

KEY FACT STATEMENT OF FCPRF (FINANCIAL CONSUMER PROTECTION REGULATORY FRAMEWORK) POLICY:**1. Bank Account Transfer:**

- ✓ The Company provides secure and effortless transfer of money to beneficiary's bank account located anywhere across the world. In order to reach out and be accessible the Exchange House have partnered with all major banks and Money Transfer Operators.
- ✓ The transaction will be processed within 24hours of the receipt of the money unless any Force Majeure incidents happen.
- ✓ The Exchange Company is free to make use of any correspondents.
- ✓ The quantum of the amount to be processed may vary and shall depend upon the corridor, mode and the arrangements available with the money transfer partners.
- ✓ The Exchange Rate will be applicable as per the prevailing day's market rate, with sale rate less than the cost rate.
- ✓ Charges will be applicable as per the product availed and industry standards.
- ✓ The remitter is requested to verify the account number scrupulously in order to avoid any wrong account credit.
- ✓ All transactions will be processed after scrutinizing through the prevailing AML/CFT guidelines.

2. Currency Exchange:

- ✓ The Company provides hassle free and best foreign currency exchange services in Oman at competitive rates. The facility will be provided to valid legal tender currency notes.
- ✓ The Exchange Rate will be applicable as per the prevailing day's market rate, with sale rate less than the cost rate.
- ✓ In line with CBO guidelines, a charge of RO 0.200 Baiza plus VAT shall be levied for exchange of foreign currency transactions of value RO 50.00 and above.

Amount IN OMR	Charges to be levied
Less than 50	Nil
Greater or Equal to 50	0.200 Baiza Plus VAT

- ✓ Currencies once exchanged cannot be returned. It can only be repurchased or resold at the prevailing buying/selling rate.
- ✓ Foreign currency notes are bought and sold subject to any restrictions imposed by the Regulatory bodies of the issuing countries.



- ✓ The customer is advised to verify the authenticity and validity of the notes and also check the correctness before leaving the counter.
- ✓ The Customer shall provide the Customs Declaration Form (CDF) for transactions equivalent to OMR above 5000/- or any specified amount as declared in the AML/CFT guidelines of the company. whichever is lower.
- ✓ All transactions will be processed after scrutinizing through the prevailing AML/CFT guidelines.

3. Cash Pick Up:

- ✓ The Company provides cash pick up services across the globe within a secured network, the funds are made available for cash Pay-out anywhere at any one of the authorized pickup locations.
- ✓ The transaction will be processed within 24hours of the receipt of the money unless any Force Majeure incidents happen.
- ✓ The customer shall note that the Identification and verification requirements for the Beneficiary for the Cash Pickup option are specific to the Receiving Territory.
- ✓ The remitter shall under no circumstances share the secret pin code to any of the unauthorised person. The ultimate responsibility of sharing the code shall lie upon the remitter.
- ✓ The Exchange Company is free to make use of any correspondents.
- ✓ The quantum of the amount to be processed may vary and shall depend upon the corridor, mode and the arrangements available with the partners.
- ✓ The Exchange Rate will be applicable as per the prevailing day's market rate.
- ✓ Charges will be applicable as per the product availed and industry standards.
- ✓ All transactions will be processed after scrutinizing through the prevailing AML/CFT guidelines.

Note: The successful deposit or Pay-out of the Transaction is dependent on the acceptance and processing of the Transaction by the Receiving System and the Receiving Institution.

