

## The Key Facts Statement (KFS) - Remittances

Our expansive payment network connects you with more than 250 banks and agents. We have over 500,000 agent locations globally enabling you to send and receive money within minutes.

Al Ansari Exchange provides the following Remittance Services.

International Bank Account Transfer	Money transfers to bank accounts anywhere in the world (Available for both individual and corporate customers)
Local Bank Account Transfer	Transfer and send money within the UAE. (Available for both individual and corporate customers).
Cash Payout Transaction	We offer multiple transfer service options so you can send money instantly across the globe such as Cash Express, Western Union etc.
Mobile Wallet Transfer	Allows individuals to transfer funds to beneficiary's mobile wallet.

## Channels available:

Remittance Transaction can be initiated via the following channels

- Al Ansari Exchange Branches
- Al Ansari Exchange Online Portal
- Al Ansari Exchange App
- Al Ansari Exchange Self-Service Kiosks

## Payment Modes:

The following payment modes are available for the customers.

Payment Modes	Remarks
Cash	Customers can pay by cash (AED) at any Al Ansari Exchange branch as well as at Self-Service Kiosks
Cheque	Customers can submit the cheque at any Al Ansari Exchange Branch.
Bank Transfer	Customer can pay by Bank Transfer in AED via UAEPGS or Fund Transfer to the Al Ansari Exchange designated account on the App and Online Portal.
Debit Card	Customer can pay with a UAE commercial bank-issued Debit Card on the App.
Credit Card	Customer can pay with a UAE commercial bank-issued Credit Card on the App.
WPS Cards	Customer can pay using Payroll and PayPlus cards issued by Al Ansari Exchange on the App.
AANI	Customer can pay using the AANI platform at any Al Ansari Exchange branch as well as the App.

### International Bank Account Transfers (Without Back-end Charges)

Country	India, Pakistan, Sri Lanka, Bangladesh, Nepal
Currency	Indian Rupee, Pakistani Rupee, Sri Lankan Rupee, Bangladeshi Taka, Nepalese Rupee
Service Charges	Minimum AED 0.00 - Maximum AED 25.24 plus 5% VAT Depends on the destination country, currency and amount. For more details regarding the product and service charges, please visit our branch or contact our Call Center @ 600 54 6000.
Beneficiary/ Back-end charges	NIL
Delivery Time	Instant, Standard (1-2 Working days). Delivery time may vary subject to destination country, currency and correspondent bank.

### International Bank Account Transfers (With Back-end Charges)

Country	Philippines, Indonesia
Currency	Philippine Peso, Indonesian Rupiah
Service Charges	AED 23.10 plus 5% VAT
Beneficiary/ Back-end charges	PHP 100 – 225 IDR 10,000 – 30,000 May incur additional fees from the intermediary and/or beneficiary banks.
Delivery Time	Instant / 1 -2 Working Day. Depends on the correspondent bank, delivery time may vary.

### International Bank Account Transfers

Country	USA, UK
Currency	USD, GBP
Remittance Mode	SWIFT, ACH & FASTER PAYMENTS
Service Charges	Minimum AED 57.50 - Maximum AED 100 Depends on the destination country, currency and amount. For more details regarding the product and service charges, please visit our branch or contact our Call Center @ 600 54 6000.
Charge Type	Charge on us / Charge on Beneficiary / Sharing
Beneficiary/ Back-end charges	Depending on the receiving country, the transaction may incur additional fees from the intermediary and/or beneficiary banks.
Delivery Time	3-7 Working days. Depends on the correspondent bank and channels used for the remittances, delivery time may vary.

### International Bank Account Transfers

Country	Any Destination Country
Currency	EUR
Remittance Mode	SWIFT, SEPA
Service Charges	Minimum AED 69 - Maximum AED 100 plus 5% VAT Depends on the destination country, currency and amount. For more details regarding the product and service charges, please visit our branch or contact our Call Center @ 600 54 6000.
Charge Type	Charge on us / Charge on Beneficiary / Sharing
Beneficiary/ Back-end charges	Depending on the receiving country, the transaction may incur additional fees from the intermediary and/or beneficiary banks.
Delivery Time	3-5 Working days. Delivery time may vary subject to destination country, currency and correspondent bank.

### International Bank Account Transfers

Country	Canada, Japan, New Zealand, Switzerland, Australia, Hong Kong
Currency	CAD, JPY, NZD, CHF, AUD, HKD
Remittance Mode	SWIFT, Local Transfer
Service Charges	Minimum AED 69.00 - Maximum AED 100 plus 5% VAT Depends on the destination country, currency and amount. For more details regarding the product and service charges, please visit our branch or contact our Call Center @ 600 54 6000.
Charge Type	Charge on us / Charge on Beneficiary / Sharing
Beneficiary/ Back-end charges	Depending on the receiving country, the transaction may incur additional fees from the intermediary and/or beneficiary banks.
Delivery Time	3-5 Working days. Delivery time may vary subject to destination country, currency and correspondent bank.

### International Bank Account Transfers – GCC Countries

Country	Qatar, Oman, Bahrain, Kuwait, Saudi Arabia
Currency	QAR, OMR, BHD, KWD, SAR
Remittance Mode	Cash Express, SWIFT, Local Transfer
Service Charges	Minimum AED 40.25 – Maximum AED 50.00 plus 5% VAT Depends on the destination country, currency and amount. For more details regarding the product and service charges, please visit our branch or contact our Call Center @ 600 54 6000.
Charge Type	Charge on us / Charge on Beneficiary / Sharing
Beneficiary/ Back-end charges	Depending on the receiving country, the transaction may incur additional fees from the intermediary and/or beneficiary banks.
Delivery Time	1-3 Working days. Delivery time may vary subject to destination country & currency.

### International Bank Account Transfers – Other Arabic Corridors

Country	Egypt, Jordan, Palestine, Syria, Lebanon, Iraq, Yemen, Morocco, Tunisia, Sudan
Currency	EGP, JOD, USD, SYP, IQD, YER, MAD, TND, SDG
Remittance Mode	Cash Express, SWIFT, Local Transfer
Service Charges	Minimum AED 17.38 – Maximum AED 150.00 plus 5% VAT Depends on the destination country, currency and amount. For more details regarding the product and service charges, please visit our branch or contact our Call Center @ 600 54 6000.
Charge Type	Charge on us / Charge on Beneficiary / Sharing
Beneficiary/ Back-end charges	Depending on the receiving country, the transaction may incur additional fees from the intermediary and/or beneficiary banks.
Delivery Time	1-3 Working days. Delivery time may vary subject to destination country & currency.

### Local Bank Account Transfers

Country	United Arab Emirates
Payout Currencies	AED
Service Charges	Minimum AED 23.10 plus 5% VAT Service charge may vary depending on the send amount. For more details regarding the product and service charges, please visit our branch or contact our Call Center @ 600 54 6000.
Delivery	Within one working day

### Cash Payout Transactions

Country	All Major Corridors
Currency	Major Currencies
Agent locations	More than 500,000
Service Charges	Min AED 15.00 plus 5% VAT Service charge may vary depending on the destination country, currency and send amount. For more details regarding the product and service charges, please visit our branch or contact our Call Center @ 600 54 6000.
Beneficiary/Back-end charges	Depending on the receiving country, the transaction may incur additional fees from the intermediary and/or beneficiary banks.
Delivery Time	Instant / 1 Working Day (depends on the service selected)

#### Terms & Conditions for All Transfers & Services:

- Transfers/Remittances are considered executed and delivered unless a claim is received within 3 months for cash payout and 6 months for bank transfer from the date the remittance was made.

