

KEY FACTS STATEMENT – FOREIGN CURRENCY EXCHANGE

The foreign currency exchange services are available through Horizon Exchange branches across United Arab Emirates.

Horizon Exchange provides and deals with all major Foreign Currency exchange that includes buying and selling of foreign currency.

Foreign Currency Purchase / Sale	
Exchange Rate	Major currencies – US Dollar, Euro, British Pound, Australian Dollar, Canadian Dollar, Swiss Franc, Other currencies – Singapore Dollar, Malaysian Ringgit, Indian Rupee, Saudi Riyal, Qatari Riyal, Omani Riyal, etc. as per availability/demand in the market
Exchange Rate	Foreign currency will be exchanged as per the prevailing market rate.
Delivery Time	Immediate upon fund acceptance.
Service Charges	Maximum AED 2.00 plus 5% Value Added Tax.

Terms & Conditions for Foreign Currency Exchange Services:

- **Important Notice:** Currency once bought or sold can be returned only with a new transaction at the prevailing market rate
- Please count your money before leaving the counter and obtain a receipt for your transaction. Neither Horizon Exchange nor its employees will be held liable for any claims or shortages thereafter. Horizon Exchange has the right to recover any amount paid in excess to the customer due to errors and oversights.
- Upon signing the receipt, the customer confirms and acknowledges the correctness, authenticity, and legality of all the transaction details and will be held responsible for the same
- Horizon Exchange will not disclose confidential information about the customer to any third party unless it is required to do so by any applicable law or regulation within and outside the region
- By availing these services, customer agrees to the waiver of cooling-off period for immediate commitment.

Warning: Foreign Currency Exchange may be affected by changes in foreign currency exchange rates.

How to complain to us

Telephone No: 042351739

Email Address: complaint@horizonexchange.ae

We will acknowledge your complaint within 2 business days via SMS or email and strive to respond to your complaint within an estimated average of 7 business days.