

KEY FACTS STATEMENT

CORPORATE REMITTANCE

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

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

- 1. Bank Accounts**
- 2. Cash Payout**

The service channels for Corporate Remittances are as below:

| S NO | SERVICE CHANNEL |
|------|----------------------------------|
| 1 | Lulu Exchange branches |
| 2 | Lulu Money Business Web platform |
| 3 | Lulu Money Business Mobile App |

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

| B2C- INDIVIDUAL CUSTOMERS | B2B- 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) & Aani Payments |
| 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 | USD, EUR, GBP, AUD, CAD, CHF, JPY, NZD, SGD, ZAR, INR, PKR, LKR, NPR, IDR, PHP, BDT, EGP, MAD, JOD 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 | AED, OMR, QAR, BHD KWD 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 | NO | 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 | NO | NO |
| 2 | Canada | YES | NO | NO |
| 3 | United Kingdom | YES | NO | NO |
| 4 | New Zealand | YES | NO | NO |
| 5 | Australia | YES | NO | NO |
| 6 | Germany | YES | NO | NO |
| 7 | France | YES | NO | NO |
| 8 | Austria | YES | NO | NO |
| 9 | Switzerland | YES | NO | NO |
| 10 | Netherland | YES | NO | NO |
| 11 | Brazil | YES | NO | NO |
| 12 | Scotland | YES | NO | NO |
| 13 | Ireland | YES | NO | NO |
| 14 | Belgium | YES | NO | NO |
| 15 | Cyprus | YES | NO | NO |
| 16 | Denmark | YES | NO | NO |
| 17 | Finland | YES | NO | NO |
| 18 | Greece | YES | NO | NO |
| 19 | Italy | YES | NO | NO |
| 20 | Spain | YES | NO | NO |
| 21 | Sweden | YES | NO | NO |
| 22 | Luxembourg | YES | NO | NO |
| 23 | Norway | YES | NO | NO |
| 24 | Hungary | YES | NO | NO |
| 25 | Malta | YES | NO | NO |

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

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

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 corporate 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!**

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.

For all refund process expect.

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!**

Terms & Conditions & 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!**

Delivery Times: The time to complete a corporate remittance transaction can vary based on delivery method, destination, and regulatory requirements. LuLu International Exchange LLC, Lulu Money Business digital channels 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: Customers are responsible for providing accurate and complete recipient details, including beneficiary name, account number, and other relevant information. Any discrepancies may lead to delays or errors in the transaction

**WARNING!**

Compliance with Laws: Customers are expected to comply with all relevant laws and regulations governing corporate remittance transactions. LuLu Exchange reserves the right to refuse or suspend transactions that violate the legal requirements. All transactions will be considered authorized, if proper and secure validation procedures have been applied by LuLu Exchange. The customer unless able to provide prima facie evidence of reasonable doubt that the disputed transaction was not executed by the consumer.

**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 & Lulumoneybusiness.com

This Key statement is presented to the Customer at the time of registration. By signing the receipt at the counter or acknowledging consent on Lulu Money Business digital channel, 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.