

## Key Facts Statement (KFS)

### Money Transfer / Remittances

This service allows you to send payments as:

1. Credit to bank accounts
2. Credit to mobile wallets
3. Cash payout to an individual
4. Demand Draft

This KFS provides you with key service features, fees and charges for the service.

Description	
<p>Al Fardan Exchange - Sole Proprietorship L.L.C specializes in secure, swift and reliable overseas funds transfers for both Individuals and Business entities.</p> <p><b>Remittance Products:</b></p>	
<p><b>Transfer to UAE Bank Accounts</b></p> <ul style="list-style-type: none"> <li>• Available for both Individual and Corporate customers</li> </ul>	<p><b>Transfer to International Bank Accounts</b></p> <ul style="list-style-type: none"> <li>• Available for both Individual and Corporate customers</li> </ul>
<p><b>EUR Wires</b></p> <ul style="list-style-type: none"> <li>• Available for both Individual and Corporate customers</li> </ul>	<p><b>GBP Wires</b></p> <ul style="list-style-type: none"> <li>• Available for both Individual and Corporate customers</li> </ul>
<p><b>CAD Wires</b></p> <ul style="list-style-type: none"> <li>• Available for both Individual and Corporate customers</li> </ul>	<p><b>Cash Pickup</b></p> <ul style="list-style-type: none"> <li>• Available only for Individual customers</li> </ul>
	<p><b>Demand Draft</b></p> <ul style="list-style-type: none"> <li>• Available for both Individual and Corporate customers</li> </ul>
	<p><b>USD Wires</b></p> <ul style="list-style-type: none"> <li>• Available for both Individual and Corporate customers</li> </ul>
	<p><b>AUD Wires</b></p> <ul style="list-style-type: none"> <li>• Available for both Individual and Corporate customers</li> </ul>
	<p><b>Transfer to Mobile Wallets</b></p> <ul style="list-style-type: none"> <li>• Available only for Individual customers</li> </ul>

Transfer to UAE Bank Accounts	
<b>Country</b>	United Arab Emirates
<b>Payout Currency</b>	AED
<b>Mode</b>	UAE Aani UAE Funds Transfer System (UAEFTS)

<b>Beneficiary Charges</b>	Beneficiary bank charges (if any) will be collected from the amount transferred upto AED 1.05
<b>Service Charge</b>	Min: AED 5.00 – Max AED 500.00 Depends on the transaction mode and customer type
<b>Delivery</b>	Aani: Instant USEFTS: Customers can sight the credit within 24 – 48 working hours

### Transfer to International Bank Accounts

Country	
	Albania
	American Samoa
	Andorra
	Argentina
	Australia
	Austria
	Azerbaijan
	Bahrain
	Bangladesh
	Belarus
	Belgium
	Belgium
	Bolivia
	Bosnia & Herzegovina
	Brazil
	Bulgaria
	Burkina Faso
	Burundi
	Cameroon
	Canada
	Chile
	China
	Colombia
	Costa Rica
	Cote D'Ivoire
	Croatia
	Cuba
	Cyprus
	Czech Republic
	Denmark
	Dominican Republic
	Ecuador
	Egypt
	El Salvador
	Estonia
	Ethiopia
	Fiji
	Finland
	France
	French Guiana
	Gabon
	Georgia
	Germany

Ghana  
Gibraltar  
Greece  
Guadeloupe  
Guatemala  
Guinea Bissau  
Haiti  
Honduras  
Hong Kong  
Hungary  
Iceland  
India  
Indonesia  
Iraq  
Ireland  
Israel  
Italy  
Jamaica  
Japan  
Jordan  
Kazakhstan  
Kenya  
Kosovo  
Kuwait  
Kyrgyzstan  
Latvia  
Liechtenstein  
Lithuania  
Luxembourg  
Macedonia  
Malaysia  
Mali  
Malta  
Martinique  
Mayotte  
Mexico  
Moldova  
Monaco  
Morocco  
Myanmar  
Nepal  
Netherlands  
New Zealand  
Nicaragua  
Niger  
Nigeria  
Norway  
Pakistan  
Palestine  
Paraguay  
Peru  
Philippines  
Poland

