

VERITAS Prepaid Mastercard®

Terms and Conditions

Valid as of 30th April 2018

IMPORTANT INFORMATION: These are the terms & conditions of the agreement between us, Prepaid Financial Services Ltd, 5th Floor, Langham House, 302-308 Regent Street, London, W1B 3AT and you, the Customer entering into the agreement (“this Agreement”). Please read this Agreement carefully before activating or using your card or account. The terms of this Agreement and fees shall apply to all Customers. Activation of your card is deemed as your acceptance of this agreement. The term of this agreement is from activation of your card to the expiry date of your card, unless otherwise stated in the conditions of this agreement. This agreement includes the terms of privacy policy www.prepaidfinancialservices.com/en/privacy-policy and privacy policy of program manager www.cardveritas.com/online-privacy-policy/

By activating your 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 10 or terminated under Clause 12. We reserve the right to change this Agreement by giving 2 months’ notice to you in accordance with Clause 18. 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. Please also read the conditions of redemption, including any fees relating to redemption, in Clause 11 before activating your Card.

We will communicate with you in English (the language in which this Agreement was agreed with you on registration for your Account). Key information relating to your Transactions 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 Account, 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.

You may request a copy of any legally required disclosures (including this Agreement) from us via the contact details in Clause 2, 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. Definitions & Interpretation

In this document, if we use words that start with a capital letter, that means the word has been defined in this 'Definition & Interpretation' section.

"Account"/"Ewallet" a non-deposit non-interest bearing pre-paid electronic account associated at times to a Card which is maintained for the sole purpose of enabling Transactions where we record your Available Balance, Transaction Data and other information from time to time;

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

"Account Information Service" means 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 Providers"
Or "AISP" Under PSD2 an 'account information service' is an online service which provides consolidated information on payment accounts held by a payment service user with payment service providers

"Additional Prepaid Cardholder" where applicable a person who holds a Secondary Card;

"Applicable Exchange Rate" the exchange rate available on program issuer's website <https://prepaidfinancialservices.com/en/exchange-rates>

"Anonymous Prepaid Card" a prepaid non-personalised card that can be used subject to specified Card limits on loading, transactions and redemption;

"Authorised"	act of authorising a Transaction by using the Card together with (i) the PIN Code or with (ii) the CVC Code and expiry date or with (iii) the signature of the Cardholder;
"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. Most ATMs identify the Customer by the Customer inserting the Card with a magnetic stripe or a plastic smart card with a chip that contains a unique card number and security information such as an expiration date or CVC2 or CVV. Authentication is provided by the customer entering a personal identification number (PIN).
" Authorised person"	means any person to whom you authorise us to access your Account;
"Available Balance"	the value of unspent funds loaded onto your Account and available to use;
"BIC code(s)"	Bank Identifier Code means a standard format code managed by SWIFT now called Business Identifier Codes (BIC) which is used to uniquely identify banks and financial institutions globally - it who and where they are. This code is used when transferring money between banks, in particular for international wire transfers or SEPA payments.
"Business Day"	Monday to Friday, 0900hrs to 1700hrs GMT, excluding bank and public holidays in the UK
"Card"	a physical device bearing electronically stored monetary value as represented by a claim against Prepaid Financial Services; and/or a physical or digital mechanism providing access to an Account which is issued by Prepaid Financial Services for the purpose of enabling Transactions
"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;
"Customer"	the person who has applied successfully for a Payment Service and who has been issued at least one Card by us for Card payments or IBAN account details. The Customer is the legally and financially responsible person to whom we provide the Payment Services;
"SEPA Transfer"	

Payment (STP)”	A facility available for UK registered Accounts only whereby an instruction from Customer is sent to Prepaid Financial Services, authorising an organisation you wish to pay, to collect varying amounts from your account at periodic intervals.
“EEA”	The European Economic Area provides for the free movement of persons, goods, services and capital within the internal market of the European Union (EU) between its 28-member states, as well as three of the four-member states of the European Free Trade Association (EFTA): Iceland, Liechtenstein and Norway.
“Direct Debit”	an automated payment method set up between you and us to send payments to organisations in accordance with a direct debit mandate given by you to the organisation which manages the frequency and amount of each payment;
“Customer Due Diligence”	level of the Know your Customer requirements where we must collect proof of identification and proof of residence of cardholders.
“E-money”	Electronic money is monetary value, the digital equivalent of cash, issued by an e-money institution and stored on or allocated to an electronic device issued and usable for payments.
“E-Wallet”	A payment account issued by Prepaid Financial Services in favour of certain Customers, mostly corporate, permitting the receipt of funds for the loading of Cards and manage Card program related expenses.
“Fee”	the price paid by you for the Payment Services
“Late Redemption Fee”	has the meaning given in the attached Fees & Limits Schedule;
“IBAN”	An IBAN, or International Bank Account Number is part of a new international standard that has been adopted as part of the SEPA (Single Euro Payments Area) agreement. IBAN) is an internationally agreed system of identifying bank accounts across national borders to facilitate the communication and processing of cross border transactions with a reduced risk of transcription errors. It has been implemented by most European countries and many countries in the other parts of the world,
“PFS IBAN”	means a virtual IBAN issued by our bank service provider that we allocate to your Card or your Account which can be used by you or others for Direct Debits or for the purpose of making a SEPA Transfer of funds that will result in a credit of the relevant funds to your Account.
“Know Your	

Business"	Know Your Business due diligence checks on corporate entities, their directors and beneficial owners as per Anti-Money Laundering regulatory requirements
"Know Your Customer"	personal due diligence checks as per Anti-Money Laundering regulatory requirements
"Limitation Period"	Where applicable means the period of 6 years following termination of this Agreement;
"Merchant"	a retailer or any other person that accepts e-money by virtue of a Merchant account with an acquirer or a payment services provider.
"Payment Services"	means all payment and e-money services and any related services available to the Customer through the use of the Account and/or Card;
"Payment Services Directive 2"	(PSD2) means EU Directive 2015/2366 relating to payment services as amended or replaced from time to time and transposed into law as the Payment Services Regulation 2017.
Payment Initiation Service Provider	("PISP") is a party which initiates a payment order requested by you, in relation to your account held at a Payment Service Provider
Program Manager	("PM") Klovercom is the owner of prepaid stored value card Veritas program. PM is in charge for establishing relationship with all service provider and settlement with voucher issuer.
"SEPA"	the Single Euro Payments Area (SEPA) is a payment integration initiative of the European Union to help simplify the process of bank transfers
"Simplified Due Diligence"	a means of self-certification for the registration of personal details associated with a Card or Account [SDD]. SDD Cards are subject to lower annual load and ATM limits
"SWIFT"	The Society for Worldwide Interbank Financial Telecommunication provides a network that enables financial institutions worldwide to send and receive information about financial transactions in a secure, standardised and reliable environment
"Secondary Prepaid Mastercard Card"	where applicable any secondary card which is issued to an additional person any time after the successful registration of a Primary card or Account;

