

Key Facts Statement for Value Added Services

This document must be read carefully if you are considering availing of Telecom, Utility, GPSSA, Credit Card, VAT Payment services and Loyalty Card offered by Index Exchange (the Exchange). You may use this document to compare associated services and features offered by other exchange houses. You have the right to review and compare the Key Facts Statement from other exchange houses before making a decision

List of Value Added Services

Abu Dhabi Distribution Company (ADDC)	Customers can conveniently pay their water and electricity bills, ensuring timely payments and uninterrupted service
Al Ain Distribution Company (AADC)	A reliable service for paying water and electricity bills, making it easy for customers to manage their utility payments
Etisalat	Settle your telecom bills securely and efficiently, ensuring that your mobile and internet services remain active without delays
International mobile top-up	Recharge mobile phones worldwide, allowing customers to send credit to family and friends across different countries
Credit Card Payments	Customers can conveniently pay their Credit Card bills ensuring that they are on time and avoiding late payment charges.
GPSSA (Pension Payment) - General Pension and Social Security Authority	Index Exchange processes GPSSA payments for UAE nationals, ensuring contributions to the General Pension and Social Security Authority
VAT Payment	Index Exchange processes VAT payments through the Central Bank's UAEFTS system for entities required to pay the Federal Tax Authority (FTA). Registered entities must provide a valid Invoice Number, Tax Registration Number (TRN), and GIBAN bank account number. They can visit any Index Exchange branch across the UAE to complete their VAT payments
Index Exchange Loyalty Card	Customers can obtain a Loyalty Card from a branch and receive benefits including fee discounts, incentives and participation in branch gift schemes

Utility Payments (ADDC, AADC)

Country	UAE
Currency	AED
Service Charges	AED 0.00 to AED 5 plus 5% VAT
Delivery Timelines	Instant

Telecom Payments Service (Etisalat and International Mobile Top-up)

Country	UAE	International
Currency	AED	Multiple Currency
Service Charges	AED 0.00 to AED 5 plus 5% VAT	AED 0.00 to AED 5 plus 5% VAT
Delivery Timelines	Instant	Instant

Value Added Tax Payment Services

Country	UAE
Currency	AED
Service Charges	AED 25.00 plus 5% VAT
Delivery Timelines	Same day/ 1 working day

Credit Card Payments

Country	UAE
Currency	AED
Service Charges	AED 5.00 to AED 25 plus 5% VAT
Delivery Timelines	Same day/ 1 working day

GPSSA - General Pension and Social Security Authority

Country	UAE
Currency	AED
Service Charges	AED 50.00 plus 5% VAT
Delivery Timelines	Same day/ 1 working day

Index Exchange Loyalty Card

Country	UAE
Currency	AED
Service Charges	AED 0.00 to AED 10 including 5% VAT
Delivery Timelines	Same day

Payment Modes:

Customers can choose from the following payment methods.

Payment Modes	Remarks
Cash	Customers can pay in cash (AED) at any Index Exchange branch
Cheque	Customers can issue and submit a cheque at any Index Exchange branch for their payments which will be processed subject to cheque clearance
Bank Transfer	Customers can transfer funds from their account by online bank transfer in AED to Index Exchange's bank account. The payment will be cleared upon receipt of funds

Key Terms & Conditions

- Index Exchange is at liberty to make the utility and bill payment as per the details submitted by you. The Exchange accepts no responsibility for any loss, delay, or error in settling your payment with the service provider due to incorrect or incomplete information received, or if it violates the law applicable in the United Arab Emirates
- You shall be responsible for the accuracy of the information and data that are provided to the Exchange and through this Key Facts Statement
- All payments accepted and made to the service provider will be made in UAE Dirhams only
- Index Exchange is authorized to disclose any information to:
 - any third party as we may deem fit in its absolute discretion, including but not limited to its subsidiaries, branches, agents, correspondents, agencies, or representative offices
 - any person authorized by the Exchange to do so
 - any other bank or financial institution
 - Any service provider or professional advisors and for them to disclose the information to third parties or parties
 - Any government authority, within the United Arab Emirates
 - Any other person to whom it considers in its interest to make such disclosure
- There is no "Cooling-off" period available for this product

The customer agrees to:

- You agree to possible delays caused by the exchange to transfer funds. These would be due to technical faults at either Index Exchange, the FT system within UAE, or a glitch at the end of the service providers
- Detailed Terms & Conditions are available on the Exchange's website at the following link: <https://www.indexexchange.ae/>
- The Exchange reserves the right to change the Terms & Conditions, with a 60-day prior notice

WARNING!



You must provide Index Exchange with accurate information about the utility service provider, billing references, VAT details, and any other valid documentation required to process payments. Index Exchange will not be responsible for any delays or non-settlement of amounts to the utility or telecom service provider due to incorrect or incomplete information provided



The Exchange is not responsible for validating your Trade License details. Any anomaly in this document will not guarantee that the payment will be made



All disputes regarding payments must be resolved directly with the respective utility, telecom or bank service provider. Index Exchange is only responsible for transferring the funds to the designated account provided by you



Your details with Index Exchange should be valid when affecting the transfer or should be activated before the transfer



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/We acknowledge the receipt and understanding of this Key Facts Statement in respect of my/our request to avail of the services offered by Index Exchange, including **VAT, GPSSA, Utility, Credit Card, Telecom payments and Loyalty Card**. I/We confirm that I/we have understood the product/service features, risks, fees, and our rights and obligations as detailed in the Key Facts Statement. I/We acknowledge and agree that the provision of any services shall be at the discretion of Index Exchange and subject to its terms and conditions, which may be revised from time to time

Customer Name	
Emirates ID/Passport No.	
Customer Signature	
Date	