



Chaabi Money – Terms and Conditions for Money Remittance Services via Digital Channels

1. Legal and Regulatory Information

Chaabi UK Limited (trading as Chaabi Money) is:

- Registered in England and Wales under Companies House No. 14394782.
- Regulated by the Financial Conduct Authority (FCA) under Registration No. 1006502.
- Registered with HM Revenue & Customs (HMRC) for Money Laundering Supervision under No. XJML00000188449.
- Member of the Banque Centrale Populaire (BCP) Group.

Our principal business is the provision of money remittance services allowing customers in the United Kingdom to send funds to beneficiaries in Morocco through our mobile application and online transactional website.

2. Definitions

- “Account” – the electronic profile created by a Customer to access our Services.
- “App” – the Chaabi Money mobile application.
- “Beneficiary” – the person in Morocco designated to receive the transferred funds.
- “Business Day” – any day other than a Saturday, Sunday or UK public holiday.
- “Customer” – a registered user of the Service.
- “Open Banking” – payment initiation and account information services facilitated by our third-party payment service provider.
- “PSRs” – the UK Payment Services Regulations 2017 (as amended).
- “Service” or “Services” – the money remittance services provided by Chaabi Money through the App and Website.
- “Website” – www.chaabimoney.uk or any successor domain.

3. Scope of the Service

The Service enables Customers located in the United Kingdom to send funds to a Beneficiary in Morocco.

The available payout methods are:

- a) Credit to a bank account held at Banque Centrale Populaire (BCP); or
- b) Cash pick-up by the Beneficiary at any BCP branch in Morocco.

Funds may be paid in by the Customer via:

- Debit or credit card; or
- Open Banking transfer

Each transaction is executed in accordance with these Terms and Conditions and applicable



UK law.

4. Registration, Verification and Know-Your-Customer (KYC)

- a) Before using the Service, you must create an account, also known as registration and complete your profile.
- b) You must provide valid, current, and accurate personal details and identification documents.
- c) Chaabi Money may request additional information at any time to comply with anti-money laundering (AML) and counter-terrorist financing (CTF) obligations.
- d) We may refuse registration, suspend your Account, or terminate the Service if information is incomplete, inaccurate, or cannot be verified.

5. Execution of Money Transfers

- a) A transaction is initiated when you enter payment details, the Beneficiary details, and authorize the payment using your chosen pay-in method.
- b) We will process the transaction upon receipt of the cleared funds and authorisation from our third-party payment service provider.
- c) Our aim is to make the funds available for collection by the beneficiary within 24 hours of the time the money is sent.
- d) Funds will ordinarily be made available to the Beneficiary within one (1) Business Day after receipt, subject to completion of verification and compliance checks.
- e) Chaabi Money hold a transaction from further processing for further compliance checks.
- f) Once confirmed, transactions cannot be altered; see Section 8 for cancellation/refund conditions.

6. Fees, Exchange Rates, and Limits

- a) All fees and exchange rates are displayed transparently before you confirm a transaction.
- b) All applicable fees and charges will be shown upfront to ensure complete transparency.



7. Customer Obligations

You hereby agree to:

- a) Provide accurate and truthful information;
- b) Keep your login credentials secure and confidential;
- c) Use the Service only for lawful purposes;
- d) Not using the Service for money laundering, fraud, terrorism financing, or any illegal activity;
- e) Notify us immediately of any unauthorized use of your account.

8. Changes, Cancellations, and Refunds

- a) Once a transaction has been authorized and funds transmitted to BCP, it cannot be cancelled or amended.
- b) If you request a cancellation before execution, we will attempt to stop the payment where possible.
- c) Refunds may be granted if:
 - the transaction was not executed or was executed incorrectly by us; or
 - In accordance with applicable laws in UK.
- d) Any refund will be made to the original payment method unless otherwise agreed.
- e) The time taken to complete the refund is subject to the payment method initially selected by the customer and is driven by the terms of our third-party payment service provider.

9. Rights and Obligations of Chaabi Money

We may refuse or suspend a transaction or your access to the Service to:

- a) Prevent fraud, money laundering, or terrorist financing;
- b) Comply with any applicable law, regulatory requirement, or court order;
- c) Correct operational or technical errors; or
- d) Protect our commercial or reputational interests.

Where possible, we will notify you of the reason for refusal or suspension unless doing so would contravene legal obligations.



10. Liability

- a) We will exercise reasonable skill and care in providing the Service.
- b) Our liability for any loss arising from a single transaction shall not exceed the total fee or commission paid for that transaction, unless caused by our gross negligence, or willful misconduct.'
- c) We are not liable for losses resulting from:
 - Inaccurate information supplied by you;
 - Failure or delay attributable to third parties that are outside our scope of direct control.
 - Events beyond our reasonable control.

11. Data Protection and Privacy

- a) Chaabi Money complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- b) Your personal data is processed only for the purposes of providing and improving our Services, fulfilling legal obligations, and preventing financial crime.
- c) Further details are set out in our Privacy Policy available on our Website.

