

Remittances Customer Charter

Any organisation that displays this Charter agrees to meet the following standards when sending money abroad (in a foreign currency) for individuals.

Our commitment to you is:

Before agreeing to undertake a transaction we will provide you with:

- ✓ An estimate of the total fee that you, the sender, will be charged by us for the transaction. If we believe that the receiver may also have to pay a fee, then we will tell you
- ✓ An indication of the exchange rate that we will apply to your transaction, if requested. If a further exchange rate may be applied we will tell you to expect this
- ✓ Information on where the receiver should collect the money from and what they have to do
- ✓ An indication of when the funds will be available at the organisation to which you are sending the money
- ✓ Information on cancellation procedures and any charges for cancelling or amending a transaction.

Upon completion of a transaction we will provide you with the following in writing:

- ✓ A transaction reference number that is unique to your payment
- ✓ Confirmation of the exact amount we are sending for you
- ✓ The fees that you have paid to us for this service
- ✓ The estimated amount that the receiver will receive and the currency that the money will be paid/credited in
- ✓ The exchange rate that has been applied to your transaction where this is available. Where this is not available or where additional rates will be used we will tell you how the foreign exchange conversion will be calculated
- ✓ Information on where the receiver collect it or confirmation of the bank to which the money has been sent
- ✓ When the money will be available for the receiver. Whether this timescale is definite or the best estimate that we can make
- ✓ In the case of cash collections, what the receiver has to do in order to collect the money.
- ✓ The procedure to follow if you have a need to query this transaction. We will advise you how long it will take us to provide an answer or an update.

Should you have any queries concerning this charter please contact Seymour Fortescue, Chairman UK Remittances Task Force, c/o Archie Laing, DFID, 1 Palace Street, London SW1E 5HE

