



وول ستريت  
Wall Street  
للصرافة Exchange

## 2024 Key Facts Statement – Value Added Products & Services



# INTRODUCTION

## About Us

Wall Street Exchange Centre LLC is a leading financial services provider in Dubai, UAE since 1982. We offer a wide range of services including foreign currency exchange, local and international money transfers, payroll solutions, and bill payments. Our goal is to provide efficient, reliable, and competitive financial services tailored to meet the needs of our clients.

The Wall Street Exchange Center holds a license from the Central Bank of the UAE, ensuring regulatory compliance, and offers worldwide remittance and foreign currency exchange services. It operates under Commercial License no. 216992 issued by the Department of Economic Development in Dubai, United Arab Emirates.

## Key Facts Statement

In the following Key Facts Statement, we offer a condensed overview of service details, fees, and charges. Currency exchange rates will adhere to prevailing market rates for the day. It is imperative to thoroughly review this document before engaging in any remittance services with Wall Street Exchange Centre LLC.

We urge our customers to carefully peruse and comprehend the outlined Key Fact Statements (KFS). By engaging with this document, you confirm your understanding of the applicable fees, charges, and general terms and conditions as published on the website.

This document serves as an acknowledgment and does not establish any legal rights or obligations between the parties involved. Should any inconsistencies arise between this document and the general terms and conditions or product-specific terms and conditions, the latter will take precedence. There is no obligation to revise this document in the event of changes.

For detailed Terms & Conditions, please visit <https://www.wallstreet.ae/term-and-conditions>.

# Product 1 – Utility bill payments

This document should be thoroughly reviewed if you are using the Utility bill payments service provided by Wall Street Exchange Centre.

You may also utilize this document for comparison purposes with similar services and features offered by other exchange houses. You retain the right to compare the Key Facts Statement with those of other exchange houses before making a decision.

## Sharjah Electricity & Water Authority

### About the service:

Wall Street Exchange receives payments from the customers to settle the utility payment bills to Sharjah Electricity & Water Authority to pay the utility bills (electricity, water, LPG, sewage fees)

### Service information:

<b>Service</b>	Sharjah Electricity & Water Authority utility bills
<b>Payment Methods</b>	Cash
<b>Service Fees</b>	AED 2
<b>Delivery Time</b>	Instant

## Air Arabia payments

### About the service:

Wall Street Exchange is assigned as the official cash collection agent by Air Arabia to accept cash payments from the customers for its products and services.

### Service information:

<b>Service</b>	Air Arabia cash payments
<b>Payment Methods</b>	Cash
<b>Service Fees</b>	AED 10
<b>Delivery Time</b>	Instant

## Dubai Police fine payments

### About the service:

Wall Street Exchange facilitates payments from customers who prefer to settle their Dubai Police traffic violations in cash.

### Service information:

<b>Service</b>	Dubai Police Fine payments
<b>Payment Methods</b>	Cash
<b>Service Fees</b>	AED 5
<b>Delivery Time</b>	Instant

## Product 2 – Mobile Recharge payments

### e& bill payments

### About the service

Customers have the convenience of visiting Wall Street Exchange branches to effortlessly pay their Etisalat prepaid and postpaid monthly bills and conveniently recharge or renew their Wasel service.

### Service information:

<b>Service</b>	e& Bill postpaid and prepaid payments
<b>Payment Methods</b>	Cash
<b>Service Fees</b>	Free
<b>Delivery Time</b>	Instant

### du bill payments

### About the service:

Customers have the option to settle their du prepaid and postpaid monthly bills conveniently with cash payments at any of the Wall Street Exchange branches.

### Service information:

<b>Service</b>	Du Bill prepaid and postpaid payments
<b>Payment Methods</b>	Cash
<b>Service Fees</b>	Free
<b>Delivery Time</b>	Instant

## Ding payments

### About the service:

Ding (formerly ezetop) is a service that allows users to send mobile top-up or recharge to phones worldwide, facilitating easy and quick mobile credit transfers across different countries.

