

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

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

DESCRIPTION		
<p>Federal Exchange specializes in secure, swift and reliable overseas funds transfers for both Individuals and Business entities.</p> <p>Remittance Products:</p>		
<p>Transfer to UAE Bank Accounts</p> <ul style="list-style-type: none"> Available for both Individual & Corporate customers 	<p>Transfer to International Bank Accounts</p> <ul style="list-style-type: none"> Available for both Individual & Corporate customers 	<p>USD Wires</p> <ul style="list-style-type: none"> Available for both Individual & Corporate customers
<p>EUR Wires</p> <ul style="list-style-type: none"> Available for both Individual & Corporate customers 	<p>GBP Wires</p> <ul style="list-style-type: none"> Available for both Individual & Corporate customers 	<p>AUD Wires</p> <ul style="list-style-type: none"> Available for both Individual & Corporate customers
<p>CAD Wires</p> <ul style="list-style-type: none"> Available for both Individual & Corporate customers 	<p>Cash Pickup</p> <ul style="list-style-type: none"> Available only for Individual customers 	<p>Transfer to Mobile Wallets</p> <ul style="list-style-type: none"> Available only for Individual customers

TRANSFER TO UAE BANK ACCOUNTS	
Country	United Arab Emirates
Payout Currency	AED
Mode	UAE Funds Transfer System (UAEFTS)
Beneficiary Charges	Beneficiary bank charges (if any) will be collected from the amount transferred upto AED 1.05
Service Charge	Min: AED 10.50 – Max AED 500.00 Depends on the transaction mode and customer type
Delivery	UAEFTS: 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 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

Country	
	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

Country	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
Payout currencies	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
Mode	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
Beneficiary Charges	Depending on receiving country, the transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank
Service Charge	Min: AED 0.00 – Max AED 200.00 Depends on the transaction amount, destination country and currency
Delivery	Instant and Value date based depending on the services

USD Wires	
Country	All countries excluding OFAC list
Payout Currency	USD
Mode	SWIFT
Charge Type	OUR and BEN OUR: Customer will pay all charges upfront and the transaction will not be subject to additional charges by the Intermediary and/or Beneficiary Bank BEN: The transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank.
Service Charge	Min: AED 15.75 – Max AED 250.00 Depends on the charge type, destination country and service provider.
Delivery	24 working hours if the payment is sent to a bank account in the United States of America For all other countries upto 4 business days depending on the destination country

EUR Wires	
Country	All countries excluding OFAC list
Payout Currency	EUR
Mode	SWIFT
Charge Type	<p>OUR and BEN</p> <p>OUR: 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>BEN: The transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank.</p>
Service Charge	Min: AED 50.00 – Max AED 250.00 Depends on the charge type, destination country and service provider.
Delivery	24 working hours if the payment is sent to a bank account in the European Economic Area For all other countries upto 4 business days depending on the destination country

GBP Wires	
Country	All countries excluding OFAC list
Payout Currency	GBP
Mode	SWIFT
Charge Type	<p>OUR and BEN</p> <p>OUR: 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>BEN: The transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank.</p>
Service Charge	Min: AED 50.00 – Max AED 250.00 Depends on the charge type, destination country and service provider.
Delivery	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

AUD Wires	
Country	All countries excluding OFAC list
Payout Currency	AUD
Mode	SWIFT
Charge Type	<p>OUR and BEN</p> <p>OUR: 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>BEN: The transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank.</p>
Service Charge	Min: AED 50.00 – Max AED 250.00 Depends on the charge type, destination country and service provider.
Delivery	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	
Country	All countries excluding OFAC list
Payout Currency	CAD
Mode	SWIFT
Charge Type	<p>OUR and BEN</p> <p>OUR: 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>BEN: The transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank.</p>
Service Charge	Min: AED 50.00 – Max AED 250.00 Depends on the charge type, destination country and service provider.
Delivery	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

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

Cash Pickup	
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

Cash Pickup	
Country	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
Payout currencies	BDT BIF BWP CFA CNY COP EGP ETB FJD GHSGMD 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 VNDVUV WST XAF XOF ZAM ZMW
Mode	API
Beneficiary Charges	There are no back-end charges and the beneficiary will receive the full amount
Service Charge	Min: AED 0.00 – Max AED 30.00 Depends on the transaction amount, destination country and currency
Delivery	Instant

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.

Federal Exchange reserves the right to amend terms and conditions in line with the applicable law of land or internal policies of Federal 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: _____