

Key Facts Statement (Kfs)

– Value Added Services

Al Fardan Exchange – Sole Proprietorship LLC, herein after referred to as Al Fardan Exchange, offer a comprehensive range of Value-Added Services (VAS) designed to deliver fast, secure, and reliable solutions both locally and globally. Through our retail branches and digital channels, we offer services including utility bill payments, mobile top-ups, credit card bills, wealth management, government payment collections, and corporate cash collections.

Key Products and Its Features

Utility Payments

Country	United Arab Emirates	International
Payout Currency	AED	Multiple Currency
Mode	Facilitated through Integration	Facilitated through Integration
Type of Charge	Charged on Remitter	Charged on Remitter
Delivery Timelines	'Instant' or 'Value Date' based on the service chosen	'Instant' or 'Value Date' based on the service chosen
Charges	Minimum AED 0 [Zero] and Maximum of AED 10	Minimum AED 0 [Zero] and Maximum of AED 10

Tax Payment Collection

Country	United Arab Emirates
Payout Currency	AED
Mode	UAE Funds Transfer System (UAEFTS) to Generated International Bank Account Number (GIBAN)
Type of Charge	Charged on Remitter or Beneficiary based on choice
Delivery Timelines	Based on service chosen 'Instant' or 'Value Date'
Charges	Minimum AED 0 [Zero] and Maximum of AED 50/- (depending on the transaction amount)

For more details on amount wise charges, please visit our nearest branch or check our schedule of charges

Mobile Top Ups and Bill Payments

Country	United Arab Emirates	International
Payout Currency	AED	Multiple Currency
Mode	Facilitated through Integration	Facilitated through Integration
Type of Charge	Charged on Remitter	Charged on Remitter
Delivery Timelines	'Instant' or 'Value Date' based on the service chosen	'Instant' or 'Value Date' based on the service chosen
Charges	No Charges	Minimum AED 0 [Zero] and Maximum of AED 15

Wealth Management – National Bonds

Country	United Arab Emirates
Payout Currency	AED
Mode	Facilitated through Portal
Type of Charge	Charged on Remitter
Delivery Timelines	Instant
Charges	Al Fardan Exchange does not charge customers; however, redemption charges may apply, and the final amount provided to the customer is after such deductions by National Bonds.

Government Payment Collection

Country	United Arab Emirates	International
Payout Currency	AED	Multiple Currency
Mode	Facilitated through Integration & *SFTP arrangement	Facilitated through Integration
Type of Charge	Charged on Remitter	Charged on Remitter
Delivery Timelines	'Instant' or 'Value Date' based on the service chosen	'Instant' or 'Value Date' based on the service chosen
Charges	Minimum AED 0 [Zero] and Maximum of AED 10	Minimum AED 3 and Maximum of AED 20

Key Facts Statement (KFS) - Foreign Currency Exchange

*Secure File Transfer Protocol - SFTP

Flight Ticket Payment Collection

Country	United Arab Emirates
Payout Currency	AED
Mode	Web Portal
Type of Charge	Charged on Remitter
Delivery Timelines	'Instant' or 'Value Date' based on the service chosen
Charges	Minimum AED 10 and Maximum of AED 100

Corporate Cash Collection

Country - United Arab Emirates; Payout Currency – AED; Mode - Facilitated through Integration and SFTP arrangement; Type of Charge - Charged on Remitter; Delivery Timelines – Instant; Charges - Minimum AED 0 [Zero] and Maximum of AED 15

Note: * An additional 5% VAT is applicable to all the service charges.

For more information on our full terms and conditions, Unclaimed Funds, Cancellation procedures and Privacy Policy, please visit www.alfardanexchange.com

Complaints and Fraud Reporting

- We have a dedicated 24/7 Call Center which you may contact relating to complaints, queries, feedback or fraud incidents; Contact 600 522265 or write to customercare@alfardanexchange.com;
- Any transaction-related complaint should be lodged within a maximum period of fourteen (14) days from the date of the transaction. Complaints may be made to the call center.
- Unauthorized transactions may be reported within 30 days, after being informed about the transaction.
- Customers may report Loss/Theft/Fraud or Misuse of cards or unauthorized transactions through our call center.
- Customers may report fraud via Fraud Reporting Channel (Available from 08:00 am to 12:00 pm) which can be contacted by writing an email to: fraud.reporting@alfardanexchange.com

Customer Responsibilities:

Customers must provide original valid ID, such as an Emirates ID, Passport with a valid UAE visa, or GCC National ID, to perform any transaction. Additionally, all necessary details and documents required to complete the transaction must be provided.

Customer Implications:

- By signing the receipt for branch-initiated transactions or submitting a transaction through Digital Channels, the customer confirms and acknowledges the accuracy, authenticity, and legality of all transaction details and documents provided to complete the transaction and will be held responsible for them.
- Customers will be responsible for any variations in currency rates or applicable charges resulting from errors, omissions, or incorrect information provided by them.
- Al Fardan Exchange has the right to cancel the transaction without notice & take all necessary legal actions to protect its rights and recover all related claims.

By proceeding with the transaction, the customer acknowledges the receipt of Key Fact Statement, including the product's service features, pricing, benefits, risks, warnings, fees, and their rights & obligations. The customer agrees to waive the cooling-off period, as immediate processing is required. Al Fardan Exchange reserves the right to amend its terms & conditions in accordance with applicable laws/internal policies. Changes will be communicated to customers with a 60-day notice via our website, branch disclosures or electronic channels.

Warnings:



Verify payment details before submitting to avoid delays or failed transactions and well ahead of time to avoid any late fees or service interruptions.



Al Fardan Exchange shall not be held liable if a consumer provides their password or personal identification number (PIN) to any party or leaves such information in written form, thereby rendering it accessible to observation by others and cause a financial loss.