

KEY FACTS STATEMENT (KFS)

REMITTANCE

This Key Facts Statement provides the information and key aspects of GCC Exchange's Remittance Service Offerings. This document must be read carefully if you are considering GCC Exchange for Remittance purposes. Before deciding, you may also use this document to compare with associated services and features offered by other exchange companies.

GCC Exchange provides a financial service that involves the transfer of funds from one individual or entity to another, often across geographical distances. It serves as a way for people to send money to friends, family, or businesses in different locations, both domestically and internationally.

1. Credit to Bank.
2. Cash Pickup.

UAE BANK ACCOUNT TRANSFER	
COUNTRY	UNITED ARAB EMIRATES (UAE)
PAYOUT CURRENCY	United Arab Emirates Dirham (AED)
MODE	UAE Funds Transfer System (UAEFTS)
BENEFICIARY CHARGES	Beneficiary bank charges (if any) will be deducted from the amount transferred.
SERVICE CHARGE	Aed.16/- including VAT.
TAT	24 to 48 hours.

INTERNATIONAL BANK TRANSFER-ACCOUNTS			
COUNTRY			
Albania	Ethiopia	Liechtenstein	Saudi Arabia
American Samoa	Fiji	Lithuania	Senegal
Andorra	Finland	Luxembourg	Serbia
Argentina	France	Macedonia	Singapore
Australia	French Guiana	Malaysia	Slovakia
Austria	Gabon	Mali	Slovenia
Azerbaijan	Georgia	Malta	Solomon Island
Bahrain	Germany	Martinique	Somalia
Bangladesh	Ghana	Mayotte	South Africa
Belarus	Gibraltar	Mexico	South Korea
Belgium	Greece	Moldova	Spain
Bolivia	Guadeloupe	Monaco	Sri Lanka
Bosnia & Herzegovina	Guatemala	Morocco	St. Martin
Brazil	Guinea Bissau	Nepal	Sudan
Bulgaria	Haiti	Peru	Sultanate of Oman
Burkina	Honduras	Philippines	Sweden



Faso	Hong Kong	Poland	Switzerland
Burundi	Hungary	Portugal	Tanzania
Cameroon	Iceland	Puerto Rico	Thailand
Canada	India	Qatar	Togo
Chile	Indonesia	Netherlands	Tunisia
China	Iraq	New Zealand	Turkey
Colombia	Ireland	Nicaragua	Uganda
Costa Rica	Israel	Niger	Ukraine
Cote D'Ivoire	Italy	Nigeria	United Kingdom
Croatia	Jamaica	Norway	USA
Cyprus	Japan	Pakistan	Uzbekistan
Czech Republic	Jordan	Palestine	Vatican City State
Denmark	Kazakhstan	Paraguay	Vietnam
Dominican Republic	Kenya	Reunion Island	
Ecuador	Kosovo	Romania	
Egypt	Kuwait	Rwanda	
El Salvador	Kyrgyzstan	Saint Barthelemy	
Estonia	Latvia	San Marino	

INTERNATIONAL BANK TRANSFER-ACCOUNTS

PAYOUT CURRENCIES

ALL	BYN	ETB	HTG	KES	MYR	QAR	TND
ARS	CAD	EUR	HUF	KGS	NOK	RON	TRY
AUD	CHF	FID	IDR	KWD	NPR	RSD	TZS
AZN	CLP	GBP	ILS	KZT	NZD	RWF	UAH
BAM	COP	GEL	INR	LKR	OMR	SAR	UGX
BDT	CRC	GHS	IQD	MAD	PEN	SBD	USD
BHD	CZK	GTQ	JDP	MDL	PHP	SDG	VND
BIF	DKK	HKD	JMD	MKD	PKR	SEK	XAF
BOB	DOR	HNL	JOD	MMK	PLN	SGD	XOF
BRL	EGP	HRK	JPY	MXN	PYG	THB	ZAR