### Service information:

<b>Service</b>	Ding local and international mobile top up
<b>Payment Methods</b>	Cash
<b>Service Fees</b>	<ul style="list-style-type: none"> <li>• Local recharge – Free</li> <li>• International recharge – AED 1</li> </ul>
<b>Delivery Time</b>	Instant

## Product 3 – Wealth Management

### National Bonds

#### About the service

Wall Street Exchange allows customers to complete their National Bonds payment at any of the branches. National Bonds Corporation offers a Sharia-compliant savings scheme in the UAE where individuals can invest and earn potential profits through a monthly draw and annual dividends.

#### Service information:

<b>Service</b>	National Bond investment
<b>Payment Methods</b>	Cash, cheque and online transfer
<b>Service Fees</b>	Free
<b>Delivery Time</b>	Instant upon fund receipt from the customer

### Ventaja (Phil-Health, PAG-IBIG, SSS, PayRemit)

#### About the service

- Ventaja - SSS: A service facilitating easy and efficient Social Security System (SSS) contributions and payments for members from Philippines.
- Ventaja - PAG-IBIG: A service enabling convenient contributions and loan payments to the Home Development Mutual Fund (PAG-IBIG) for the citizens of Philippines.
- Ventaja - Phil-Health: A platform allowing members to pay their PhilHealth premiums and contributions effortlessly from UAE to their home country in Philippines.
- PayRemit: A payment service designed for overseas Filipino workers (OFWs) to send money, shop online, and settle various bills back home in the Philippines.

### Service information:

<b>Service</b>	Ventaja – SSS, PAG-IBIG, Phil-Health, and PayRemit
<b>Payment Methods</b>	Cash
<b>Service Fees</b>	AED 19
<b>Delivery Time</b>	Within 24 to 48 working hours

## Product 4 – Credit Card payments

### About the service

Wall Street Exchange facilitates credit card payments, accommodating both domestic and international credit cards, providing a seamless and secure transaction experience for users worldwide.

### Service information:

<b>Service</b>	Credit Card payments
<b>Payment Methods</b>	Cash
<b>Service Fees</b>	AED 3 excluding 5% VAT
<b>Delivery Time</b>	Within 24 to 48 working hours

## Product 5 – e& money wallet

### About the service

Wall Street Exchange facilitates new customer registrations and KYC upgrades for e& money wallet services and executes consumer-initiated cash-in and cash-out transactions.

### Service information:

<b>Service</b>	Credit Card payments
<b>Payment Methods</b>	Cash
<b>Service Fees</b>	Free
<b>Delivery Time</b>	Instantly

## General Terms & Conditions:

1. **Transfer Processing:** Wall Street Exchange will process the transfer based on the details you provide. Exchange is not responsible for any loss, delay, error, omission, or misinterpretation during the transmission of the message.
2. **Currency:** Unless specified otherwise, the transfer will be executed in UAE Dirham (AED).
3. **Charges:** All fees, taxes, and charges incurred are the beneficiary's responsibility unless specified by the customer. The Exchange is not liable for any charges imposed by the paying institution or agent to the beneficiaries.