	Portugal Puerto Rico Qatar Reunion island Romania Rwanda Saint Barthelemy San Marino Saudi Arabia Senegal Serbia Singapore Slovakia Slovenia Solomon Island Somalia South Africa South Korea Spain Sri Lanka St. Martin Sudan Sultanate of Oman Sweden Switzerland Tanzania Thailand Togo Tunisia Turkey Uganda Ukraine United Kingdom United States of America Uzbekistan Vatican City State Vietnam
<b>Payout currencies</b>	ALL    ARS    AUD    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    KWD    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
<b>Mode</b>	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
<b>Beneficiary Charges</b>	Depending on receiving country, the transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank
<b>Service Charge</b>	Min: AED 0.00 – Max AED 200.00 Depends on the transaction amount, destination country and currency
<b>Delivery</b>	Instant and Value date based depending on the services

USD Wires	
<b>Country</b>	All countries excluding OFAC list
<b>Payout currency</b>	USD
<b>Mode</b>	SWIFT
<b>Charge Type</b>	<p>OUR and BEN</p> <p><b>OUR:</b> Customer will pay all charges upfront and the transaction will not be subject to additional charges by the Intermediary and/or Beneficiary Bank</p> <p><b>BEN:</b> The transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank.</p>
<b>Service Charge</b>	<p>Min: AED 50.00 – Max AED 250.00</p> <p>Depends on the charge type, destination country and service provider.</p>
<b>Delivery</b>	<p>24 working hours if the payment is sent to a bank account in the United States of America</p> <p>For all other countries upto 4 business days depending on the destination country</p>

EUR Wires	
<b>Country</b>	All countries excluding OFAC list
<b>Payout currency</b>	EUR
<b>Mode</b>	SWIFT
<b>Charge Type</b>	<p>OUR and BEN</p> <p><b>OUR:</b> Customer will pay all charges upfront and the transaction will not be subject to additional charges by the Intermediary and/or Beneficiary Bank</p> <p><b>BEN:</b> The transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank.</p>
<b>Service Charge</b>	<p>Min: AED 50.00 – Max AED 250.00</p> <p>Depends on the charge type, destination country and service provider.</p>
<b>Delivery</b>	<p>24 working hours if the payment is sent to a bank account in the European Economic Area</p> <p>For all other countries upto 4 business days depending on the destination country</p>

GBP Wires	
<b>Country</b>	All countries excluding OFAC list
<b>Payout currency</b>	GBP
<b>Mode</b>	SWIFT
<b>Charge Type</b>	<p>OUR and BEN</p> <p><b>OUR:</b> Customer will pay all charges upfront and the transaction will not be subject to additional charges by the Intermediary and/or Beneficiary Bank</p> <p><b>BEN:</b> The transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank.</p>
<b>Service Charge</b>	<p>Min: AED 50.00 – Max AED 250.00</p> <p>Depends on the charge type, destination country and service provider.</p>

<b>Delivery</b>	24 working hours if the payment is sent to a bank account in the United Kingdom For all other countries upto 4 business days depending on the destination country
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AUD Wires	
<b>Country</b>	All countries excluding OFAC list
<b>Payout currency</b>	AUD
<b>Mode</b>	SWIFT
<b>Charge Type</b>	OUR and BEN  <b>OUR:</b> Customer will pay all charges upfront and the transaction will not be subject to additional charges by the Intermediary and/or Beneficiary Bank  <b>BEN:</b> The transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank.
<b>Service Charge</b>	Min: AED 50.00 – Max AED 250.00 Depends on the charge type, destination country and service provider.
<b>Delivery</b>	24 working hours if the payment is sent to a bank account in Australia For all other countries upto 4 business days depending on the destination country

CAD Wires	
<b>Country</b>	All countries excluding OFAC list
<b>Payout currency</b>	CAD
<b>Mode</b>	SWIFT
<b>Charge Type</b>	OUR and BEN  <b>OUR:</b> Customer will pay all charges upfront and the transaction will not be subject to additional charges by the Intermediary and/or Beneficiary Bank  <b>BEN:</b> The transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank.
<b>Service Charge</b>	Min: AED 50.00 – Max AED 250.00 Depends on the charge type, destination country and service provider.
<b>Delivery</b>	24 working hours if the payment is sent to a bank account in Canada For all other countries upto 4 business days depending on the destination country

