

*Hello, and thank you for choosing our services. The General Conditions are always long but it is a mandatory document in accordance with the laws in force allowing each customer to know in detail the operation and operating rules of the product or service. The regulatory framework sometimes imposes complex terms, but we remain at your service to answer your questions.*

*Veritas platform offers to clients and members to subscribe different products and services issued by different services providers. For end user convenience, Veritas care to have similar terms and fees for similar products and services. Nevertheless, services and products issued by different service providers are strictly separate and have their own terms.*

*Terms below apply only to products/services issued by the Issuer named below*

## **VeritasCard© : Cards, Accounts & Wallets**

### **CARDHOLDER TERMS AND CONDITIONS FOR E-MONEY AND CARD PROGRAMMES**

#### **RECITAL - IMPORTANT INFORMATION:**

A/ This Agreement relates to the Programme Veritas issue by the issuer named below. Please read the terms and conditions of this Agreement carefully before applying for Your Account and Card with the Programme Veritas. This Agreement and its terms and conditions, as may be amended from time to time on notice by Us, becomes effective and binding on Your successful application and activation or use of Your Account and/or Your Card and for the entire period of validity of Your Account and Card.

B/ The terms and conditions (“**Agreement**”) apply to the Programme, which consists of the Account and Card issued to You by the Issuer and operated by Programme Manager CH Advisors and cobrand partner Klopcom (together “**We**”, “**Us**” or “**Our**”) to any person whose application we approve (“**Customer**”, “**you**”, “**your**”). The Account and Card enables You to load and create an Available Balance (which is E-money), spend the Available Balance to purchase goods and services online or at a point of sale and withdraw cash at relevant ATMs.

C/ Words that begin with a capital letter have the meaning given either where they first appear in this Agreement or in Clause 1. This Agreement includes the terms of our Privacy Policy <https://veritascard.com/privacy-policy>

D/ To apply for an Account or/and Card, you agree that you have read and understood the terms of this Agreement (a copy of which you may download and store at any time). This Agreement shall commence at that time and continue unless cancelled under Clause 20 or terminated. We reserve the right to change this

Agreement by giving 2 months' notice to you in accordance with Clause 19. If we do this, you may terminate this Agreement immediately and without charge before the proposed changes take effect, otherwise you shall be deemed to have accepted such changes when the 2 months' notice expires. However, you agree that changes to the Applicable Exchange Rate may be applied immediately and at the rate quoted via the Payment Service at the time of the relevant Transaction. **To apply for an Account or/and Card, you also agree that you have read and understood the conditions of redemption below.**

E/ We will communicate with you in English (the language in which this Agreement was agreed with you on registration for your Account). Access code relating to your user interface into your user interface platform will be provided to you at the email address you register with us and/or in your Account. You may access, download and print this information at any time by logging in to your Account. In addition, you agree that we may provide notices or other information to you from time to time by posting it in your user interface, emailing it to your registered email address, mailing it to your registered physical address, calling you by phone or sending you mobile messages. Notices to you by email or mobile messages shall be deemed given 24 hours after the email is sent, unless the sending party is notified that the email address is invalid. Notices sent by registered mail shall be deemed to have been received three days after the date of mailing. You may contact us as specified in Clause 2.

F/ You may request a copy of any legally required disclosures (including this Agreement) from us via the contact details in Clause 1, and we will provide this to you in a form which enables you to store the information in a way that is accessible for future reference for a period of time adequate for the purposes of the information and which allows the unchanged reproduction of the information stored via, for example; our website, your Account or by email.

## **1. PROGRAMME AND PROGRAMME MANAGER INFORMATION**

### **1.1 Definitions & Interpretation**

In this document, if we use words that start with a capital letter, that means the word has been defined in this 'Interpretation' section or in the section 21 (definitions).

1.2 Your Card or Account can be managed online by logging into your user interface which can be accessed via website or app (if app version is available) you will be able to view details of your account . To report your Cards lost or stolen please suspend immediately your card through online account and call +44.207.534.8076 or email supportclients (at) veritascard (point) com At any time during the contractual relationship you shall have the right to receive, on request, these terms and conditions free of charge

1.3 The issuer for the Payment Services is Harmoniie SAS (Harmoniie) a company registered in France under number 833165863, whose registered office is located at 1, Rue de la Bourse, 75002 Paris). Harmoniie is authorised by the ACPR Ref 17478. Harmoniie is partnered by Moorwand Ltd. Moorwand Ltd is a company incorporated and registered in England & Wales under registration No. 8491211 with a registered office at Fora, 3 Lloyds Avenue, London, EC3N 3DS, United Kingdom. Moorwand Ltd is authorised by the Financial Conduct Authority under the Electronic Money Regulations 2011 (Register ref: 900709) for the issuing of electronic money and payment instruments. The card is issued pursuant to a licence by Mastercard International. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated

1.4 The Programme Manager is CH Advisors, a company incorporated in Ireland, with a registered office at 78 Silchester Park Glenageary, A96 Dublin. The cobrand partner is Klopercom, a company incorporated in Cyprus, with a registered office at Iakovou Patatsou, 4A, 2362 Nicosia.

1.5 The Programme is offered to Veritas clients via the Veritas website as an electronic wallet, which includes a dedicated IBAN and an attached payment instrument (International Mastercard) for general spending.

1.6 Your Payment Services may not be activated until you provide the necessary information for us to verify your identity and fulfill all applicable Customer Due Diligence requirements. We will retain this information and related documents in accordance with all relevant legal and regulatory obligations. This Agreement does not give you any rights against the Card Schemes, its affiliates or any third party.

- 1.7 Each time you seek access to the Account we will ask for your access code. As long as the correct access code are entered, we will assume that you are the person giving instructions and making Transactions and you will be liable for them. We can refuse to act on any instruction that we believe: (i) was unclear; (ii) was not given by you; or (iii) might cause us to breach a legal or other duty; or if we believe the Payment Service is being used for an illegal purpose.

## **2. FEES AND CHARGES**

- 2.1 All Fees and Charges relating to the Programme are detailed in the Fees and Limits Schedule to this Agreement. Fees will be deducted from Your Account balance automatically.
- 2.2 If You make a transaction that requires one or more currency conversions, the Programme will charge You a foreign exchange fee which is detailed in the Fees and Limits Schedule to this Agreement. Where applicable, the exchange rate will be made at a wholesale market rate or government mandated rate, at their discretion, with an additional percentage fee applied by the Scheme. Changes in the wholesale exchange rates may happen immediately without notice to You.
- 2.3 We cannot be held liable for the payment process or fees associated with bank(s) and or intermediary bank(s) to process payments from you to us. Any fee(s) charged by third parties, not limited to receiving, processing or crediting a payment for you will be deducted by us before crediting the remaining balance to you. In such case you be notified before third-party fees are deducted.
- 2.4 Where so enabled you may change your PIN at selected ATMs subject to a Fee from atm's owner.

## **3. APPLYING FOR AN ACCOUNT AND CARD**

- 3.1 To apply for, and use, an Account and Card relating to the VeritasCard You must be at least 18 years of age and reside in the EEA. An Account and Card may be purchased on the Website or App (if app version is available) or via Your user interface platform.
- 3.2 At the time of your application or at any time in the future, in connection with your Account, you authorise us to perform electronic identity verification checks directly or using relevant third parties. Provided the Programme has been able to undertake KYC to a satisfactory standard as per the Programme AML Policy, which can be requested through user interface platform, You shall receive an activation confirmation by Your email or on Your App or via Your user interface platform and You will be able to use the Account. In addition, We reserve the right at any time to satisfy ourselves as to your identity and home address (for example, by requesting relevant original documents or certified documents) including for the purposes of preventing fraud and/or money laundering.
- 3.3 When applying for an Account on the Website or App, (if app version is available) You will be prompted to create a username and password. You will need this username and password (collectively Your "Security Details" for the Account) to access Your Online Account and perform the following functions (as well as any other functions specified in the Website or App (if app version is available) ) in relation to Your Card online: i)change Your telephone number; ii)check Your Available Balance; iii) check Your Transaction Details; iv)change Your Password.
- 3.4 Regardless of the type of Card(s) you have, you are permitted to have only one Account where the Available Balance of E-money, which may be redeemed, can be found. If we discover that You do have more than one Account, We may block Your Card without notice and terminate this Agreement with You forthwith.
- 3.5 You may apply for physical card and/or virtual card for Your Account and each shall constitute a 'Card' for the purpose of these Terms and Conditions. The Card may be a pre-paid card that can only be used to spend the Available Balance in Your Account. It is not a credit card, charge card or guarantee card and is not attached to a bank account.
- 3.6 A virtual Card is issued immediately on approval of Your application for a Card. We will endeavour to send any physical Card applied for to You within ten (10) days of approval, however, please be aware that in some instances it can take longer for Your Card to arrive.
- 3.7 You can apply for two cards for Your Account. One virtual and one physical.
- 3.8 If You receive a physical Card You must sign the signature strip on the back of the Card as soon as You receive it and then follow the instructions in your user interface to activate it. You will be provided with a unique PIN for the physical Card by Us.

