD JPY KES KGS KZT LKR MAD MDL MKD MMK MXN MYR NOK NPR NZD OMR PEN PHP PKR PLN PYG QAR RON RSD RWF SAR SBD SDG SEK SGD THB TND TRY TZS UAH UGX USD VND XAF XOF ZAR
-------------------	---

Mode	Payments will be processed via our Correspondent using either the local ACH or RTP (Real-time payment) rails depending on the receiving country and currency
------	--

Beneficiary Charges	Depending on the destination country, the transaction may be subject to additional charges by the intermediary and/or beneficiary bank.
---------------------	---

Service Charge	Min: AED 0.00 – Max 200 Depends on the transaction amount, destination
----------------	--

Delivery	Instant and Value date based depending on the services
----------	--

WIRES/SWIFT:

Country	All countries excluding sanctioned countries (OFAC etc.)
Payout Currency	EUR, GBP, CAD, SEK, CNY, SAR, DKK, SGD, JPY, CHF
Mode	SWIFT
Charge Type	OUR and BEN <ol style="list-style-type: none"> 1. OUR: Customer will pay all charges upfront and the transaction will not be subject to additional charges by the Intermediary and/or Beneficiary Bank 2. BEN: The transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank
Service Charge	Min: (AED 28.75 + VAT) – (Max AED 207.00 + VAT) Depends on the charge type, destination country and service provider
Delivery	For payments sent to a bank account within the European Economic Area, processing time is 24 to 48 working hours. For all other countries, it may take up to 4 business days, depending on the destination country.

Cash Pickup:

Country	<ol style="list-style-type: none"> 1. Bangladesh 2. Benin 3. Botswana 4. Burkina Faso 5. Burundi 6. Cambodia 7. Cameroon 8. Central African Rep 9. Chad 10. China 11. Colombia 12. Congo (Brazzaville) 13. Democratic Republic of Congo (Kinshasa-Zaire)
---------	---

14. Egypt
15. El Salvador
16. Ethiopia
17. Fiji
18. Gabon
19. Gambia
20. Ghana
21. Guatemala
22. Guinea
23. Guinea (Conakry)
24. Guinea Bissau
25. Haiti
26. India
27. Indonesia
28. Ivory Coast
29. Jordan
30. Kenya
31. Kuwait
32. Lebanon
33. Liberia
34. Madagascar
35. Malawi
36. Malaysia
37. Mali
38. Mauritania
39. Mexico
40. Mongolia
41. Morocco
42. Mozambique
43. Nepal
44. Niger
45. Nigeria
46. Pakistan
47. Papua New Guinea
48. Philippines
49. Rwanda
50. Samoa
51. Senegal
52. Sierra Leone
53. Somalia
54. South Sudan
55. Sri Lanka
56. Tanzania
57. Tonga
58. Uganda
59. Vanuatu
60. Vietnam
61. Zambia

	62. Zimbabwe
Payout currencies	BDT BIF BWP CFA CNY COP EGP ETB FJD GHS GMD GNF GTQ HTG IDR INR JOD KES LKR MAD MGA MNT MRU MWK MXN MYR MZN NPR PGK PHP PKR RWF SLE SLL SSP TOP TZS UGX USD VND VUV WST XAF XOF ZAM ZMW
Mode	API
Beneficiary Charges	Depending on destination country, the transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank
Service Charge	Min: AED 0.00 – Max 200. Depends on the transaction amount, destination etc.
Delivery	Instant and Value date based depending on the services

TERMS AND CONDITIONS:

WARNING !

- ❖ **Additional Fees:** Please note that additional fees or backend charges may be imposed by the corresponding bank, financial institution, or entity providing financial services to the beneficiary of the remittance.
- ❖ **Penalties:** Penalties and fees may apply if the customer fails to provide accurate or complete information for the remittance as required by the regulators or the intermediary partners.
- ❖ All types of remittances conducted by customers are subject to local, federal, and international laws, as well as regulations set forth by the Central Bank of the UAE. Customers are required to provide all necessary information and supporting documents in compliance with these regulations and standards. If any transaction is found to be suspicious, it may be blocked by any party involved. Both the sender and beneficiary are fully responsible for providing evidence and clarifications regarding any queries, including the source of funds, to ensure the legitimacy and legality of the information and funds involved. They will also be responsible for any necessary follow-up with the concerned authorities to complete the transaction or claim a refund. In such cases, Redha Al Ansari Exchange will not be held liable.
- ❖ **Currency Fluctuations:** This service is subject to fluctuations in foreign currency exchange rates and the rates will be frozen only once the transaction is executed.
- ❖ **Transaction Duration:** The actual duration of a transaction may vary from estimates due to increased scrutiny by the corresponding bank, financial institution, or entity providing financial services to the beneficiary.
- ❖ **Refunds:** Refunds for canceled or rejected transfers, or any other remittance transactions returned unpaid (for any reason) will be issued at our prevailing buying rate, or the rate at which the transaction was initiated, whichever is lower.
- ❖ **Re-issuance or Replacement:** Re-issuance or replacement of remittance transactions for any reason is subject to applicable charges and rate variances.
- ❖ For Western Union® transfers, please refer to their existing terms and conditions available on leaflets within our network of branches and on the Western Union® website (www.westernunion.com)
- ❖ **Cooling-Off Period:** By availing our products and services, the customer agrees to waive the cooling-off period, acknowledging their immediate commitment to the transaction. Customers have the right to terminate contracts in accordance with Redha Al Ansari Exchange's specified terms and conditions at the discretion of Redha Al Ansari Exchange by visiting any Redha Al Ansari Exchange branches.
- ❖ **Amendments:** Redha Al Ansari Exchange reserves the right to amend the special features and terms and conditions for our products and services (partially or fully), with (60) days prior notification via website or email, or SMS.

- ❖ **Data Privacy:** Redha Al Ansari Exchange will not disclose confidential information about the customer to any third party unless it is required to do so by any applicable law or regulation within and outside the region. Redha Al Ansari Exchange LLC shall assume the responsibility of protecting consumers' data and maintain the confidentiality of the data held with it or with a third party and disclose the data only to approve, facilitate, administer, and process applications/transactions or to respond to the queries of the relevant law enforcing authorities inside and outside the country. In case of any breach of data, customers will be informed through our official channels.
- ❖ By agreeing to the terms and conditions, either now or during the registration of your profile at the branch, you consent to receive SMS, phone, and email communications from Redha Al Ansari Exchange. These communications may include transactional, promotional, and marketing materials about our products and services. You will have the option to opt out of promotional and marketing communications at any time. To opt out, you can also contact us at customerservice@redhaalanansari.com or call 600 54 1118.
- ❖ For any transaction-related complaints, customers must submit them within fourteen (15) days from the transaction date for cash collection transfers and one month for account credit transfers from the date of the transaction. Redha Al Ansari Exchange will make every effort to resolve issues related to services provided by third parties by coordinating with the relevant service providers. However, Redha Al Ansari Exchange is not liable as an agent for any third-party services. The third-party provider remains fully responsible for completing the service in accordance with its own terms and conditions and as per the regulatory rules of the destination country. For unauthorized transactions, customers are allowed to report them within a minimum period of 30 business days to Redha Al Ansari
- ❖ For reporting any complaints or grievances on the services please call 600541118 or Email to customerservice@redhaalansari.com

Customer Name:

Customer Signature:

Date:
