



KEY FACTS STATEMENT KEY PRODUCTS & SERVICES



KEY FACTS STATEMENT FOREIGN CURRENCIES (FCY)

KEY PRODUCTS & SERVICES

We hereby Al Fardan Exchange offer the following range of products to ensure fastest, safest and most reliable way to exchange foreign currency to customers across United Arab Emirates.

- Foreign Currency Purchase
- Foreign Currency Sale

PRICING – FOREIGN EXCHANGE BUY & SELL

Foreign currency will be exchanged according to the rate of exchange prevailing in the same day.

FOREIGN CURRENCY PURCHASE - PRICING	
Country	All
Payout currency	Major currencies - USD, EUR, GBP, AUD, CAD Other currencies - EGP, MAD, SAR, KWD, QAR, BHD, OMR, TND, INR, PKR, BDT, PHP, LKR, IDR, NPR, SGD, MYR and other local currencies
Mode	Cash, Online Deposit, Cheque, CDM Deposit
Type of charge	On Customer only
Charges	Min: AED 3.00 Max: AED 5.00
Delivery timelines	Instant upon fund receipt from customer
*5% VAT will be applicable on all charges	

FOREIGN CURRENCY SALE - PRICING	
Country	All
Payout currency	Major currencies - USD, EUR, GBP, AUD, CAD Other currencies - EGP, MAD, SAR, KWD, QAR, BHD, OMR, TND, INR, PKR, BDT, PHP, LKR, IDR, NPR, SGD, MYR and other local currencies
Mode	Cash, Online Deposit, Cheque, CDM Deposit
Type of charge	On Customer only
Charges	Min: AED 3.00 Max: AED 5.00
Delivery timelines	Instant upon fund receipt from customer
*5% VAT will be applicable on all charges	



PROCESS & PROCEDURES	CUSTOMER VISION
CUSTOMER RIGHTS	<ul style="list-style-type: none">Al Fardan Exchange provides services to consumers based on branch timings and currency availability.
CUSTOMER ACKNOWLEDGEMENT	<ul style="list-style-type: none">I acknowledge receiving and comprehending the Key Fact Statement. I further agree that I am acquainted with the product service's features, pricing, benefits, risks, warnings, fees, and the consumer's rights and responsibilities.I acknowledge and agree to that Al Fardan Exchange reserves the right to provide services at its discretion, subject to changing of terms and conditions.
WARNING	<ul style="list-style-type: none">Consumers must ensure they have sufficient funds prior to executing Foreign Exchange transactions. Once executed, the consumer cannot cancel the transaction. However, the agreed-upon exchange rates between the consumer and Al Fardan Exchange may not be changed.
TERMS & CONDITIONS	<ul style="list-style-type: none">Consumers acknowledge that after a transaction is completed in our system, it cannot be cancelled. Therefore, repurchasing the original currency may be affected by exchange rate fluctuations.Customers acknowledge and agree that Al Fardan Exchange will not accept currency accuracy complaints beyond exiting our premises.Al Fardan Exchange reserves the right to decline consumer requests for services or requests. If the customer fails to comply with the required procedures, or if the information or data is inaccurate or violates applicable laws of the United Arab Emirates.



Terms and Conditions

WARNING!



Additional fees may be levied by the correspondent bank/financial institution or entity providing financial services to the beneficiary of remittances.

WARNING!



Penalties and fees may apply if the customer fails to provide accurate or complete information for remittances.

WARNING!



This product/service may be affected by changes in foreign currency exchange rates.

WARNING!



The actual time to complete a transaction may differ from estimates due to increased scrutiny of transactions by the correspondent bank/financial institution or entity providing financial services to beneficiary of remittances.

WARNING!



Currencies once exchanged will be bought/sold only at our prevailing buying/selling rate.

WARNING!



Refunds against cancellation or rejection of drafts, transfers, or any other remittance transactions returned unpaid for whatever reason will be made only at our prevailing buying rate OR at the rate at which we issued the transaction, whichever is lower.

WARNING!



Re-issuance or replacement of remittance transactions for any reason is subject to our charges and rate differences, as applicable.

Al Fardan Exchange Sole Proprietorship L.L.C. licensed by the Central Bank of the UAE reserves the right to amend terms and conditions in line with the applicable law of land or internal policies of Al Fardan Exchange. Any such changes will be communicated through the website, branch disclosures, or electronic facilities to the customers.

I/We hereby irrevocably and unconditionally declare that I/ we have read the above Key Facts Statement and clearly understand all the information and references provided herein.

Customer Name: _____ Customer Signature: _____

Date: _____