Cash Pickup	
<b>Country</b>	All countries excluding OFAC list
<b>Payout currency</b>	AED ALL ARS AUD AZN BAM BDT BHD BIF BND BOB BRL BWP BYN CAD CFA CHF CLP CNY COP CRC CZK DJF DKK DOR EGP ETB EUR FJD GBP GEL GHS GMD GNF GTQ HKD HNL HRK HTG HUF IDR ILS INR JMD JOD JPY KES KGS KWD KZT LKR LYD MAD MDL MGA MKD MMK MNT MWK MXN MYR MZN NAD NOK NPR NZD OMR PEN PHP PKR PLN PYG QAR RON RSD RUB RWF SAR SBD SDG SEK SGD SLL SSP THB TND TOP TRY TZS UAH UGX USD UZS VND WST XAF XCD XOF ZMW
<b>Mode</b>	File & API

<b>Beneficiary Charges</b>	Depending on receiving country, the transaction can be subject to additional charges on the beneficiary
<b>Service Charge</b>	Min: AED 0.00 – Max AED 400.00 Depends on the transaction amount, destination country and currency
<b>Delivery</b>	Same Day & Instant

### Credit to Mobile Wallet

Country	
	Bangladesh
	Benin
	Botswana
	Burkina Faso
	Burundi
	Cambodia
	Cameroon
	Central African Rep.
	Chad
	China
	Colombia
	Congo (Brazzaville)
	Democratic Republic of Congo (Kinshasa-Zaire)
	Egypt
	El Salvador
	Ethiopia
	Fiji
	Gabon
	Gambia
	Ghana
	Guatemala
	Guinea
	Guinea (Conakry)
	Guinea Bissau
	Haiti
	India
	Indonesia
	Ivory Coast
	Jordan
	Kenya
	Lebanon
	Liberia
	Madagascar
	Malawi
	Malaysia
	Mali
	Mauritania
	Mexico
	Mongolia
	Morocco
	Mozambique
	Nepal
	Niger
	Nigeria

	Pakistan Papua New Guinea Philippines Rwanda Samoa Senegal Sierra Leone Somalia South Sudan Sri Lanka Tanzania Tonga Uganda Vanuatu Vietnam Zambia Zimbabwe
<b>Payout currency</b>	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
<b>Mode</b>	API
<b>Beneficiary Charges</b>	There are no back-end charges and the beneficiary will receive the full amount
<b>Service Charge</b>	Min: AED 0.00 – Max AED 30.00 Depends on the transaction amount, destination country and currency
<b>Delivery</b>	Instant

Demand Draft	
<b>Description</b>	Demand drafts are commonly used for secure transactions of large amounts, educational fees, property purchases, or settling financial obligations.
<b>Country</b>	India United Arab Emirates
<b>Payout currency</b>	AED INR
<b>Service Availability</b>	Al Fardan Exchange branches across the UAE
<b>Service Charge</b>	AED 5.00
<b>Service Delivery</b>	Instant



## KEY FACTS STATEMENT – VALUE ADDED SERVICES (VAS)

### KEY PRODUCTS & SERVICES

We offer the following range of VAS products to ensure fastest, safest, and most reliable services across the country & globe through retail branches and via our digital channels:

- Utility Payments
- Mobile Top Up
- Wallet Transfer
- Bill Payments
- Wealth Management
- Government Payment Collections
- Corporate Cash Collections

VALUE ADDED SERVICES		
Country	United Arab Emirates	International
Payout Currency	AED	Multiple Currency
Mode	Through Integration	Through Integration
Type of Charge	-On Remitter -On Beneficiary	-On Remitter -On Beneficiary
Delivery Timelines	-Instant -Value Date	-Instant -Value Date
Send Commission Or AFEX Charges	Min: AED 0 [Zero] Max: AED 20 (depending on the transaction amount, country and service provider)	Min: AED 100 Max: AED 250 (depending on the transaction amount, country and service provider)
For more details regarding product and corridor wise charges, please visit our nearest branch.		