4. **Right to Delay or Refuse:** Wall Street Exchange reserves the right to delay or not process the transfer if the information provided is incomplete, unclear, or does not comply with regulatory requirements or government orders.
5. **Indemnity:** You agree to indemnify the Exchange from all liabilities, claims, charges, fees, and taxes related to the fund transfer and services provided.
6. **Payment:** The Exchange will pay the amount of transfers received in favor of you, the beneficiary.
7. **Right to Reject:** The Exchange reserves the right to reject the payment if the beneficiary details provided by the remitter do not match the recipient details.
8. **Spot Value Payment:** Payment to the recipient will be made with SPOT value, subject to the time the claim is received.
9. **Cancellation:** Refunds against cancellation of drafts, Transfers or any other remittance transaction returned unpaid for whatsoever reason will be refunded to the Sender at the prevailing market buying rate or transaction rate whichever is lower, excluding the sending charges, any deductions from the beneficiary bank, cancellation fees and any other expenses incurred as a result. A confirmation of non-payment and cancellation of the original instruction is required from our correspondent bank before a refund is made. The Sender must surrender the original receipt to the WSEC store to initiate the cancellation procedure. In case the Sender is a corporate, refunds or amendments can be conducted through the authorized representative and will not be refunded in cash under any circumstances. The refund will be made through a store by a cheque favoring the corporate Sender. WSEC is not liable for any delay caused further to a cancellation or refund request.
10. **Information Disclosure:** Wall Street Exchange is authorized to disclose any information to:
  - a. Any third party at its discretion, including subsidiaries, branches, agents, correspondents, agencies, or representative offices.
  - b. Any person authorized by the Exchange.
  - c. Any other bank or financial institution.
  - d. Any service provider or professional advisors, who may further disclose the information.
  - e. Any government authority within the UAE.
  - f. Any other person deemed necessary by the Exchange.
11. **Legal Use:** The purpose of the payment must be legal and not intended for illegal or criminal acts. The information provided must be correct, accurate, and true, complying with laws and regulations such as Money Laundering regulations.
12. **Transaction Time:** You acknowledge that the actual time to complete the transaction may vary from the estimated time due to increased scrutiny by financial institutions or entities providing financial services to the beneficiary.
13. **Errors and Omissions:** Charges may apply if there is an error or omission in providing incorrect or incomplete information for the fund transfer.
14. **Compliance:** The Exchange may refuse to execute any request or service if it does not comply with necessary procedures or contains incorrect information violating UAE laws.
15. **Possible Delays:** You agree to possible delays in fund transfers due to technical issues at Wall Street Exchange, the UAE FT system, or the paying institution/agent to the beneficiary.
16. **Accuracy of Information:** You are responsible for the accuracy of the information and data provided to the Exchange through this Key Facts Statement.
17. **Terms & Conditions:** Detailed terms and conditions are available on the Exchange's website at <https://www.wallstreet.ae/term-and-conditions>.
18. **Changes to Terms & Conditions:** The Exchange reserves the right to change the Terms & Conditions with 60 days prior notice.

## Warning Statements:

1. This product/service may be affected by changes in foreign currency exchange rates.
2. Additional fees may be levied by the correspondent bank/financial institution or entity providing financial services to the beneficiary of remittances.
3. 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 the beneficiary of remittances.
4. Wall Street Exchange will not be held liable for any delays once the funds are transmitted from the UAE.
5. Penalties and Fees may be applied if there is a customer error or omission in providing correct or incomplete information for remittances.
6. The Exchange reserves the right to make inquiries if the transfer amount or the number of transfers during a period does not match your profile.
7. Refunds against cancellation or rejection of any remittance transactions returned unpaid for whatever reason will be made only at our prevailing buying rate or at the rate which we issued the transaction, whichever is lower.
8. Re-issuance of remittance transactions for any reason are subject to our charges and rate differences, as applicable

## Complaints or Feedback:

You can submit your complaint, feedback or suggestions using any of the below channels:

