

## Remittance Services Offered

Our expansive payment network connects you with agents globally, enabling you to send and receive money within minutes. Al Amal Express Exchange provides the following Remittance Services.

<b>International Bank Account Transfer</b>	Money transfers to bank accounts in East Africa (Available for individual customers)
<b>Cash Payout Transaction</b>	We offer multiple transfer service options through our agents globally so you can send money instantly.
<b>Mobile Wallet Transfer</b>	Allow individuals to transfer funds to beneficiary's mobile wallet through our branches globally.

## Channels available:

Remittance Transaction can be initiated via the following channel

**Al Amal Express Exchange Branch**

## Payment Methods

The following payment modes are available for the customers.

Payment Modes	Remarks
Cash	Customers can pay by cash (AED) at Al Amal Express Exchange branch.
Cheque	Customers can submit a cheque at Al Amal Express Exchange branch.
Bank Transfer	Customers can pay by Bank Transfer in our AED account.

## International Bank Account Transfers (No Back-end Charges)

International Bank Account Transfers	
Country	Kenya, Uganda & Somalia
Currency	Kenya shs, Uganda shs & Somalia shs/usd
Service Charges	0.5% to 3% exclusive of 5% VAT Depends on the destination for more details regarding the product and service charges, please visit our branch or contact our Call Center @ 04-2595272.
Beneficiary/Back-end charges	NIL
Delivery Time	Instant, Standard (1-2 Working days). Delivery time may vary subject to destination country, currency and whether it's a weekend or weekday.

# The Key Facts Statement (KFS) - Remittances

## Cash Payout Transactions

Cash Payout Transactions	
Country	All Major Corridors
Currency	Major Currencies
Agent locations	Global i.e. where we have agents present
Service Charges	Brackets for Kenya at 1%
	Bracket for Somalia,Djibouti,USA,Canada,Australia,UK at 1%
	Bracket for Uganda
	1aed to 500 aed charge is 8 exclusive of Vat
	501-1000 aed charge is 15 exclusive of Vat
	1001 to 5000 aed charge is 20 exclusive of Vat
	5001 and above 1% exclusive of Vat
	For more details regarding the product and service charges, please visit our branch or contact our Call Center 04-2595272.
Delivery Time	Instant / 1 Working Day (depends on the service selected)

## Terms & Conditions Summary

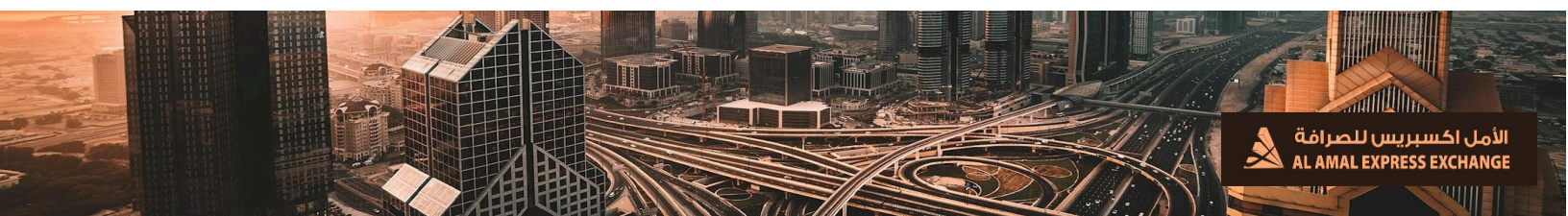
- Transfers/Remittances are considered executed and delivered unless a claim is received within 3 months for cash payout and 6 months for bank transfer from the date the remittance was made.
- Important Notice: Any amendments or re-issuance of the remittance transaction requested by the customer for whatsoever reason will be subject to our regular charges and settlement of any rate differences, if applicable.
- Upon signing the receipt for transactions initiated at the branch, the customer confirms and acknowledges the correctness, authenticity, and legality of all the transaction details and will be held responsible for the same. Al Amal Express Exchange and its agents are indemnified and held harmless from any claims including but not limited to delays, delivery failures, mistakes and losses resulting from any wrong information in the transaction receipt as well as force majeure events or any other circumstances beyond our control. Our liability is limited to performing necessary amendments in the shortest time if possible. Al Amal Express Exchange has the right to recover any amount paid due to errors or oversight.
- Important Notice: Refund against Cancellation of Transfers or any other Remittance transaction returned unpaid for whatsoever reason will be refunded to the sender at the prevailing market buying rate or transaction rate whichever is lower, excluding the sending charges, any deductions from the beneficiary bank if any, cancellation fees and any other expense incurred as a result. Confirmation of non- payment and cancellation of the original instruction is required from our correspondent agent before a refund is made. The sender has to hand over the original receipt to the branch in order to initiate the cancellation process. In case the sender is a corporate, refunds or amendments can be conducted through the authorized representative and will not be refunded or paid in CASH under any circumstances. The refund will be made to the local bank account of the corporate customer.
- In case the sender is a corporate, 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: All types of remittances conducted by the 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 requirements of local and international regulations and standards. The transaction may be blocked by any party involved if found suspicious. The sender and beneficiary will be fully responsible for providing necessary evidence and clarification about any query, including the source of fund, to prove legitimacy and legality of the information and fund involved as well as any follow-ups required with the concerned authorities to affect the payment or claim a refund. In such cases, Al Amal Express Exchange will not bear any responsibility.