12. Termination and Suspension

- a) We may suspend or terminate your Account immediately if required by law or regulation, or if you breach these Terms.
- b) Termination does not affect any rights or obligations already accrued.

13. Customer Support and Complaints

- a) If you have a question or complaint, please contact our Customer Support Team using the contact details mentioned below or as published on our website or within the App:

Phone: 02072583152

Correspondence/trading address: 224 Edgware Road W2 1DH

Email id:contact@chaabi-money.co.uk

Website: www.chaabimoney.uk

- b) We will acknowledge your complaint promptly and aim to resolve it within a maximum of 15 Business Days (or within 35 Business Days in exceptional circumstances



- c) If you are not satisfied with our response, you may refer your complaint to the Financial Ombudsman Service (FOS), please refer to their website for further details: <https://www.financial-ombudsman.org.uk/>

14. Governing Law and Jurisdiction

These Terms and all disputes or claims arising from them shall be governed by laws of United Kingdom. The courts of England and Wales shall have non-exclusive jurisdiction, though we may bring proceedings in any other competent court where necessary.

15. Amendments and Updates

Chaabi Money may update these Terms to reflect legal, regulatory, or operational changes. Updated Terms will be published on the Website and App.



CHAABI UK LIMITED Privacy Policy

Version 1.0 last updated Oct 2025

Chaabi UK Limited

Chaabi UK Limited is a company registered in England and Wales under Companies House Number 14394782, trading at 224 Edgware Road, London W2 1DH. Chaabi UK Limited is also registered with the Financial Conduct Authority as Small Payment Institution (SPI) under FRN 1006502. Chaabi UK Limited hereinafter might also be referred to as CUL, We, Us.

We are the controller of personal data obtained via our website or mobile app, meaning we are the organization legally responsible for deciding how and for what purposes it is used.

We are also registered with the Information Commissioner's Office (ICO) under registration reference ZA153516 for the purpose of UK General Data Protection Regulation (GDPR).

We take your privacy very seriously. Please read this privacy policy carefully as it contains important information on who we are and how and why we collect, store, use and share any information relating to you (your **personal data**) in connection with your use of our website or mobile app. It also explains your rights in relation to your personal data and how to contact a relevant regulator or us in the event you have a complaint.

We collect, use and are responsible for certain personal data about you.

This privacy policy is divided into the following sections:

- What this policy applies to
- Personal data we collect about you
- How your personal data is collected
- How and why we use your personal data
- Who we share your personal data with
- How long will your personal data be kept
- Transferring your personal data out of the UK and EEA
- Cookies and other tracking technologies
- Your rights
- Keeping your personal data secure
- How to complain
- Changes to this privacy policy
- How to contact us

What this policy applies to

This privacy policy relates to your use of our digital channels, which is our website and mobile app only.

Personal data we collect about you

The personal data we collect about you depends on the activities carried out through our website or mobile app. We will collect and use the following personal data about you:

- your name, address and contact information, including email address and telephone number information to check and verify your identity, e.g. date of birth along with other identification information and document where applicable.
- location data, if you choose to give this to us
- bank account details
- details of any information, feedback or other matters you give us by phone, email, post or via social media
- your activities on, and use of, our website and/or mobile app
- information about the services we provide to you
- information about how you use our website/mobile app and other technology systems

We collect and use this personal data for the purposes described in the sections below.

How your personal data is collected

We collect personal data from you:

- directly, when you enter or send us information, such as when you *contact us (including via email), send us feedback, filling in information on the complaint form, order form, or on the relevant screens in the website or mobile app*
- indirectly, such as your browsing activity while on our website; we will collect information indirectly using the technologies explained in the section related to **Cookies**

Why we use your personal data

Under data protection law, we can only use your personal data if we have a proper reason, e.g.:

- where you have given consent
- to comply with our legal and regulatory obligations
- for the performance of a contract with you or to take steps at your request before entering into a contract, or
- for our legitimate interests or those of a third party

The table below explains what we use your personal data for and why.

What we use your personal data for	Further explanation
Providing products and/or services to you	To perform our contract with you or to take steps at your request before entering into a contract
Conducting checks to identify you and verify your identity as part of our service offering requirement as well as to prevent and detect fraud against you or us	To comply with our legal and regulatory obligations ,MLR 2017 (or as amended)
To enforce legal rights or defend or undertake legal proceedings	Depending on the circumstances: —to comply with our legal and regulatory obligations —in other cases, for our legitimate interests or those of a third party, i.e. to protect our business, interests and rights or those of others
Communications with you not related to marketing, including about changes to our terms or policies or changes to the products and/or services or other important notices	Depending on the circumstances: —to comply with our legal and regulatory obligations
Protecting the security of systems and data	To comply with our legal and regulatory obligations We may also use your personal data to ensure the security of systems and data to a standard that goes beyond our legal obligations, and in those cases our reasons are for our legitimate interests ie to protect systems and data and to prevent and detect criminal activity that could be damaging for you and/or us
Updating and enhancing customer records	Depending on the circumstances: —to perform our contract with you or to take steps at your request before entering into a contract —to comply with our legal and regulatory obligations
Disclosures and other activities necessary to comply with legal and regulatory obligations that apply to our business, e.g. to record and demonstrate evidence of your consents	To comply with our legal and regulatory obligations

How long will your personal data be kept

We will not keep your personal data for longer than we need it for the purpose for which it is used.

