

# REMITTANCE

**Al Rostamani**

INTERNATIONAL EXCHANGE



## Key Fact Statement – Remittance

ARIE offers domestic as well as cross border remittances to the customers and the customer can Send and Receive remittances. Send remittances can be initiated only by customers in UAE and can be domestic to another customer within UAE or cross border remittances where the beneficiary and beneficiary accounts are domiciled outside of the UAE. Receive remittances refer to the remittances cashed out through ARIE branches. These transactions can be initiated by a remitter within UAE and outside the UAE to be picked up by a beneficiary within the UAE through any of the ARIE branches.

### REMITTANCE SEND:

The following delivery modes are available for Cross Border Remittances (SEND) initiated through ARIE,

- **Bank account transfer**
- **Cash Payout**
- **Mobile wallet remittances**
- **Bill payments**

BANK ACCOUNT TRANSFER	
Payout Currencies	All major currencies (excluding OFAC sanctions list) – AED, USD, EUR, GBP, CAD, ZAR, JOD, EGP, MAD, SAR, INR, PKR, BDT, PHP, LKR, IDR etc.
Mode	API, SFTP and SWIFT
Service Charge	Min AED 15 to AED 258 (excluding VAT) or more depending on the volume of remittance
Delivery TAT	Instant & Same/Next business day credit options available
Backend Deductions	Front end or backend charges may apply depending on the pattern in the receive country

CASH PAYOUT	
Payout Currencies	All major currencies (excluding OFAC sanctions list) – AED, USD, EUR, GBP, CAD, ZAR, JOD, EGP, MAD, SAR, INR, PKR, BDT, PHP, LKR, IDR etc.
Mode	API, SFTP and SWIFT
Service Charge	Min AED 15 to AED 200 (excluding VAT) or more depending on the volume of remittance
Delivery TAT	Instant
Backend Deductions	Front end or backend charges may apply depending on the pattern in the receive country

MOBILE WALLET REMITTANCE	
Payout Currencies	PHP, BDT, PKR, NPR and major African currencies including KES, UGX, GHS etc.
Mode	API
Service Charge	Upto AED 50 depending on the destination currency and country
Delivery TAT	Instant
Backend Deductions	NIL

MOBILE WALLET REMITTANCE	
Mode	AED, PHP, BDT, INR, PKR, LKR etc.
Mode	API
Service Charges	UAE – No Charges, Outside UAE – Upto AED 25
Delivery TAT	Instant & Same/Next business day credit options available
Backend Deductions	NIL

COUNTRY TABLE			
Sl. No	Corridor	Country	Products & Services
1	GCC	Bahrain	Bank Transfer & Cash Payout
2	GCC	Kuwait	Bank Transfer & Cash Payout
3	GCC	Oman	Bank Transfer & Cash Payout
4	GCC	Qatar	Bank Transfer & Cash Payout
5	GCC	Saudi Arabia	Bank Transfer & Cash Payout
6	GCC	UAE	Bank Transfer & Cash Payout
7	North America	USA	Bank Transfer & Cash Payout
8	North America	Canada	Bank Transfer & Cash Payout
9	Europe	Austria	Bank Transfer & Cash Payout
10	Europe	France	Bank Transfer & Cash Payout
11	Europe	Germany	Bank Transfer & Cash Payout
12	Europe	Switzerland	Bank Transfer & Cash Payout
13	Europe	Netherland	Bank Transfer & Cash Payout
14	Europe	Belgium	Bank Transfer & Cash Payout
15	Europe	Cyprus	Bank Transfer & Cash Payout
16	Europe	Denmark	Bank Transfer & Cash Payout
17	Europe	Sweden	Bank Transfer & Cash Payout
18	Europe	Norway	Bank Transfer & Cash Payout
19	Oceania	Australia	Bank Transfer & Cash Payout
20	Oceania	New Zealand	Bank Transfer & Cash Payout

