



KEY FACTS STATEMENT (KFS) CURRENCY EXCHANGE

www.goodwillexchange.ae

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CURRENCY EXCHANGE

Purpose: This information helps customers better understand the services and pricing of Foreign Currency Exchange from Goodwill Exchange locations across the United Arab Emirates.

This document must be read carefully if you are considering Goodwill Exchange for exchanging Foreign Currencies. Before deciding, you may also use this document to compare with associated services and features offered by other exchange companies.

At Goodwill Exchange, we ensure that we are always adequately stocked with foreign currencies across all our branches.

We hereby Goodwill Exchange offer the following range of products to ensure the fastest, safest and most reliable way to exchange foreign currency to customers across the UAE.

- Foreign Currency Purchase.
- Foreign Currency Sales.

Foreign Currency will be exchanged according to the rate of exchange prevailing on the same day.

FOREIGN CURRENCY PURCHASE/SALES	
MAJOR CURRENCIES	USD, EUR, GBP, OMR, SAR, AUD, QAR, INR, BDT, CAD, PHP, IDR, CHF, BHD, SGD, JOD, KWD, MYR.
MODE OF PAYMENT	Cash
TYPE OF CHARGES	NIL
CHARGES	NIL
TAT	Instant Upon fund received from the customer.
KEY FACTS	
TERMS AND CONDITION	
<ol style="list-style-type: none"> 1. Customers must count their money and collect their transaction receipt before leaving the cashier's counter. Goodwill Exchange and its employees shall not be held liable for any claims, shortages, or disputes raised thereafter. 2. By signing the transaction receipt or authorizing a transaction electronically, the customer confirms that all transaction details provided are correct, lawful, and in compliance with UAE and applicable international regulations. The customer bears full responsibility for any consequences, delays, or charges arising from incorrect, incomplete, or fraudulent information. 3. By proceeding with a transaction, the customer expressly waives any applicable statutory cooling-off period and consents to the immediate and irreversible processing of their transaction. 4. Cancellations will be processed only upon submission of a signed written request from the Customer, citing valid reasons and accompanied by the original transaction receipt 5. Transaction amendments, cancellations, or refunds requested by the customer are processed on a best-effort basis and subject to applicable charges and prevailing exchange rates. 	

6. Currencies once exchanged may only be repurchased via a new transaction at Goodwill Exchange's prevailing buying/selling rate at the time of the re-purchase.
7. Refunds will be made in UAE Dirhams (AED) at either the original transaction rate or Goodwill Exchange's prevailing buying rate on the refund date, whichever is lower, after deducting applicable transaction charges and other expenses.
8. Any transaction-related complaint should be lodged within a maximum period of fourteen (14) days from the date of the transaction.
9. The customer consents to receive promotional, transactional, and service-related messages via SMS, email, or other communication channels from Goodwill Exchange or its authorized service partners. Customers may opt out by contacting Customer Care at +971-4-235-6364.
10. Goodwill Exchange reserves the right to request additional identification, documentation, or information at any time, in compliance with the Central Bank of the UAE regulations, international regulatory requirements. Failure to provide requested documents may result in delays in transaction, cancellation, or reporting to authorities.
11. By using the services of Goodwill Exchange, the customer consents to the collection, use, storage, and disclosure of their personal and transaction data for the following purposes:
 - To process transactions and ensure compliance with applicable regulatory requirements
 - For record-keeping, audit, and legal obligations in accordance with UAE lawsAll personal data is handled in accordance with the applicable UAE data protection laws and Goodwill Exchange's Privacy Policy.
12. The customer agrees to indemnify and hold harmless Goodwill Exchange, its affiliates, and employees against any losses, liabilities, damages, costs, or claims arising out of the customer's breach of these Terms, provision of incorrect or unlawful transaction information, or involvement in illegal transactions including money laundering, terrorist financing, or dealings with sanctioned individuals/entities.
13. For inquiries, feedback, or complaints, please email customercare@goodwillexchange.ae or call +971-4-235-6364. You can also visit: <https://www.goodwillexchange.ae/contact-us>
14. These Terms & Conditions are governed by and construed in accordance with the laws of the United Arab Emirates and the regulations of the Central Bank of the UAE. Any disputes arising shall be subject to the exclusive jurisdiction of UAE regulators.

Disclosures / Warnings

- Refund & Amendment Charges:** Standard service fees and applicable exchange rate differences apply for refunds, amendments, or cancellations.
- Transaction Compliance:** All transactions must fully comply with UAE laws, international regulations, and must not involve undisclosed third parties, illicit funds, money laundering, or dealings with sanctioned entities.
- Cooling-Off Waiver:** Signing waives the 5-business-day cancellation period.
- Branch Operations:** Goodwill Exchange will inform affected customers if it closes, merges, or relocates any of its branches with a sixty (60) day prior notice period through clear announcements at the branch and updates on the Goodwill Exchange website
- Terms & Policy Changes:** Goodwill Exchange, licensed by the Central Bank of UAE reserves the right to amend terms and conditions in line with the applicable law of land or internal policies of Goodwill Exchange with a prior notice period of sixty (60) days. Any changes will be communicated to customers through the website and branch disclosures.
- Customer Responsibility:** Penalties or fees may apply if incorrect or incomplete information is provided by the customer.

CONTACT US

Contact Center Number	+971-4-235-6364
Email address	customercare@goodwillexchange.ae
Website	https://goodwillexchange.ae/

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CUSTOMER ACKNOWLEDGEMENT

I unconditionally declare that I have read the above Key Facts Statement of Currency Exchange and understand all the information. I acknowledge and agree that the provision of any services shall be at the discretion of the Goodwill Exchange and subject to all the Exchange's terms and conditions, which may be revised from time to time.

CUSTOMER

Customer Name	
Emirates ID/ Passport	
Customer Signature	
Date	



Corporate Office:

Mohd. Aqil & Abdul Razak Zarouni Building, Shop No: 1, Below Miami Hotel,
Sikkat Al Khali Road, P.O Box: 40211, Deira , Dubai - UAE.

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