

KEY FACTS STATEMENT REMITTANCE

This Key Fact Statement (“KFS”) provides you with key service features, fees and charges for the Remittance Service provided by LuLu Exchange. We request our customers to carefully read and understand the below mentioned Key Fact Statements (KFS) which is also available in Arabic.

Remittance service allows you to send payments with the following delivery options:

- 1. Bank Accounts**
- 2. Mobile Wallets**
- 3. Cash Payout**

The available delivery options, categorized by customer types, are as follows:

INDIVIDUAL CUSTOMERS	BUSINESS ENTITIES
UAE and International Account Transfers	UAE and International Account Transfers
SWIFT Payments	SWIFT Payments
Cash Pickup	N/A
Mobile Wallets	N/A

* The available transfer options, are as follows:

TRANSFER TO UAE BANK ACCOUNTS	
Country	United Arab Emirates
Payout Currency	AED
Mode	UAE Funds Transfer System (UAEFTS)
Service Charge	Min: AED 0 – Max AED 21.00 (including VAT) Depends on the transaction volume
Delivery	UAEFTS: Customers can sight the credit within 24 – 48 working hours

TRANSFER TO INTERNATIONAL BANK ACCOUNTS (Inclusive of VAT)	
Countries	Refer to the Country Table
Popular Payout Currencies	INR, PKR, LKR, NPR, IDR, PHP, BDT, EGP, MAD, JOD, USD, EUR, GBP, AUD, CAD, CHF, JPY, NZD, SGD, ZAR etc.
Mode	Direct Bank Arrangements, SWIFT and Other Partners
Service Charge	Min: AED 0.00 – Max AED 180.00 or More* *Depends on the transaction amount, destination country and currency
Beneficiary/Backend Charges	Additional charges by the Intermediary and/or Beneficiary Bank may apply, depending on the receiving country for the transaction.
Delivery	Immediate or value date-based, depending on the selected services.

CASH PICKUP	
Countries	Refer to the Country Table
Popular Payout Currencies	INR, PKR, LKR, NPR, IDR, PHP, BDT, EGP, MAD, JOD, USD, EUR, GBP, AUD, CAD, CHF, JPY, NZD, SGD, ZAR etc.
Mode	Direct Bank Arrangements and Other Partners
Service Charge	Min: AED 0.00 – Maximum Depends on the transaction amount, destination country and currency
Beneficiary Charges	Additional charges may apply to the beneficiary depending on the receiving country for the transaction.
Delivery	Immediate / Same Day

MOBILE WALLETS	
Countries	Refer to the Country Table
Popular Payout Currencies	BDT, PKR, PHP, UGX, NPR, KES, GHS, .. etc.
Mode	Direct Bank Arrangements and Other Partners
Service Charge	Min: AED 0.00 – Maximum Depends on the transaction amount, destination country and currency
Beneficiary Charges	Additional charges may apply to the beneficiary depending on the receiving country for the transaction.
Delivery	Immediate / Same Day

Country Table

Country, Delivery Type information and Major Corridors

Sr.no	Major GGC countries	To Bank	Cash Pickup	Mobile Wallets
1	Bahrain	YES	YES	NO
2	Kuwait	YES	YES	NO
3	Oman	YES	YES	NO
4	Qatar	YES	YES	NO
5	Saudi Arabia	YES	YES	NO
6	United Arab Emirates	YES	YES	NO

Sr.no	Major Western countries	To Bank	Cash Pickup	Mobile Wallets
1	United States of America	YES	YES	NO
2	Canada	YES	YES	NO
3	United Kingdom	YES	YES	NO
4	New Zealand	YES	YES	NO
5	Australia	YES	YES	NO
6	Germany	YES	YES	NO
7	France	YES	YES	NO
8	Austria	YES	YES	NO
9	Switzerland	YES	YES	NO
10	Netherland	YES	YES	NO
11	Brazil	YES	YES	NO
12	Scotland	YES	YES	NO
13	Ireland	YES	YES	NO
14	Belgium	YES	YES	NO
15	Cyprus	YES	YES	NO
16	Denmark	YES	YES	NO
17	Finland	YES	YES	NO
18	Greece	YES	YES	NO
19	Italy	YES	YES	NO
20	Spain	YES	YES	NO
21	Sweden	YES	YES	NO
22	Luxembourg	YES	YES	NO
23	Norway	YES	YES	NO
24	Hungary	YES	YES	NO
25	Malta	YES	YES	NO

Sr.no	Major Asian countries	To Bank	Cash Pickup	Mobile Wallets
1	Afghanistan	NO	YES	NO
2	Bangladesh	YES	YES	YES
3	China	YES	YES	NO
4	India	YES	YES	NO
5	Indonesia	YES	YES	NO
6	Jordan	YES	YES	NO
7	Lebanon	YES	YES	NO
8	Malaysia	YES	YES	NO
9	Nepal	YES	YES	NO
10	Pakistan	YES	YES	YES
11	Philippines	YES	YES	YES
12	Sri Lanka	YES	YES	NO
13	Thailand	YES	YES	NO
14	Turkey	YES	YES	NO
15	Singapore	YES	YES	NO

Sr.no	Major African countries	To Bank	Cash Pickup	Mobile Wallets
1	Egypt	YES	YES	YES
2	Uganda	YES	YES	YES
3	Kenya	YES	YES	YES
4	Ghana	YES	YES	YES
5	Morocco	YES	YES	NO
6	South Africa	YES	YES	NO
7	Nigeria	YES	YES	NO
8	Ethiopia	YES	YES	NO
9	Tanzania	YES	YES	YES
10	Togo	YES	YES	NO

Disclaimer:

For applicable currency type, exchange rate, and charges customers are advised to visit the nearest branch or contact the call center at 600 522 204, or access the website or mobile application.