#### **4. ACCOUNT AND CARD LIMITS, LOADING, USAGE AND AUTHORISATION**

##### *Loading*

- 4.1 Funds may be added to Your Account by any of the permitted methods set out in the “Loading Fees” section in the Fees and Limits Schedule to this Agreement.
- 4.2 To load Your Account by a debit card, You must use a card that has been issued by a regulated financial institution in the UK or EEA and registered in the same name and address as Your Account. To load Your Account by bank transfer, You must use a bank account that has been issued by a regulated credit institution in the UK or EEA.
- 4.3 The Programme reserves the right to request further KYC documents and verification of Your source of funds at any point.
- 4.4 Fund loading limits may vary according to the type of Card and as set in the Fees and Limits Schedule to this Agreement.
- 4.5 Once Your Account has an Available Balance, following fund loading, it can be used to load Your Card (if applicable).
- 4.6 Any Transaction on your Card in a currency other than the currency in which your Card is denominated, will require a currency conversion using an Applicable Exchange Rate.
- 4.7 The Available Balance on your Card and/or Account will not earn any interest.
- 4.8 You may be asked to provide us with evidence of source of funds in order for us to meet our regulatory requirements, in which case you agree to provide that evidence promptly. You represent and warrant to us that the evidence you provide to us is up to date, complete and accurate.
- 4.9 You are responsible for checking and confirming payment details and fees before making a payment to us or to your Account.
- 4.10 Where enabled, you may be eligible to instruct companies to create regular SEPA Transfers from your issued and registered Account. You will be responsible for ensuring that the correct details are provided in order for the SEPA Transfer to be created for you. You must ensure at all times that you have a sufficient balance on your Account to allow for the funds to be debited from your Account. You are responsible for checking the terms and conditions that have been provided to you by the SEPA Transfer originator. We reserve the right to decline or terminate any SEPA Transfer instruction(s) that you have requested.

##### *Usage / Redemption*

- 4.11 You can use Your physical Card with Your PIN to withdraw cash from ATMs and at bank counters (where the bank permits it) or to buy goods and services online or at a point of sale at any Merchant who accepts the Scheme. A withdrawal fee may apply to withdrawals as set out on in the Fees and Limits Schedule to this Agreement.
- 4.12 You must always ensure that You have a sufficient Available Balance for each Transaction You authorise (including value added tax and other taxes, duties and applicable fees as set out in the Fees and Limits Schedule to this Agreement). If the Available Balance is insufficient to pay for a Transaction, and the Merchants does not permit You to combine the use of Your Card with other payment methods, the transaction will be declined.
- 4.13 If for any reason a Transaction is carried out, but its amount exceeds the Available Balance, You must pay us the deficit immediately, and we shall be entitled to stop any existing or subsequent Transactions from proceeding. If You fail to do so after receiving a notification from us, We reserve the right to terminate this Agreement between us and take all necessary steps, including legal action, to recover this deficit
- 4.14 There are certain circumstances where we or Merchants may require You to have an Available Balance greater than the value of the Transaction You wish to make. However, You will only be charged for the actual and final value of the Transaction. Merchants may request this as they may need to access more funds than You initially planned to spend (“the relevant funds”) for example, when making hotel or car rental reservations. In the event that a Merchant has prior authorisation on Your Card, You may not have access to the relevant funds until the Transaction is completed or, if sooner, up to a period of 30 days. However, the Programme will only block access to the exact amount of funds authorised by You.
- 4.15 If you use your Card at an automated fuelling station, subject to Merchant acceptance, your Card may need to be pre-authorised for a pre-determined amount in the relevant currency. If you do not

use the whole pre-authorisation or do not have Available Balance to obtain a pre-authorisation, it is possible that the pre-authorised amount will be held for up to 30 days before becoming available to you again.

- 4.16 Your Card cannot be used where such Merchants are unable to obtain online authorisation that You have sufficient Available Balance for the Transaction (for example, Transactions made on trains, ships, some in-flight purchases and at tollbooths). We accept no liability if a Merchant refuses to accept payment using the Card. It is your responsibility to check the policy with each Merchant. We accept no liability if a Merchant refuses to accept payment using our Payment Services.
- 4.17 Your virtual Card cannot be used to purchase an item online that subsequently requires presentment of a physical card in order to obtain that item (i.e. certain theatre ticket purchases, hotel stays and car rentals).
- 4.18 When You use Your Card to pay for goods and services, You may need to enter Your unique PIN. Once Your PIN has been accepted the transaction or ATM withdrawal cannot be cancelled by the Programme.
- 4.19 When entering into Transactions over the internet, some websites may require You to enter Your Personal Details and, in such instances, You should supply the most recent Personal Details that You have provided the Programme with via the Website or App (if app version is available)
- 4.20 You may not use the Payment Services to receive or transfer any funds on behalf of any other natural person or legal entity.
- 4.21 You agree to only use the Payment Services for lawful purposes and to adhere at all times to all laws, rules, and regulations applicable to the use of the Payment Services, including the terms of this Agreement.

#### *Limits / Declines*

- 4.22 Transactions are subject to limits and compliance with the Fees and Limits Schedule to this Agreement.
- 4.23 We may decline a transaction, place restrictions on Your Card or apply special security procedures in respect of transactions if:
  - (i) You do not have an Available Balance or sufficient Available Balance for the transaction attempted.
  - (ii) The transaction will take You over the Card limits which can be found in the Fees and Limits Schedule to this Agreement.
  - (iii) To protect the security of Your Card, Account, Security Details or personal data.
  - (iv) If we believe a transaction is unauthorised or illegal or poses a high risk of being unauthorised or illegal.
  - (v) We reasonably believe the transaction would be in breach of the Fees and Limits Schedule to this Agreement, this Agreement or our Use Policy.
  - (vi) The transaction and applicable fees will cause Your Account to go into a negative balance
- 4.24 Payments using Your Card for any transaction made in a currency other than supported currency, will be subject to Scheme acceptance terms, Scheme conditions and Scheme fees.
- 4.25 Any refunds for goods and services purchased with Your Card will be made in accordance with the refund policy of the Merchant. Once the Programme receives the funds, the Programme will load Your Account immediately or transfer the funds to Your pre-paid Card or Personal Bank Account used to load the Account.
- 4.26 Transactions may be restricted by Card or Account type, individual usage patterns and payment risk profiles. Cards are issued in accordance with regulatory limits and conditions. For anti-money laundering and anti-fraud reasons we reserve our rights to change particular payment restrictions (including from those published or included herein) without notice and to the extent required to meet our regulatory obligations.
- 4.27 Simplified Due Diligence may be restricted to domestic ATM access, along with reduced annual maximum load limits and capped annual withdrawal limits. These limits will be subject to Scheme and regulatory requirements.

#### *Authorisation*

- 4.28 You will need to give Your consent to each Transaction so that the Programme can check it is genuine by, where applicable, a) using Your PIN or other Security Details personal to You; b) signing a sales voucher; c) providing the Card details and/or providing any other details personal to

You and/or Your Card. Once You have given such consent to the Transaction, it will be deemed to be authorised.

- 4.29 The time of receipt of a Transaction order is when the Programme receives it. If a Transaction order is received after 4pm on a Business Day, then it will be deemed to have been received on the next Business Day.
- 4.30 Once a Transaction has been authorised by You and received by the Programme, it cannot be revoked.
- 4.31 Where a Merchant's payment service provider is located within the EEA and the payment services being carried out are in the currency of an EEA Member State, the Programme shall ensure the cash transfer to the Merchant's payment service provider within 4 Business Days following the day on which the Transaction order is received.
- 4.32 Certain Merchants may not accept payments made through the Card and the We accept no liability for this: it is Your responsibility to check the restrictions of each Merchant.
- 4.33 Your ability to use or access the Card may occasionally be interrupted, for example if the Programme needs to carry out maintenance on its systems or websites. Please contact Customer Services to notify the Programme of any problems You are experiencing using Your Card or Account and the Programme will try to resolve these as soon as possible.
- 4.34 We shall have the absolute right to set-off, transfer, or apply sums held in the Account(s) or Cards in or towards satisfaction of all or any liabilities and Fees owed to us that have not been paid or satisfied when due.

