



# TRANSFER ORDER FORM

Please tick relevant box

- ☐ Set up a new Standing Order
- ☐ Amend an existing Standing Order
- ☐ Single Transfer

Please complete all boxes in BLOCK CAPITALS and tick when necessary.

## SENDER

Sort code	
Account number	
Name and surname	
Address	
Post code and City	
Phone number	
Amount of (regular) transfer	

## BENEFICIARY

Name and surname	
Account number	
Date of (regular) transfer	
Date of last transfer	

Frequency of transfer   ☐ Once   ☐ Weekly   ☐ Monthly   ☐ Quarterly

## PURPOSE OF TRANSFER

- ☐ Support family
- ☐ Saving
- ☐ Investment
- ☐ Else:

All relevant sections must be fully completed for your request to be processed.

PLEASE ENSURE YOU SIGN AND DATE THE FORM.

Date

Customer signature

### CHAABI UK LIMITED

Chaabi UK Limited registered under companies house 14394782.  
This company is registered and regulated by the Financial Conduct Authority (FCA)

## Terms and conditions applicable to Transfer Services of CHAABI UK LIMITED “Service”

### Legal and Regulatory Mentions

Chaabi UK Limited is :

Registered under Companies House **No. 14394782**.

Regulated by the Financial Conduct Authority (FCA) under **No. 1006502**.

Registered with HMRC for Money Laundering supervision under **No. XJML00000188449**.

### Money Transfer Service (Transfer to an account holder)

Send a money transfer to an account holder at a bank in Morocco. It's a convenient and easy way to transfer money and to do payments.

By completing the “Money Transfer” form -the payment instructions-, providing the funds to be sent (together with any proof of identification required) and signing the form, the sender consents to the execution of the money transfer. We will generally rely without further enquiry on the information provided in the “Money Transfer” form, unless we have actual notice that it is incorrect or unauthorised.

CHAABI UK LIMITED reserves the right to change the Money Transfer Service from time to time. We will give you reasonable notice of any such changes.

### Money Transfer Service (Transfer to a beneficiary)

Send a money transfer to a beneficiary in Morocco. The beneficiary can pick up the money at any branch of Banque Centrale Populaire (BCP) in Morocco. It's a very convenient and easy way to transfer money.

By completing the “Money Transfer” form -the payment instructions-, providing the funds to be sent (together with any proof of identification required) and signing the form, the sender consents to the execution of the money transfer. We will generally rely without further enquiry on the information provided in the “Money Transfer” form, unless we have actual notice that it is incorrect or unauthorised.

CHAABI UK LIMITED reserves the right to change the terms and conditions of the Service from time to time. We will give you reasonable notice of any such changes.

### Changes and / or cancellation

Once the transaction is completed and the funds are transferred, changes or cancellation will not be possible. A request for changes or cancellations must be sent to BCP. Any additional costs will be for your own account.

### Rate of exchange

Transferred funds will be credited based on the exchange rate of BCP. The actual exchange rate will be determined at the time of payment to the beneficiary.

### Crediting

Our aim is to make the funds available for collection by the beneficiary within 24 hours of the time the money is sent.

### Legislation

By using our services you agree that the funds to be transferred were not obtained in contravention of any UK law or regulation.

### Provision of the Service

CHAABI UK LIMITED may refuse at any time to provide the Service to any person:

- a) to prevent fraud, money laundering or terrorist financing;
- b) to comply with any applicable law, order of a court or requirement of any regulatory or governmental authority;
- c) if we have grounds to believe that any of the information provided in the relevant “Money Transfer” form is incorrect, incomplete or unauthorised; or
- d) if we otherwise consider it necessary to protect our interests.

CHAABI UK LIMITED may suspend the provision of the Service, and will endeavour to give you reasonable notice of any suspension. We may not always be able to give you notice of suspension, including (for example) where we consider it necessary due to circumstances that are beyond Chaabi UK Limited 's reasonable control.

### Your obligations

You agree:

- a) to provide CHAABI UK LIMITED with true, accurate, current and complete information in connection with your use of the Service;
- b) not to use the Cash Service for or in connection with any prohibited purpose;
- c) not to initiate a money transfer under the Service in breach of these Terms and Conditions.

You agree that CHAABI UK LIMITED may provide information about you to regulatory or governmental authorities where this is required by any applicable law, regulation or order of a court.

### CHAABI UK LIMITED

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This company is registered and regulated by the Financial Conduct Authority (FCA)

### **Our liability**

We warrant that we will use reasonable skill and care in providing the Service, but shall not be liable to you for any loss or damage except to the extent this is due to our negligence, breach of these Terms and Conditions or fraud. Our liability for negligence or breach of these Terms and Conditions is limited to the amount of commission paid to our bank for the Service for loss or damage arising out of or in connection with any single money transfer or related transfers (including any failure to perform such transfer or transfers).

Nothing in these Terms and Conditions limits or excludes our liability for death or personal injury caused by negligence or for fraud.

### **Termination**

Either you or we may terminate the agreement between us under these Terms and Conditions upon giving not less than one day's notice.

### **Data Protection and Privacy**

We comply with UK GDPR and the Data Protection Act 2018.

Your personal data is collected and used in accordance with our privacy policy, available on our website.

At Chaabi UK Limited, we understand how important the security and confidentiality of your information is to you. Keeping customer information secure is a top priority for Chaabi UK Limited. All information provided to us by you will be treated with the utmost confidentiality in accordance with all applicable legislative and regulatory standards. For more details about Data Protection we refer to the website [www.chaabi-money.co.uk](http://www.chaabi-money.co.uk)

### **Third party rights**

The Contracts (Rights of Third Parties) Act 1999 shall not apply to these Terms and Conditions and accordingly nothing in it shall be directly or indirectly enforceable by any third party, nor is it intended to confer a benefit on any third party. However, the provisions headed "Changes and/or cancellations", "Legislation" and "Your obligations" shall also operate for the benefit of, and accordingly be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by, our affiliates and agents. Our agreement with you may be changed or terminated without the consent of any such affiliate or

agent.

### **Severability**

In the event any one or more of the provisions of these Terms and Conditions shall for any reason be held to be invalid, illegal or unenforceable, the remaining provisions shall remain valid and enforceable.

### **Complaints and Dispute Resolution**

If you have any complaints, please contact us at [contact@chaabi-money.co.uk](mailto:contact@chaabi-money.co.uk).

If you are not satisfied with our response, you may escalate your complaint to the Financial Ombudsman Service (FOS) at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

### **Governing law**

These Terms and Conditions shall be governed by and interpreted in accordance with English law and you irrevocably agree that the courts of England and Wales shall have non exclusive jurisdiction to settle any dispute which may arise out of, under, or in connection with the Agreement. Nothing in this paragraph limits our right to bring proceedings against you arising out of or in connection with these Terms and Conditions (a) in any other court of competent jurisdiction or (b) concurrently in more than one court of competent jurisdiction.