"Systems and Schemes"	the Scheme being Mastercard or Visa as shown on your Card or Account; Systems being the processor.
"Transaction"	realising or attempting to make: a Direct Debit, a payment, a Transfer, a SEPA transfer or a purchase of goods or services from a Merchant where payment is made (in whole or in part) by use of the Payment Services, including where payment is made over the internet or by phone
"Transfer"	a transfer of E-money from one Account to another Account.
"Virtual Account"	A prepaid Virtual Account issued by us enabling you to make Card-not-present (CNP) transactions after sufficient funding of the Virtual Account.
"we", "us" or 'our"	Prepaid Financial Services Limited as the e-money issuer and regulated entity;
"you" or "your"	The Customer and/or any person or third-party provider authorised by you, for use in accordance with these Terms and Conditions

2. Contact Us

Your Card or Account can be managed online at www.veritascard.com or via email to supportclients (at) cardveritas .com or by phone to 0892.04.04.04 from France or to +44.20.712.70.566 from outside France. To report your Cards lost or stolen please call +44 .207.534.8076 or email supportclients (at) veritascard .com At any time during the contractual relationship you shall have the right to receive, on request, these terms and conditions free of charge.

3. Your Agreement with Us

- 3.1. The issuer for Veritas prepaid Mastercard Card and provider of the Payment Services is Prepaid Financial Services Limited (PFS). PFS is registered in England and Wales under Company Registration Number is 6337638. Registered Office: 5th Floor, Langham House, 302-308 Regent Street, London, W1B 3AT.
- 3.2. PFS is authorised and regulated as an e-money issuer by the Financial Conduct Authority registration number 900036. Details of the PFS authorisation licence by the Financial Conduct Authority is available on the public register at https://register.fca.org.uk/ShPo_FirmDetailsPage?id=001b000000m4IX9AAM
- 3.3. Prepaid Financial Services Limited acts as the programme issuer.
- 3.4. Klovercom acts as the programme manager, owner of Veritas Card trademark
- 3.5. Prepaid Financial Services Limited is licensed as a principal member with the Mastercard Scheme. Mastercard is a registered trademark of Mastercard International Incorporated.
- 3.6. These terms and conditions govern the relationship between us and you for the provision of the Payment Services by us to you. This Agreement also contains important information that may affect your ability to recover your money. By activating your Account, you shall be deemed to have accepted and fully understood the terms and conditions set out in this Agreement and you agree to comply with these by your use of the Card and/or by indicating your acceptance.

- 3.7. Your Card is not a credit card and is not issued by a bank. Regardless of the type of Card(s) you have, you will have only one Account where your Available Balance is located.
- 3.8. Your Payment Services may not be activated unless we have been provided with the required information so that we may identify you and can comply with all applicable KYC and anti-money laundering requirements. We shall keep records of such information and documents in accordance with all applicable legal and regulatory requirements.
- 3.9. Reference to a currency (e.g. Euros € or Sterling £) shall mean that amount or the local currency equivalent in which your Card is denominated.
- 3.10. Any Transaction on your Card in a currency other than the currency in which your Card is denominated, will require a currency conversion using a foreign exchange rate, which will be deducted from your account. The exchange rate will change from time to time and is available on program issuer website www.prepaidfinancialservices.com/en/exchange-rates
- 3.11. The Available Balance on your Card and/or Account will not earn any interest.
- 3.12. The Payment Services are prepaid payment services and not a credit or bank product, you must therefore ensure that you have a sufficient Available Balance to pay for each purchase, payment that you make using the Payment Services (including value added tax and any other taxes, charges and fees that are applicable). If for any reason a Transaction is processed, and the Transaction amount exceeds the Available Balance, you must repay us the amount of such excess immediately and we shall be entitled to stop any existing or subsequent Transactions from proceeding.
- 3.13. This Agreement does not give you any rights against the Systems and or Schemes, its affiliates or any third party.
- 3.14. Only persons over 18 years of age are entitled to register for the Payment Services.
- 3.15. Each time you seek access the Account we will asking for your Access Codes (as defined in Clause 8). As long as the correct Access Codes are entered, we will assume that you are the person giving instructions and making Transactions and you will be liable for them, except to the extent provided for in Clause 8. 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.
- 3.16. We will do all that we reasonably can to prevent unauthorised access to the Account. As long as you have not breached the other terms contained in this Clause 3 or Clause 8, we will accept liability for any loss or damage to you resulting directly from any unauthorised access to the Account pursuant to Clauses 14 and 15 of this Agreement

4. Service Limits, Direct Debits, Transfers & SEPA Transfer Payment (STP) (UK Only)

- 4.1 Transactions may be restricted by Card or Account type, individual usage patterns and payment risk profiles. 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.
- 4.2 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.

- 4.3 When sending funds to your account with us, we recommend that senders use the SEPA transfer payment method to send funds to your individual account associated IBAN. If this is not an available option, you are responsible for checking all of the details and references when sending funds as we will not be responsible to do so or for any delays caused by this.
- 4.4 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 to us, not limited to receiving, processing or crediting a payment for you will be deducted by us before crediting the remaining balance to you.
- 4.5 You are responsible for checking and confirming payment details and fees before making a payment to us.
- 4.6 Programme Issuer will credit payments received to your account at least once a day and before the end of the Business Day. Payments received after the cut off period will be processed the next Business Day and you will hold PFS free and clear from any responsibility in this regard.
- 4.7 E-Wallets accounts that are allocated to corporate clients are subject to KYB approval. Funds will be received and automatically credited to the E-Wallet corporate account.
- 4.8 We reserve the right to suspend the E-Wallet service for misuse.
- 4.9 Corporate clients will be responsible for sending us evidence of source of funds in order for us to meet our regulatory requirements.
- 4.10 Where so enabled you may change your PIN at select ATM's subject to a Fee.
- 4.11 Where enabled, you may be eligible to instruct companies to create regular Direct Debits from your UK issued and registered Account. You will be responsible for ensuring that the correct details are provided in order for the STP 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 STP originator. We reserve the right to decline or terminate any STP instruction(s) that you have requested.
- 4.12 You may incur a charge for unpaid STPs if there are not enough funds in your account to pay an incoming STP request
- 4.13 You accept responsibility for cancelling any STP on your Account with the originator directly. We will not be able to do this on your behalf and cannot accept liability for any losses due to late or non-cancellation
- 4.14 PFS will credit payments received to your Account at least once a day and before the end of the Business Day. Amounts received after the cut off period will be processed the next Business Day and you will hold PFS free and clear from any responsibility in this regard.
- 4.15 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.