## **5. ADDITIONAL CARDS**

- 5.1 At the Programme's sole discretion and provided We have received sufficient KYC, You may be eligible to apply for up to two 2) Additional Card connected directly to Your Account.
- 5.2 Funds can be loaded from Your Available Balance, directly on to any Additional Cards, which will be connected to the same Account as the Primary Card. The Account may only be loaded by Primary Cardholder using Debit Card or Personal Bank Account registered to the Account.
- 5.3 Virtual Cards can be activated at any time with balances transferred from the Account to load Virtual Card for usage.
- 5.4 If this agreement is terminated, access to your balance will cease for any additional cards will expire or terminate as applicable.
- 5.5 Additional cards may be used by yourself
- 5.6 It is your responsibility to authorise the Transactions incurred on any of your card. We accept no responsibility or liability of any kind whatsoever for the use of any of your Cards by any individual authorized by you to hold or access them, including where specific Transactions were not expressly authorized by you. Each Card remains under your sole responsibility, and any such use shall be deemed as made with your full knowledge and consent. We will charge you an Additional Card Fee for an additional card. By using an additional Card you consent to the terms of this Agreement, which will then bind you as primary cardholder in relation to the use of any additional Card;
- 5.7 Under our request, It is your responsibility to obtain further information and documentation in order to enable us to comply with all applicable Customer Due Diligence anti-money laundering requirements if we believe a third party is using your card.
- 5.8 You will remain responsible for the use of the Payment Services, and for any Fees and charges incurred by any of your cards and you will continue to be regarded as the holder of any funds already or subsequently loaded on the Account.

## **6. KEEPING YOUR ACCOUNT, CARDS AND PIN SAFE**

- 6.1 You are entirely responsible for the safekeeping of username, password, access codes and Security Details for Your Account, Card, PIN and must take all possible measures to keep them safe and entirely confidential. You may share Your username with other customers of the Programme only for the purpose of customer to transfers between Accounts.
- 6.2 We shall send You a PIN for use with Your physical Card by mail and/or SMS. You will need this PIN in order to make cash withdrawals from an ATM or at a bank or occasionally for making transactions.

- 6.3 Do not share your PIN, Security details and Access Codes with anyone. You must keep your PIN, Security details and Access Codes safe and separate from your Card or any record of your Card number and not disclose it to anyone else. Keep Your PIN, Security details and Access Codes safe, by memorising it, never disclosing it to anyone, or by letting anyone see You enter it. We recommend You do not write it down. If You do write Your PIN, Security details and Access Codes down or disclose it to any other individual, You may be held liable for any unauthorised or fraudulent transactions made using Your Card.
- 6.4 For different situation you may receive a One Time Password (OTP). OTP code must be considered as confidential as a PIN. Do not share any OTP you may receive with anyone
- 6.5 If You suspect that someone else knows Your PIN for Your Card or Security Details or Access Codes for Your Account, change them as soon as possible in Your Account or on the App. (if app version is available) If You are not able to do so, please contact Us immediately to discuss.
- 6.6 You should check recent transactions and monitor the transactions history of Your Account regularly. If You do not recognise a transaction, then report it immediately (see below for reporting).
- 6.7 You must not give Your Card to any other person or allow any other person to use it. You may be held liable for any unauthorised or fraudulent transactions made using Your Card.
- 6.8 Once Your Card has expired or if it is found after You have reported it as lost or stolen You must destroy it by cutting it in two through the magnetic strip and disposing of it securely.
- 6.9 We reserve the right to require You to register for, and/or use enhanced online transaction security systems for customer authentication, which may include a one-time password as well as other third party authentication.
- 6.10 Failure to comply with this Clause may affect Your ability to claim any losses in the event that we can show that You have intentionally failed to keep the information safe or You have acted fraudulently, with undue delay or with gross negligence.

## **7. REPORTING PHYSICAL CARDS LOST OR STOLEN**

- 7.1 If Your physical Card is lost or stolen, You must report it immediately by logging into Your user interface and using the online facility (You may also report it through the App (if app version is available) or ringing the phone number for lost or stolen cards listed on the Website). We will take immediate action to protect the money in Your Account. Alternatively, You can temporarily block the Card at any time by logging into Your Account and using the “freeze” functionality.
- 7.2 If there is money in Your Account after blocking the Card on Your account, the Programme will cancel Your Card and issue a new Card to Your current address within seven days. A Card replacement fee will apply as set out in the Fees and Limits Schedule to this Agreement.
- 7.3 You agree to cooperate with Our agents, any supervisory or regulatory authority, the police and Us if Your Card is lost, stolen or if we suspect fraudulent use of the Card.
- 7.4 Failure to comply with this Clause may affect Your ability to claim any losses if We can show that You have intentionally failed to keep the Security Details safe or You have acted fraudulently, with undue delay or with gross negligence.

## **8. REPORTING UNAUTHORISED TRANSACTIONS OR DISPUTED TRANSACTIONS**

- 8.1 If You believe that any of the transactions on Your Card were unauthorised or incorrectly posted to Your Account, You must notify Customer Services as soon as You become aware but not later than 13 months of the date of the debit to Your Account. If the Transaction is one where the exact amount of the transaction was unknown at the time of authorisation (e.g. car rental or a hotel reservation) and the transaction amount appears incorrect, You must notify Customer Services within eight (8) weeks of the date of the debit to Your Account.
- 8.2 Unless the Programme has reason to suspect fraud by You, or that You have failed to comply with these Terms and Conditions, or the Account Terms with intent or gross negligence the Programme will refund the amount of the unauthorised or incorrect transaction(s) as soon as practical.
- 8.3 Where You have made an authorised Transaction but have a dispute with the merchant, the Programme will require You to provide written confirmation of the disputed transaction within 120 days of the Transaction date. The written confirmation should be sent to Customer Services using the contact form which can be found in the user interface. Alternatively, You can contact Customer Services, in writing or by telephone, to request a form to complete.

- 8.4 If:
- (i) We do not receive written confirmation; or
  - (ii) a refund is made in respect of a transaction that later turns out to be genuine
- 8.5 the Programme will re-deduct the amount of the transaction from Your Account plus, in the event of 8.4(ii) only, You will be charged a fee as set out the Fees and Limits Schedule to this Agreement. Please note that any cash withdrawals will not be covered under the Scheme regulations.
- 8.6 In the event that a Transaction is made which is initiated by Merchant, we will provide a refund of that amount, subject to this Clause, only in circumstances where You can prove that:
- (i) the exact Transaction amount was not specified when You authorised the payment; and
  - (ii) the amount of the Transaction exceeds the amount that You could have reasonably expected, taking into account Your previous spending pattern, the terms of this Agreement and the relevant circumstances of the case.
- 8.7 The refunds referred to above will not be provided if:
- (i) the amount relates to currency exchange fluctuations; or
  - (ii) You have given Your consent to execute the Transaction directly to us; or
  - (iii) information on the Transaction was provided or made available in an agreed manner to You at least 4 weeks prior to the due date of the Transaction; or
  - (iv) You request the refund from us later than 8 weeks from the date on which it was debited.
- 8.8 If investigations performed by the Programme show that there have been unauthorised or incorrectly executed Transactions on Your Account then, provided that Your claim is made within the time limits specified in this Clause, You will not be liable for such transactions.

## **9. PAYMENT DISPUTES**

- 9.1 If You dispute a Transaction that You have authorised and which has been processed on Your Card, You should settle this with the person You bought the goods or services from; the Programme is not responsible for the quality, safety, legality or any other aspect of goods or services purchased with Your Card.
- 9.2 If Your dispute with a Merchant relating to a Transaction cannot be resolved You should contact Customer Services, for the Programme to attempt to assist You as far as is reasonably practicable. You may have to provide us that you have already made all efforts to resolve the dispute with the relevant Merchant, we will attempt to assist you so far as is reasonably practicable. If there is an unresolvable dispute with a Merchant in circumstances where the Card has been used for a Payment, you will be liable for the Payment and will have to resolve this directly with the relevant Merchant.
- 9.3 If You have reason to believe that a Transaction was carried out without Your consent or in error, You may ask the Programme to investigate the Transaction by contacting Customer Services. If the Programme investigates the Transaction, the disputed amount will be unavailable to spend until our investigation is complete and if the Programme receives information that proves the Transaction was genuine, this will be deducted from Your Available Balance and the Programme may charge You an administrative fee on behalf of an investigation fee as set out in the Fees and Limits Schedule to this Agreement. If You do not have sufficient Available Balance for the Transaction or the administrative fee, You must repay the Programme the amount immediately on demand.

## **10. FOREIGN EXCHANGE**

- 10.1 If You use Your Card in a currency other than the currency in which Your Card is denominated, the amount deducted from Your Available Balance will be the amount of the Transaction converted to Your Account currency using a rate set by the Scheme. You may also be charged a foreign exchange Fee as set out in the Fees and Limits Schedule to this Agreement. In order to allow You to compare charges for currency conversion, You can view the real-time percentage difference between the amount that will be charged on Your Card for a foreign currency transaction (consisting of the mark-up applied by the Scheme as well as any other charges) and the latest available euro foreign exchange reference rates issued by the European Central Bank. You can view this information on the Website and App (if app version is available).

