AL AHALIA
Money Exchange Bureau
Licensed by Central Bank of the UAE

Telemarketing & Marketing Preferences

Your choices. Clear consent. Respectful communication.

At Al Ahalia Money Exchange Bureau, we respect your communication choices and are committed to conducting marketing activities fairly, transparently and without undue pressure. We will only send you promotional communications where we have obtained your prior express consent or where otherwise permitted by applicable laws and regulations.

What This Notice Covers

This notice applies to promotional calls, SMS messages, emails, social-media messages, application notifications, chat messages and other communications used to market or advertise our products, services or offers.

Our Marketing Commitments

- **Prior consent:** We will obtain your clear and voluntary consent before contacting you for telemarketing or promotional purposes or where otherwise permitted by applicable laws and regulations.
- **Choice and control:** While making transaction or requested otherwise, you may choose not to opt for marketing communication and / or the types of products or services you wish to hear about.
- **Marketing is optional:** Agreeing to receive marketing communications is not a condition for purchasing or using our products and services.
- **Transparent contact:** At the beginning of a marketing call, we will identify Al Ahalia Money Exchange Bureau, explain the purpose of the call, confirm whether it is a convenient time and ask whether you wish to continue before presenting an offer.
- **Permitted calling hours:** Marketing calls will only be made between 9:00 AM and 6:00 PM UAE time, or during your preferred time where possible.
- **Reasonable contact frequency:** We will not repeatedly contact you about a product or service you have rejected or for which you did not answer a previous telemarketing attempt, and permitted communications will not exceed once per day and twice per week unless you specifically request follow-up contact.
- **Fair and respectful marketing:** Our communications will be clear and accurate, will disclose relevant features, fees, risks and conditions, and will not use misleading statements, unreasonable persistence or pressure.
- **Recorded calls:** Marketing calls may be recorded for monitoring, compliance and training purposes, and you will be informed of the recording at the beginning of the call.
- **Do Not Call Registry:** We will respect numbers registered on the UAE Do Not Call Registry (DNCR) in accordance with applicable requirements.

Manage Your Marketing Preferences

- You may withdraw your marketing consent or request an immediate opt-out at any time, verbally or in writing, without charge or adverse consequences.
- You may choose to stop a particular channel - such as calls, SMS or email - while retaining other preferred communication channels.
- Opting out of marketing will not prevent us from sending necessary transactional, service, security, fraud-prevention or regulatory communications relating to services you use.
- We will not share or use your personal data for third-party marketing without your appropriate consent, subject to applicable laws.

YOUR CHOICES APPLY ACROSS

CALL
SMS
EMAIL
DIGITAL

Opt-Out, Enquiries and Complaints

To update your preferences, withdraw consent, opt out or report an unwanted marketing communication, please contact **Customer Service on 600 546 645**, email **customerservice@ahaliaexchange.com**, or visit any Al Ahalia Money Exchange Bureau branch.

When reporting an unwanted communication, please provide the number or channel from which it was received, together with the date, time and a brief description to help us investigate.

We may update this notice when regulatory requirements, communication channels or our marketing practices change, and the latest version will always be published on our website.