Customer Terms & Conditions

Sunnah Money Transfer

A Trading Name of Sunnah Express Limited
Company No.: 09786866
FCA Registered Payment Services Agent (FRN: 935306)
296 Bethnal Green Road, London E2 0AG
Website: www.sunnahmoneytransfer.co.uk
Email: sunnahexpressltd@gmail.com
Telephone: +44 (0)20 7729 8100

Section 1 – General Provisions

1.1 These Terms govern your use of Sunnah Money Transfer services through our branch, website, mobile application and authorised service channels.
1.2 By using our Services you agree to be bound by these Terms.
1.3 These Terms apply to every customer using our Services.
1.4 The English version is the governing version.
1.5 We may amend these Terms from time to time.
1.6 Services are available only where authorised by applicable law.
1.7 Nothing in these Terms limits any statutory rights available under the laws of England and Wales.

Section 2 – Definitions

Agent means Sunnah Express Limited trading as Sunnah Money Transfer.
Branch means any authorised Sunnah Money Transfer office.
Business Day means a UK banking business day.
Customer means any user of our Services.
CDD means Customer Due Diligence.
EDD means Enhanced Due Diligence.
Exchange Rate means the rate applied to a transaction.
Fees means applicable service charges.
KYC means Know Your Customer.
Recipient means the beneficiary.
Sender means the remitter.
Transaction means any money transfer processed through our Services.
Website means www.sunnahmoneytransfer.co.uk.

Section 3 – Information About Us and Contact

Sunnah Money Transfer is a trading name of Sunnah Express Limited (Company No. 09786866), a registered payment services agent (FRN 935306).
Registered Office: 296 Bethnal Green Road, London E2 0AG.

Website: www.sunnahmoneytransfer.co.uk
Email: sunnahexpressltd@gmail.com
Telephone: +44 (0)20 7729 8100
Online Support: 24 Hours a Day, 7 Days a Week.
Branch Opening Hours: Monday–Saturday, 10:00 AM–7:00 PM.

Section 4 – Confidentiality and Privacy

4.1 We collect and process personal information to provide our Services and comply with legal and regulatory obligations.
4.2 Information collected may include identity, address, contact details, transaction information, recipient information, source of funds and supporting documents.
4.3 We use information for KYC, CDD, AML compliance, fraud prevention, transaction processing and customer support.
4.4 Customer information is treated confidentially and disclosed only where authorised or required by law.
4.5 Information may be shared with our principal payment institution, banking partners, regulators and law enforcement where legally required.
4.6 Appropriate technical and organisational security measures are maintained.
4.7 Records are retained in accordance with applicable legal requirements.
4.8 Personal information may be transferred internationally where required to complete transactions.
4.9 Customers have rights under applicable UK data protection laws.
4.10 Further information regarding how we collect, use, share, retain and protect your personal information is available in our separate Privacy Policy, which forms part of these Terms and Conditions.