- 4.16 Where so enabled you may change your PIN at selected ATMs subject to a Fee.
- 4.17 Where enabled, you may be eligible to instruct companies to create regular SEPA Transfers from your UK 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. PFS and/or Veritas reserve(s) the right to decline or terminate any SEPA Transfer instruction(s) that you have requested.
- 4.18 You may incur a charge for unpaid SEPA Transfers if there are not enough funds in your Account to pay an incoming SEPA Transfer request

5. Use of the Services

- 5.1. You may access your account information by logging into your account through our website. From here you will be able to view details on your Transactions, including dates, currencies, charges or exchange rates applied. This information is accessible at any time and can be stored and reproduced as necessary.
- 5.2. You can use the Payment Services up to the amount of the Available Balance for Transactions at Merchants of the relevant System up to the amount of the balance. If the Available Balance is insufficient to pay for a Transaction, some Merchants will not permit you to combine use of a Card or Account with other payment methods.
- 5.3. The value of each Transaction and the amount of any fees or charges payable by you under this Agreement will be deducted from the Available Balance.
- 5.4. Once a Transaction is authorised, it may not be withdrawn (or revoked) by you after the time it is received by us. Direct Debits, for which you may revoke the payment order up until the end of the Business Day before the day agreed for debiting the funds (see Clause 5.6). A transaction will be deemed to have been received by us at the time you authorise the transaction as follows:
 - i. for purchases and ATM transactions, at the time we receive the transaction instruction from the merchant acquirer or ATM operator, and
 - ii. A payment order for a Transfer or SEPA Transfer is provided to and received by us at the time it is issued by you via the Account;
 - iii. A request for a Direct Debit is deemed to be received on the agreed day (if the agreed day is not a Business Day, the request shall be deemed to have been received on the following Business Day).
- 5.5. Where a revocation of an authorised payment is agreed between us and you, we may charge a fee for revocation.
- 5.6. Any Direct Debit will remain in effect until revoked by you at the latest by the end of the Business Day preceding the latest execution date for the relevant Direct Debit. You accept responsibility for cancelling any Direct Debit on your Account with the relevant organisation it was intended to pay. Neither we nor program manager will be able to do this on your behalf and cannot accept liability for any losses due to late or non-cancellation of Direct Debits.
- 5.7. Within the EEA we will ensure transfer of the payment to the payment service provider of the Merchant within three Business Days. If the payment service provider of the Merchant is located

outside the EEA, we will effect payment as soon as possible and in any event as required by applicable law.

- 5.8. In order to protect you and us from fraud, Merchants will seek electronic authorisation before processing any Transaction. If a Merchant is unable to get an electronic authorisation, they may not be able to authorise your Transaction.
- 5.9. We may refuse to authorise any use of the Payment Services which could breach these terms and conditions or if we have reasonable grounds for suspecting that you or a third party have committed or are planning to commit fraud or any other illegal or un-permitted use of the Payment Services.
- 5.10. Your ability to use or access the Payment Services may occasionally be interrupted, for example if we need to carry out maintenance on our Schemes. Please contact Customer Services via our website to notify us of any problems you are experiencing using your Card or Account and we will endeavour to resolve any problem.
- 5.11. Where applicable, you may apply to us for up to 3 Secondary Cards, for use by Additional Cardholders on your account. Additional Cardholders for whom you are legally responsible must be 13 years of age or older. All other Additional Cardholders must be 18 years of age or older. It is a condition of any registration for a Secondary Card that you, as the Customer, acknowledge that we accept no responsibility or liability of any kind whatsoever for use of any Secondary Card by any Additional Cardholder for Transactions not authorised by you. If you successfully register, we will send you a Secondary Card, for which we will charge an Additional Card Fee. Upon receipt of the Secondary Card, you may give the Secondary Card to the Additional Cardholder for their use, subject to:
 - i. you providing them with a copy of these terms and conditions (which will then bind use by both of you);
 - ii. the Secondary Card must only be used by that person;
 - iii. you retaining the Primary Card;
 - iv. you informing the Additional Cardholder that you have retained the Primary Card and that you are still able to use the Account;
 - v. us obtaining such further information and documentation in order to enable us to comply with all applicable KYC and anti-money laundering requirements.
- 5.12. You will remain responsible for the use of the Payment Services, and for any fees and charges incurred by the Additional Cardholder(s), and you will continue to be regarded as the holder of any funds already or subsequently loaded on the Account. The use of a Card in relation to which an Additional Cardholder has been registered will be regarded as confirmation that you have provided the Additional Cardholder with these Terms and Conditions.
- 5.13. You or any Additional Cardholder may us to remove that Additional Cardholder, and in that case you must cut the relevant Secondary Card in half.
- 5.14. You agree that we may give information about your Account to each Additional Cardholders and restrict what Additional Cardholders can do in relation to your Account.
- 5.15. 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.

- 5.16. 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.
- 5.17. You may not use the Payment Services to receive or transfer any funds on behalf of any other natural person or legal entity.

6. Access by Third Party Providers

- 6.1. You may consent to regulated third party providers (PISPs or AISPs) accessing your account online to make payments or obtain information about balances or transactions on your card and/or account.
- 6.2. The PISPs and/or AISPs must be appropriately registered and authorised in accordance with PSD2. You should check with the regulatory authority of the relevant country before giving consent.
- 6.3. 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.
- 6.4. 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.
- 6.5. You should make yourself aware of any rights to withdraw the consent of access from the third party and what process they have in place to remove access.
- 6.6. 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 including any services and our fees as stated.
- 6.7. Where appropriate, we may deny access to your account, for any third party where we consider it 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.

7. Condition of Use at Certain Merchants

- 7.1. In some circumstances we or Merchants may require you to have an Available Balance in excess of the Transaction amount. For example, at restaurants you may be required to have 15% more on your Card than the value of the bill to allow for any gratuity or service charge added by the restaurant or you.
- 7.2. In some circumstances Merchants may require verification that your Available Balance will cover the Transaction amount and initiate a hold on your Available Balance in that amount, examples include rental cars. In the event a Merchant places a pre-authorisation on your Account, you will not have access to these funds until the Transaction is completed or released by the Merchant which may take up to 30 days.
- 7.3. 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.

- 7.4. Some Merchants may not accept payment using our Payment Services. 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.
- 7.5. In relation to any dispute between the you and a Merchant, provided you are able to satisfy 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. We may charge you a chargeback processing fee as referenced in the Fees & Limits Schedule provided to you, for any such assistance we may give you with any dispute. If there is an un-resolvable dispute with a Merchant in circumstances where the Card has been used for a Transaction, you will be liable for the Transaction and will have to resolve this directly with the relevant Merchant.