WARNING!

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


WARNING!

Exchange Rates: Remittance transactions are subject to foreign currency exchange rates. Rates may fluctuate based on market conditions and Customer receives the prevailing rate at the time of the transaction.


WARNING!

Cheque and Online Transfer Confirmation: Transfers initiated via cheque or online banking will be executed after the funds are cleared by the bank and successfully credited to LuLu Exchange's account. Any delays in fund clearance or crediting may affect the timing of the transfer. Please ensure sufficient funds are available in the account and verify recipient details to avoid delays or issues.

**WARNING!**

Refunds and Cancellations: Refunds against canceled or rejected remittance transactions will be processed based on the prevailing buying rate or the rate at which the transaction was initiated, whichever is lower after deducting correspondence and banking charge if any. Cancellation charges may apply. Refund shall be processed only after the stop payment is confirmed by correspondent bank/partner or its agent and funds are received back from the correspondent bank/partner or its agent. In cases where a transaction is cancelled or returned due to mistakes in the beneficiary or bank information provided, LuLu Exchange has the right to deduct any applicable fees. If the remittance has been processed and credited to the beneficiary's account, the cancellation of such transactions is dependent upon the availability of funds in the beneficiary's account and confirmation of cancellation/return from the beneficiary bank.

Refunds for transactions made via debit cards, Apple Pay, or Google Pay will be credited back to the original payment method used at the time of transaction, while refunds for other payment modes requires customer presence at the lulu exchange branch subject to applicable verification requirements.

**WARNING!**

Delivery Times: The time to complete a remittance transaction can vary based on delivery method, destination, and regulatory requirements. LuLu International Exchange LLC and its branches, correspondents, or agents ("LuLu") are not responsible for any delays, bank charges, fee deductions, omissions, or funds confiscated by the beneficiary bank, correspondent bank, government, or agent.

**WARNING!**

Recipient Details: Lulu International Exchange will not be held liable for any executed transaction in cases where the customer has provided false or incorrect information. Customers are responsible for ensuring all transaction details and documentation, including beneficiary name, account number, and other relevant information, are accurate and complete to avoid potential issues, delays, or errors in the transaction.

**WARNING!**

Compliance with Laws: Customers are expected to comply with all relevant laws and regulations governing the service. Lulu Exchange reserves the right to refuse or suspend transactions that violate the legal requirements.

**WARNING!**

Authorization & Disputes: Transactions will be considered authorized if Lulu Exchange has applied proper and secure validation procedures. If the customer reasonably doubts that they did not execute the disputed transaction, they must provide prima facie evidence to support their claim.

**WARNING!**

Regulatory Compliance: Customers are required to provide valid documentation in accordance with regulatory requirements. Failure to provide accurate and complete information may result in transaction delays, cancellations, or refusal of service. Lulu Exchange reserves the right to request further documentation as needed to comply with legal and regulatory standards.

**WARNING!**

Terms & Conditions and Notification Updates: LuLu International Exchange provides services at its discretion and under its terms and conditions, which may change periodically. We reserve the right to update key fact statement as per relevant laws or internal policies. Any changes to terms and conditions, including fees, charges, and processing times, will be communicated through official channels such as the company website, branch disclosures, or electronic communication facilities with prior 60 days notification. Customers are advised to check these channels regularly for updates.

**WARNING!**

Service Terms: LuLu International Exchange provides services at its discretion and under its terms and conditions, which may be updated periodically. We reserve the right to amend the Key Facts Statement in accordance with relevant laws or internal policies.

**WARNING!**

Communication of Changes: Any changes in product and services, including fees, charges, and processing times, will be communicated through official channels such as the company website, Lulu Money Business digital channel, branch disclosures, or electronic communication facilities with 60 days prior notification. Customers are advised to check these channels regularly for updates.

**WARNING!**

In accordance with the Consumer Protection Standards, a Cooling-Off period of five (5) days is applicable to all products offered by the Exchange House. Notwithstanding the foregoing, given the instant nature of the product, the customer retains the right to expressly waive the Cooling-Off period.

For further information on Lulu's Terms & Conditions, customers can visit the Lulu International Exchange website at www.LuLuexchange.com

This Key statement is presented to the Customer at the time of registration. By signing the receipt at the counter, the Customer acknowledges the receipt of and understanding of this Key Fact Statement. Further acknowledge that he/she has an understanding of the product/ service features, pricing, benefits, risks, warnings, fees and Consumer's rights and obligations as detailed in the Key Fact Statement.