

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

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 FEDEX 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	Multiple Currency
Mode	Through Integration	Through Integration
Type of Charge	-On Remitter	-On Remitter
Delivery Timelines	Instant	Instant
Send Commission Or FEDEX 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 FEDEX 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 FEDEX 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 FEDEX 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 FEDEX 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 FEDEX 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 FEDEX Charges	Min: AED 0 [Zero] Max: AED 15

Federal Exchange 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.

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: _____