8. Managing & Protecting Your Account

- 8.1. You are responsible for the safekeeping of your username and password for your Account (“**Access Codes**”) and you are responsible for your Card, any Username, PIN number and Account passwords. Do not share your Card or Account security details with anyone.
- 8.2. You must keep your Account, PIN, Username and Password safe, and separate from your Card or any record of your Card number and not disclose it to anyone else. This includes:
 - i. memorising your PIN as soon as you receive it, and destroying the post mail or other authorised communication used to transmit it to you;
 - ii. never writing your PIN on your Card or on anything you usually keep with your Card;
 - iii. keeping your PIN secret at all times, including by not using your PIN if anyone else is watching;
 - iv. not disclosing your PIN to any person.
- 8.3. The user of the Card(s) must sign the signature strip on any Personalised Card immediately when received.
- 8.4. If you forget your PIN, you should send an SMS instruction to +33.6.500.63.000 with <PIN> <last 8 digits of your card> to retrieve your PIN again. As an example: send PIN 12345678 to +33.6.500.63.000
- 8.5. The Payment Services may only be used by you.
- 8.6. Do not share your Access Codes with anyone except an Authorised Person. If you disclose the Access Codes to any Authorised Person, you are responsible and liable for their access, use or misuse of the Account, their breach of the terms of this Agreement or disclosure of the Access Codes.
- 8.7. The Payment Services may only be used by you and each Additional Cardholder or Authorised Person.
- 8.8. You must not give the Card to any other person or allow any other person to use the Payment Services. You must keep the Card in a safe place.
- 8.9. Failure to comply with clause 8.2 and/or 8.6 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. In all other circumstances your maximum liability shall be as set out below at clause 15.

- 8.10. If you believe that someone else knows your Account or Card security details, you should contact us immediately.
- 8.11. Once your Card or your Account has expired or if it is found after you have reported it as lost or stolen you must destroy your Card by cutting it in two, through the magnetic strip.

9. Identity Verification

- 9.1. If you enter into Transactions over the internet, some websites require you to enter your name and address. In such cases you should supply the most recent address which has been registered with us by you as the Account address. The Account address is also the address to which we will send any correspondence.
- 9.2. You must notify us within 7 days of any change in the Account address or your other contact details. You can notify us by contacting Customer Services who may require you to confirm such notification in writing. 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. We will need to verify your new Account address and shall request the relevant proofs from you.
- 9.3. We reserve the right at any time to satisfy ourselves as to your identity and home address (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 us to perform electronic identity verification checks directly or using relevant third parties.
- 9.4. Cards are issued in accordance with regulatory limits and conditions. Full card limits and usage for cards can be found on our website.

10. Cancelling Services

- 10.1. If you wish to cancel the Payment Services at any time, you must request cancellation online by informing your program manager or your program issuer of your wish to cancel and to claim a refund of your unused funds by emailing your program manager or your program issuer as specified in section 2 above. You must e-mail your program manager or your program issuer from the e-mail address you provided when registering your Account. Our Customer Services department will then suspend all further use of your Payment Services.
- 10.2. Once your program manager or your program issuer have received all the necessary information from you (including KYC) and all Transactions and applicable fees and charges have been processed, your program manager or your program issuer will refund to you any Available Balance less any fees and charges payable to your program manager or your program issuer, 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. 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.
- 10.3. Once the Payment Services have been cancelled, it will be your responsibility to destroy the Card(s) that were provided to you under the Payment Services.
- 10.4. If, following reimbursement of your Available Balance, any further Transactions are found to have been made or charges or fees incurred using the Card(s) or your program manager or your program issuer receive a reversal of any prior funding transaction, your program manager

or your program issuer will notify you of the amount and you must immediately repay to your program manager or your program issuer such amount on demand as a debt.

11. Right to Cancel ("Cooling-Off")

You have a right to withdraw from this Agreement under the following conditions:

- 11.1. where you purchased the Payment Services then you have a "Cooling Off" period of 14 days beginning on the date of the successful registration of your Account, to withdraw from this Agreement and cancel the Payment Services, without any penalty but subject to deduction of any reasonable costs incurred by your program manager or your program issuer in the performance of any part of the provision of services before you cancel. You must contact your program manager within this 14-day period and inform your program manager that you wish to withdraw from this Agreement and you must not use the Payment Services. Program Manager will then cancel the Payment Services and reimburse the amount of Available Balance on the Account to you. However, we reserve the right to hold Available Balance for up to 30 business days from receipt of your instructions before returning the balance, to ensure that details of all transactions have been received.
- 11.2. After the Cooling Off period you may only cancel the Payment Services as described in clause 10 Above.

12. Expiry & Redemption

- 12.1. Your Card has an expiry date printed on it. The Card (and any Secondary Card) and any PFS IBAN linked to the Card will no longer be usable following the Expiry Date, and you must not use it after that time, but you will still be able to receive and send funds to and from the Account associated with the Card.
- 12.2. The funds on your Account will no longer be usable following the expiry date of the most recent Card that was issued under the Account ("Expiry Date").
- 12.3. The Payment Services and this Agreement shall terminate on the Expiry Date unless you request or are issued with a replacement Card prior to the Expiry Date in accordance with clause 13.4 or unless we otherwise agree to continue providing Payment Services to you following the Expiry Date.
- 12.4. You may not use your expired Card after the Expiry Date.
- 12.5. If your PFS IBAN is linked to your Account, rather than linked to your Card, then it will not expire when the Card expires, but will be available to use as long as the Account is available for your use.
- 12.6. If a Card expires before your Available Balance is exhausted, you can contact Customer Services to request a replacement Card, provided you do so 14 days before the Expiry Date and subject to payment of a fee (where specified).
- 12.7. Your funds are available for redemption by contacting us at any time before the end of the 6 years after the date on which this Agreement ends under Clause 12, after which time your Available Balance will no longer be redeemable to you and we are entitled to retain the corresponding funds. Where an Available Balance remains for more than one year after the date on which this Agreement ends under Clause 13, we are not required to safeguard the corresponding funds in our Customer Funds Account, but you can still request redemption for

up to 6 years. We may deduct from the proceeds of redemption of any such Available Balance the amount of any Late Redemption Fee.

- 12.8. Provided that your request for redemption is made less than 12 months following the date on which this Agreement ends under Clause 13 , redemption will not incur any Late Redemption Fee. If you make a request for redemption more than 12 months after the date on which this Agreement ends under Clause 13 an Account Closure Fee may be charged (where specified).
- 12.9. Program issuer or Program Manager 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 Program issuer or Program Manager that have not been paid or satisfied when due.
- 12.10. Program issuer or Program Manager shall have the absolute right to close your account and submit a chargeback claim if your account is in negative standing for more than 60 days. If our chargeback is successful, funds may only be used to credit your card or account and your account will remain closed.