## **11. ADVISING CHANGES OF PERSONAL DETAILS OR FINANCIAL SITUATION**



- 11.1 If You change name, address or contact details such as telephone number or e-mail address You must notify the Programme within 14 days of the change.
- 11.2 The Programme reserves the right at any time to perform checks to confirm that the personal details You provide are accurate (for example, by requesting relevant original documents), including for the purposes of preventing fraud and/or money laundering. In addition, at the time of Your application or at any time in the future, in connection with Your Account, You authorise the Programme to undertake electronic identity verification checks on You either directly or using relevant third parties.
- 11.3 It is also important to notify the Programme without delay of any changes to Your circumstances that may affect the running of Your Account or Your Card, by contacting Customer Services (details below). You will be liable for any loss that directly results from any failure to notify us of such a change as a result of undue delay, your gross negligence or fraud.

## **12. WHAT WILL HAPPEN WHEN YOUR CARD EXPIRES**

- 12.1 You will not be able to use Your Card following its Expiry Date.
- 12.2 Physical Cards and reloadable virtual Cards may be automatically renewed at the Programme's discretion. Unless requested otherwise, this will be on the same pricing as set out in the Fees and Limits Schedule to this Agreement as the expiring Card.
- 12.3 Upon expiry of Your Card, unless renewed, You will still be able to obtain a refund of any Available Balance in accordance with the Clauses below. If You do not request a redemption of Your Available Balance, the Monthly Account Fee as set out in the Fees and Limits Schedule to this Agreement will continue to be charged to Your account, even if Your account is inactive or Your Card has expired.

## **13. USE OF YOUR PERSONAL DATA**

- 13.1 The Programme is a data controller of personal data provided in connection with the Programme, Your Account and Card and, where You consent, Information on how the Programme uses and protects Your personal data is available in the Programme Privacy Policy on the Website. The Issuer is a joint controller of personal data provided in connection with the Programme.
- 13.2 Information on how Your personal data is used by the Programme is set out in this section.
- 13.3 The Programme may use third parties to process personal data on Our behalf. Such third parties may include creditors or potential transferees of rights and obligations under this Agreement.
- 13.4 The Programme will process and retain personal data in order to open and administer Your Account and Card, to deal with any enquiries You have about it and comply with regulatory obligations. The types of personal data processed are likely to include, but is not limited to, name, address, date of birth, contact details, financial information, employment details and device identifiers.
- 13.5 If the Programme suspects that it has been given false or inaccurate information, it may record that suspicion together with any other relevant information. Decisions may be made by automated means.
- 13.6 If illegality is identified, Programme may pass details to the Issuer and UK and EU Authorities and Regulators. In addition, the Issuer and Law Authorities and Regulators in the UK and EU may request, access and use this information in order to detect, investigate and prevent crime.
- 13.7 The Programme and other organisations may also access and use this information to prevent fraud and money laundering. When the Programme, Issuer or Law Authorities and Regulators in the UK and EU process Your personal data, it is done so on the basis of a legitimate interest in preventing fraud, money laundering, and to verify identity. These processes are carried out in order to protect the Programme, the Issuer, other customers, and to comply with regulatory requirements.
- 13.8 Please contact Customer Services if You want to receive details of relevant Law Authorities and Regulators in the UK and EU and/or contact the Programme's Data Protection Officer.
- 13.9 The Programme and other organisations may access and use the information recorded by Law Authorities and Regulators in the UK and EU in other countries.
- 13.10 The Programme may check all personal information given by You with Law Authorities and Regulators in the UK and EU and other organisations. For the purpose of enabling use of Your Card, the Programme may also use information about any device, computer, network and browser You use.

- 13.11 Personal data may also be transferred confidentially to other organisations within the Issuer's group of companies and to relevant third parties so that the Programme can manage Your Card.
- 13.12 You can also obtain any details of the information the Programme and We hold about You and/or, details of any other person to whom the Programme and We may pass Your information (where the Programme and We are not prevented by law), by writing to Customer Services. You have a legal right to these details (in most circumstances) and, where applicable, to object to the Programme and Us processing Your personal data and/or request that Your data is corrected or erased.
- 13.13 The Programme and We reserve the right to process data in countries outside the European Union, however the Programme and We will ensure adequate protection for personal data transferred to countries outside the European Union as required by data protection legislation.
- 13.14 Your data will be retained for 6 years after the end of the provision of services to you, where your data will be destroyed in compliance with the requirements of the General Data Protection Regulation. This delay may be longer in case of legal investigation.
- 13.15 To facilitate the processing of payments, the Programme and We may share Card Usage information with specified third parties strictly in accordance with any nationally published Code of Conduct or similar, relating to the receipt and dispersal of government benefits.
- 13.16 You have the right to:
- (i) know more about the information the Programme and We pass to third parties or that is held by Law Authorities and Regulators in the UK and EU, or to obtain a list of the third parties with whom the Programme and We share information;
  - (ii) receive details of the personal data the Programme and We hold about You.
  - (iii) receive a copy of this Agreement and the terms and conditions contained herein at any time, a copy of which will be made available on the Website.

#### **14. THE LAW THAT APPLIES & ASSIGNMENT**

- 14.1 This Agreement is governed by United Kingdom and European law.
- 14.2 Any delay or failure to exercise any right or remedy under this Agreement by the Programme shall not be construed as a waiver of that right or remedy or preclude its exercise at any subsequent time.
- 14.3 The Account and Card is a payment service product and not a deposit or credit or banking product and, as such is not governed by the Fonds de Garantie des Dépôts et de Résolution (FGDR) , or any other EU Compensation Scheme. However, the Programme will ensure proper safeguarding of Your funds so that they are protected in accordance with applicable law if the Programme or We become insolvent.
- 14.4 If any provision of this Agreement is deemed unenforceable or illegal, the remaining provisions will continue in full force and effect.
- 14.5 If any part of this Agreement is inconsistent with any regulatory requirements, then we will not rely on that part but treat it as if it did actually reflect the relevant regulatory requirement. If we need to make operational changes before we can fully comply with the new regulatory requirement, we will make those changes as soon as reasonably practical.
- 14.6 You may not assign or transfer any of Your rights and/or benefits under this Agreement and You shall be the sole party to the contract between the Programme and You. You will remain liable until the Account and all Cards issued to You are cancelled or have expired and all sums due under this Agreement have been paid by You in full. Subject to giving You 60 days' notice the Programme may assign all rights and benefits under this Agreement to a third party and may subcontract any of the obligations under this Agreement. If the Programme does not hear from You prior to the expiry of the 60 days the Programme and We will assume You are agreeable to the change.
- 14.7 All communications relating to Your Account will be in English.

#### **15. COMMUNICATION**

- 15.1 Any communication from the Programme to You will be given via the Website and by notification via email or the App (if app version is available) , using the latest contact details with which You have provided us.
- 15.2 You may contact the Programme via Operations Team, the details of which are set out in the Definitions & Interpretation Clause.

## 16. COMPLAINTS

- 16.1 You agree to follow below steps to fill a complaint you may have if You are unhappy with the service provided under these Terms and Conditions. Correspondence may be monitored or recorded. We provide an excellent customer experience for all our Customers. If we do not meet your expectations in any way, we want to have the opportunity to put things right.
- 16.2 You must provide us with all receipts and information that are relevant to your claim. A claim without relevant receipts and information, or an unclear claim, or not in English will not be considered as a claim.
- 16.3 In the first instance, your initial communication will be with our Customer Services Team which can be contacted through your user interface or by Email to supportclients (at) cardveritas (point) com or by phone 0044.20.376.95.419. Contact details can be found in contact page <https://veritascard.com/contact-us>. Our Customer Services Team will listen to your needs and will do their best to solve your issue promptly and fairly in courtesy manner. We value the opportunity to review the way we do business and help us meet our customers' expectations. Once received your complain, Customer Services will respond to You as quickly as possible but, in any event, shall reply to You by return email by no later than 10 Business Days.
- 16.4 In the second instance, only if after having received a response from our Customer Services Team you are unhappy with the outcome, by sending proof of contact with customer services you can contact the Complaints Team of the Programme Manager in writing via email at legal (at) chadvistors (point) com. Once received, the Complaints Team will conduct an investigation and you will receive a response of its findings within 15 Business Days of receipt of the complaint. In exceptional circumstances where we are unable to reply within the first 15 Business Days, we will reply providing a reason for the delay and deadline for response, not more than 35 Business Days after first receipt of complaint.
- 16.5 In the third instance, if the Complaints Team is unable to resolve your complaint and you wish to escalate your complaint further, please contact the issuer at operations@moorwand.com.
- 16.6 In the fourth instance, If the Programme is unable to resolve any complaint through the Programme Complaints Policy and Issuer Complaints Policy (which can be requested directly from the Issuer) or You remain dissatisfied generally with the resolution or way that Your complaint was handled by Us, You are eligible, dependent on the nature of Your complaint, to contact the UK Financial Ombudsman Service or The Bank of Lithuania at:

### **UK Financial Ombusman**

**Address:** Exchange Tower, London E14 9SR;  
**Telephone:** 0800 0234567 (free from most UK landlines) but charges may apply if using a mobile phone or dialing from outside of the UK),  
**Alternative Phone:** 02079640500 (calls by UK mobile cost no more than a national rate call to an 01 or 02 number and additional charges may apply if dialling from outside of the UK);  
**E-mail:** complaint.info (at) financial-ombudsman (point) org (point) uk.  
**Website:** <https://www.financial-ombudsman.org.uk/consumers/how-to-complain>

### **The Bank of Lithuania**

**Address:** Totorių g. 4, LT-01121 Vilnius;  
**Telephone:** 05 251 2763 (free from most Lithuanian landlines but charges may apply if using a mobile phone or dialing from outside of Lithuania),  
**E-mail:** info (at) lb (point) lt  
**Website:** <https://www.lb.lt/en/dbc-settle-a-dispute-with-a-financial-service-provider#ex-1-4>

## 17. LIABILITY

- 17.1 If something which the Programme or We are not reasonably able to control, including but not limited to, defects relating to the Card or Account which stop or delay the Programme from meeting

- an obligation under this Agreement, the Programme and We will not be responsible for any loss which You may suffer.
- 17.2 If You are affected by something which is a fault of the Programme or was in the reasonable control of the Programme to prevent, the Programme will only be responsible for the financial loss actually debited from Your Account and not for any other loss whatsoever (for example, loss of reputation and indirect and consequential losses). Where the Card is faulty due to Programme default, the liability shall be limited to replacement of the Card.
- 17.3 You may not be liable for any use of the card, card number or PIN by another person who does not have your permission to use it or if it is lost, stolen or destroyed, unless:
- you agreed to that person having your card, card number or PIN, or through gross negligence or carelessness, failed to comply with condition 6.1, in which case you may be liable for any use that occurs before you tell us in accordance with these terms and conditions, or
  - you acted fraudulently, to the extent permitted by law, you may be liable for misuse of the card, card number or PIN.
- you may only be liable to a maximum of **€50** resulting from transactions arising from the use of a lost or stolen card or from the misappropriation of the payment instrument where the cardholder has failed to keep security features of the card safe. The **€50** liability limit is applicable to each instance of loss, theft or misappropriation and not each transaction.
- 17.4 Provided You have not acted fraudulently or with gross negligence Your maximum liability for any transactions or fees incurred on Your Card if someone else uses Your Card before You report it lost or stolen will be **€50** “Gross negligence” could include keeping a written record of Your PIN close to or with Your Card, so that both are easy to use by a third party.
- 17.5 You will be responsible for:
- i) any unauthorised activity if You act fraudulently or with gross negligence; and
  - ii) any loss or fraud that results directly from Your failure to advise Us promptly of any name, address or contact details changes.
- 17.6 In the event that You do not use Your Card in accordance with these Terms and Conditions or the Programme discovers that You are using the Card fraudulently, the Programme reserves the right to charge You for any reasonable costs that are incurred in taking action to stop You using the Card and to recover any monies owed as a result of Your activities.
- 17.7 The Programme accepts no responsibility or liability for the goods or services that You purchase with Your Card or for any product or service discounts arising from the purchase with Your Card.
- 17.8 The Programme accepts no responsibility or liability for a merchant refusing to accept Your Card or failing to cancel an authorisation.
- 17.9 Nothing in this Agreement shall exclude or limit our liability for death or personal injury resulting from Our negligence or fraud.
- 17.10 To the extent permitted by law, all conditions or warranties implied by law, statute or otherwise are expressly excluded.
- 17.11 The above exclusions and limitations set out in this paragraph shall apply to any liability of Our affiliates such as the Schemes, and other suppliers, contractors, distributors and any of their respective affiliates (if any), to You, which may arise in connection with this Agreement.
- 17.12 For all other matters not expressly covered in this Clause and to the extent permitted by applicable law, the Programme and Our total aggregate liability shall be limited to the total amount of money that You have deposited into Your Account over the 12-month period prior to the claim.
- 17.13 Except as required by law, we shall not be responsible, and you will be solely responsible, for compiling and retaining your own copy of the data in your Account and your activities in connection with this Agreement. Upon the termination of this Agreement for any reason, we shall have no obligation to store, retain, report, or otherwise provide any copies of, or access to, the Transaction data or any records, documentation or other information in connection with any Transactions or the Account.
- 17.14 Where any request, Transaction, disputed Transaction, arbitration or reversed Transaction involves third party costs, you remain liable for these and they will be deducted from your Account or otherwise charged to you.

- 17.15 We shall not be liable for any unauthorised or incorrectly executed Transactions in case the Transaction was affected by abnormal and unforeseeable circumstances beyond our reasonable control or where we acted in accordance with a legal obligation.
- 17.16 We shall not be liable for a refund or losses incurred by an incorrectly or non-executed payment Transaction if the details of the payee's account provided by you were incorrect or we can prove that the full amount of the Transaction was duly received by the payment service provider of the payee.
- 17.17 If your Card is lost or stolen or if you think someone is using your Card, PIN and/or Access Codes without your permission or if your Card is damaged or malfunctions you accept:
- (i) to contact us as soon as possible and you must provide us some identifying details acceptable to us so that we can be sure we are speaking to you; and we will then provide you with a replacement Card with a corresponding Account (new account if necessary) loaded with an amount equivalent to your last Available Balance.
  - (ii) We can only take steps to prevent unauthorised use of the Payment Services if you can provide us sufficient details to identify yourself and the relevant Account.
  - (iii) If you subsequently find or retrieve a Card that you have reported lost or stolen, to immediately destroy the found Card by cutting it in half through the magnetic stripe and chip.
  - (iv) to help us, our agents, regulatory authorities and the police if your Card is lost, stolen or if we suspect that the Payment Services are being misused.

## **18. Third Party Providers**

- 18.1 You can choose to allow a Third-Party Provider (TPP) to access information on your account, to combine and display information about your account with information from other account providers provided the TPP is authorised by a European regulator and you have given your explicit consent.
- 18.2 Any consent you give to a third-party provider is an agreement between you and it, we will have no liability for any loss whatsoever, as a result of any such agreement.
- 18.3 Before giving consent, you should satisfy yourself as to what degree of access you are consenting to, how it will be used and who it may be passed on to.
- 18.4 You should make yourself aware of any rights to withdraw the consent of access from the third-party provider and what process it has in place to remove access.
- 18.5 To the extent permitted by law or regulation and subject to any right to refund you may have under this Agreement, between you and us, we are not responsible for any actions that the relevant third party takes in relation to suspending or terminating your use of their service or for any resulting losses. We are also not responsible for, or a party to, any agreement that you enter into with any relevant third party. You should make sure that you read and comply with such agreement or other applicable policies and note that this Agreement will continue to apply between us including to any Payment Services and our Fees as stated continue to apply.
- 18.6 Where appropriate, we may deny access to your Account, to any third party where we consider such access to be a risk of money laundering or terrorism financing, fraud or other criminal activity. Should we need to take these actions and where possible, we will give reasons for doing so unless restricted by law or for internal security reasons.

## **19. CHANGES TO THESE TERMS AND CONDITIONS**

- 19.1 Except in exceptional circumstances (e.g. customer fraud or a security breach) the Programme and Us will provide You 60 days' notice of any material change to this Agreement. Notice will be sent to the email address registered to Your Account.
- 19.2 Changes will be deemed to have been accepted unless You notify the Programme to the contrary before the proposed date the change comes into effect. Rejection of any proposed changes will amount to termination of Agreement and the cancellation of Your Account and Card.
- 19.3 We may assign or transfer our rights, interest or obligations under this Agreement to any third party (including by way of merger, consolidation or the acquisition of all or substantially all of our business and assets relating to the Agreement) upon 2 months' written notice. This will not adversely affect your rights or obligations under this Agreement.

- 19.4 Nothing in this Agreement is intended to confer a benefit on any person who is not a party to it, and therefore no such person shall have any right under applicable legislation, but this Clause do not affect a right or remedy of a third party which exists or is available apart from that Legislation.
- 19.5 Any waiver or concession we may allow you, will not affect our strict rights and your obligations under this Agreement.
- 19.6 This Agreement and the documents referred to in it, constitute the entire agreement and understanding of the parties and supersede any previous agreement between the parties relating to the subject matter of this Agreement.

