

KEY FACTS STATEMENT

FOREIGN CURRENCY EXCHANGE

Key Facts Statement for Foreign Currency Exchange

This document must be read carefully in case you are considering engaging in FOREIGN CURRENCY EXCHANGE with Index Exchange (the Exchange). You may also use this document to compare with associated services and features offered by other Exchange houses. You have the right to compare the Key Facts Statement from other exchange houses before making a decision

Service Structure

Foreign Currency Exchange involves on-the-spot transactions where both currencies (sold and purchased) are exchanged immediately and will not involve any future payment dates. The service is available to all customers during business hours, subject to currency availability. Accepted currencies and daily conversion rates are displayed at branch premises

Foreign Currency Purchase

List of Currencies	Major Currencies – US Dollar, Euro, British Pound, Australian Dollar, Canadian Dollar, Swiss Franc, Japanese Yen, New Zealand Dollar Other currencies – Singapore Dollar, Malaysian Ringgit, Sri Lankan Rupee, Indian Rupee, Pakistan Rupee, Philippine Peso, Bangladesh Taka, Nepalese Rupee, Indonesian Rupiah, Egyptian Pound, Moroccan Dirham, Saudi Riyal, Kuwaiti Dinar, Qatari Riyal, Bahraini Dinar, Omani Rial, Tunisian Dinar etc. as per availability/demand in the market
Exchange Rate	Foreign currency will be exchanged as per the prevailing market rate
Delivery Time	Immediate upon fund acceptance
Service Charges	Minimum AED 2.00 – Maximum AED 5.00 plus 5% Value Added Tax For more information regarding the foreign currency exchange services, please visit any of our branches or contact our Call Center at 600 57 0009 or visit the following link: https://www.indexexchange.ae/fees_and_charges

Foreign Currency Sales

List of Currencies	Major Currencies – US Dollar, Euro, British Pound, Australian Dollar, Canadian Dollar, Swiss Franc, Japanese Yen, New Zealand Dollar Other currencies – Singapore Dollar, Malaysian Ringgit, Sri Lankan Rupee, Indian Rupee, Pakistan Rupee, Philippine Peso, Bangladesh Taka, Nepalese Rupee, Indonesian Rupiah, Egyptian Pound, Moroccan Dirham, Saudi Riyal, Kuwaiti Dinar, Qatari Riyal, Bahraini Dinar, Omani Rial, Tunisian Dinar etc. as per availability/demand in the market
Exchange Rate	Foreign currency will be exchanged as per the prevailing market rate
Delivery Time	Immediate upon fund acceptance
Service Charges	Minimum AED 2.00 – Maximum AED 5.00 plus 5% Value Added Tax For more information regarding the foreign currency exchange services, please visit any of our branches or contact our Call Center at 600 57 0009 or visit the following link: https://www.indexexchange.ae/fees_and_charges

Identity / Customer Due Diligence Requirements

FCY transaction for AED 2,000 and above requires registration along with a valid ID (either Passport or Emirates ID)

Above AED 55,000, Enhanced Due Diligence is required along with evidence of the source of funds (e.g. bank statement)

KEY FACTS STATEMENT

FOREIGN CURRENCY EXCHANGE

Key Terms & Conditions

You (the Customer):

- Understand and agree that the Exchange will not be liable if it is unable to provide FX Exchange (Buy and Sell) service due to the failure of any technical systems or for any other reasons that are beyond the Index Exchange's control and agree that after the completion of the transaction (FX Exchange Buy and Sell) in the Exchange's system, the Exchange will not be able to cancel the transaction
- You acknowledge that Foreign Currency exchange rates are subject to fluctuation
- In such instances, any repurchase of the original currency will have an impact on fluctuations in the Exchange rates as applicable during the time of conversion
- Are required to count all physical cash before leaving the Exchange's premises. You understand and agree that the Exchange shall not entertain any complaints regarding the accuracy of the currency amounts once you leave the Exchange's premises
- Understand and agree that the Exchange reserves the right to refuse the acceptance of FCY cash from any customer without disclosing any reason
- In case of any Counterfeit Bank Notes tendered to the Exchange, your details will be provided to local law enforcement of the respective Emirate and the Exchange will not be responsible for any legal prosecution taken thereafter. The suspect notes will be confiscated and handed over to local law enforcement
- You are always required to retain the details of the source of FCY receipts, as this will assist you against any prosecution taken against FCY Counterfeit notes
- You shall be responsible for the accuracy of the information and data that are provided to the Exchange and through this Key Facts Statement
- The Exchange may refuse to execute any requests, instructions, or services requested by you if you fail to comply with the necessary procedures; or if the information or data provided are incorrect or are in violation of the law applicable in the United Arab Emirates
- Detailed Terms & Conditions are available on the Exchange's website at the following link: https://www.indexexchange.ae/terms_of_use
- The Exchange reserves the right to change the Terms & Conditions, with a 60-day prior notice
- There is no "Cooling-off" period available for this product

WARNING!

-  You must ensure the availability of the funds at the time of executing the Foreign Currency Exchange services
-  Once the FX Exchange transaction is executed, you will not have the right to cancel the transactions
-  For cross-currency conversion, the Exchange will apply the prevailing Exchange rate at the time of processing the transaction
-  The Exchange rates once agreed upon between yourself and the Index Exchange shall not be changed. However, subsequent transactions made may be affected by the changes in foreign currency Exchange rates prevailing at the time of the new transaction; whereby Index Exchange will not be able to provide you with any previous rates applied
-  You will become the owner of the purchased currency and shall be entitled to any gain (if any) and bear any loss (if any) after concluding the contract. Index Exchange shall not be responsible for such gains or losses incurred by you

You can raise/register a complaint in the following manner:

Call Center Number:	600-570009
Email Address:	customer.service@indexexchange.ae
Business WhatsApp Number:	600-570009
Index Website:	https://www.indexexchange.ae/

Customer Acknowledgement:

I acknowledge the receipt of and understanding of this Key Facts Statement in respect of my request for **FOREIGN CURRENCY EXCHANGE** services. I also acknowledge that I have understood the product/service features, risks, fees, and my rights and obligations as detailed in the Key Facts Statement. I acknowledge and agree that the provision of any services shall be at the discretion of the Index Exchange and subject to all of the Exchange's terms and conditions, which may be revised from time to time

Customer Name	
Emirates ID/Passport No.	
Customer Signature	
Date	