



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

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### 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

**TABLE A: KEY PRODUCTS**

Product Name	Features
Payez (Mercury)	This product under which the cards are issued and accepted under the network where Mercury Scheme cards are accepted
Payez (Master card)	This product powered by MasterCard and managed by EDENRED (erstwhile C3) and can be used at all locations wherever MasterCard cards are accepted globally
Eaze (Master Card)	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

### 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

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## 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: \_\_\_\_\_