## **20. CANCELLATION OR EXPIRY OF YOUR CARD OR ACCOUNT**

- 20.1 You have the right to withdraw from this Agreement and cancel Your Account or Card:
- (i) within 14 days of the date of Your first Account or Card transaction without cause and without penalty. The Programme will refund all delivery charges if You cancel within this period.
  - (ii) at any time after the initial 14 day cooling off period. In this case, Your Account and Card will be cancelled 10 days after the Programme receives the withdrawal notice.
- 20.2 Once the Programme have received all necessary information from You (including KYC) and all Transactions and applicable fees and charges have been processed and deducted, the Programme will refund any Available Balance to You provided that:
- (i) You have not acted fraudulently or with gross negligence or in such a way as to give rise to reasonable suspicion of fraud or gross negligence; and
  - (ii) the Programme and We are not required to withhold Your Available Balance by law or regulation, or at the request of the police, a court or any regulatory authority.
  - (iii) a refund may subject to deduction of any reasonable costs incurred by us in the performance of any part of the provision of services before you cancel, especially if you purchase the service by benefiting a discount, a promotion or a reduction on full public price
- 20.3 The Programme has the right to terminate this agreement and cancel an Account and Card by giving You 90 days' written notice.
- 20.4 Once Your Card and Account have been cancelled, it will be Your responsibility to destroy Your Card.
- 20.5 The Card will automatically be cancelled if:
- (i) Your Account is closed for any reason; or
  - (ii) The Issuer ceases issuing Cards or E-money for the Programme. In this case, the Programme will contact You to advise if another Card or E-money will be issued to You by another issuer or by the Programme directly (where applicable).
- 20.6 The Programme may at any time and without notice suspend, restrict, block or cancel Your Account and Card, or refuse to issue or replace a Card, a PIN and/or Account related Security Details, for reasons relating to the following:
- (i) any of the information that You provided to the Programme when You applied for the Account and/or Card was materially incorrect or false;
  - (ii) to comply with any applicable regulations or legislation;
  - (iii) You die;
  - (iv) You have not complied with the terms and conditions in this Agreement;
  - (v) The Programme or We have reason to believe that You have used, or intend to use, Your Card in a grossly negligent manner or for a fraudulent or otherwise unlawful purpose;
  - (vi) The Programme or We are required to do so for legal reasons; or
  - (vii) You use racist, threatening or abusive behaviour towards Programme or Our staff, or harass Programme or Our staff (including via social media).
- If the Programme takes any of the steps referred to in this Clause, You will be notified as soon as possible or as permitted after the Programme have taken these steps. The Programme may ask You to stop using Your Card and return it to the Programme or destroy it. The Programme will issue You with a replacement Card if after further investigations it is believed that the relevant circumstances (as set out in this Clause) no longer apply.
- 20.7 If, following cancellation and reimbursement of Your Available Balance, any further Transactions are found to have been made or charges or Fees incurred using the Account or Card or we receive a

reversal of any prior funding Transaction, we will notify You of the amount and You must immediately repay to us such amount on demand. We reserve the right to take all necessary steps, including legal action, to recover this deficit.

- 20.8 You may redeem Your Available Balance by contacting the Programme at any time prior to 6 years from the date of closure of Your Account or the Programme itself. When the Programme processes Your redemption request, the Programme may require You to provide KYC information and/or documents in order to verify Your Personal Details in accordance with legal requirements. The Programme may charge an administrative fee on behalf of a Redemption Fee if You request redemption of Your Available Balance before, or 12 months after, expiry of this Agreement. Any such Redemption Fee is set out in the Fees and Limits Schedule to this Agreement)
- 20.9 The Programme shall have the absolute right to set-off, transfer, or apply sums held in Your Account or Cards in or towards satisfaction of all or any liabilities and fees owed that have not been paid or satisfied when due.

## 21. DEFINITIONS

**"Account"** or a data account: The electronic money account associated with Your Card;

**"Access code"** is including your login, password, PIN, temporary password, credentials, security details which are designed to gain enter to user interface and to use products and services of this agreement. Access code and communication channel (email, sms, SVI ...) for receiving it must be secured by end-user;

**"Account Closure Fee"** has the meaning given in the attached Fees & Limits Schedule;

**"Account Information Service"** an online service to provide consolidated information on one or more payment accounts held by the payment service user with another payment service provider or with more than one payment service provider;

**"Account Information Service Provider" or "AISP"** the supplier of an Account Information Service;

**"Additional Card"** Any additional Card which is issued in addition to the primary account any time after the successful registration of an Account;;

**"App"** The Programme mobile application that allows You to access Your Account and view Card and Transaction related information. IMPORTANT NOTICE: new App version is currently under development and is not available, therefore you have to use web version.

**"Administrative fees"** apply: 1. The improper use of the account such as execution or an attempt to execute transactions that do not comply with the law or these Terms and Conditions 2. in the event of a request from the customer for arbitration or a disputed transaction on the account; or in the event of an investigation on account from a trusted third party 3. customer erroneously disputes an authorized transaction required followed by a customer support agent. 4. functioning of the account requiring manual special treatment such as execution or attempt to execute operations that would not comply with those terms and conditions. E.g.: a)customer refuses to provide or do not provide after a reasonable delay (45 days) requested security check documents (e.g.: identification documents and/or proof of address and/or proof of funds of incoming funds and/or supporting documents for account/card activity...) b)request for information had been received from a trustworthy body and/or any state body. c)incoming funds had been returned to the sender. d)reception of a debt collection notification. e)non-allocation of funds received due to an error from the customer f) non-execution of using funds due to an error from the customer. g)upgrade failed due to wrong information or document provided by customer. h)customer is not allowed to load additional funds as account status had been changed to spend only. i)negative balance which is not paid by client after a reasonable delay (45 days);

**"Applicable Exchange Rate"** the exchange rate available in the attached Fees & Limits Schedule; **"ATM"** an automated teller machine is an electronic telecommunications device that enables Customers to perform financial transactions, particularly cash withdrawal, without the need for a human cashier, clerk or bank teller;

**"Authorised Person"** any person to whom you authorise us to access your Account;

**"Available Balance"** The value of unspent funds loaded onto Your Account available to use;

**"Business Day"** Monday to Friday, 09:00 AM to 05:00 PM GMT, excluding bank and public holidays in Cyprus, in UK and in Lithuania;

**"Card"** a pre-paid international payment card issued by us and linked to your Account, which can be used to spend your Available Balance wherever scheme on the cards is accepted;

**"Card Replacement Fee"** has the meaning given in the attached Fees & Limits Schedule;

**"Card Scheme"** the operator of the payment scheme under which we issue each Card;

**"Cash withdrawal"** the customer takes cash out of the customer's account;

**“Cobrand Partner”** is in charge to collaborate with program manager to create program and leverage program brand strengths and resources of the program;

**“Credit transfer”** The account provider transfers money, on the instruction of the customer, from the customer's account to another account;

**“Customer Due Diligence”** the process we are required to go through to verify the identity of our Customers;

**“Customer Funds Account”** the segregated bank account where we hold relevant funds corresponding to your Available Balance in accordance with the safeguarding provisions of the Electronic Money Regulations 2011;

**“Direct Debit”** The customer permits someone else (recipient) to instruct the account provider to transfer money from the customer's account to that recipient. The account provider then transfers money to the recipient on a date or dates agreed by the customer and the recipient. The amount may vary;

**“E-money”** monetary value issued by the E-Money Issuer to Your Account on receipt of funds on Your behalf in our Customer Funds Account, equal to the amount of funds received;

**“European Economic Area” or “EEA”** the European Union (“EU”) member states, as well as Iceland, Liechtenstein and Norway;

**“E-Wallet”** Transaction Data and other information from time to time;

**“Expiry Date”** The expiry date showing on Your Card;

**“Fees” of “Fee”** Any fee payable by You as referenced in the Fees & Limits Schedule;

**“Fees & Limits Schedule”** The schedule contained in this Agreement and which forms part of this Agreement;

**“IBAN”** an International Bank Account Number used to identify bank accounts for the purposes of international payments;

**“KYC”** Means “Know Your Customer” and constitutes our verification of Your Personal Details;

**" Maintaining the account "** The account provider operates the account for use by the customer;

**"Merchant"** A retailer or any other person that accepts Your Card and E-money;

**"Online Account"** The area on the Website that allows You to access Your Account and carry out Account-related functions;

**"Operations Team"** The contact centre for dealing with queries about Your VeritasCard and Account. You can contact Operations Team by:

- i. Writing to Program Manager by opening a ticket into your user interface or, calling, +44.207.534.8076 (Your network provider may charge a fee for calling this number), or e-mailing supportclients (at) cardvritas (point) com from the email address registered to Your Online Account;
- ii. contacting the E-money or Card Issuer.