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- Any transaction-related complaint should be lodged within a maximum period of fourteen (14) days from the date of the transaction. Al Amal Express will take all possible efforts to resolve any issues for services provided by a third party by coordinating with the concerned service provider. The company has no liability as an agent for any related services. The third party will be fully liable for the completion of its service in accordance with its terms and conditions. Nevertheless, for unauthorized transactions, Consumers are allowed to report the transactions within a minimum of 30 business days.
- Original valid ID such as UAE National ID or Passport with a valid UAE visa must be provided while performing any remittance transaction.
- For transactions paid by cheque, the cheque must be current dated, crossed and payable to Al Amal Express Exchange. Transaction will be valid and released subject to cheque realization and the amount credited in the Al Amal Express bank account. In case the provided cheque is dishonored or rejected for any reason, the customer agrees to settle the full amount in cash along with any variations in the currency rate and other corresponding charges. In case the issue is not resolved amicably, Al Amal Express Exchange shall have the right to cancel the transaction without notice & take all necessary legal action to protect its rights and recover all related claims.
- Any complaints, queries, feedback on our services or fraud incidents can be raised through our official email address [info@amalexchange.ae](mailto:info@amalexchange.ae) or our call center @ 04-2595272
- Service charges are available on our website [www.alamalexpressexchange.com](http://www.alamalexpressexchange.com) and the charges may vary based on the product/service and the value of the transaction.
- Al Amal Express will refund the unclaimed funds as per the guidelines of the regulatory authorities.
- Al Amal Express will not disclose confidential information about the customer to any third party unless it is required to do so by any applicable law or regulation within and outside the region.
- Al Amal Express Exchange shall assume the responsibility of protecting consumers' data and maintain the confidentiality of the data held with it or with a third party and disclose the data only to approve, facilitate, administer, and process applications/transactions or to respond to the queries of the relevant law enforcing authorities inside and outside the country. In case of any breach of data, customers will be informed through our official channels.
- In case of any conflict of interest that arises due to technical glitches or reasons beyond control, Al Amal Express Exchange will make reasonable efforts to resolve the concern or may update the customer with relevant actions to avoid such scenarios.
- By availing products and services, customers agree to the waiver of cooling-off period for immediate commitment.
- By agreeing to the terms and conditions, you are confirming to opt-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 with the option to opt-out of our promotional and marketing communication. You may, also, contact us on 04-2595272 to opt-out.
- 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 on 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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