

# KEY FACT STATEMENT (KFS) - VALUE ADDED SERVICES (VAS)



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](http://www.cityexchangeuae.com) for detailed T&C, Disclosure & Transparency, AML Policy etc

## VALUE ADDED SERVICE (VAS)

City exchange offers below mentioned value added services.

- Credit Card Payment
- VAT Payment
- General Pension & Social Security Authority (GPSSA) Payments
- Air Arabia Ticket Payments

## PAYMENT METHODS

City Exchange will accept the following methods of payments from customers for the VAS.

- Cash
- Bank Transfers
- Cheques

## 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:

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- 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

- Customers can request cancellation/refund/recall prior to the execution of the transaction by contacting any of our branches.
- Cancellations and refunds would be processed based on the discretion of City Exchange.
- Cancellation/refunds/recalls can take up to 14 business days to be processed, which is solely depends on the counterparties/ correspondent banks.
- Additional charges might apply for cancellations and refund requests.

## 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 [complaints@cityexchangeuae.com](mailto:complaints@cityexchangeuae.com)
- Contact us through the website [www.cityexchangeuae.com](http://www.cityexchangeuae.com).

## VAS SERVICE INFORMATION

Service	Credit Card Payment
Country	United Arab Emirates
Payout Currency	AED
Mode	UAE Fund Transfer System (UAEFTS).
Service Charge	Up to AED 5.00 (Excluding VAT).
Delivery	Transaction Amount may sight at receiving participant on same day or next business day

Service	VAT Payment
Country	United Arab Emirates
Payout Currency	AED
Mode	UAE Fund Transfer System (UAEFTS).
Service Charge	Up to AED 25.00 (Excluding VAT).
Delivery	Transaction Amount may sight at receiving participant on same day or next business day

Service	General Pension & Social Security Authority (GPSSA) Payments.
Country	United Arab Emirates
Payout Currency	AED
Mode	UAE Fund Transfer System (UAEFTS).
Service Charge	Up to AED 25.00 (Excluding VAT).

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<b>Delivery</b>	Transaction Amount may sight at receiving participant on same day or next business day
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<b>Service</b>	<b>Air Arabia Ticket Payments</b>
<b>Country</b>	United Arab Emirates
<b>Payout Currency</b>	AED
<b>Service Charge</b>	Up to AED 15.00 (Excluding VAT).
<b>Delivery</b>	Customers can sight the credit within 0 – 24 working hours

## Warnings

### GPSSA

1. The GPSSA payments are acceptable only for the amount fetched through UAEFTS - If any variations are found in the amount, the transaction will not be processed.
2. Once the GPSSA Payments have been processed, it is not refundable.

### VAT

3. VAT Payment must be paid as per the deadline shown on the VAT return of the customer.
4. Customer must ensure the correctness of the Tax Registration Number (TRN) as the amount paid cannot be claimed if payment is made to the wrong TRN.
5. VAT Payments will be made against the invoice shared from the FTA portal.
6. VAT payments are acceptable only for the amount fetched through UAEFTS - If any variations are found in the amount, the transaction will not be processed
7. VAT payments are non-refundable once payment is completed.

### CREDIT CARD

8. Credit Cards Payments customers must review and verify the correctness of the payment advice and confirm by paying the amount.
9. Credit Cards payments accepted through City Exchange and not refundable once it is transmitted.
10. Credit Cards Payments bill amount will be transferred to relevant account of the credit card issuer via UAEFTS.
11. Credit Cards Payments Cash collected on public holidays or if it exceeds the cutoff period, the same will be settled on next business day value.
12. Credit Cards Payments have to pay before the deadline and City Exchange is not responsible for any delay, error or omission which may happen in its transmission or delivery or due to technical error.

### AIR ARABIA TICKET PAYMENTS

13. For Air Arabia Ticket payments, the customer must provide the PNR number for completing the ticket purchase.
14. Air Arabia Ticket payment has to be completed within 24 hours from the time of online booking.
15. City Exchange is not responsible for the cancellation/amendment of the Air Arabia ticket itinerary done by the customer.

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.

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<b>Customer Name:</b>	
<b>Customer Signature:</b>	
<b>Date:</b>	