UTILITY PAYMENTS		
Country	United Arab Emirates	International
Payout Currency	AED	Multi Currency
Mode	Through Integration	Through Integration
Type of Charge	-On Remitter	-On Remitter
Delivery Timelines	Instant	Instant
Send Commission Or AFEX Charges	Min: AED 0 [Zero] Max: AED 20	Min: AED 0 [Zero] Max: AED 20

MOBILE TOP UP		
Country	United Arab Emirates	International
Payout Currency	AED	Multiple Currency
Mode	Through Integration	Through Integration
Type of Charge	-On Remitter	-On Remitter
Delivery Timelines	Instant	Instant
Send Commission Or AFEX Charges	AED 0 [Zero]	Min: AED 0 [Zero] Max: AED 20

WALLET TRANSFER		
Country	United Arab Emirates	Philippines, Bangladesh, Pakistan, Nepal, Sri Lanka, African countries
Payout Currency	AED	Multiple Currency
Mode	Through Integration	Through Integration
Type of Charge	-On Remitter	-On Remitter
Delivery timelines	Instant	Instant
Send Commission Or AFEX Charges	AED 0 [Zero]	Min: AED 15 Max: AED 50

BILL PAYMENT		
Country	United Arab Emirates	International
Payout currency	AED	Multiple Currency
Mode	Through Integration	Through Integration
Type of charge	-On Remitter	-On Remitter
Delivery timelines	Instant	Instant
Send Commission Or AFEX Charges	AED 0 [Zero]	Min: AED 0 [Zero] Max: AED 20

WEALTH MANAGEMENT	
Country	United Arab Emirates
Payout Currency	AED
Mode	Through Integration
Type of Charge	-On Remitter
Delivery Timelines	Instant
Send Commission Or AFEX Charges	Min: AED 0 [Zero]

GOVERNMENT PAYMENT COLLECTION		
Country	United Arab Emirates	International
Payout currency	AED	Multiple Currency
Mode	Through Integration	Through Integration
Type of Charge	-On Remitter	-On Remitter
Delivery Timelines	Instant	-Value Date
Send Commission Or AFEX Charges	Min: AED 0 [Zero] Max: AED 20	Min: AED 100 Max: AED 250

CORPORATE CASH COLLECTION	
Country	United Arab Emirates
Payout currency	AED
Mode	Through Integration
Type of charge	-On Remitter
Delivery timelines	Instant
Send Commission Or AFEX Charges	Min: AED 0 [Zero] Max: AED 15

Al Fardan Exchange - Sole Proprietorship L.L.C is licensed by Central Bank of the UAE. This Key Facts Statement is a UAE Central Bank directive under the Consumer Protection Regulation and accompanying Standards.

## KEY FACTS STATEMENT – WAGES PROTECTION SYSTEM(WPS)

### KEY PRODUCTS & SERVICES

Wages Protection System for Corporate is Termed as “**Payez**” at Al Fardan Exchange is a complete payroll solution for corporate entities and their employees fully compliant with Wages Protection System (WPS) law implemented by Ministry of Human Resources & Emiratization in conjunction with the Central Bank of the UAE.

For Domestic workers we have “**Eaze**” solution under master card scheme.

This Key Fact Statement provides indicative information about key features, fees and charges of this product.

TABLE A: KEY PRODUCTS	
Product Name	Features
<b>Payez (Mercury)</b>	This product under which the cards are issued and accepted under the network where Mercury Scheme cards are accepted
<b>Payez (Master card)</b>	This product powered by MasterCard and managed by EDENRED (erstwhile C3) and can be used at all locations wherever MasterCard cards are accepted globally
<b>Eaze (Master Card)</b>	This product exclusively for Domestic workers and powered by MasterCard and managed by EDENRED (erstwhile C3) and can be used at all locations wherever MasterCard cards are accepted globally

TABLE B: PRODUCT FEATURES			
Features	Payez (Mercury)	Payez (Master card)	Eaze (Master Card)
Country Acceptance	All countries (Mercury Enabled Network)	All countries	All countries
Currency	Primary -AED Can be used international with respective currency	Primary -AED Can be used international with respective currency	Primary -AED Can be used international with respective currency
Salary processing	Same day	Same day	Same day

TABLE C: SERVICE TYPE						
TABLE C: SERVICE TYPE 1 - SELF MANAGED						
Employee Count	20	100	200	500	1,000	3,000
Pricing Type	Standard	Standard	Standard	Standard	Standard	Standard
WPS Processing Fee/Per employee	AED 5.00	AED 4.00	AED 3.00	AED 2.50	AED 2.00	AED 1.50
SIF Charges (Yearly)	AED 100.00	AED 100.00	AED 100.00	AED 0.00	AED 0.00	AED 0.00

