

KEY FACTS STATEMENT (KFS) CURRENCY EXCHANGE

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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. Currency once bought or sold can be returned only with a new transaction at the prevailing market rate. 2. Please count your cash before leaving the counter and ensure to obtain a receipt for your transaction. 3. Neither Goodwill Exchange nor its employees will be held responsible for any claims or shortages thereafter. 4. Goodwill Exchange reserves the right to recover any amount paid in excess to the customer due to errors or oversights. 5. Upon signing the receipt, the customer confirms the rates provided and acknowledges the correctness, authority and legality of the details and will be held responsible for the same. 6. Goodwill Exchange reserves the right to collect id from the customer for the purpose of registration such customer identification documents includes Emirates ID or Passport with valid Visa or GCC National ID. The information thus obtained from the customer will be subject to the Consumer Protection Policy of Goodwill Exchange. 	

7. Any transaction related complaint should be lodged within a maximum period of fourteen(14) days from the date of transaction.
8. Goodwill Exchange will neither misuse customer data nor share with a customer or a third party unless it is compelled by law/regulation.

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

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. Any such changes will be communicated through the website, branch disclosures or electronic facilities to the customers.

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	