

KEY FACTS STATEMENT

FOREIGN CURRENCIES (FCY)

KEY PRODUCTS & SERVICES

Redha Al Ansari Exchange is one of the leading service providers for foreign currency exchange across the UAE, offering both foreign currencies buy and sell service with fast, reliable transaction at competitive rates across all branches.

In the following Key Fact Statement, we provide a summary of the service information, fees, and charge and the Rates of the currency exchange will be according to the market prevailing rates for the day

Details pertaining to the transactions (Currency Buy or Currency Sell)	
Currencies accepted	All major currencies including USD, EUR, GBP, AUD, CAD, EGP, MAD, SAR, KWD, QAR, BHD, OMR, TND, INR, PKR, BDT, PHP, LKR, IDR, NPR, SGD, MYR, TRY, JPY etc.
Mode of Payment to Redha Al Ansari Exchange	RAE's account credit, cash payment at the branches, Cheque Payments.
Charges	AED 3 + Minimum
5% VAT applicable on the charges	AED 5 + Maximum
Beneficiary of the Charge	Customer need to pay the applicable fees/charges

Terms & Conditions:

WARNING !

- ❖ Services will be provided by Redha Al Ansari Exchange on a working day and on the availability of currencies.
- ❖ Customer must ensure the availability of the equivalent fund/amount at the time of transaction and the deal/rates will be binding only upon the transaction execution time. Once the transaction is executed the customer cannot cancel the transaction and if the customer buy or sell the currencies further then the same will be considered as a new transaction and as per the prevailing rates.
- ❖ Customer understands and agrees the Redha Al Ansari Exchange shall not entertain any complaints regarding the accuracy of the currency once the customer leaves the branch/business premises.
- ❖ Redha Al Ansari Exchange reserves the right to refuse services to the customer, if the customer refuses to comply with the necessary procedures or if the information or data are incorrect or it is against to the law applicable in the UAE.
- ❖ **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.

- ❖ **Cheque and Account payments:** In case of Account Payment to RAE’s account or by means of Cheque payment the Currency will be exchanged only further to the citing of payment to the account of Redha Al Ansari’s account
- ❖ For transactions paid by cheque, the cheque must be current-dated, crossed, and made payable to Redha Al Ansari Exchange. The transaction will be deemed valid and processed once the cheque is realized and the amount is credited to the Redha Al Ansari Exchange’s bank account. If the cheque is dishonored or rejected for any reason, the customer agrees to pay the full amount in cash, along with any changes in the currency rate. If the matter is not resolved amicably, Redha Al Ansari Exchange reserves the right to take all necessary legal actions to protect its interests and recover any associated claims from the customer.
- ❖ **Amendments:** Redha Al Ansari Exchange reserves the right to amend the special features, Terms, and Conditions of our products and services (either partially or fully). Any changes will be communicated with prior notice of sixty days via website alerts, 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 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 reporting any complaints or grievances on the services please call 600541118 or Email to customerservice@redhaalansari.com

Customer Name: _____

Customer Signature: _____

Date: _____