TABLE C: SERVICE TYPE 2 – PLUS MONTHLY				
Employee Count	1-5	6-10	11-15	16-20
Pricing Type	Standard	Standard	Standard	Standard
One Time Registration fee	AED 50.00	AED 50.00	AED 50.00	AED 50.00
WPS Processing Fee/Per employee	0	0	0	0
SIF Charges - Monthly	AED 25.00	AED 50.00	AED 75.00	AED 100.00

TABLE C : SERVICE TYPE 3 – PLUS YEARLY BUNDLE				
Employee Count	1-5	6-10	11-15	16-20
Pricing Type	Standard	Standard	Standard	Standard
WPS Processing Fee/Per employee	0	0	0	0
SIF Charges – Yearly	AED 250.00	AED 500.00	AED 750.00	AED 1000.00

TABLE D: CARD HOLDER CHARGES				
PAYEZ (MERCURY)				
Types of charges	Minimum	Maximum	Frequency	
Salary withdrawal ATMs	AED 2.00	AED 2.00	Per Transaction	
Balance Inquiry ATMs (Domestic)	AED 1.00	AED 1.00	Per Transaction	
International withdrawal at ATMs	AED 25.00	AED 25.00	Per Transaction	
International Balance Inquiry at ATMs	AED 5.00	AED 5.00	Per Transaction	
Decline Charge	AED 1.50	AED 1.50	Per Transaction	
Replacement of Lost / Stolen / Damaged Card	AED 20.00	AED 20.00	Per card	
Card issuance	AED 10.00	AED 10.00	Per card	
Card Renewal Fees Every 5 Years	AED 10.00	AED 10.00	Per card	
Card Closure fee	AED 3.00	AED 3.00	Per card	
SMS charge	AED 2.00	AED 2.00	Monthly Subscription	
Mobile app (subscription)	AED 3.00	AED 3.00	Monthly Subscription	
Portal (subscription)	AED 3.00	AED 3.00	Monthly Subscription	
Unlimited Salary withdrawal from AFEX Branches	AED 3.00	AED 3.00	Monthly Subscription	
Statement Hard /Soft copy	AED 25.00	AED 50.00	Per Statement	

PAYEZ (MASTERCARD ),EAZE (MASTERCARD)				
Types of charges	Minimum	Maximum	Frequency	
Balance Inquiry & Salary withdrawal C3 ATM	AED 0.00	AED 0.00	Per Transaction	
Salary withdrawal RAK ATMs	AED 0.00	AED 2.00	2 Transaction free monthly	
Salary withdrawal ATMs (Other than C3)	AED 2.50	AED 2.50	Per Transaction	
Balance Inquiry ATMs (Domestic)	AED 2.00	AED 2.00	Per Transaction	
International withdrawal at ATMs/POS	AED 20.00	AED 20.00	Per Transaction	
International Balance Inquiry at ATMs	AED 5.00	AED 5.00	Per Transaction	

Decline Charge	AED 2	AED 2	Per Transaction
Replacement of Lost / Stolen / Damaged Card	AED 20.00	AED 20.00	Per card
Card issuance	AED 10.00	AED 10.00	Per card
Card Renewal Fees Every 7 Years	AED 10.00	AED 10.00	Per card
Card Closure fee	AED 3.00	AED 3.00	Per card
Message through telecom service provider	AED 3.00	AED 3.00	Monthly subscription
Message through My Salary App	AED 3.00	AED 3.00	Monthly subscription
Salary Alerts	AED 1.00	AED 1.00	Per Alert
Accidental Insurance Premium	AED 10	AED 10	Per Transaction
Wallet to Wallet Transfer	AED 1.00	AED 1.00	Per Transaction
Salary Advance	AED 30.00	AED 30.00	Per Transaction
BNPL	AED 10.00	AED 10.00	Per Transaction
ILOE (un-employment insurance) – Monthly	AED 2.00	AED 2.00	Per Transaction
ILOE (un-employment insurance) – Yearly	AED 10.00	AED 10.00	Per Transaction
Statement Hard /Soft copy	AED 25.00	AED 50.00	Per Statement