

PRODUCT DISCLOSURE SHEET

(Please read this Product Disclosure Sheet before you use Western Union Remittance Service. You are advised to read the general terms and conditions.)

<Kiplepay Sdn. Bhd.>

<Western Union Remittance Service>

<30 December 2021>

Product Disclosure Sheet (PDS)**1. What is this Product about?**

Send money overseas through the kiple app. The remittance service within the kiple app is made possible through our partnership with Western Union Payment (Malaysia) Sdn Bhd.

2. What are the features of this Remittance Service?

This remittance service allows kiple users to perform international money transfers from Malaysia, 24/7. Using the kiple app, users can choose to send money overseas to their loved ones back home. Transfer directly to a participating bank account or for a cash pickup, and track your transfer online easily.

Western Union® Money TransferSM transactions can be sent and picked up at most locations of Western Union® service providers in Malaysia (Service Providers) and Western Union agents, including those outside Malaysia (Agents). Regular money transfers are usually available within minutes for pick up by the receiver, subject to the opening hours of the receiving Service Provider/Agent location. The Next Day/2 Day and account-based money transfer services are available upon request to limited countries/territories. The money sent using the Next Day/2 Day money transfer service will be available for collection within 24 and 48 hours respectively. Account-based transfers generally take up to 5 business days, though transfers to mobile wallets are often available within minutes.

3. What are the fees and charges I have to pay?

Fees and foreign exchange rates may vary by brand, channel, and location based on a number of factors and are subject to change without notice. Fees and rates provided are estimates only and are not guaranteed. Additional taxes and fees may apply.

WU International Fee Table	
Principle Band (MYR)	Cash to cash (C2C) Fee (MYR)
0-350	52
350.1-700	76
700.1-1000	100
1000.1-1300	117
1300.1-1700	142
1700.1-2600	155
2500.1-3500	172
3500.1-5000	261.95
5000.1-6000	278.95

6000.1-7000	313.95
7000.1-8600	382.95
8600.1-10500	452.95
10500.1-12000	520.95
12000.1-14000	589.95
14000.1-15500	658.95
15500.1-above	727.95

Transfer Fee (in RM) for Western Union Money Transfer at Agent Locations						
Payout Method	Receive in Cash				Credit to Bank Account	
	RM0.01 - RM150.00	RM150.01 - RM500.00	RM500.01 - RM3,000.00	RM3,000.01 - RM50,000.00	RM0.01 - RM2,000	RM2,000.01 - RM50,000
Bangladesh	5	8	12	15	5	10
Cambodia	5	8	15	25	5	10
China	5	15	30	60	5	10
India	5	8	12	15	5	10
Indonesia	5	8	12	15	5	10
Myanmar	5	12	15	25	5	10
Nepal	5	8	12	15	5	10
Pakistan	5	8	12	15	5	10
Philippines	5	8	12	15	5	10
Thailand	5	8	15	25	5	10
Vietnam	5	8	12	15	5	10
Other countries	Please refer to counter				10	

4. What are the major risks?

- Users shall experience the typical risks associated with using the remittance service via kiple app;
- Exchange Rate Risk may be incurred on conversion (if any) of the Foreign Currency (FCY) Deposit will be dependent on the exchange rates which prevails at the time of the withdrawal of the FCY deposit.
- Users should understand that funds which were sent incorrectly (Beneficiary/amount), there is a risk that the fund might not be recovered.
- If the customer seeks for assistance due to any materialized risks, please refer to the contact details above

5. Where can I get further information or make a complaint/dispute?

Please refer to our Kiple Customer Service Hotline and Support Email below for any enquiries or file any customer dispute or complaints.

Website : www.kiple.com

Kiple Customer Service Hotline : 03-3000 8929

Support Email : support@kiplepay.com