- **Important Notice:** Any amendments or re-issuance of the remittance transaction requested by the customer for whatsoever reason will be subject to our regular charges and settlement of any rate differences, if applicable.
- Upon submitting the transaction for Digital Channels or upon signing the receipt for transactions initiated at the branch, the customer confirms and acknowledges the correctness, authenticity, and legality of all the transaction details and will be held responsible for the same. Al Ansari Exchange LLC and its agents are indemnified and held harmless from any claims including but not limited to delays, delivery failures, mistakes and losses resulting from any wrong information in the transaction receipt as well as force majeure events or any other circumstances beyond our control. Our liability is limited to performing necessary amendments in the shortest time if possible. Al Ansari Exchange LLC has the right to recover any amount paid due to errors or oversight.
- **Important Notice:** Refund against Cancellation of Transfers or any other Remittance transaction returned unpaid for whatsoever reason will be refunded to the sender at the prevailing market buying rate or transaction rate whichever is lower, excluding the sending charges, any deductions from the beneficiary bank, cancellation fees and any other expense incurred as a result. A confirmation of non-payment and cancellation of the original instruction is required from our correspondent bank or agent before a refund is made. The sender has to hand over the original receipt to the branch in order to initiate the cancellation process. For transactions conducted via Digital Channels, the sender has to submit a written request at the branch in order to initiate the cancellation procedure. Refunds will be done only through the Original Mode of Payment. In case the sender is a corporate, refunds or amendments can be conducted through the authorized representative and will not be refunded or paid in CASH under any circumstances. The refund will be made to the local bank account of the corporate customer.
- In case the sender is a corporate, Al Ansari Exchange LLC will deal with the person(s) duly authorized by the company supported by an authorization letter signed by the authorized signatory of the company.
- Al Ansari Exchange LLC reserves the right to use services of intermediary banks and financial institutions in any country of its choice for the execution of this transfer. Correspondent and/or intermediary charges are applicable to some countries and will be deducted at the receiving end.
- **Important Notice:** All types of remittances conducted by the customers are subject to local, federal and international laws as well as the Central Bank of the UAE regulations. All customer information and supporting documents must be provided as per requirements of local and international regulations and standards. The transaction may be blocked by any party involved if found suspicious. The sender and beneficiary will be fully responsible for providing necessary evidence and clarification about any query, including the source of fund, to prove legitimacy and legality of the information and fund involved as well as any follow-ups required with the concerned authorities to effect the payment or claim a refund. In such cases, Al Ansari Exchange LLC will not bear any responsibility.
- Any transaction-related complaint should be lodged within a maximum period of fourteen (14) days from the date of the transaction. Al Ansari Exchange LLC will take all possible efforts to resolve any issues for services provided by a third party by coordinating with the concerned service provider. The company has no liability as an agent for any related services. The third party will be fully liable for the completion of its service in accordance with its terms and conditions. Nevertheless, for unauthorized transactions, Consumers are allowed to report the transactions within a minimum of 30 business days.

- Original valid ID such as UAE National ID or Passport with a valid UAE visa must be provided while performing any remittance transaction.
- For transactions paid by cheque, the cheque must be current dated, crossed and payable to Al Ansari Exchange LLC. Transaction will be valid and released subject to cheque realization and the amount credited in the Al Ansari Exchange LLC bank account. In case the provided cheque is dishonored or rejected for any reason, the customer agrees to settle the full amount in cash along with any variations in the currency rate and other corresponding charges. In case the issue is not resolved amicably, Al Ansari Exchange LLC shall have the right to cancel the transaction without notice & take all necessary legal actions to protect its rights and recover all related claims.
- 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](http://www.westernunion.com))
- Any complaints, queries, feedback on our services or fraud incidents can be raised through our official email address [comments@alansari.ae](mailto:comments@alansari.ae) or our call center @ 600 54 6000
- Service charges are available on our website [www.alansariexchange.com](http://www.alansariexchange.com) and the charges may vary based on the product/service and the value of the transaction.
- Al Ansari Exchange LLC will refund the unclaimed funds as per the guidelines of the regulatory authorities.
- Al Ansari Exchange LLC 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.
- 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.
- In case of any conflict of interest that arises due to technical glitches or reasons beyond control, Al Ansari Exchange LLC will make reasonable efforts to resolve the concern or may update the customer with relevant actions to avoid such scenarios.
- By availing products and services, customer agrees to the waiver of cooling-off period for immediate commitment.
- By agreeing to the terms and conditions, you are confirming to opt-in to receive SMS, Phone and email communications from Al Ansari Exchange LLC containing transactional, promotional and marketing material about our products and services from time to time. We will provide you the option to opt-out of our promotional and marketing communication. You may, also, contact us on [info@alansari.ae](mailto:info@alansari.ae) or call 600 54 6000 to opt-out.

- For further inquiries and details on terms and conditions of all Al Ansari Exchange LLC products and services, please visit our website ([www.alansariexchange.com](http://www.alansariexchange.com)) or call: 600 54 6000 or email us at [info@alansari.ae](mailto:info@alansari.ae)
- Al Ansari Exchange retains the right to amend the terms and conditions to comply with local laws or internal policies. Customers will be informed of any such changes via the website, branch disclosures, or electronic facilities.
- Al Ansari Exchange LLC will provide customers a minimum of 60 calendar days' notice by updating on the website before changes to the terms and conditions of products/services, including changes to service charges or fees.