

\$¥ Foreign Currency Exchange Services- KFS

This document must be read carefully in case you are considering EXCHANGE FOREIGN currency with Al Amal Express 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.

Al Amal Express Exchange provides and deals with all major Foreign Currency exchange that includes buying and selling of foreign currency.

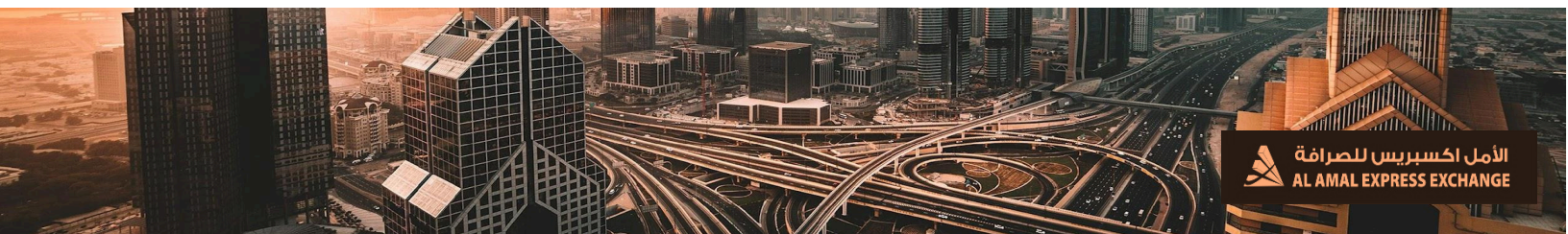
Channels available:

The foreign currency exchange services are available through.

Al Amal Express Exchange Branch

Foreign Currency Purchase

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, 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	Zero		



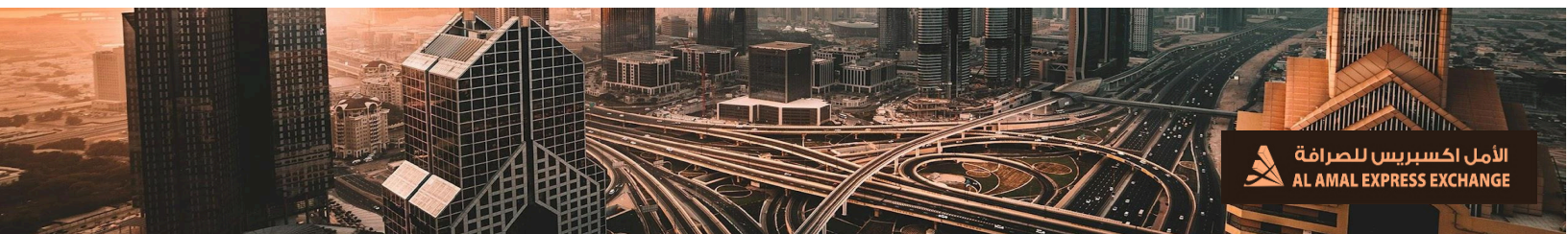
The Key Facts Statement (KFS) - Remittances

▪ Foreign Currency Sale

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, 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	Zero		

Terms & Conditions Summary

- Important Notice: Currency once bought or sold can be returned only with a new transaction at the prevailing market rate.
- Please count your money before leaving the counter and obtain a receipt for your transaction. Neither Al Amal Express Exchange nor its employees will be held liable for any claims or shortages thereafter. Al Amal Express Exchange has the right to recover any amount paid in excess to the customer due to errors and oversights.
- Upon signing the receipt, the customer confirms and acknowledges the correctness, authenticity, and legality of all the transaction details and will be held responsible for the same.
- For corporate customer transactions, Al Amal Express Exchange will deal with the person(s) duly authorized by the company, supported by an authorization letter signed by the authorized signatory of the company.
- Important Notice: For transactions paid by cheque, the cheque must be currently dated, crossed, and payable to Al Amal Express Exchange. Transactions will be valid and released subject to cheque realization and the amount credited to the Al Amal Express Exchange bank account. In case the provided cheque is dishonoured or rejected for any reason, the customer agrees to settle the full amount in cash along with any variations in the currency rate. If the issue is not resolved amicably, Al Amal Express Exchange shall have the right to take all necessary legal actions to protect its rights and recover all related claims.
- Any complaints, queries, or feedback on our services can be raised through our official email address info@amalexchange.ae or by calling +971 4 259 5272.
- Al Amal Express Exchange will not disclose confidential information about the customer to any third party unless required to do so by any applicable law or regulation within and outside the region.



The Key Facts Statement (KFS) - Remittances

- Important Notice: Transactions conducted by customers are subject to local, federal, and international laws as well as the Central Bank of the UAE regulations. All customer information and supporting documents must be provided as per the requirements of local and international regulations and standards. The transaction may be blocked by any party involved if found suspicious. The customer will be fully responsible for providing necessary evidence and clarification about any query, including the source of funds, to prove legitimacy and legality of the information and funds involved, as well as any follow-ups required with the concerned authorities to effect the payment or claim a refund. In such cases, Al Amal Express Exchange will not bear any responsibility.
- By agreeing to the terms and conditions, you confirm opting in to receive SMS, phone, and email communications from Al Amal Express Exchange containing transactional, promotional, and marketing material about our products and services from time to time. We will provide you the option to opt-out of our promotional and marketing communication. You may also contact us at info@amalexchange.ae or call +971 4 259 5272 to opt out.
- For further inquiries and details on terms and conditions of all Al Amal Express Exchange products and services, please visit our office at P.O. Box: 171676, 705-Dubai Pearl Bldg; Baniyas Square, Deira, Dubai, U.A.E., or email us at info@amalexchange.ae.
- By availing of these services, the customer agrees to the waiver of the cooling-off period for immediate commitment.
- Al Amal Express Exchange retains the right to amend the terms and conditions to comply with local laws or internal policies. Customers will be informed of any such changes via the website, branch disclosures, or electronic facilities.
- Al Amal Express Exchange will provide customers a minimum of 60 calendar days' notice by updating the website before changes to the terms and conditions of products/services, including changes to service charges or fees.

Contact Us

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