**“Payment”** a payment for goods or services using a Card;

**“Payment Account”** an electronic money account and a payment account opened by the account provider (Moorwand) on behalf of the customer (user), which is used to execute payment transactions and as a source of funds for the use of the payment card;

**“Payment Initiation Service”** an online service to initiate a payment order at the request of the payment service user with respect to a payment account held at another payment service provider;

**“Payment Initiation Service Provider” or (“PISP”)** a payment service provider who supplies a Payment Initiation Service;

**"Payment Services"** the services supplied by us to you under this Agreement, including issuing Cards and Accounts; and executing Transactions;

**"Personal Data"** The registered personal identity details relating to the use of Your Card and Account including (but not limited to) Your: name, date of birth, home address, email address and telephone (landline and/or mobile) number. Full details of the Personal Data which the Programme processes are set out in a Privacy Policy on the Website;

**"PIN"** Personal Identification Number; that is, the security number provided for use with Your Card;

**"Primary Card"** The first Card issued to You in response to registration of Your Account in accordance with this Agreement;

**"Primary Cardholder"** The person who has been issued with any Cards and who is responsible for the use of all Cards in accordance with this Agreement;

**"Programme"** VeritasCard is trademark owned by cobrand partner and the name of this programme;

**"Program Manager"** The Programme Manager is provider of the Programme. The programme manager is a company, CH Advisors, incorporated in Ireland, with a registered office at 78 Silchester Park Glenageary, A96 Dublin;



**“VERITAS IBAN”** a virtual IBAN issued by our bank service provider that Moorwand Ltd allocate to your Card or your Account which can be used by you or others for the purpose of making a SEPA Transfer of funds that will result in a credit of the relevant funds to your Account;

**“Program Manager”** is in charge for relationship with the issuer;

**“Providing a pre-paid card”** The account provider provides a payment card linked to the customer's payment account. The total amount of the transactions made using the card during an agreed period is taken either in full or in part from the customer's payment account on an agreed date. A credit agreement between the provider and the customer determines whether interest will be charged to the customer for the borrowing;

**“Redemption Fee”** means the fee applied by us for the return of funds to an IBAN Account holder, or Cardholder following a request for redemption by an IBAN Account holder Cardholder under this Agreement, as specified in the attached Fees & Limits Schedule;

**“Scheme”** means the card network (Mastercard) as shown on Your Card where any transactions done with the card are going through. Mastercard is a registered trademark of Mastercard International Incorporated;

**“Scheme Regulations”** The terms and conditions of the Scheme which can be found here <https://www.lb.lt/en/dbc-settle-a-dispute-with-a-financial-service-provider#ex-1-4>

**“Security Details”** A set of personal codes consisting of numbers, letters and symbols which form a username and password selected by You in order to access Your Account;

**“SEPA Transfer”** a facility whereby you instruct us to send Euros to a bank account elsewhere in the Single Euro Payments Area (**“SEPA”**), quoting the IBAN of the intended recipient of the funds;

**“Simplified Due Diligence”** a lighter form of Customer Due Diligence, resulting in certain lower Card and Account limits;

**“Standing order”** The account provider makes regular transfers, on the instruction of the customer, of a fixed amount of money from the customer's account to another account;

**“Transaction”** The use of Your Card to make (i) a payment, or a purchase of goods or services from a Merchant where payment is made (in whole or in part) by use of Your Card including where payment is made over the internet, by phone or mail order or (ii) a cash withdrawal made from an ATM or bank using Your Card;

**“Transfer”** a transfer of E-money from one Account to another Account or an outgoing wire;

**“User interface platform”** space available through website and/or app (if app is available) where you interact with your account;

**“Virtual Card”** a Card number issued by us for the purpose of making Payment without also issuing any corresponding physical card;

**“Website”** [www.cardveritas.com](http://www.cardveritas.com);

**“We, Us or Our”** are the i) programme, ii) the programme manager, iii) the cobrand partner, iv) the card issuer

**“You or Your”** You, the person who has entered into this Agreement with us by virtue of Your use of the Card and or Account and any other person You have authorised to use any Cards in accordance with this Agreement;

**“Virtual Card”** Any virtual card issued to You by the Card Issuer in addition to the Account.

## Fees and Limits Schedule

| <b>VERITAS LIMITS TABLE – BASIC, CLASSIC, GOLD - BY DEFAULT, MAY VARY (DECREASE) ACCORDING TO CUSTOMER ADDRESS</b> |          |
|--|----------|
| <b>MAXIMUM LIMITS Inbound Credit Transfer to the wallet - All channels</b>   |          |
| Single load value  | 10.000€  |
| Daily load value   | 15.000€  |
| Monthly load value   | 20.000€  |
| Annual load value  | 200.000€ |
| Number of loads daily  | 10       |
| Number of loads monthly  | 20       |
| Number of loads annually   | 120      |
| <b>Balance</b>   |          |
| Maximum Total Balance at any one time  | 100.000€ |
| <b>Outbound Credit Transfers - All channels</b>  |          |
| Single transaction outbound value  | 10.000€  |
| Daily outbound value   | 20.000€  |
| Monthly outbound value   | 50.000€  |
| Annual outbound value  | 185.000€ |
| Number of outbound transfers daily   | 5        |
| Number of outbound transfers monthly   | 40       |
| Number of outbound transfers annually  | 100      |
| <b>ATM Transactions</b>  |          |
| Single transaction value   | 500€     |
| Daily total transaction value  | 750€     |
| Monthly total transaction value  | 3.000€   |
| Annual total transaction value   | 20.000€  |
| Number of daily transactions   | 5        |
| Number of monthly transactions   | 50       |
| <b>Point of Sale Transactions (Card Present and Card Not Present)</b>  |          |
| Single transaction value   | 5.000€   |
| Daily total transaction value  | 5.000€   |
| Monthly total transaction value  | 25.000€  |
| Annual total transaction value   | 100.000€ |
| Number of daily transactions   | 50       |
| Number of monthly transactions   | 100      |
| <b>Card to Card (different customers, same issuer) - Daily</b>   |          |
| Number   | 5        |
| Single Transaction value   | 5.000€   |
| Total Transaction value  | 20.000€  |
| <b>Card to Card (different customers, same issuer) – Monthly</b>   |          |
| Number   | 40       |
| Total Transaction value  | 50.000€  |
| <b>Card to Card (different customers, same issuer) – Annually</b>  |          |
| Number   | 100      |
| Total Transaction value  | 50.000€  |
| <b>Contactless</b>   |          |
| Number of daily transactions   | 50       |
| Single transaction value   | 80       |
| Daily total transaction value  | 1.000€   |
| Monthly total transaction value  | 5.000€   |
| <i>LIMITS BY DEFAULT, MAY VARY (DECREASE) ACCORDING TO CUSTOMER ADDRESS</i>  |          |

| <b>VERITAS FEE TABLE EURO – BASIC, CLASSIC, GOLD - BY DEFAULT. REDUCTION and DISCOUNT MAY APPLY</b> |                      |
|---|----------------------|
| <b>Product Fees, Registration, Membership &amp; Maintenance Fees</b>                                | <b>Fees in euros</b> |
| Card Creation   | Free                 |
| Activation  | Free                 |

