

Key Facts Statement (KFS)

Walk-Up Currency Exchange, Same Rate Guarantees and VAT Refunds in Cash

This information helps customers better understand the services and pricing of Travelex Emirates Exchange L.L.C. ("Travelex") from their locations across the United Arab Emirates.

Product Definitions:

1. **Walk-Up Currency Exchange:** a customer approaching our bureaux looking to purchase physical currencies (foreign or local AED). Settlement of this purchase may be in cash or via bank card.
2. **Same Rate Guarantee:** A service provided by Travelex that allows customers to pay a fixed fee and lock in the exchange rate of their current transaction, allowing the customer to return unused currency at the same rate within forty-five (45) days of the initial transaction.
3. **VAT Refunds in Cash:** Customers that have been validated by the Federal Tax Authority (FTA)'s designated VAT refund operator can opt to collect their cash refunds.

Eligibility:

Customers must be able to provide a valid passport, UAE Emirates ID (For UAE residents only) or a GCC ID (for GCC citizens only) when transacting with Travelex.

Pricing Structure:

Commission & Fee Structure	Walk-Up Foreign Currency Exchange				Same Rate Guarantee	VAT Refunds
Store Locations	Minimum Transaction Amount	Maximum Transaction Amount	Fixed Commission (AED)	Commission as a %		
Dubai (DXB and DWC)*	0.00	9.99	0.00	0.00%	AED 25	Commission Free
	10.00	99.99	5.00	0.00%		
	100.00	699.99	16.00	0.00%		
	700.00	99,999.99	0.00	2.20%		
	100,000 and above		0.00	0.00%		
Abu Dhabi (AUH)*	0.00	9.99	0.00	0.00%	AED 25	Commission Free
	10.00	99.99	5.00	0.00%		
	100.00	699.99	17.00	0.00%		
	700.00	99,999.99	0.00	2.20%		
	100,000 and above		0.00	0.00%		
Sharjah (SHJ)*	0.00	9.99	0.00	0.00%	AED 20	Commission Free
	10.00	99.99	3.00	0.00%		
	100.00	699.99	5.00	0.00%		
	700.00	99,999.99	0.00	0.50%		
	100,000 and above		0.00	0.00%		
*Purchase of AED on foreign bank cards	0.00	36,000	10.00	8%		



Travelex charges customers a commission on their transactions and fixed fees for Same Rate Guarantees should a customer wish to obtain this service. Please note that Travelex exchange rates are a product of global market demand and supply for currencies, priced in UAE Dirhams. These exchange rates are displayed prominently at our locations across the United Arab Emirates.

Refund Policy

Transactions can be fully refunded within 6 hours from the time of the transaction. Charges and commissions will not be refunded after 6 hours from the transaction time. Please note that any refund requests with charges and commissions will be subject to management approvals.

Please note that Travelex reserves the right to amend these fees as they see fit and will update this information across our stores and website accordingly.

For any queries or inquiries, please email feedback.uae@travelex.com for complaints or for questions email: enquiries.uae@travelex.com. You can also call: +97165547342