

KEY FACT STATEMENT (KFS) – FOREIGN CURRENCY EXCHANGE



We, City Exchange is a company registered in UAE and licensed by the Central Bank of UAE.

KEY FACT STATEMENT

- We request our customers to carefully read and understand the Key Fact Statements (KFS) below, which are also available in Arabic. By signing this document, you acknowledge that you have read and understood applicable fees, charges, and general terms and conditions published on the website and in this document.
- This document is the form of an acknowledgement by you and doesn't intend to create any legal rights or obligations between the parties. In case of inconsistency between this document and the general terms and conditions of product-specific terms and conditions, the general terms and conditions and product specific product-specific terms and conditions shall prevail. In the event of a change, there is no obligation to amend this document.
- This KFS provides indicative information about the mentioned products. Hence, we advise you to consult with our staff for detailed information.
- Visit www.cityexchangeuae.com for detailed T&C, Disclosure & Transparency, AML Policy etc.

PAYMENT METHODS

City Exchange will accept the following methods of payment from the customers.

- Cash
- Bank Transfers

COOLING-OFF PERIOD

The customer agrees and understands that all the transactions require immediate implementation, therefore, agrees to waive the Cooling-off Period of 5 business days for the smooth and immediate operation of the transactions.

CUSTOMER PROFILE UPDATE

The Customer shall keep City Exchange informed at all times, of any change/alteration in their communication/contact details, residency status, visa, Emirates ID, Passport details and employer details by visiting the nearest branch. In case of non-submission of updated information or relevant documents, City Exchange reserves the right to inactivate the Customer's accounts until updated information or documents are provided.

CUSTOMER DATA MANAGEMENT AND PRIVACY

City Exchange has strict policies, procedures, and controls in place to protect customer data, however, City Exchange's employees are only permitted to access the Customer information which they require to perform their duties related to customer service. City Exchange treats customer information as highly confidential, and the Customer acknowledges and agrees that City Exchange may disclose or share the Customer information to/between:

- The City Exchange's branches and agents.
- Third parties selected by the City Exchange and/or anyone mentioned above, wherever required for data processing, statistical and risks analysis purposes, but not limited to;
- Court order, regulatory requirement or any law enforcement authority.

CANCELLATIONS AND REFUNDS

- Cancellations and refunds would be processed based on the discretion of City Exchange.
- Additional charges might apply for cancellations and refund requests.

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COMPLAINT HANDLING PROCEDURES

Customer shall utilize the following channels to raise complaints regarding their transactions:

- Register Complaints through any of the City Exchange branches;
- Contact us at 600524899, +971-4-3933874 or compliers@cityexchangeuae.com
- Contact us through the website www.cityexchangeuae.com.

FOREIGN CURRENCY EXCHANGE SERVICE INFORMATION

Service	Foreign Currency Exchange
Country	All (except sanctioned countries)
Currency	All Currencies Excluding Outdated and outmoded.
Method	Through all City Exchange Branches.
Service Charge	Up to AED 5.00 (Excluding VAT)
Delivery time	Immediate

Warnings

1. Currency exchange is conducted at our prevailing buy/sell rate.
2. Once currencies are bought or sold, they are non-returnable.
3. Any returns require a new transaction at the current buy/sell rate.
4. The customer must count the money before leaving the Cashier's counter and must obtain a receipt of the transaction. Neither City Exchange nor its employees will be liable for any claims or shortages thereafter.
5. This establishment reserves the right to recover any amount paid due to errors and omissions.
6. City exchange will not accept spoiled, torn currency notes.
7. City exchange will not accept coins other than AED.

By signing the receipt at the counter, the Customer acknowledges the receipt of and understanding of this Key Fact Statement. Further acknowledge that he/she has an understanding of the product/service features, pricing, benefits, risks, warnings, fees, and Consumer's rights and obligations as detailed in the Key Fact Statement.

Customer Name:	
Customer Signature:	
Date:	