

Frequently Asked Questions (FAQ) - Salary Advance (Earned Wage Access)

1. What is Salary Advance (Earned Wage Access)?

Salary Advance is a service that allows customers (employees) whose employer / company has been registered under the Wage Protection System (WPS) service with Al Fardan Exchange (AFEX), to access a portion of their earned salary before the regular payday. It gives them early access to the money they have already earned, helping them to manage urgent expenses without waiting till the date of salary credit to receive the full salary.

2. How does the Salary Advance (Earned Wage Access) work?

Once AFEX WPS customer is enrolled in the Salary Advance program, and they have started earning wages, then they can request a Salary Advance through Branches or AlfaPay Mobile Application. The approved amount is made available through a Salary Advance code created specific for this service.

3. Who processes the salary advance?

Salary advance is processed by Commercial Bank International ("Bank"), who acts as the lender, and is facilitated through Al Fardan Exchange.

4. Who is eligible for this service?

You are eligible if:

- You are an employee whose company / employer are onboarded in AFEX for WPS program
- You receive your salary through Al Fardan Exchange's payroll system or PayEZ card.

5. What is the Eligible amount and who calculates the eligibility?

The eligible amount is calculated as a percentage of the average net salary received over the last three months, The eligibility criteria are determined by the lending Bank, and Al Fardan Exchange has no control over them.

6. How much salary can I access in advance?

You can typically access a percentage of your earned but unpaid salary. The percentage is decided by the lending Bank.

7. Is there a limit to how often I can use the service?

Yes. You can request an advance **on demand as per available monthly Salary Advance limit**, subject to system availability and approval by the lending Bank.

8. What is the information required to check eligibility?

• Full name as per KYC records	• Average Salary Amount	• Consecutive Payroll
• Emirates ID-Number	• Last Salary Amount	• Date of Joining
• Emirates ID Copy	• Last Salary Processing Date	• Industry
• Address	• Total Payroll (no of Payroll)	• Employer Name

9. How will I receive the advance amount?

If you access the service through the AlfaPay App, the approved advance amount will be made available through a Salary Advance code generated in your AlfaPay profile.

If the transaction is completed at a branch, the approved amount will be processed using the Salary Advance code generated for the customer.

10. Is there a validity period within which such approved salary advance must be used to make a remittance transaction?

The Salary Advance code is valid for 30 minutes and must be used within this period for remittance.

11. Are there any fees?

Yes. A processing fee of 12% of your Salary Advance amount plus the Value Added Tax (VAT) of 5% on the processing fee will be charged.

12. How can I use the salary advance amount?

The salary advance can be used only towards international or domestic remittance transaction

13. Can I use only the partial amount from the salary advance for remittance?

No. The full amount of salary advance after deduction of charges and VAT must be used to make the remittance transaction.

14. Can I send different amounts to different beneficiary from the approved amount?

No. You will have to send the entire amount as an international transaction to one beneficiary.

15. Can I add additional amount to the approved amount to complete the remittance transaction?

No. You cannot add any additional amounts to the approved salary amount to complete the remittance transaction.

16. Is interest charged on the Salary Advance?

No. Interest will not be charged on the Salary Advance.

17. How is the Salary Advance repaid?

The advance amount will be automatically debited and recovered from your **subsequent salaries**. You don't need to take any extra steps. Customer should provide a consent to enable auto debit the advance amount, prior to approval of such advance.

18. Are there early repayment modes or options?

No. There is no repayment modes or options provided, other than the auto debit of the advance amount provided from the next salary disbursement.

19. Can I request an advance for future wages?

No. You can only access the portion of your salary that you have already earned based on the number of days you've worked.

20. Will using this service affect my credit score?

No. Since this is not a loan, it does not affect your credit score and does not involve any credit checks.

21. Is my information secure?

Yes. Your personal and salary data is protected under UAE financial regulations, data privacy laws, internal data policy and procedures. Al Fardan Exchange uses secure systems to process all transactions.

22. How long does it take to receive the funds?

Funds are typically transferred within 24 working hours depending on processing time.

23. Can I cancel the Salary Advance request once applied?

No. You will not be able to cancel the Salary Advance request once applied. There are no subsequent cancellation or refund options once the customer's Salary Advance (Earned wage access) is approved, and Salary Advance code is generated.

24. Is Al Fardan Exchange liable for any claims or approvals relating to the salary advance?

No. Al Fardan exchange is not liable any claims relating to eligibility, approval, repayment, or funding of the salary advance or any disputes arising directly between the Bank and the customer.

25. What is Al Fardan Exchange liable for?

This salary advance is funded solely by the Commercial Bank International under its terms and conditions. Al Fardan Exchange is responsible only for processing the approved advance as an international remittance and has no role in the approval, funding, or repayment obligations between the Bank and the WPS customer.

26. Will Al Fardan be liable for disputes relating to non-receipt of credits?

Yes. Al Fardan Exchange is liable for the disputes relating to non- receipt of the approved advance processed as a remittance transaction.

27. What else should I know?

This service is meant for short-term financial flexibility, not long-term financial planning. You can only utilise earned wages (not future wages).