13. Termination or Suspension of Your Account

- 13.1. Program issuer or Program Manager may terminate your use of the Payment Services with prior notice of at least 2 months.
- 13.2. Your use of the Payment Services will be terminated following the Expiry Date in accordance with clause 12.2
- 13.3. This Agreement and your use of the Payment Services will also end when your ability to initiate all Transactions ceases.
- 13.4. Program issuer or Program Manager may terminate or suspend, for such period as may reasonably be required, your use of the Payment Services at any time, without prior notice:
 - i. in the event of any fault or failure in the data information processing system;
 - ii. if we reasonably believe that you have used or are likely to use the Payment Services, or allow them to be used, in breach of this Agreement or to commit an offence;
 - iii. if any Available Balance may be at risk of fraud or misuse;
 - iv. if Program issuer or Program Manager suspect that you have provided false or misleading information;
 - v. By order or recommendation of the police or any relevant governmental or regulatory authority.
- 13.5. If any Transactions are found to have been made using your Card or associated IBAN after any action has been taken by us under clause 13.1, you must immediately repay such amounts to us.
- 13.6. Where it is practicable and lawful for Program issuer or Program Manager to do so or would not compromise reasonably justified security reasons, Program issuer or Program Manager will notify you via email of the suspension or restriction and the reasons for it before such measures take place or immediately thereafter.
- 13.7. Program issuer or Program Manager will reinstate your Account or execute the relevant Transaction(s) as soon as practicable after the reasons pursuant to Clause 13.4 no longer apply or exist.
- 13.8. If you wish to terminate the Payment Services at any time, you must request termination and the return of your Available Balance by email to our address in Clause 2 from the email address registered in your Account. Our Customer Services department will then suspend all further use of your Payment Services.

- 13.9. Once Program issuer or Program Manager have received all the necessary information from you (including any Customer Due Diligence) and all Transactions and applicable Fees and charges have been processed, Program issuer or Program Manager will refund to the you any Available Balance less any Fees and charges payable to Program issuer or Program Manager, 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. 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.
- 13.10. Once the Payment Services have been terminated, it will be your responsibility to destroy the Card(s) that were provided to you.
- 13.11. If, following reimbursement of your Available Balance, any further Transactions are found to have been made or charges or Fees incurred using the Card(s) or Program issuer or Program Manager receive a reversal of any prior funding Transaction, Program issuer or Program Manager will notify you of the amount and you must immediately repay to Program issuer or Program Manager such amount on demand as a debt.

14. Loss or Theft of your Card or Misappropriation of Your Account

- 14.1. You are responsible for protecting your funds as if they were cash.
- 14.2. You should treat your funds like cash in your wallet and look after it accordingly. If you lose your card or it is stolen you may not be able to recover the funds on your account in just the same way as you would usually not be able to recover cash which you lose, or which is stolen from you.
- 14.3. If your Card is lost or stolen or if you think someone is using the Payment Services, Card, Pin, and/or Access Codes without your permission or if your Card is damaged or malfunctions:
- i. you must contact Program issuer or Program Manager as soon as possible and you must provide Program issuer or Program Manager with your Account or Card number and either your Username and Password or some other identifying details acceptable to us so that Program issuer or Program Manager can be sure we are speaking to you; and
 - ii. Provided Program issuer or Program Manager have obtained your consent to close the Account, Program issuer or Program Manager will then provide you with a replacement Card with a corresponding new Account loaded with an amount equivalent to your last Available Balance.
- 14.4. You will be liable up to a maximum of the first €50/£35 of losses arising from any unauthorised Transactions that take place prior to your notifying us of the loss or theft. If our investigations show that any disputed transaction was authorised by you, or you have acted fraudulently or with gross negligence (for example by failing to keep your Prepaid Card or PIN secure), Program issuer or Program Manager may reverse any refund made and you may be liable for any loss we suffer because of the use of the Prepaid Card. You will not be held liable for any losses once you have notified us of loss or theft within 13 months of the date of the transaction or unless we reasonably determine that you have acted in accordance with clause 15.1.ii. - in which case you shall be liable for all losses.
- 14.5. Once Program issuer or Program Manager have been notified of any loss or theft, Program issuer or Program Manager will suspend the Payment Services as soon as Program issuer or Program Manager is able, to limit any further losses. Program issuer or Program Manager can

- only take steps to prevent unauthorised use of the Payment Services if you can provide Program issuer or Program Manager with the Account or Card number and Username and Password or if you can produce sufficient details to identify yourself and the relevant Account.
- 14.6. Replacement Cards will be posted to the most recent Account address registered by the Cardholder. Failure to provide the correct address will result in a Card Replacement Fee.
 - 14.7. If you subsequently find or retrieve a Card that you have reported lost or stolen, you must immediately destroy the found Card by cutting it in half through the magnetic stripe and chip.
 - 14.8. You agree to help Program issuer or Program Manager, our agents, regulatory authorities and the police if your Card is lost, stolen or if we suspect that the Payment Services are being misused.

15. General Liability

- 15.1. Without prejudice to Clause 16 and subject to clause 15.4;
 - i. neither party shall be liable to the other for indirect or consequential loss or damage (including without limitation loss of business, profits or revenues), incurred in connection with this Agreement, whether arising in contract, tort (including negligence), breach of statutory duty or otherwise;
 - ii. Program issuer or Program Manager shall not be liable:
 1. if you are unable to use the Payment Services as set out or for any reason stated in clauses 4 and 10;
 2. for any fault or failure beyond our reasonable control relating to the use of the Payment Services, including but not limited to, a lack of Available Balance or fault in or failure of data processing Schemes;
 3. for any loss, fault or failure relating to the use of a Third-Party Provider as stated in clause 6.3, 6.6 and 6.7 of this Agreement,
 4. if a Merchant refuses to accept a Transaction or fails to cancel an authorisation or pre-authorisation;
 5. for the goods or services that are purchased with your Card;
 6. for any loss, fraud or theft that is reported more than 8 weeks following the event;
 7. where you acted with:
 - 15.1.ii.7.1. undue delay
 - 15.1.ii.7.2. fraudulently; or
 - 15.1.ii.7.3. With gross negligence. (including where losses arise due to your failure to keep us notified of your correct personal details)
- 15.2. To the fullest extent permitted by relevant law, and subject to clause 14.4, our total liability under or arising from this Agreement shall be limited as follows:
 - i. where your Card is faulty due to our default, our liability shall be limited to replacement of the Card or, at our choice, repayment to you of the Available Balance;
 - ii. In all other circumstances of our default, our liability will be limited to repayment of the amount of the Available Balance.
- 15.3. Nothing in this Agreement shall exclude or limit either Party's liability in respect of death or personal injury arising from that party's negligence or fraudulent misrepresentation.
- 15.4. No party shall be liable for, or be considered in breach of this Agreement on account of, any delay or failure to perform as required by this Agreement as a result of any causes or

conditions which are beyond such Party's reasonable control and which such Party is unable to overcome by the exercise of reasonable diligence.