MODE	<p>SWIFT</p> <p>Direct Correspondent banks.</p> <p>Instant Money Transfer operators. (GCC Remit, Western Union, Instant Cash, Transfast, RIA Money)</p>
TYPE OF CHARGES	<p>OUR (sender pays all charges)</p> <p>SHA (shared charges, the sender pays the sending bank's charges, and the recipient pays the receiving bank's charges)</p> <p>BEN (beneficiary pays all charges).</p>
BENEFICIARY CHARGES	Depending on the receiving country, the transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank.
SERVICE CHARGE	<p>Minimum: AED 0</p> <p>Maximum: It can vary depending on the transaction amount, country and service provider. Please visit your nearest branch for more details regarding product and corridor-wise charges.</p>



TURNAROUND TIME	Instant and Value date based depending on the service chosen.
SWIFT TRANSFER-USD	
COUNTRY	All Countries except sanction.
PAYOUT CURRENCY	USD
MODE	SWIFT
TYPE OF CHARGES	OUR (sender pays all charges) SHA (shared charges, the sender pays the sending bank's charges, and the recipient pays the receiving bank's charges) BEN (beneficiary pays all charges).
BENEFICIARY CHARGES	Depending on the receiving country, the transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank
SERVICE CHARGE	Minimum: AED 32 (Inc.VAT) Maximum: AED.350 + VAT Charges are depending on the beneficiary country and charge type.
TURNAROUND TIME	4 to 5 days.
SWIFT TRANSFER-EUR	
COUNTRY	All Countries except sanction.
PAYOUT CURRENCY	EUR
MODE	SWIFT
TYPE OF CHARGES	OUR (sender pays all charges) SHA (shared charges, the sender pays the sending bank's charges, and the recipient pays the receiving bank's charges) BEN (beneficiary pays all charges).
BENEFICIARY CHARGES	Depending on the receiving country, the transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank
SERVICE CHARGE	Minimum: AED 32 (Inc.VAT) Maximum: AED.350 + VAT Charges are depending on the beneficiary country and charge type.
TURNAROUND TIME	4 to 5 days.
SWIFT TRANSFER-GBP	
COUNTRY	All Countries except sanction.
PAYOUT CURRENCY	GBP
MODE	SWIFT
TYPE OF CHARGES	OUR (sender pays all charges) SHA (shared charges, the sender pays the sending bank's charges, and the recipient pays the receiving bank's charges) BEN (beneficiary pays all charges).
BENEFICIARY CHARGES	Depending on the receiving country, the transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank
SERVICE CHARGE	Minimum: AED 32 (Inc.VAT) Maximum: AED.350 + VAT



	Charges are depending on the beneficiary country and charge type.
TURNAROUND TIME	4 to 5 days.
SWIFT TRANSFER-AUD	
COUNTRY	All Countries except sanction.
PAYOUT CURRENCY	AUD
MODE	SWIFT
TYPE OF CHARGES	OUR (sender pays all charges) SHA (shared charges, the sender pays the sending bank's charges, and the recipient pays the receiving bank's charges) BEN (beneficiary pays all charges).
BENEFICIARY CHARGES	Depending on the receiving country, the transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank
SERVICE CHARGE	Minimum: AED 32 (Inc.VAT) Maximum: AED.350 + VAT Charges are depending on the beneficiary country and charge type.
TURNAROUND TIME	4 to 5 days.
SWIFT TRANSFER-CAD	
COUNTRY	All Countries except sanction.
PAYOUT CURRENCY	CAD
MODE	SWIFT
TYPE OF CHARGES	OUR (sender pays all charges) SHA (shared charges, the sender pays the sending bank's charges, and the recipient pays the receiving bank's charges) BEN (beneficiary pays all charges).
BENEFICIARY CHARGES	Depending on the receiving country, the transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank
SERVICE CHARGE	Minimum: AED 32 (Inc.VAT) Maximum: AED.350 + VAT Charges are depending on the beneficiary country and charge type.
TURNAROUND TIME	4 to 5 days.
SWIFT TRANSFER-JPY	
COUNTRY	All Countries except sanction.
PAYOUT CURRENCY	JAPAN
MODE	SWIFT
TYPE OF CHARGES	OUR (sender pays all charges) SHA (shared charges, the sender pays the sending bank's charges, and the recipient pays the receiving bank's charges) BEN (beneficiary pays all charges).
BENEFICIARY CHARGES	Depending on the receiving country, the transaction can be subject to additional charges by the Intermediary and/or Beneficiary Bank
SERVICE CHARGE	Minimum: AED 32 (Inc.VAT) Maximum: AED.350 + VAT Charges are depending on the beneficiary country and charge type.
TURNAROUND TIME	4 to 5 days.



