

KEY FACTS STATEMENT - MONEY TRANSFER / REMITTANCES

Horizon Exchange allows you to send and receive funds from the UAE as well as other countries.

Horizon Exchange provides the following Remittance Services:

International Bank Account Transfer	Money transfers to bank accounts anywhere in the world
Cash Payout Transaction	We offer multiple transfer service options so you can send money instantly across the globe such as Hello Paisa, Instant Cash, Banana Pay etc.
Mobile Wallet Transfer	Allows individuals to transfer funds to beneficiary's mobile wallet

Payment Modes: Cash - Customers can pay by cash (AED) at any Horizon Exchange branch

Channels available:

- Horizon Exchange Branches

International Bank Account Transfers (Without Back-end Charges)	
Country	India, Pakistan, Sri Lanka, Bangladesh, Nepal, Kenya, Uganda, Egypt, south Africa.
Currency	Indian Rupee, Pakistani Rupee, Sri Lankan Rupee, Bangladeshi Taka, Nepalese Rupee, Kenyan shelling, Ugandan shelling, Egyptian pound South African Rand.
Service Charges	Min 0 AED Max 15 AED plus 5% VAT
Beneficiary/Backend charges	Nil
Delivery Time	1-3 Working days. Delivery time may vary subject to destination country & currency.

International Bank Account Transfer (With Back-end Charges)	
Country	Philippines, Kenya, Uganda
Currency	PHP, KES, UGX
Service Charges	Min 10 AED Max 15 AED plus 5% VAT
Beneficiary/Backend charges	PHP 100 – 125 May incur additional fees from the intermediary and/or beneficiary banks. KES & UGX charges depend on the transfer amount.
Delivery Time	1-3 Working days. Delivery time may vary subject to destination country & currency.

International Bank Account Transfers – GCC Countries	
Country	Qatar, Kuwait, Oman
Currency	QAR, KWD, OMR
Service Charges	Min 20 AED Max 45 AED plus 5% VAT
Beneficiary/Backend charges	Nil
Delivery Time	1-3 Working days. Delivery time may vary subject to destination country & currency.

International Bank Account Transfers	
Country	UK, Germany, France, Sweden, Spain, Portugal, Norway
Currency	GBP
Service Charges	Min 70 AED Max 100 AED plus 5% VAT
Beneficiary/Backend charges	Nil
Delivery Time	3-5 Working days. Depends on the correspondent bank and channels used for the remittances, delivery time may vary.

Cash Payout Transactions	
Country	All Major Corridors
Currency	Major Currencies
Service Charges	Min AED 10.00 plus 5% VAT Service charge may vary depending on the destination country, currency and send amount. For more details regarding the product and service charges, please visit our branch or contact our Call Center
Beneficiary/Backend charges	Nil
Delivery Time	Instant / 1 Working Day (depends on the service selected)

Key Terms & Conditions

- Proper identification of the beneficiary (Emirates ID, Passport with valid visa) is required at the time of executing the transaction violation of UAE Laws.
- The amount in the currency that is expected to be paid to the beneficiary may be subject to additional costs.
- Additional fees may be levied by the correspondent bank/financial institution or entity providing financial services to the beneficiary of remittances.
- Re-issuance or replacement of remittance transactions for any reason is subject to our charges and rate differences, as applicable.
- Additional and significant costs charged by the receiving entities should there be Errors/omissions in the remittance information provided by the Consumer, causing a rejection of or delays in the transfer.

Warning: The actual time to complete a transaction may differ from estimates due to increased scrutiny of transactions by the correspondent bank/financial institution or entity providing financial services to beneficiary of

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.