16. Liability for Unauthorised or Incorrectly Executed Transactions

- 16.1. Subject to Clauses 16.2, 16.3 and 16.6 we will reimburse you in full for all unauthorised Transactions sent from your Account immediately and in any event no later than the end of the following Business Day after noting or being notified of the Transaction (except where we have reasonable grounds for suspecting fraud), provided that you have informed us of the unauthorised Transaction without undue delay after becoming aware of the Transaction and in any event, no later than 13 months after the Transaction was executed. Where applicable, we shall restore your Account to the state in which it would have been had the unauthorised Transaction not taken place, so that that the credit value date shall be no later than the date the amount had been debited.
- 16.2. A Transaction shall be considered to be unauthorised if you have not given your consent for the Transaction to be made. If you believe that a Transaction has been made without your consent you should contact us in accordance with clause 2.
- 16.3. You may be liable for losses relating to any unauthorised Transactions up to a maximum of £35 resulting from the use of a lost or stolen Card or the misappropriation of your Account, unless the loss, theft or misappropriation was not detectable to you prior to payment (except where you acted fraudulently) or was caused by acts or lack of action of our employee, agent, branch or service provider.
- 16.4. You are liable for any losses incurred by an unauthorised Transaction if you have acted fraudulently or failed either intentionally or through gross negligence, to use your Account in accordance with the terms of this Agreement or to keep your Access Codes confidential and secure in accordance with Clause 8.
- 16.5. You shall not be liable for losses incurred by an unauthorised Transaction which takes place after you have notified us of a compromise of your Access Codes according to Clause 8, unless you have acted fraudulently, or where we have failed to provide you with the means to notify us in the agreed manner without delay on you becoming aware of the loss, theft, misappropriation or unauthorised use of your Card or Account.
- 16.6. Program issuer or Program Manager 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.
- 16.7. Program issuer or Program Manager 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 Program issuer or Program Manager acted in accordance with a legal obligation.
- 16.8. Where we are liable for the incorrect execution of a Transfer or SEPA Transfer that you receive under this Agreement, we shall immediately place the amount of the Transaction at your disposal in accordance and credit the corresponding amount to your Account no later than the date on which the amount would have been value dated, had the Transaction been correctly executed.
- 16.9. Where we are liable for the incorrect execution of a Payment, Transfer or SEPA Transfer by you as payer, we shall, without undue delay, refund to you the amount of the non-executed

or defective Transaction, and, where applicable, restore the debited Account to the state in which it would have been had the defective Transaction not taken place.

- 16.10. In the case of a non-executed or defectively executed Payment, Transfer or SEPA Transfer by you as payer, we shall, regardless of whether we are liable, on request, make immediate efforts to trace the Transaction and notify you of the outcome, free of charge.
- 16.11. A Payment initiated by or through a payee (e.g. a Merchant) shall be considered to be unauthorised if you have not given your consent for the Payment to be made. If you believe that a Payment has been made without your consent you should contact us in accordance with Clause 2.
- 16.12. A claim for a refund of an authorised Direct Debit or Payment initiated by or through a payee (e.g. a Merchant) where the authorisation did not specify an exact amount of payment Transaction (and the amount of the Payment exceeded the amount that you reasonably could have expected taking into account your previous spending pattern, this Agreement and the circumstances of the case), must be made within 8 weeks from the date on which the funds were deducted from your Available Balance. Within 10 Business Days of receiving your claim for a refund or within 10 Business Days of receiving further information from you, we will either refund the full amount of the Payment as at the date on which the amount of the Payment was debited or provide you with justification for refusing the refund.
- 16.13. The right to a refund under this Clause 16 does not apply where you have given consent directly to us for the Payment to be made and, if applicable, information on the Payment was provided or made available to you by us or the payee in an agreed manner for at least four weeks before the due date.
- 16.14. If you are not satisfied with the justification provided for refusing the refund or with the outcome of your claim for a refund, you may submit a complaint to us or contact the complaints authority as described in Clause 17.
- 16.15. If at any time we have incorrectly deducted money from your Available Balance, we shall refund the amount to you. If we subsequently establish that the refunded amount had been correctly deducted, we may deduct it from your Available Balance and may charge you a Fee. If you do not have sufficient Available Balance, you must repay us the amount immediately on demand.

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. Dispute Resolution

- 17.1. Program issuer or Program Manager are committed to providing an excellent customer experience for all our Customers. If we do not meet your expectations in any way, Program issuer or Program Manager want to have the opportunity to put things right.
- 17.2. In the first instance, your initial communication will be with our Customer Services Team who can be contacted by Email to supportclients (at) cardveritas .com or by phone to 0892.04.04.04 from France or to +44.20.712.70.566 from outside France. Customer Services Team will listen to your needs and will do their best to solve your issue promptly and fairly. Program issuer or Program Manager value the opportunity to review the way Program issuer or Program Manager do business and help Program issuer or Program Manager meet our customers' expectations.

- 17.3. If having received a response from Customer Services Team you are unhappy with the outcome, please contact the Complaints Team of Prepaid Financial Services Ltd, 5th Floor, Langham House, 302-308 Regent Street, London, W1B 3AT in writing via email on complaints (at) prepaidfinancialservices .com
- 17.4. Once received, the Complaints Team will conduct an investigation and you will receive a response of its findings within 15 days of receipt of the complaint. In exceptional circumstances where we are unable to reply within the first 15 days, we will reply providing a reason for the delay and deadline for response, not more than 35 days after first receipt of complaint.
- 17.5. If the Complaints Team is unable to resolve your complaint and you wish to escalate your complaint further, please contact the Financial Ombudsman Service at South Key Plaza, 183 Marsh Wall, London, E14 9SR. Details of the service offered by the Financial Ombudsman Service are available at <http://www.financialombudsman.org.uk/consumer/complaints.htm> or alternatively you can lodge your complaint in your country of domicile with the Online Dispute Resolution process at <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.show&lng=EN>
- 17.6. You must provide Program issuer or Program Manager with all receipts and information that are relevant to your claim.

18. Personal Data

- 18.1. PFS is a registered Data Controller with the Information Commissioners Office in the UK under registration number Z1821175 <https://ico.org.uk/ESDWebPages/Entry/Z1821175>
- 18.2. In order to provide you with the services relating to your Account, Program issuer or Program Manager are required to collect and process personal data about you, Additional Cardholders and Authorised Persons, with your consent or on a legal basis to meet our obligations for Anti-Money Laundering legislation or other governmental organisation. Where applicable, if an Account holder is under 16, then parental consent is explicitly required.
- 18.3. Your consent will be sought for collection of your data and you have the right to agree or decline. Where you decline consent for the collection and processing of your data we reserve our right to discontinue service due to our obligations as a financial services institution.
- 18.4. Program issuer or Program Manager may disclose or check your personal data with other organisations and obtain further information about you in order to verify your identity and comply with applicable money laundering and governmental regulations. A record of our enquiries will be left on your file.
- 18.5. Program issuer or Program Manager may pass your personal data on to third-party service providers contracted to Program issuer or Program Manager in the course of dealing with your Account. Any third parties that Program issuer or Program Manager may share your data with are obliged to keep your details secure, and to use them only to fulfil the service they provide you on our behalf. Where Program issuer or Program Manager transfer the personal data to a third country or international organisation, Program issuer or Program Manager ensure this is done securely and that they meet a minimum standard of data protection in their country.
- 18.6. You have the right to receive information concerning the personal data Program issuer or Program Manager hold about you and to rectify such data where it is inaccurate or incomplete. You have the right to object to or withdraw any consent you have given for certain types of processing such as direct marketing.