Different retention periods apply for different types of personal data.

Your personal data is stored throughout the banking business relationship and at the end of it, the data is kept for a minimum period of 5 years .

Transferring your personal data out of the UK and EEA

Other countries outside the EEA and the UK such as Morocco have differing data protection laws, some of which may provide lower levels of protection of privacy.

It is sometimes necessary for us to share your personal data with countries outside the UK and EEA. In such cases, we will comply with applicable UK and EEA laws designed to ensure the privacy of your personal data.

we will transfer your personal data to

- To provide the relevant Services. The Data transmitted contains personal (Name, address, date of birth) and other applicable details related to a particular person and
- We act as an intermediary between our UK based customers and Banque Chaabi Du Maroc to facilitate transactions for customers who would like to avail relevant services from Banque Chaabi Du Maroc in Morocco.
- We transmit the Personal Data and associated transaction data where applicable when submitting a request on behalf of our UK based customers to Banque Chaabi Du Maroc. The purpose of the request can vary based on the following services offered to our UK-based customers:
 - -Money remittance from UK to Morocco i.e. from Chaabi UK Limited to Banque Chaabi Du Maroc
 - -Open an account in Morocco with Banque Chaabi Du Maroc
 - -Order a debit Bank Card
 - -Loan application
 - -Change of address
 - -Authorizing the third party to withdraw funds from the sender's account held in Morocco
 - Chaabi UK Limited notifies/transmits the personal and associated transaction data to third parties (**Banque Populaire Du Maroc**) located outside the European Economic Area (EEA) with whom it has signed a contract for the protection of Data.

Where we transfer your personal data outside the UK, we do so based on an adequacy regulation or e.g. *legally approved standard data protection clauses recognized or issued further to Article 46(2) of the UK GDPR*. In the event we cannot or choose not to continue to rely on either of those mechanisms at any time we will not transfer your personal data outside

the UK unless we can do so based on an alternative mechanism or exception provided by UK data protection law.

Cookies

A cookie is a small text file which is placed onto your device (e.g. computer, smartphone or another electronic device) when you use our website. We use cookies on our website.

For further information on cookies, when we will request your consent before placing them and how to disable them,

Your rights

You generally have the following rights, which you can usually exercise free of charge:

Access to a copy of your personal data	The right to be provided with a copy of your personal and associated transaction data
Correction (also known as rectification)	The right to require us to correct any mistakes in your personal data
Erasure (also known as the right to be forgotten)	The right to require us to delete your personal data—in certain situations and where permitted by law
Restriction of use	The right to require us to restrict use of your personal data in certain circumstances, e.g. if you contest the accuracy of the data
Data portability	The right to receive the personal data you provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party—in certain situations and where permitted by law
To opt-in or opt-out for marketing communications	The right at any time to your personal data being used for direct marketing (including profiling)

For further information on each of those rights, including the circumstances in which they do and do not apply, please contact us (see '**How to contact us**' section below). You may also find it helpful to refer to the guidance available on www.ico.org.uk on your rights under the UK GDPR

If you would like to exercise any of those rights, please complete a request form—available on our website at www.chaabibank.co.uk or email, call or write to us using the channels available under the section of '**How to contact us**'. When contacting us please:

- provide enough information to identify yourself [e.g. *your full name, address and phone number*] and any additional identity information we may reasonably request from you, and
- Let us know which right(s) you want to exercise and the information to which your request relates

Keeping your personal data secure

We have appropriate security measures to prevent personal data from being accidentally lost or used or accessed unlawfully. We limit access to your personal data to those who have a genuine business need to access it. We continually test our systems and are ISO 27001 certified, which means we follow best practices and industry standards for information security.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

Please contact us if you have any queries or concerns about our use of your information (see below section of '**How to contact us**'). We hope we will be able to resolve any issues you may have.

You also have the right to lodge a complaint with:

- the Information Commissioner in the UK ICO, and

The UK's Information Commissioner may be contacted at <https://ico.org.uk/make-a-complaint> or by telephone: 0303 123 1113.

Changes to this privacy policy

We may change this privacy policy from time to time—when we make significant changes, we will take steps to inform you, for example *by including a prominent link to a description of those changes on our website for a reasonable period or by other means, such as email*.

How to contact us

Individuals in the UK

You can contact us and/or our Data Protection Officer by post, email or telephone if you have any questions about this privacy policy or the information we hold about you, to exercise a right under data protection law or to make a complaint.

Our contact details are shown below:

Our contact details	Our Data Protection Officer's contact details
CHAABI UK LIMITED, 224 Edgware Road London W21DH Contact @chaabi-money.co.uk	CHAABI UK LIMITED Amine Lamrani a.lamrani@chaabi-money.co.uk