CASH PICK UP			
COUNTRY	All (except sanctioned countries)		
CURRENCY	Depending on the Currency payout is available in the destination country.		
MODE	Direct Correspondent banks. Instant Money Transfer operators. (GCC Remit, Western Union, Instant Cash, Transfast, RIA Money)		
BENEFICIARY CHARGES	Depending on the receiving country.		
SERVICE CHARGE	Minimum: AED 0 Maximum: It can vary depending on the transaction amount, country and service provider. Please visit your nearest branch for more details regarding product and corridor-wise charges.		
TAT	Instant and Value date based depending on the service chosen.		
MAJOR COUNTRIES			
Albania	Ethiopia	Liechtenstein	Saudi Arabia
American Samoa	Fiji	Lithuania	Senegal
Andorra	Finland	Luxembourg	Serbia
Argentina	France	Macedonia	Singapore
Australia	French Guiana	Malaysia	Slovakia
Austria	Gabon	Mali	Slovenia
Azerbaijan	Georgia	Malta	Solomon Island
Bahrain	Germany	Martinique	Somalia
Bangladesh	Ghana	Mayotte	South Africa
Belarus	Gibraltar	Mexico	South Korea
Belgium	Greece	Moldova	Spain
Bolivia	Guadeloupe	Monaco	Sri Lanka
Bosnia & Herzegovina	Guatemala	Morocco	St. Martin
Brazil	Guinea Bissau	Nepal	Sudan
Bulgaria	Haiti	Peru	Sultanate of Oman
Burkina	Honduras	Philippines	Sweden
Faso	Hong Kong	Poland	Switzerland
Burundi	Hungary	Portugal	Tanzania
Cameroon	Iceland	Puerto Rico	Thailand
Canada	India	Qatar	Togo
Chile	Indonesia	Netherlands	Tunisia
China	Iraq	New Zealand	Turkey
Colombia	Ireland	Nicaragua	UAE
Costa Rica	Israel	Niger	Uganda
Cote D'Ivoire	Italy	Nigeria	Ukraine
Croatia	Jamaica	Norway	United Kingdom
Cyprus	Japan	Pakistan	USA
Czech Republic	Jordan	Palestine	Uzbekistan
Denmark	Kazakhstan	Paraguay	Vatican City State
Dominican Republic	Kenya	Reunion Island	Vietnam
Ecuador	Kosovo	Romania	Zambia
Egypt	Kuwait	Rwanda	Zimbabwe
El Salvador	Kyrgyzstan	Saint Barthelemy	
Estonia	Latvia	San Marino	



INTERNATIONAL BANK TRANSFER-ACCOUNTS							
MAJOR PAYOUT CURRENCIES							
ALL	BYN	ETB	HTG	KES	MYR	QAR	TND
AED	CAD	EUR	HUF	KGS	NOK	RON	TRY
ARS	CHF	FID	IDR	KWD	NPR	RSD	TZS
AUD	CLP	GBP	ILS	KZT	NZD	RWF	UAH
AZN	COP	GEL	INR	LKR	OMR	SAR	UGX
BAM	CRC	GHS	IQD	MAD	PEN	SBD	USD
BDT	CZK	GTQ	JDP	MDL	PHP	SDG	VND
BHD	DKK	HKD	JMD	MKD	PKR	SEK	XAF
BIF	DOR	HNL	JOD	MMK	PLN	SGD	XOF
BOB	EGP	HRK	JPY	MXN	PYG	THB	ZAR
BRL							ZAM
							ZMW

