

KEY FACTS STATEMENT

Value-Added Service (VAS)

Lulu Exchange offers a comprehensive range of Value-Added Services (VAS) products designed to ensure fast, secure, and reliable services both locally and internationally. These services are available through our retail branches and digital platforms.

This Key Fact Statement provides an overview of the key features, fees, and charges associated with this product.

List of Value-Added Service	
Credit Card Payments (All Major Local Bank)	Credit card payments to major local banks in the UAE are accepted.
Domestic & International Bill Payments (except sanctioned countries)	Experience quick, secure, and effortless bill payments with our seamless payment solutions
Domestic & International Mobile Top-up (except sanctioned countries)	This service lets you easily and swiftly recharge the mobile phones of your family and friends back home!
Airline Ticket Payments	At Lulu Exchange, we simplify the process of paying for flight tickets, making it quick and hassle-free for you.
Investment & Saving Schemes (NBC)	With Lulu Exchange, you can invest in rewarding savings schemes to secure your future. Visit one of our customer engagement centers for more details.
GPSSA	At Lulu Exchange, we make GPSSA Pension payments simpler and more convenient, so you can focus on enjoying life's well-earned moments.
Value Added Tax (VAT)	Lulu Exchange offers VAT collection facilities to companies that are registered under the FTA.
Cash Deposit to Local Bank	Lulu Exchange allows you to deposit funds into your local account at our Customer Engagement Center.
Cash Deposit to Local Bank (Al Maryah Community Bank, WIO Bank, Ruya Bank)	Lulu Exchange allows you to deposit funds into your local account at our Customer Engagement Center.
Globbe Topper	Digital Gift Cards: Electronic prepaid vouchers for over 4,000 top global brands, including Visa and MasterCard digital cards. No physical card or bank account is required. eSIM Data Plans: Digital SIM cards providing instant internet and mobile data connectivity across more than 165 countries, helping you save heavily on international roaming bills.
Dubai Municipality	Provides an over the counter payment facility for eligible Dubai Municipality fee invoices through cash or current dated cheque
Bharat Bill payments system (BBPS)	An integrated bill payment network enabling customers to pay supported utility telecom municipal and other bills in india through lulu exchange branches and the lulu money app
Corporate tax	

Service Charges (Inc. VAT)
Delivery Timeline: Instant / Up to 1 Working Day*

Product & Services	Min	Max	Backend Charges & Limits
Credit Card Payment*	AED 3.50	AED 3.50	N/A
Domestic Bill Payment Pay utility and service bills (SEWA & general domestic utility bills).	AED 2.00	AED 2.00	General Bills: AED 0.00 – AED 2.00 SEWA Bills: AED 10.00 per transaction by the biller.
International Bill Payment	AED 0.00	AED 10.00	N/A
Bharat Bill Payment System (BPPS) Through Branches	AED 2.10	AED 2.10	N/A
Bharat Bill Payment System (BPPS) Through Lulu Money App	AED 5.25	AED 5.25	N/A (Daily Limit of AED 30,000 & Monthly Limit of AED 50,000)
Domestic Mobile Top-up	AED 0.00	AED 0.00	N/A
International Mobile Top-up	AED 0.00	AED 0.00	N/A
Airline Ticket Payments (Air Arbia)	AED 10.50	AED 10.50	Depends on Service Provider
Investment & Saving Schemes			
National Bond Issuance	AED 0.00	AED 0.00	N/A
Muthoot – Gold Loan Installment Payment	AED 10.00	AED 10.00	N/A
GPSSA	AED 15.75	AED 21.00	N/A
VAT	AED 21.00	AED 105.00	N/A
Corporate tax	AED 24.25	AED 115.00	N/A
Cash Deposit to Local digital Banks	Wio / Ruya (Indiv.): AED 0.00	Wio / Ruya (Indiv.): AED 0.00	A maximum of 3 deposits per Customer per day is allowed, not exceeding AED 55,000 in total.
	Wio Corporate: AED 15.75 – AED 21.00	Wio Corporate: AED 15.75 – AED 21.00	
	Mbank: AED 4.25 + VAT	Mbank: AED 4.25 + VAT	4.25 (Inv Vat)
Dubai Municipality Payments Over-the-counter payment of Dubai Municipality fee invoices (Cash/Cheque).	Cash Fee: AED 5	AED 650	(Tiered) Cheque Fee: AED 50 to AED 180 (Tiered)
GlobeTopper Digital Products	- Discount Model: Face Value + Optional Fixed Fee (e.g., AED 2) - Surcharge Model: Face Value + Total Surcharge + Optional Fixed Fee (e.g., AED 2) - India Gift Cards: Converted AED value + Commission/ Surcharge + Optional Fixed Fee (e.g., AED 2) - eSIM Data Packs: Standard Price + Optional Fixed Fee (e.g., AED 2)		As per the respective bank policy, if any.

S**Dubai Municipality Payment Fee Tiers (Reference Table)**

Cash Payment Amount Range (AED)	Service Charge (AED)
1 – 5,000	AED 5.00
5,001 – 20,000	AED 7.00
20,001 – 50,000	AED 13.00
50,001 – 100,000	AED 20.00
100,001 – 250,000	AED 50.00
250,001 – 500,000	AED 100.00
500,001 – 1,000,000	AED 200.00
1,000,001 – 2,000,000	AED 300.00
2,000,001 – 3,000,000	AED 400.00
3,000,001 and above	AED 650.00

**WARNING!**

By proceeding with the Service, you acknowledge that you have read, understood, and accepted the Terms & Conditions associated with the service. Please ensure you review the full terms before availing the service and completing the transaction.

**WARNING!**

Lulu International Exchange LLC or its branches/correspondents/agents ("Lulu") accept no responsibility/liability, whatsoever, in any form for delays, bank charges, fee deductions, omissions, funds confiscated by the beneficiary bank/correspondent bank/government/agent.

**WARNING!**

Cheque and Online Transfer Confirmation: Payments 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 payment. Please ensure sufficient funds are available in the account and verify recipient details to avoid delays or issues.

**WARNING!**

Lulu International Exchange LLC is an agent for various third-party organizations operating in UAE for which cash is collected at our end which includes Utility bill payments, Air ticket payments, Credit Card bill payments, etc. If a Customer avails any such service/s of those companies through us, the terms and conditions of those companies shall also be applicable for such transactions.

**WARNING!**

Lulu International Exchange has no liability towards any related services and the third-party organization/s will be fully liable for the completion of its services.

**WARNING!**

Back-end charges or any other bank charges at foreign correspondent banks for money transfers if any is deducted from the amount payable to the beneficiary

**WARNING!**

Customers are required to provide correct, accurate, and valid documentation as per regulatory requirements. Failure to provide accurate and valid documents may result in transaction delays, non-execution, or cancellations.

**WARNING!**

LuLu International Exchange will not be held liable for any executed transactions where the customer has provided false or incorrect information. It is the customer's responsibility to ensure that all transaction details are accurate and complete.

**WARNING!**

Refund shall be provided once the stop-payment is confirmed (or) funds are received back from the correspondent bank or its agent.

**WARNING!**

Lulu International Exchange has the authority to modify the terms and conditions in accordance with the relevant laws or internal policies of Lulu International Exchange. Any such alterations will be conveyed to customers through the website, branch disclosures, or electronic means.

**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.