- 18.7. 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.
- 18.8. In the event that you wish to make a complaint about how your personal data is being processed by us (or third parties as described in 18.5 above), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and Program issuer or Program Manager's Data Protection Officer.
- 18.9. Privacy Policy of Program issuer or Program Manager provides full details on your rights as a data subject and our obligations as a data controller. Please read this document carefully and ensure you understand your rights.
- 18.10. By agreeing to these terms and conditions, you acknowledge and agree to our processing of your personal data in this way.
- 18.11. You also agree to Program issuer Privacy Policy and Card Program Privacy Policy acknowledge and agree to the provisions thereof (as amended from time to time).

19. Changes to the Terms and Conditions

Program issuer or Program Manager may update or amend these terms and conditions (including our Fees & Limits Schedule). Notice of any changes will be given on our website, or by e-mail notification, or by SMS at least 2 months in advance. By continuing to use the Payment Services after the expiry of the 2-month notice period you acknowledge that you indicate your acceptance to be bound by the updated or amended terms and conditions. If you do not wish to be bound by them, you should stop using the Payment Services immediately in accordance with our cancellation clause (see clause 10).

20. Miscellaneous

- 20.1. Program issuer or Program Manager may assign their 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 month's written notice. This will not adversely affect your rights or obligations under this Agreement.
- 20.2. Program issuer or Program Manager do not intend that any of the terms of this Agreement will be enforceable by a person not a party to it, except that Schemes and their affiliates may enforce any right granted to it under this Agreement.
- 20.3. Any waiver or concession Program issuer or Program Manager may allow you, will not affect our strict rights and your obligations under this Agreement.
- 20.4. You agree that you will not use the Payment Services in an illegal manner and you agree to indemnify us against any claim or proceeding brought about by such illegal use of the Payment Services.
- 20.5. 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.

21. Funds Protection

All relevant funds corresponding to your Available Balance are segregated from our funds and held in the Customer Funds Account in accordance with the safeguarding requirements of the

Electronic Money Regulations 2011 by law. In the event that we became insolvent those funds are protected against claims made by any of our creditors.

22. Regulation & Law

- 22.1. The Payment Services, Card and Account are payment products and not deposit, credit or banking products, as such they are not covered by the Financial Services Compensation Scheme.
- 22.2. This Agreement and any dispute or claim in relation to this Agreement shall be governed by the laws of England & Wales. However, if you reside outside of England and Wales you may bring an action in your country of domicile.

23. Fee Table

VERITAS FEE TABLE EURO / FRAIS POUR CARTES EMISES EN EURO – BASIC, CLASSIC, VIP	
Activation and Monthly and Maintenance Fee / Frais d'activation, Frais mensuel et frais de fonctionnement	Fee/Frais
Card Creation Fee/ Creation Carte	Free/Gratuit
Card Embossing and personalized / Personnalisation de la carte	Free/Gratuit
Activation Fee/ Frais d'activation	Free/Gratuit
Monthly service charge / Frais Mensuels	Free/Gratuit
Dedicated IBAN / RIB dédié	Free/Gratuit
NFC Antenna / NFC Antenne	Free/Gratuit
Annually Maintenance Fee Physical Card / Frais de fonctionnement annuel carte physique	€29,90
LOADING TRANSACTIONS/ Rechargements	Fee/Frais
Internet Credit or debit Card Load / Rechargement par Carte de Crédit ou Debit via internet	3.80%
Card to Card transfer in / Rechargement entrant de carte a carte	Free/Gratuit
Additional fee SMS credit or debit card load / Frais ensus rechargement par carte de crédit ou carte de débit via SMS	€ 0,5
Wire Bank Transfer In (through dedicated IBAN) - Virement entrant (via IBAN personnel)	2.49% (mini 5.00€)
Wire Bank Transfer In (through generic account) - Virement entrant (via compte generic)	2.49% (mini 5.00€)
Voucher / Coupon de rechargement	6%
Ukash (only kyc, seulement carte surclassée)	8%
Neocode	4% + 1€
Neosurf	7% + 1€
Terminal Cash Load / rechargement via terminal	6%
USAGE TRANSACTIONS / Utilisation	Fee/Frais
SMS Balance Check, Block, Unblock / Verification solde, Blocage ou déblocage carte par SMS	0,50 €
SMS Card to Card Transfer / Transfer carte a carte par SMS	0,50 €
ATM withdrawal SEPA zone / Retrait DAB	2,50 €
ATM withdrawal outside SEPA zone / Retrait DAB	2% (mini 5.00€)
ATM balance inquiry / Consultation solde dans un distributeur automatique	0,50 €
POS France / PDV en France	Free/Gratuit
POS International / PDV hors France	€ 0,70
FX on spend / Frais de change	1,99%
Card to Card transfer out / Envoi argent sortant carte a carte	Free/Gratuit
POS, ATM decline fee / PDV ou Distributeur Automatique rejet transaction	0,50 €
Transfer fee outgoing (through dedicated IBAN) / Virement sortant (via IBAN personnel)	2.49% (mini 5.00€)
SEPA transfer fee outgoing (through generic account) / Virement sortant SEPA	2.49% (mini 5.00€)
Non-SEPA transfer fee outgoing (through generic account) / Virement sortant non-SEPA	€ 50
Initial PIN Enquiry / Demande initial PIN	Free/Gratuit
Subsequent PIN Enquiry/ Demande PIN additionel	€ 2
ADMINISTRATIVE TRANSACTIONS/ Operations Administratives	Fee/Frais
Primary or Additional Account Closure / Fermeture compte principal ou Additionel	€ 20