KEY FACTS	
TERMS AND CONDITION	
<p>1. GCC Exchange or its branches or its agents accept no liability, whatsoever, for remittance delayed in any form or bank charges or fees or deductions levied or omission or funds confiscated by the beneficiary bank or correspondent bank or any government agency on any grounds.</p> <p>2. The estimated time for the funds to be transferred to the beneficiary will be informed at the time of transaction. However, time taken to transfer funds can be delayed due to various reasons.</p> <p>3. If a customer is willing to amend the remittance transaction details, any charges incurred on such amendment shall be borne by the customer.</p> <p>4. The remitter will have to pay minimum bank charges prior to processing the inquiry about non-receipt of funds. (Wherever applicable)</p> <p>5. GCC Exchange will not collect/deduct any form of charge from the remitter if payment – order process resulted in an error at the hands of its officials or bank or agent.</p> <p>6. Any cancellation of remittance transaction shall be entertained only on submission of remitter's written request duly signed and stating the valid reason for such cancellation and must be submitted along with the original transaction receipt.</p>	<p>لا تقبل جي سي سي للصرافة أو فروعها أو وكلائها أي مسؤولية ، مهما كانت ، عن الحوالات المتأخرة بأي شكل من الأشكال أو الرسوم المصرفية أو الرسوم أو الخصومات المفروضة أو الحذف أو الأموال المصادرة من قبل البنك المستفيد أو البنك المراسل أو أي وكالة حكومية لأي سبب من الأسباب</p> <p>سيتم إبلاغ الوقت المقدر للأموال المراد تحويلها إلى المستفيد في وقت قد يتأخر الوقت المستغرق في تحويل الأموال لأسباب المعاملة ومع ذلك مختلفة</p> <p>إذا كان العميل على استعداد لتعديل تفاصيل معاملة التحويل ، فإن أي رسوم يتم تكبدها على هذا التعديل يتحملها العميل</p> <p>يتعين على المحول دفع الحد الأدنى من الرسوم المصرفية قبل معالجة الاستفسار حول عدم استلام الأموال</p> <p>لن تقوم شركة جي سي سي للصرافة بتحويل / خصم أي شكل من أشكال الدفع - الطلب إلى حدوث خطأ على أيدي الرسوم من المحول إذا أدت عملية مسؤوليتها أو البنك أو الوكيل</p> <p>لن يتم قبول أي إلغاء لمعاملة التحويل إلا عند تقديم طلب كتابي من المرسل موقعاً حسب الأصول مع ذكر السبب الصحيح لهذا الإلغاء ويجب تقديمه مع إيصال المعاملة الأصلي</p>

7. Refund shall be provided once the stop payment is confirmed (or) funds are received back from the correspondent Bank or its Agent.
8. Unclaimed amount lying pending for a longer period, can only be refunded as per internal policy.
9. On rejection or cancellation of a remittance transaction, the due amount, if any, will be paid to the original remitter at (prevailing) buying rate after deducting all the bank charges.
10. All refunds will be paid in UAE Dirham (AED) only.
11. For all Instant Money Transfers products such as Western Union, Ria Money Transfer, Instant Cash, GCC Remit, etc...please refer to the website of the respective service provider for their terms and conditions.
12. GCC Exchange will not misuse the data of the clients and share their data only as per the company policies which can be referred to on the website.
13. For multi-currency remittances, there will be a back-end deduction ranging between USD.40/- to USD.80/-. The charges for tracer/amendment/cancellation shall be AED.190/- if applicable.
14. GCC Exchange will inform customers of our latest promotions/updates via SMS/WhatsApp. If you want to opt out from this pls call 600522049 / +971565067589.
15. Service charges details of all the products and services are available in our website www.gccexchange.com.
16. The details of the transaction mentioned in this receipt shall be considered as final and it is the responsibility of the customer to go through the same before leaving the branch and to bring to the notice of the concerned staff if there is any error or omission in the same.