## COUNTRY TABLE

Sl. No	Corridor	Country	Products & Services
21	Africa	Egypt	*BT, Cash Payout & Wallet
22	Africa	Morocco	Bank Transfer & Cash Payout
23	Africa	Uganda	*BT, Cash Payout & Wallet
24	Africa	Kenya	*BT, Cash Payout & Wallet
25	Africa	Tanzania	Bank Transfer & Cash Payout
26	Africa	Rwanda	Bank Transfer & Cash Payout
27	Africa	Ghana	*BT, Cash Payout & Wallet
28	Africa	South Africa	Bank Transfer & Cash Payout
29	Africa	Ethiopia	Bank Transfer & Cash Payout
30	Africa	Botswana	Bank Transfer & Cash Payout
31	Asia	Afghanistan	Bank Transfer & Cash Payout
32	Asia	Bangladesh	*BT, Cash Payout & Wallet
33	Asia	China	Bank Transfer & Cash Payout
34	Asia	India	Bank Transfer & Cash Payout
35	Asia	Indonesia	Bank Transfer & Cash Payout
36	Asia	Jordan	Bank Transfer & Cash Payout
37	Asia	Malaysia	Bank Transfer & Cash Payout
38	Asia	Nepal	*BT, Cash Payout & Wallet
39	Asia	Pakistan	*BT, Cash Payout & Wallet
40	Asia	Philippines	Bank Transfer, Cash Payout, Wallet & Bill Payments

\*Bank Transfer

COUNTRY TABLE			
Sl. No	Corridor	Country	Products & Services
41	Asia	Sri Lanka	Bank Transfer & Cash Payout
42	Asia	Thailand	Bank Transfer & Cash Payout

### REMITTANCE RECEIVE:

The following delivery modes are available for Remittance Receive initiated through ARIE,

- **Inter Branch Fund Transfer (IBFT)**
- **Cash Payout**

IBFT/ CASH PAYOUT	
Payout Currencies	AED
Mode	API
Service Charges	Nil
Delivery TAT	Instant
Backend Deductions	NA



#### **Warning!**

Customers are subject to applicable fees, commissions, and charges for remittance services. The customer may incur additional charges beyond those levied by ARIE, imposed by the correspondent banks, financial institutions, and other service providers providing financial services to the beneficiary upon receiving the remittance request.



#### **Warning!**

The actual time for crediting funds to the beneficiary account may differ from estimates due to increased scrutiny of transactions by correspondent banks, partners, or intermediary banks providing services to the beneficiary of remittances.



**Warning!**

Refunds against cancellation or rejection of remittance transactions returned unpaid for whatsoever reasons will be made only at our prevailing buying rate or at the rate at which we issued the transaction, whichever is lower. In case of a customer error, refunds will not include the transmission costs, deductions from the beneficiary bank, cancellation charges, or any additional costs incurred.



**Warning!**

Reissuance or reprocessing of remittance transactions for any reason is subject to our charges and rate differences, wherever applicable



**Warning!**

Transactions initiated against the non-cash transactions will be processed only after realization of funds in ARIE account.



**Warning!**

ARIE may refuse to execute any requests, instructions or services if the Customer fails to comply with the necessary procedures, or if the information or data provided are incorrect or in violation of the applicable laws and regulations.



**Warning!**

Before you leave the counter, please count your money and get a receipt for the transaction. ARIE and its staff are not responsible for any subsequent claims or shortages. ARIE retains the right to recover any extra money paid to the customer due to mistakes and oversights.



**Warning!**

ARIE reserves the right to decline any customer request at its sole discretion.



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**Warning!**

The customer understands that this transaction requires immediate implementation and hence the customer agrees to waive the cooling off option for the transaction to occur.



**Warning!**

ARIE will refund the unclaimed funds as per the guidelines of the regulatory authorities. ARIE 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.



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**Warning!**

**Compliance with laws:** Customer transactions must follow local, federal, and international laws, as well as regulations from the Central Bank of the UAE. Customers must provide all necessary information and documents according to these rules. If a transaction looks suspicious, any party involved can block it. Customers are responsible for proving the legitimacy of their funds and answering any questions, including providing evidence of the source of the funds. If a payment is delayed or a refund is needed, the customer must handle it with the relevant authorities. ARIE is not responsible in these situations.

## IMPORTANT NOTICE

- For complaints, queries, feedback, or fraud reports, email us at **ariecrd@alrostamanigroup.ae** or visit any of our branches. We'll respond within two working days.
- Service charges are listed on our website and may vary based on the product/service and transaction value.
- For more details, please visit our website **www.alrostamaniexchange.com**, call **600540004**, or email **ariecrd@alrostamanigroup.ae**.



- ARIE 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.
- ARIE will provide customers with 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.

## **CUSTOMER ACKNOWLEDGMENT**

I confirm that I have received and understood the Key Facts Statement about my request for foreign currency exchange services. I understand the features, risks, fees, and my rights and obligations as explained in the statement. I agree that ARIE can provide services at their discretion and according to the Exchange's terms and conditions, which may change over time.

Customer Name:

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Customer Signature:

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Date: \_\_\_\_\_

**Al Rostamani International Exchange LLC**  
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