Account Suspend / Compte suspendu	Free/Gratuit
Chargeback Processing/ chargeback	Free/Gratuit
Administration fee / Litige applies where: (a)CH erroneously disputes an authorized transaction required follow by a customer support agent, or (b) in the event of a request for arbitration or a disputed transaction, or (c) cover partial costs and expenses in providing customers with general manual support of their account (e.g. a request for legal, police, court, or judicial support...)	€ 290
Reverse Payment / Virement retourne par receveur	€ 15
Customer Services Fee Per Minute	0.75€ (min 3mins)
Expired Account / Carte Expirée	€10,00
MISCELLANEOUS FEES / Divers	Fee/Frais
Upgrade fee KYC2 / Surclassement niveau 2 (CLASSIC)	€8
Upgrade fee KYC3 / Surclassement niveau 3 (VIP)	€50
Issuing physical card additional or replacement / Émission carte secondaire ou de remplacement	€29,90
Issuing fees virtual card / Frais d'Émission carte virtuelle	€3.50
Inactivity fee per month (after 90 days of inactivity) / Frais inactivité par mois	€5.00

Fees Specific for cards issued in GBP, USD or ZAR spécifiques pour la cartes speciales en GBP, USD, ZAR	Frais	GBP	USD	ZAR
Card Fee (per issued card - includes lost and stolen)	£	20.00	\$ 40.00	ZAR 285.00
Monthly Service Charge / Frais mensuels	£	1.00	\$ 2.00	ZAR 14.00
FX on spend / Frais d change		3%	3%	3%
Internet SMS Credit Card Load / Rechargement par Carte de Credit via internet ou SMS		2.5%	2.5%	2.5%
ATM withdrawal in UK / Retrait argent distributeur automatique en Angleterre		1.5%	1.5%	1.5%
ATM withdrawal outside UK / Retrait argent distributeur automatique hors Angleterre		2%	2%	2%
POS UK / PDV en Angleterre	£	-	\$ -	ZAR -
POS outside UK / PDV hors Angleterre	£	1.00	\$ 2.00	ZAR 14.00
Cash advance in Post office or Bank in UK / Retrait especes poste ou banque en Angleterre	£	6.00	\$ 12.00	ZAR 84.00
Cash advance in Post office or Bank outside UK / Retrait especes poste ou banque hors Angleterre		2%	2%	2%
Card to card transfer internet-SMS/ rechargement carte a carte internet ouSMS		3%	3%	3%
SMS Balance Check / Verification solde par SMS	£	0.30	\$ 0.60	ZAR 4.20
SMS Block, Unblock / Blocage, Deblocage de la carte par SMS	£	-	\$ -	ZAR -
Card cash out-Administration Fee/ Cash out-Litige	£	10.00	\$ 20.00	ZAR 140.00
Manual KYC /Surclassement	£	5.00	\$ 5.00	ZAR 50.00

VERITAS (AMBASSADOR VERSION) FEE TABLE EURO / FRAIS POUR CARTES EMISES EN EURO – AMBASSADOR VERSION : BASIC, CLASSIC, VIP	
AMBASSADOR VERSION IS AVAILABLE ONLY ON SPECIAL REQUEST AND OFFLINE PREAPPROVAL.	
Activation and Monthly and Maintenance Fee / Frais d'activation, Frais mensuel et frais de fonctionnement	Fee/Frais
Card Creation Fee/ Creation Carte	Free/Gratuit
Card Embossing and personalized / Personnalisation de la carte	Free/Gratuit
Activation Fee/ Frais d'activation	Free/Gratuit
Monthly service charge / Frais Mensuels	Free/Gratuit
Dedicated IBAN / RIB dédié	Free/Gratuit
NFC Antenna / NFC Antenne	Free/Gratuit
Annually Maintenance Fee Physical Card / Frais de fonctionnement annuel carte physique	€149,00
LOADING TRANSACTIONS/ Rechargements	Fee/Frais
Internet Credit or debit Card Load / Rechargement par Carte de Crédit ou Debit via internet	Free/Gratuit
Card to Card transfer in / Rechargement entrant de carte a carte	Free/Gratuit

Additional fee SMS credit or debit card load / Frais ensus rechargement par carte de crédit ou carte de débit via SMS	Free/Gratuit
Wire Bank Transfer In (through dedicated IBAN) - Virement entrant (via IBAN personnel)	Free/Gratuit
Wire Bank Transfer In (through generic account) - Virement entrant (via compte generic)	Free/Gratuit
Voucher / Coupon de rechargement	6%
Ukash (only kyc, seulement carte surclassée)	8%
Neocode	4% + 1€
Neosurf	7% + 1€
Terminal Cash Load / rechargement via terminal	6%
USAGE TRANSACTIONS / Utilisation	Fee/Frais
SMS Balance Check, Block, Unblock / Verification solde, Blocage ou déblocage carte par SMS	Free/Gratuit
SMS Card to Card Transfer / Transfer carte a carte par SMS	Free/Gratuit
ATM withdrawal SEPA zone / Retrait DAB	2,50 €
ATM withdrawal outside SEPA zone / Retrait DAB	2% (mini 5.00€)
ATM balance inquiry / Consultation solde dans un distributeur automatique	Free/Gratuit
POS France / PDV en France	Free/Gratuit
POS International / PDV hors France	Free/Gratuit
FX on spend / Frais de change	Free/Gratuit
Card to Card transfer out / Envoi argent sortant carte a carte	Free/Gratuit
POS, ATM decline fee / PDV ou Distributeur Automatique rejet transaction	Free/Gratuit
Transfer fee outgoing (through dedicated IBAN) / Virement sortant (via IBAN personnel)	Free/Gratuit
SEPA transfer fee outgoing (through generic account) / Virement sortant SEPA	Free/Gratuit
Non-SEPA transfer fee outgoing (through generic account) / Virement sortant non-SEPA	Free/Gratuit
Initial PIN Enquiry / Demande initial PIN	Free/Gratuit
Subsequent PIN Enquiry/ Demande PIN additionel	Free/Gratuit
ADMINISTRATIVE TRANSACTIONS/ Operations Administratives	Fee/Frais
Primary or Additional Account Closure / Fermeture compte principal ou Additionel	€ 20
Account Suspend / Compte suspendu	Free/Gratuit
Chargeback Processing/ chargeback	Free/Gratuit
Admnistration fee / Litige applies where: (a)CH erroneously disputes an authorized transaction required follow by a customer support agent, or (b) in the event of a request for arbitration or a disputed transaction, or (c) cover partial costs and expenses in providing customers with general manual support of their account (e.g. a request for legal, police, court, or judicial support...)	€ 290
Reverse Payment / Virement retourne par receveur	€ 15
Customer Services Fee Per Minute	0.75€ (min 3mins)
Expired Account / Carte Expirée	€10
MISCELLANEOUS FEES / Divers	Fee/Frais
Upgrade fee KYC2 / Surclassement niveau 2 (CLASSIC)	Free/Gratuit
Upgrade fee KYC3 / Surclassement niveau 3 (VIP)	Free/Gratuit
Issuing physical card additional or replacement / Émission carte secondaire ou de remplacement	€149
Inactivity fee per month (after 90 days of inactivity) / Frais inactivité par mois	€5.00