يجب إعادة الأموال بمجرد تأكيد وقف الدفع أو استرداد الأموال من البنك المراسل أو وكيله

لا يمكن استرداد المبلغ غير المطالب به والمعلق لفترة أطول ، إلا وفقاً للإرشادات التنظيمية

عند رفض أو إلغاء معاملة تحويل ، سيتم دفع المبلغ المستحق ، إن وجد ، إلى الشراء (السائد) بعد خصم جميع الرسوم المصرفية المرسل الأصلي بسعر

سيتم الدفع لجميع المبالغ المستردة بالدرهم الإماراتي فقط

GCC Remit, Instant Cash, Ria Money Transfer, Western Union يرجى الرجوع بالنسبة لجميع منتجات التحويلات المالية الفورية مثل إلى موقع الويب الخاص بمزود الخدمة المعني للتعرف على الشروط والأحكام الخاصة بها

لن تسيء شركة جي سي سي للصرافة استخدام بيانات العميل ولا تشاركها ما لم يتم إلزامها بموجب القانون و اللوائح مع عميل أو طرف ثالث

بالنسبة للتحويلات متعددة العملات ، سيكون هناك خصم خلفي يتراوح بين USD.40/- إلى USD.80/- يجب أن تكون رسوم التتبع / التعديل / الإلغاء 190 درهماً إماراتياً إن وجدت

سنقوم جي سي سي للصرافة بإبلاغ العملاء بأخر العروض الترويجية / التحديثات الخاصة بنا عبر الرسائل القصيرة على WhatsApp إذا كنت ترغب في إلغاء الاشتراك في هذا الرجاء الاتصال على 600522049 / +971565067589

تتوفر تفاصيل رسوم الخدمة لجميع المنتجات والخدمات على موقعنا الإلكتروني www.gccexchange.com

تعتبر تفاصيل المعاملة المذكورة في هذا الإيصال نهائية ويتحمل العميل مسؤولية المرور بها قبل مغادرة الفرع وإبلاغ الموظفين المعنيين إذا كان هناك أي خطأ أو سهو في نفس الشيء

DISCLOSURE / WARNING

1. Additional fees may be levied by the correspondent bank/financial institution or entity providing financial services to the beneficiary of remittances.
2. Penalties and Fees may be applied if there is a customer error or omission in providing correct or incomplete information for remittances.

قد يتم تحصيل رسوم إضافية من قبل البنك المراسل / المؤسسة المالية أو الكيان الذي يقدم خدمات مالية للمستفيد من التحويلات

جوز تطبيق العقوبات والرسوم في حالة وجود خطأ أو إغفال من العميل في تقديم معلومات غير صحيحة أو غير كاملة عن التحويلات



<p>3. The actual time to complete a transaction may differ from estimates due to increased scrutiny of transactions by the correspondent bank/financial institution or entity providing financial services to the beneficiary of remittances.</p> <p>4. Exchange rate used for the refund of money paid by the Consumer may differ from the original rate used for the transfer. and any costs which could be incurred for the cancellation caused by the Consumer.</p> <p>5. There may be additional and significant costs charged by the receiving entities should there be Errors/omissions in the remittance information provided by the Consumer causing a rejection of, or delays in the transfer</p>	<p>د يختلف الوقت الفعلي لإتمام المعاملة عن التقديرات بسبب زيادة التدقيق في المعاملات من قبل البنك المراسل / المؤسسة المالية أو الكيان الذي يقدم خدمات مالية للمستفيد من التحويلات</p> <p>قد يختلف سعر الصرف المستخدم لاسترداد الأموال التي يدفعها المستهلك عن السعر الأصلي المستخدم للتحويل ، وأي تكاليف قد يتكبدها المستهلك بسبب الإلغاء</p> <p>قد تكون هناك تكاليف إضافية وهامة تفرضها الجهات المستقبلة في حالة وجود أخطاء / الإغفال في معلومات التحويل التي قدمه المستهلك مما تسبب في رفض التحويل أو تأخيره</p>
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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.

I unconditionally declare that I have read the above Key Facts Statement of Remittance 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 and Time	