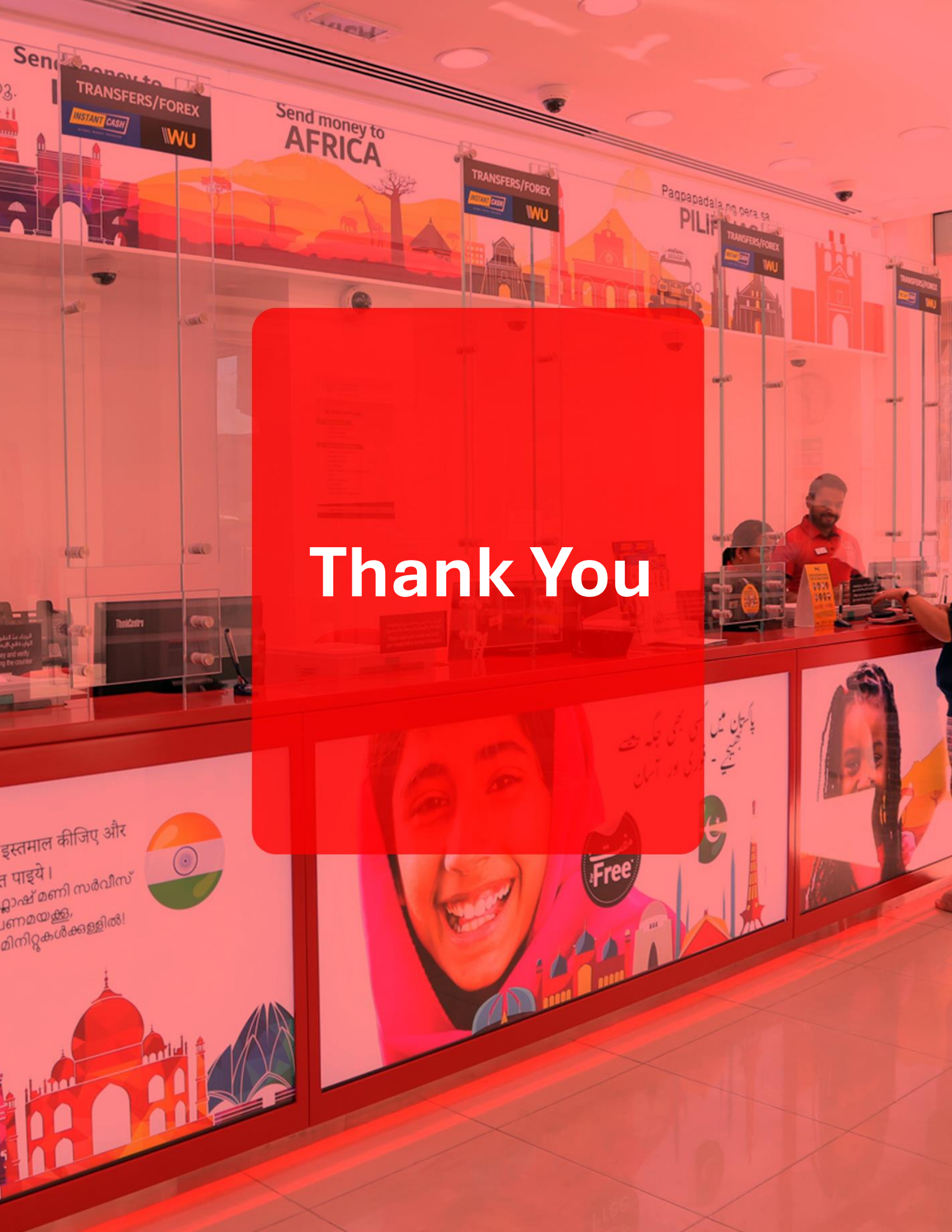
1. Contact number: 04-2269871
2. Email ID: [customerservices@wallstreet.ae](mailto:customerservices@wallstreet.ae)
3. Website: [www.wallstreet.ae](http://www.wallstreet.ae)

## Customer Acknowledgement:

I acknowledge the receipt and understanding of this Key Facts Statement regarding my request for special products. I/We also confirm that I have comprehended the product/service features, risks, fees, and my rights and obligations as detailed in the Key Facts Statement. I acknowledge and agree that the provision of any services shall be at the discretion of Wall Street Exchange Centre and subject to all the Exchange's terms and conditions, which may be revised periodically.

Customer Name:	
Customer Mobile number:	
Customer signature	
Date of signature	





Thank You