|  |                      |
|--|----------------------|
| Monthly Service Charge   | Free                 |
| Dedicated IBAN   | Free                 |
| NFC Antenna  | Free                 |
| Account Setup / Annual Maintenance   | 128.90               |
| Annual Platform  | 99.00                |
| <b>Loading Transactions / Credit Transfer</b>  | <b>Fees in euros</b> |
| By incoming bank transfer - SEPA incoming  | 2.49% (min. €5)      |
| By credit card acquiring   | 3.8% (min. €2)       |
| By debit card acquiring  | 3.8% (min. €2)       |
| By Neosurf - Cash  | 7% + €1              |
| Reverse / Return a payment   | 15                   |
| Card to card load from another Veritas Customer (sender and receiver with same card issuer)  | Free                 |
| Account to card within same customer   | Free                 |
| <b>Usage Transactions - Outgoing Transfers</b>   | <b>Fees in euros</b> |
| By bank transfer OUTBOUND - SEPA Outgoing  | 2.49% (min. €5)      |
| Card to Card to another Veritas customer (sender and receiver with same card issuer)   | Free                 |
| <b>Usage Transactions - ATM</b>  | <b>Fees in euros</b> |
| ATM Domestic & SEPA Zone Withdrawal  | 2.50                 |
| ATM International Withdrawal (markup on Mastercard rates)<br><a href="https://www.mastercard.co.uk/en-gb/personal/get-support/convert-currency.html">https://www.mastercard.co.uk/en-gb/personal/get-support/convert-currency.html</a> | 2% (min. €5)         |
| ATM Balance Inquiry  | 0.5                  |
| ATM Decline  | 0.5                  |
| FX Charge on spend for International ATM Use   | 1.99%                |
| <b>Usage Transactions - POS</b>  | <b>Fees in euros</b> |
| POS Domestic & SEPA Zone Transaction   | Free                 |
| POS International Transaction  | 0.7                  |
| POS Domestic Decline   | 0.5                  |
| POS International Decline  | 0.5                  |
| FX Charge on International POS spend   | 1.99%                |
| <b>Administrative transactions</b>   | <b>Fees in euros</b> |
| Account Closure  | 20                   |
| Customer Account Refund  | 2.49% (min. €5)      |
| Chargeback processing - where a false / failed claim has been submitted  | 30                   |
| Investigation - once off charge per investigation  | 200                  |
| Administrative (scope covered in Terms & Conditions)   | 200                  |
| <b>Miscellaneous</b>   | <b>Fees in euros</b> |
| POD per card <sup>(1)</sup>  | 5                    |
| Upgrade from Gold to Ambassador  | 199                  |
| Upgrade from SDD to KYC  | 50                   |
| Veritas Club Membership  | 299                  |
| Physical Card additional or replacement (renewed, lost or stolen)  | 29.90                |
| Virtual Card   | 3.50                 |
| Inactivity (after 60 days inactivity) - per month  | 2% (min. €30)        |
| Expired Card Management - per month  | 10                   |
| Annual Travel Insurance with winter sports <sup>(2)</sup>  | 69                   |
| <i>1)When available. No refund if decline.</i>   |                      |
| <i>(2) When available. Conditions apply. Please read carefully travel insurance conditions before subscribing it. No refund on travel insurance</i>  |                      |

|  |          |
|--|----------|
| <b>VERITAS LIMITS TABLE – VIP, AMBASSADOR <sup>(1)</sup> – FIGURES BY DEFAULT, MAY VARY (DECREASE) ACCORDING TO CUSTOMER ADDRESS</b> |          |
| <b>MAXIMUM LIMITS Inbound Credit Transfer to the wallet - All channels</b>   |          |
| Single load value  | 10.000€  |
| Daily load value   | 20.000€  |
| Monthly load value   | 25.000€  |
| Annual load value  | 250.000€ |

|   |          |
|---|----------|
| Number of loads daily   | 10       |
| Number of loads monthly   | 20       |
| Number of loads annually  | 120      |
| <b>Balance</b>  |          |
| Maximum Total Balance at any one time                                       | 100.000€ |
| <b>Outbound Credit Transfers - All channels</b>                             |          |
| Single transaction outbound value   | 15.000€  |
| Daily outbound value  | 30.000€  |
| Monthly outbound value  | 100.000€ |
| Annual outbound value   | 200.000€ |
| Number of outbound transfers daily  | 5        |
| Number of outbound transfers monthly  | 50       |
| Number of outbound transfers annually                                       | 200      |
| <b>ATM Transactions</b>   |          |
| Single transaction value  | 500€     |
| Daily total transaction value   | 1.000€   |
| Monthly total transaction value   | 4.000€   |
| Annual total transaction value  | 25.000€  |
| Number of daily transactions  | 5        |
| Number of monthly transactions  | 50       |
| <b>Point of Sale Transactions (Card Present and Card Not Present)</b>       |          |
| Single transaction value  | 10.000€  |
| Daily total transaction value   | 20.000€  |
| Monthly total transaction value   | 40.000€  |
| Annual total transaction value  | 200.000€ |
| Number of daily transactions  | 50       |
| Number of monthly transactions  | 100      |
| <b>Card to Card (different customers, same issuer) – Daily</b>              |          |
| Number  | 5        |
| Single Transaction value  | 10.000€  |
| Total Transaction value   | 30.000€  |
| <b>Card to Card (different customers, same issuer) – Monthly</b>            |          |
| Number  | 50       |
| Total Transaction value   | 50.000€  |
| <b>Card to Card (different customers, same issuer) – Monthly</b>            |          |
| Number  | 200      |
| Total Transaction value   | 100.000€ |
| <b>Contactless</b>  |          |
| Number of daily transactions  | 50       |
| Single transaction value  | 80       |
| Daily total transaction value   | 5.000€   |
| Monthly total transaction value   | 10.000€  |
| <i>(1) We may request additional documents (ex: SOF, POF...)</i>            |          |
| <i>LIMITS BY DEFAULT, MAY VARY (DECREASE) ACCORDING TO CUSTOMER ADDRESS</i> |          |

|  |                      |
|--|----------------------|
| <b>VERITAS FEE TABLE EURO – AMBASSADOR, VIP (1) - BY DEFAULT. REDUCTION and DISCOUNT MAY APPLY</b> |                      |
| <b>Product Fees, Registration, Membership &amp; Maintenance Fees</b>                               | <b>Fees in euros</b> |
| Card Creation  | Free                 |
| Activation   | Free                 |
| Monthly Service Charge   | Free                 |
| Dedicated IBAN   | Free                 |
| NFC Antenna  | Free                 |
| Account Setup / Annual Maintenance   | 378                  |
| Annual Platform  | 199                  |
| <b>Loading Transactions / Credit Transfer</b>  | <b>Fees in euros</b> |
| By incoming bank transfer - SEPA incoming  | Free                 |

|  |                      |
|--|----------------------|
| By credit card acquiring   | 3.8% (min. €2)       |
| By debit card acquiring  | 3.8% (min. €2)       |
| By Neosurf - Cash  | 7% + €1              |
| Reverse / Return a payment   | 15                   |
| Card to card load from another Veritas Customer (sender and receiver with same card issuer)  | Free                 |
| Account to card within same customer   | Free                 |
| <b>Usage Transactions - Outgoing Transfers</b>   | <b>Fees in euros</b> |
| By bank transfer OUTBOUND - SEPA Outgoing  | Free                 |
| Card to Card to another Veritas customer (sender and receiver with same card issuer)   | Free                 |
| <b>Usage Transactions - ATM</b>  | <b>Fees in euros</b> |
| ATM Domestic & SEPA Zone Withdrawal  | 2.50                 |
| ATM International Withdrawal (markup on Mastercard rates)<br><a href="https://www.mastercard.co.uk/en-gb/personal/get-support/convert-currency.html">https://www.mastercard.co.uk/en-gb/personal/get-support/convert-currency.html</a> | 2% (min. €5)         |
| ATM Balance Inquiry  | Free                 |
| ATM Decline  | Free                 |
| FX Charge on spend for International ATM Use   | 1.99%                |
| <b>Usage Transactions - POS</b>  | <b>Fees in euros</b> |
| POS Domestic & SEPA Zone Transaction   | Free                 |
| POS International Transaction  | Free                 |
| POS Domestic Decline   | Free                 |
| POS International Decline  | Free                 |
| FX Charge on International POS spend   | 1.99%                |
| <b>Administrative transactions</b>   | <b>Fees in euros</b> |
| Account Closure  | 20                   |
| Customer Account Refund  | 2.49% (min. €5)      |
| Chargeback processing - where a false / failed claim has been submitted  | 30                   |
| Investigation - once off charge per investigation  | 200                  |
| Administrative (scope covered in Terms & Conditions)   | 200                  |
| <b>Miscellaneous</b>   | <b>Fees in euros</b> |
| POD per card <sup>(2)</sup>  | Free                 |
| Upgrade from Gold to Ambassador  | N/A                  |
| Upgrade from SDD to KYC  | 50                   |
| Veritas Club Membership  | Free                 |
| Physical Card additional or replacement (renewed, lost or stolen)  | 179                  |
| Virtual Card   | Free                 |
| Inactivity (after 60 days inactivity) - per month  | 2% (min. €30)        |
| Expired Card Management - per month  | 10                   |
| Annual Travel Insurance with winter sports <sup>(3)</sup>  | Free                 |
| <i>(1) We may request additional documents (ex: SOF, POF...)</i>   |                      |
| <i>(2)When available. No refund if decline.</i>  |                      |
| <i>(3) When available. Conditions apply. Please read carefully travel insurance conditions before subscribing it. No refund on travel insurance</i>  |                      |

| <b>VERITAS LIMITS TABLE – SDD –</b> |      |
|-------------------------------------|------|
| Min Single load value               | 1€   |
| Max Single load value               | 150€ |
| Max number of loads per day         | 1    |
| Min. balance                        | 1€   |
| Min. balance                        | 150€ |
| Max value of purchase at POS        | 150€ |
| Max value ATM withdrawal            | 50€  |
| Max load per year                   | 150€ |
| Max number POS transactions per day | 20   |