

User Guide - WSE multicurrency Card

A. Card Image



The Wall Street Exchange multicurrency card is a travel card product that can be used for transactions when travelling abroad (can be used as a surrogate for forex cash). One has the flexibility of having multiple currencies in one card and the ability to transfer balances from base currency to a currency of choice at the available rate without having to physically queue up in front of an exchange house to buy notes/ traveller' s cheque. It is a simplified foreign exchange buying process with seamless card purchase & transaction.

The WSE multicurrency card is a prepaid, reloadable stored value card that can be used at ATMs, Online & stores worldwide where VISA is accepted. Everyone with a valid Emirates ID qualifies for the re-loadable Prepaid VISA card. You just buy the card over the counter No Credit check required, No Salary transfer.

B. Product proposition

I. Product details/benefits

- a. This is a multi-currency travel card called Wall Street Multicurrency Card.
- b. This product is a General Purpose Reloadable card with added travel related features:
 - i. A multi-currency travel card that can be used in UAE and whilst travelling abroad
 - ii. Can be used at ATMs, PoS terminals and for ecommerce transactions;
 - iii. A basket of 12 currencies will be available to choose from depending on the requirements of each cardholder. It is an easy-to-obtain & easy-to-use product
 - iv. Load/Credit is always in USD and may be changed from time to time. Customer may load the card in USD from any Wall Street Exchange Branches in UAE and can switch funds online to a specific currency wallet. Even if the customer does not transfer funds to a currency wallet, he/she may still continue using the card.
 - v. By transferring funds to a currency designated wallet at a pre-agreed rate, the customer is locking in the foreign exchange volatility risk &

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avoiding foreign exchange fee/OIF of up to 3.5% levied on Credit & Debit cards. The multi wallet functionality also allows the customer to switch funds back to the AED wallet and use up the residual currency for local transactions at any time

II. Currencies

1	<i>USD (base currency)</i>	8	<i>SAR</i>
2	<i>AED</i>	9	<i>QAR</i>
3	<i>GBP</i>	10	<i>KWD</i>
4	<i>EURO</i>	11	<i>HKD</i>
5	<i>AUD</i>	12	<i>SGD</i>
6	<i>CAD</i>		
7	<i>CHF</i>		

Of the above basket of currencies, USD will be the default currency of purchase & USD will be available by default. You can then activate **5** additional currencies at zero cost from the remaining 11 currencies. Customers will also be able to activate more than 6 currencies at a nominal fee per wallet per annum.

2. Distribution

- The cards will be sold through Wall Street Exchange Branches

3. Process of Onboarding WSE multicurrency Card customers

- WSE multicurrency card packs will be made available in all WSE branches.
- Customer, after filling up the registration form and providing his/her Emirates ID, makes payment of card fee across the counter and purchases the card followed by card fulfilment
- Card setup will not happen without
 - Face to Face verification of the customer by WSE cashier
 - Sighting of original EID and maintaining a true physical or digital copy thereof

4. Eligibility

Any UAE resident with a valid Emirates ID can purchase the card.

All card requests are subject to name screening as per VISA regulatory requirements.

5. Card Activation

Your card will be activated only after the documents like Application form, Emirates ID have been submitted.

On registration completion you need to call the 24*7 Call center number +971 4 293 5814 and choose the option to activate card. You should call from the registered mobile number, enter the sixteen digit WSE Multicurrency prepaid card number & enter the Date of Birth (as stated in the application form) in DD-MM-YY format. You would then be asked to enter the 4 digit PIN of your choice after which the card would be activated and would be ready for use.

6. Card Validity

The validity of the card would be 3 years from date of purchase. However you need to enter the card validity period mentioned on the face of the card for any online purchases.

7. Card Top-up

You may approach any of the Wall Street Exchange branches to load value on the card by paying in cash.

8. Customer transaction lifecycle –an illustration

- Customer loads USD 2,000 on his Wall Street Exchange Multicurrency prepaid card.
- He/she logs into the www.wallstreet.ae -> Cards -> multicurrency card-> Sign In and then setup his User credential in the online portal.
- Once registered online, customer can add 6 wallets free of charge as per his wish and then transfer funds (e.g. USD 500) from the USD wallet to the Euro wallet at the displayed exchange rate.
- He/she may then use their card for Euro transactions and the transaction amount will get debited from the Euro wallet with no foreign exchange markup. At the same time if the customer were to transact in USD the default wallet that will be dipped would be the USD wallet
- In the absence of adequate balances in the currency wallet, the system will dip into other wallets, which have positive balances based on a preset currency order. In the absence of adequate balances in one wallet, the system would dip into multiple wallets in order to aggregate balances to honor transactions. The system would consider the interbank rate plus the margins for such transactions

9. KYC management process

The requirement for KYC & Face to Face would be done by the Wall Street Exchange counter staff.

10. Balance Enquiry

You may find out your card balances through any of the following means

- You may log into www.wallstreet.ae ----> Sign in into the cardholder portal to find out your balances
- You may Dial +9714 293 5814, enter your 16 digit card number & the 4 digit ATM PIN to fetch your balances

M. Card usage

- You may use your Wall Street Exchange prepaid multicurrency card for ATM cash withdrawals across all Visa enabled ATM networks in the UAE & abroad
- You may use the Wall Street Exchange prepaid multicurrency card for retail & online purchases worldwide where VISA is accepted
- This is Sharia complaint card and usage is restricted for some merchants like gambling, porn, dating services outlets etc

N. Mode of transaction

- For all ATM transactions, you need to enter the 4 digit Personal Identification Number for authorization
- If the PoS terminal is chip & PIN enabled then you need to enter the four digit personal identification number on the PIN pad to authorize the transaction. In some countries like the US, Thailand, India etc, the merchant terminals are not enabled for Chip & PIN transactions. In such instances, your card will be swiped and the transaction will be authorized on the basis of the magnetic stripe on the back of the card
- For online transactions, you will be required to enter your card number, expiry date & the 3 digit cvv printed on your card. For some Online transactions, you may be required to enter the card number & expiry date alone

O. Card Expiry

- The expiry of the card is mentioned on the card
- However your card may be suspended temporarily for the following reasons
 - o Suspected fraudulent activity on the card
 - o If you call and request for card blocking & replacement
- In case of expiry of card, get in touch with your nearest Wall Street Exchange branch.

P. Resetting PIN

- You may call +9714 293 5814 & follow the below steps to reset your PIN
 - o Enter you card number
 - o Enter the old PIN to authenticate yourself
 - o Enter the new PIN
 - o If you don't remember the old PIN, an agent will guide you through the process

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Q. Limits

Minimum Load	AED 100
Daily Load Limit	USD 6,800
Yearly Load Limit	USD 16,300
Daily ATM Withdrawal Limit	AED 2,000
Daily POS & E-Commerce Limit	Available balance on the card

R. Cardholder Terms & Conditions

Please refer to the website of Wall Street Exchange -> Cards -> Multicurrency Card

T. Schedule of Fees

Card Pack price	AED 30
Card Reload Fee (Deducted from the load amount)	AED 5
Card Replacement (Excludes Courier charge)	AED 35
Online Purchase (Over AED 30)	FREE
Online Purchase (Below AED30)	AED 1
ATM Cash Withdrawal Fee (Domestic)	AED 5
ATM Cash Withdrawal Fee (International)	AED 15
ATM Decline Fee	AED 10
Monthly In-activity Fee (After 6 months of no activity)	AED 10
Balance Inquiry by Phone & Web Statement	FREE
Decline Fee	AED 5