

## KEY FACTS STATEMENT (KFS)

### CURRENCY EXCHANGE

**Tax Registration Number :100025628700003**

**Purpose:** This information helps customers better understand the services and pricing of Foreign Currency Exchange from GCC Exchange locations across the United Arab Emirates. This document must be read carefully if you are considering GCC 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 GCC Exchange, we ensure that we are always adequately stocked with foreign currencies across all our branches.

We hereby GCC 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, Bank Transfer.
TYPE OF CHARGES	On Customer.
CHARGES	Minimum: Aed.3/- Maximum: Aed.5/-
TAT	Instant Upon fund received from the customer.
KEY FACTS	
TERMS AND CONDITION	
<ul style="list-style-type: none"> <li>For all foreign currency transactions customers are requested to count the money and obtain a receipt of their transaction before leaving the counter.</li> <li>GCC Exchange or its employees will not be responsible for any shortage or claim by the customer thereafter.</li> <li>GCC Exchange will have the right to recover any amount mistakenly or by oversights paid excess to the customer.</li> <li>Any currency purchased or sold by the customer can be returned or bought back only as a fresh transaction at the prevailing market rate.</li> <li>By signing the transaction receipt, the customer agrees to the exchange rate, confirms the accuracy, authenticity, and legality of all transaction details, and assumes full responsibility for them.</li> </ul>	
<ul style="list-style-type: none"> <li>For transactions initiated by corporate clients, GCC Exchange will transact only with</li> </ul>	

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individuals officially authorized by the company and supported by a valid authorization letter signed by the company's authorized signatory.

- For cheque payments, the cheque must be current-dated, crossed, and issued in favor of GCC Exchange. The transaction will be processed only upon successful cheque clearance and receipt of funds in GCC Exchange's bank account. If the cheque is dishonored, the customer is required to settle the full amount in cash, including any currency rate differences. Legal action may be taken if an amicable resolution is not reached.
- GCC Exchange retains the right to update or modify these terms and conditions to align with applicable laws or internal policy changes. Any such amendments will be communicated via our website, branches, or electronic channels.
- A minimum notice of 60 calendar days will be provided on the website before any changes to product/service terms or applicable fees.

#### **DISCLOSURE / WARNING**

- Services will be provided by GCC Exchange based on branch timing and the availability of currencies.
- Currencies once exchanged, will be bought/sold only at our prevailing buying/selling rate
- GCC Exchange maintains the confidentiality of customer information and will not share it with third parties unless required by applicable laws and regulations, within or outside the UAE.
- All transactions are subject to local, federal, and international laws, including Central Bank directives. Customers must provide complete and accurate documentation. If a transaction is flagged as suspicious, it may be held, and the customer is responsible for providing all necessary clarifications and documentation. GCC Exchange is not liable for resulting delays or non-fulfilments.
- Products and services offered across all channels (branch, digital, etc.) are subject to service charges and applicable exchange rates. Details are available on the website and may vary by service type and transaction amount.
- Correspondent and/or intermediary bank charges may apply in certain countries and are deducted at the receiving end.
- GCC Exchange may use intermediary banks or financial institutions in any country to complete fund transfers.
- Customers will be informed of the estimated time for remittance processing prior to transaction execution. Actual delivery times may vary due to circumstances beyond our

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control.

- Refunds for cancelled or returned transactions (e.g., drafts, transfers) will be processed at the prevailing buying rate or transaction rate, whichever is lower, excluding sending charges, intermediary deductions, cancellation fees, and related costs.
- GCC Exchange communicates only through official channels. Customers must not share passwords, OTPs, or login credentials with any third party to avoid fraud.
- GCC Exchange will not be liable for any financial loss resulting from the customer disclosing personal details or credentials to unauthorized parties.
- By using our services, the customer consents to waive the cooling-off period to enable immediate processing and commitment.
- Customers must not use GCC Exchange services for illegal or unauthorized purposes.
- By accepting these terms, customers agree to receive communications via SMS, calls, and email, including transactional notifications and marketing messages. Opt-out is available by contacting: [customercare@gccexchange.com](mailto:customercare@gccexchange.com) or 600 522 049.
- Customers acknowledge understanding of product/service features, pricing, risks, fees, and obligations as stated in the Key Fact Statement and General Terms & Conditions.
- Customers can raise complaints, feedback, or fraud incidents through official support channels: [customercare@gccexchange.com](mailto:customercare@gccexchange.com) or by calling 600 522 049.



- Customer must ensure the availability of the equivalent fund/amount at the time of transaction and the deal/rates will be binding only upon the transaction execution time. Once the transaction is executed the customer cannot cancel the transaction and if the customer buys or sells the currencies further then the same will be considered as a new transaction and as per the prevailing rates.
- GCC Exchange reserves the right to refuse services to the customer, if the customer refuses to comply with the necessary procedures if the information or data are incorrect or it is against the law applicable in the UAE.

CONTACT US		
Contact Center Number	600 522 049	
Business WhatsApp Number	+97156 506 7589	
Email address	customercare@gccexchange.com info@gccexchange.com	
Website	www.gccexchange.com	

GCC 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 GCC Exchange with a prior notice period of sixty (60) days. Any such changes will be communicated to customers through the website and branch disclosures.

#### 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 GCC 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	

