

KEY FACTS STATEMENT

INCOMING REMITTANCE SERVICES

Key Facts Statement for Incoming Remittance Services

This document must be read carefully in case you are considering receiving funds through Incoming Remittance services offered by 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 Offering

Index Exchange's incoming remittance services enable individuals to efficiently receive and collect funds from any Index branch, which are directly routed to Index by its Money Transfer partners, MoneyGram Payment System INC, Mastercard Payment LLC (TransFast), Ria Money Transfer, EzRemit Money Transfer

Index Exchange does not charge the beneficiary any fee for this service

Key Terms & Conditions

- Index Exchange is at liberty to receive Incoming Remittances as per the details submitted by you (as the beneficiary of funds), and the Exchange accepts no responsibility for any loss, delay, error, omission, or mutilation in the transmission of the message or its misinterpretation when received
- The Exchange shall pay the amount of transfers received in favor of the customer (you as beneficiary)
- The Exchange shall have the right to reject the payment if the beneficiary details given by the Remitter do not match the details provided by the recipient of funds
- Payment to the recipient will be affected instantly after verification of ID
- Index Exchange is authorized to disclose any information to:
 - (i) Any third party as it may deem fit in its absolute discretion, including but not limited to its subsidiaries, branches, agents, correspondents, agencies, or representative offices,
 - (ii) Any person authorized by the Exchange to do so
 - (iii) Any other bank or financial institution
 - (iv) Any service provider or professional advisors and for them to disclose the information to third parties or parties
 - (v) Any government authority, within the United Arab Emirates or outside and
 - (vi) Any other person to whom it considers in its interest to make such disclosure
- You agree that charges may be applied by corresponding banks if there is an error or omission in providing incorrect or incomplete information for the fund's transfer
- 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 should come in person to the counters of INDEX EXCHANGE to collect your funds. INDEX EXCHANGE will not hand over funds to any of your representatives or agents representing you under a Power of Attorney



You should produce the same identification document which details were submitted by the sender at the time of effecting the transfer



You will be required to provide Index Exchange with the reference number provided by the senders funds transferring institution



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 to avail the **INCOMING REMITTANCE** 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	